



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

User guide for
Agent Administrators

ACT Revenue Office
May 2026



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Manage Users

Agency Administrators can use this process to view and add agents for their agency.

Note: All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal [Terms and conditions](#).

View agency users

1. Sign into the **Rental Bonds Portal**
2. From the **Main Menu** click **Manage Users**.

The screenshot shows the 'Manage Bonds' page. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, **Manage Users** (highlighted with a red box), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main content area is titled 'Manage Bonds' and features a search bar and a table with columns: Bond No., Tenant, Premises, Agency, and a search icon. Below this is a table with columns: BOND NO., TENANT/S, PREMISES, AMOUNT, LODGEMENT DATE, and STATUS.

3. The **Manage Users** screen will open and display a list of current users for your agency.

The screenshot shows the 'Manage Users' page. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, **Manage Users** (highlighted with a red box), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main content area is titled 'Manage Users' and features a search bar, a 'NEW USER' button, and a table of users.

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Bob	Boss	tt2@gmail.com	Agent Administrator	16-05-2022	Active	✔	30-04-2026



Add a user to your agency

1. Sign into the **Rental Bonds Portal**
2. From the **Main Menu** click **Manage Users**.

The screenshot shows the 'Manage Bonds' interface. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, **Manage Users** (highlighted with a red box), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main content area is titled 'Manage Bonds' and features a search bar and a table with columns: Bond No., Tenant, Premises, Agency, and a SEARCH button. Below the search bar is a table with columns: BOND NO., TENANT/S, PREMISES, AMOUNT, LODGEMENT DATE, and STATUS. The table is currently empty.

3. The Manage Users screen will display. Click **+ New User** on the top right-hand corner of the screen.

The screenshot shows the 'Manage Users' interface. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, **Manage Users** (highlighted with a red box), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main content area is titled 'Manage Users' and features a '+ NEW USER' button (highlighted with a red box), a search bar, a 'RESET' button, and a 'Select Role' dropdown menu. Below these is a table with columns: First Name, Last Name, Email Address, Role, Created Date, User Status, Agency Status, and Last Logon. The table contains one entry: Bob, Boss, IK2@email.com, Agent Administrator, 16-05-2022, Active, Agency Status (green checkmark), 30-04-2026.

4. The New User screen will display. Enter the user's email address and click **Search**.
Note: If a user already has an account in the portal see [Add an existing user to multiple agencies or branches](#)

The screenshot shows the 'New User' interface. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, **Manage Users** (highlighted with a red box), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main content area is titled 'New User' and features a 'Search Email:' field (highlighted with a red box) containing 'real.estate.agent@mailsac.com', a 'SEARCH' button (highlighted with a red box), and a 'RESET' button. Below the search field is a 'Role' dropdown menu with 'Please Select' selected. A message states: 'A link to activate this user will be sent to the email address provided. For security reasons, the link will expire in 1 hour.' Below this is a 'Created Date:' field with '14-04-2026', a 'Last Logon:' field with 'no logon date', and a 'Registration Email Sent:' field with 'not sent'. At the bottom is a 'SEND INVITATION LINK' button.



5. Select the users **Role** from the drop-down menu. Enter the user's first name, last name, email address and contact number.

ACT ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

New User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**

Search Email:
real.estate.agent@mailsac.com **SEARCH** **RESET**

No user found, please check the email and try again or fill in the form below to create a new user

Role *
Please Select
Agent (Property Manager)
Agent Administrator

Last Name *
[Input Field]

Email Address *
real.estate.agent@mailsac.com

Contact Number *
[Input Field]

Note:

Agent (Property Manager) = can view and action all the bonds for your agency
Agent Administrator = can view and action all the bonds for your agency, add/edit users for your agency and update the agency's details

6. Click **Save**. You will return to the **Manage User** screen.

ACT ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

First Name *
Real Estate ✓

Last Name *
Agent ✓

Email Address *
real.estate.agent@mailsac.com

Contact Number *
02 6207 0028 ✓

A link to activate this user will be sent to the email address provided. For security reasons, the link will expire in 1 hour.

Created Date:
14-04-2026

Last Logon:
no logon date

Registration Email Sent:
not sent


CANCEL **SAVE**



Note: An activation email will be sent to the email address provided (see below). The user must activate their account within one hour of the email being sent.

Complete Your Registration

 ACT Revenue Office
To: real.estate.agent@mailsac.com

 If there are problems with how this message is displayed, click here to view it in a web browser.



