# Checklist – Support coordinators

The checklist below will help support coordinators understand the steps involved to begin using the my NDIS provider portal.

## Information

* I have read the [support coordinator information pack](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches#what-does-day-1-look-like-for-support-coordinators-and-psychosocial-recovery-coaches).
* I have read the [information on unregistered support coordinators](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches#unregistered-support-coordinators-and-psychosocial-recovery-coaches).
* I have read the [quick reference guide (QRG) for support coordinators](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches#what-does-day-1-look-like-for-support-coordinators-and-psychosocial-recovery-coaches).
* I have read the [new support coordinator reporting template.](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches#new-reporting-templates)
* I have read the [my NDIS provider portal step-by-step guide](https://www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources#my-ndis-provider-portal-step-by-step-guide).
* I have completed the my NDIS provider portal tutorials on the [provider learning environment](https://provider-portal-training.ndis.gov.au/#id=null).
* I have read about [changes to budget support categories](https://improvements.ndis.gov.au/providers/claims-and-payments/support-catalogue) in the new NDIS computer system.

## Processes

* I understand [the process for participant consent](https://improvements.ndis.gov.au/providers/working-participants/participant-consent-and-viewing-plans) to share information with me in the my NDIS provider portal.
* I understand [what different providers can see in the my NDIS provider portal.](https://improvements.ndis.gov.au/providers/working-participants/participant-consent-and-viewing-plans#providers-and-participant-consent-to-view-ndis-plans)
* I understand how [a participant changes their support coordinator](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches).
* I understand how support items link to new support categories in the [support catalogue](https://improvements.ndis.gov.au/providers/claims-and-payments/support-catalogue).
* I understand [service bookings](https://improvements.ndis.gov.au/providers/working-participants/my-providers) are not a feature of participant plans developed in the new NDIS computer system.
* I understand [when a provider accepts a request for service](https://improvements.ndis.gov.au/providers/working-participants/support-coordinators-and-psychosocial-recovery-coaches#accepting-a-request-for-service-in-the-my-ndis-provider-portal) their relationship with the participant will be recorded in our new computer system.
* I understand [how participants can record, change, or remove their my providers](https://improvements.ndis.gov.au/providers/working-participants/my-providers).

If you need further support, please email [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au) or call us on 1800 800 110.