



Pocket Support Sign-Up Guide

Welcome to Pocket Support! Follow this step-by-step guide to create your account and get started securely.

1. Creating Your Account

All users follow the same initial sign-up process:

1. Go to the Pocket Support website www.pocketsupport.com.au or download the mobile app.
2. Click **Sign Up**.
3. Enter your email address.
4. Create a **strong password** (at least 8 characters, including numbers and special characters).
5. Confirm your password and click Next.
6. Check your email for a verification link and click to confirm your account. If you don't see it, check your junk or spam folder.

Once you have verified your email, you will be prompted to select your account type.

2. Choosing Your Account Type

After signing up, choose the appropriate account type:

Participant Account – For individuals receiving support services.

Representative Account – For family members, support coordinators, or other representatives managing a participant's support. (Requires agreement to the Representative Agreement.)

Provider Account – For service providers offering support services to participants. (Requires agreement to the Responsible Person's Authority Form.)

⚠ Important: A single email can be used for all three account types (Participant, Representative, and Provider), but they cannot be linked. A Participant cannot register themselves as their own Representative or Provider. Doing so will cause an error requiring admin intervention.

To invite a Representative or Provider, use a different email from the one used for the Participant account. However, a Participant cannot invite themselves as their own Representative or Provider. Attempting to do so will create an error that requires admin intervention before the account can continue.

3. Completing Your Profile

After selecting your account type, complete your profile:

For **Participants**: Add basic details such as your name and preferred communication settings.

For **Representatives**: Agree to the Representative Agreement, then link to a participant's account (you will need an invitation or approval from the participant).

For **Providers**: Agree to the Responsible Person's Authority Form, then set up your provider profile, including services offered and availability.

4. Getting Started

Once your profile is complete:

Participants can start adding their support team and managing their supports.

Representatives can oversee participant details and communicate securely within the app.

Providers have access to free reporting tools but require an invitation from a Participant to use the coordination tools.

For additional help, visit our website and fill in an enquiry form or contact Pocket Support via socials.

5. How to Subscribe Using NDIS Funding

Participants can subscribe to Pocket Support using NDIS funding by following these steps:

1. Visit the **Participant Profile** on the web portal at <https://pocketsupport.com.au>.
2. Review, understand, and sign the **Service Agreement** with assistance if needed.
3. We will email confirmation of the Service Agreement before billing.
4. Pocket Support will handle the rest, including invoicing your chosen method of **self-managed** or **plan-managed** NDIS funding.

Welcome to a safer way to manage supports! 🚀