



Quick Guide

Setting up myMSD

Last updated 11/05/2022

You can apply online for most Work and Income payments or services.

Setting up myMSD Portal

You will need to set up your customer account on the MyMSD portal.

To do this you will need your client number which can be found on your community services card.

Child Disability Allowance

If you are applying for a Child Disability Allowance, you log in under your own details.

You do not need to receive a benefit to qualify for a disability allowance.

Disability Allowance

This must be in the person receiving the payments name, so you must log in using these details. You do not need to receive a benefit to qualify for a disability allowance.

Supported Living Payment

This must be in the person receiving the payments name, so you must log in using these details.

Becoming an agent

If you want someone to act for you in the longer term, you might need to make them your 'agent'. If your child needs you to speak on their behalf to get the supported living payment, you will need to become their agent.

See what you qualify for

There are a set of questions on the myMSD portal. It will refine what it asks, based on what you answer. You can review and edit your answers. Once you are happy with your answers you can submit your responses. It will then tell you what documents you need to upload to support your application.

The contact centre will then try to contact you 3 times to let you know what you qualify for, and anything else you need to provide. If they do not reach you, you will then need to contact them on 0800 559 009

If you do not have a computer or are not connected to WiFi

The Work and Income Service Centres have a kiosk you can use to access myMSD.

You can use your mobile device, though this may not be as easy to use.

You can approach your local Disability Resource Centre or Library to see if they can assist.

Want to know more about Work and Income?

If you have any questions or concerns, contact Work and Income.

- Web: workandincome.govt.nz
- Phone: 0800 559 009