Activate Your Account

Thank you for registering with the ACT Rental Bonds Portal. Before you proceed, please activate your account by clicking on the link below. This link will expire in 1 hour for security purposes.

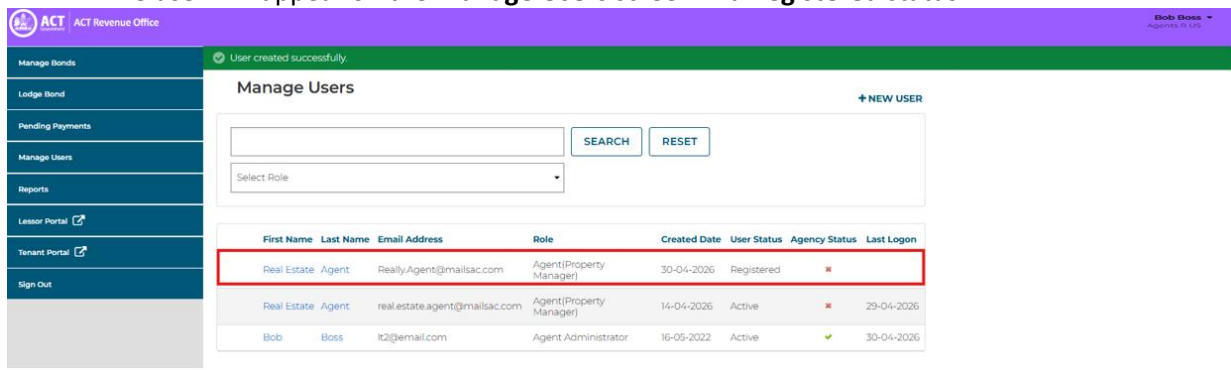
[ACTIVATE MY ACCOUNT](#)

Link not working? Copy and paste this link into your browser.

<https://actrevenueoffice-tst1.outsystemsenterprise.com/ARBAccountMgmt/CreatePassword.aspx?Activation=ebebc3fd20394ffbb074&NewAgent=True>

If you have received this email in error, please contact us on (02) 6207 0028 or email us at: rb@act.gov.au. Please do not reply to this email as it is an automated email address. Use of the ACT Rental Bonds Portal is subject to our [Terms & Conditions](#) and [Privacy Statement](#).

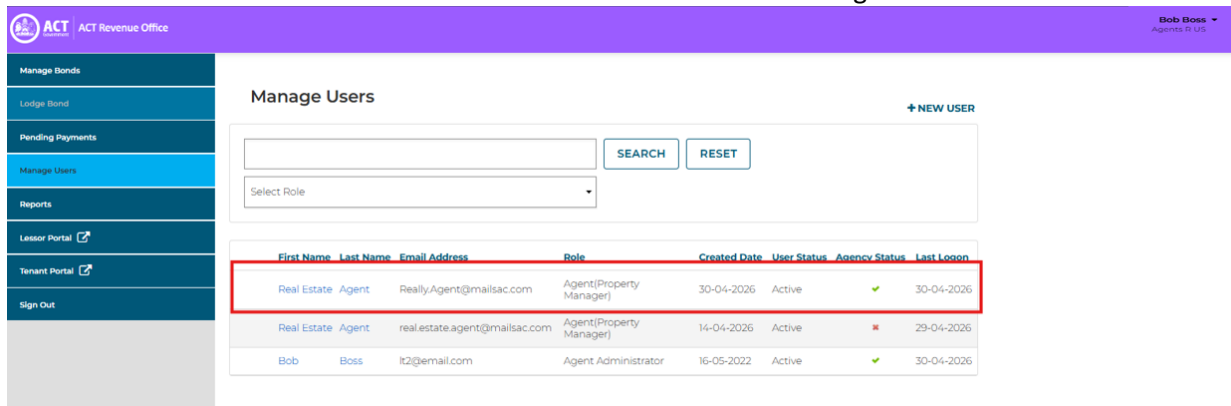
7. The user will appear on the **Manage Users** screen in a **Registered** status.



The screenshot shows the 'Manage Users' interface. A green notification bar at the top says 'User created successfully'. The table below shows three users. The first user, 'Real Estate Agent' with email 'Really.Agent@mailsac.com', is highlighted with a red box and has a 'Registered' status with a red 'X' icon.

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Real Estate	Agent	Really.Agent@mailsac.com	Agent(Property Manager)	30-04-2026	Registered	X	
Real Estate	Agent	real.estate.agent@mailsac.com	Agent(Property Manager)	14-04-2026	Active	X	29-04-2026
Bob	Boss	It2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026

8. Once the user has activated their account their status will change to Active.



The screenshot shows the 'Manage Users' interface. The table below shows the same three users. The first user, 'Real Estate Agent' with email 'Really.Agent@mailsac.com', is now highlighted with a red box and has an 'Active' status with a green checkmark icon.

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Real Estate	Agent	Really.Agent@mailsac.com	Agent(Property Manager)	30-04-2026	Active	✓	30-04-2026
Real Estate	Agent	real.estate.agent@mailsac.com	Agent(Property Manager)	14-04-2026	Active	X	29-04-2026
Bob	Boss	It2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026



Resend an Activation Email

Agency Administrators can use this process to resend an activation email request if the user does not activate their account within the required time limit.

1. Sign into the **Rental Bonds Portal**
2. From the **Main Menu** click **Manage Users**.

Manage Bonds

Bond No. Tenant Premises Agency SEARCH

ALL RAISED LODGED REFUND PENDING IN DISPUTE REFUNDED UNCLAIMED

<input type="checkbox"/>	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGEMENT DATE	STATUS
--------------------------	----------	----------	----------	--------	----------------	--------

3. Click the **edit icon** next to the user's name on the user account line.

Note: If the users name does not appear you can enter their **email address** and click **Search** to display their details.

Manage Users + NEW USER

SEARCH RESET

Select Role

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Real Estate	Agent	ReallyAgent@mailsac.com	Agent(Property Manager)	30-04-2026	Active	✓	30-04-2026
Real Estate	Agent	real.estate.agent@mailsac.com	Agent(Property Manager)	14-04-2026	Active	✗	29-04-2026
Bob	Boss	lt2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026



4. The Edit User screen will display. Click **Resend Activation Email**

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**.

Role * Manage Role in Manage Agency Screen
Agent(Property Manager)

First Name *
Greg

Last Name *
Cator

Email Address *
ag@lag.com

Contact Number *
04 1564 5646

[RESEND ACTIVATION EMAIL](#)

5. A message will display advising **the activation email has been sent.**

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**.

Role * Manage Role in Manage Agency Screen
Agent(Property Manager)

First Name *
Greg

Last Name *
Cator

Email Address *
ag@lag.com

Contact Number *
04 1564 5646

[RESEND ACTIVATION EMAIL](#)

✓ The activation email has been sent.

Note: Another activation email will be sent to the email address provided. The user must activate their account within one hour of the email being sent.



Add an existing user to multiple agencies or branches

Agent Administrators can use this process to add an existing user to multiple agencies or branches that they manage.

1. Sign into the **Rental Bonds Portal**
2. From the **Main Menu** click **Manage Users**.

Manage Bonds

Manage Users

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED

3. The **Manage Users** screen will display. Click **+ New User** in the top right-hand corner of the screen.

Manage Users

+ NEW USER

Select Role

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Bob	Boss	It2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026

4. The **New User** screen will display. Enter the users email address and click **Search**.

New User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**.

Search Email: real.estate.agent@mailsac.com

SEARCH

RESET

Role: Please Select

A link to activate this user will be sent to the email address provided. For security reasons, the link will expire in 1 hour.

Created Date: 14-04-2026

Last Logon: no logon date

Registration Email Sent: not sent

SEND INVITATION LINK



5. If the user already exists in the Rental Bonds Portal, a message will display “Existing user found”. You can invite this user to your agency or branch.

ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

New User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**.

Search Email:
real.estate.agent@mailsa.com **SEARCH** **RESET**

Existing user found, you can invite this user to your organisation.

Role *
Please Select

A link to activate this user will be sent to the email address provided. For security reasons, the link will expire in 1 hour.

Created Date:
14-04-2026

Last Logon:
no logon date

Registration Email Sent:
not sent

SEND INVITATION LINK

6. Select the users **Role** from the drop-down menu. Click **Send Invitation Link**.

ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

New User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&C's**.

Search Email:
real.estate.agent@mailsa.com **SEARCH** **RESET**

Existing user found, you can invite this user to your organisation.

Role *
Please Select
Agent (Property Manager)
Agent Administrator

A link to activate this user will be sent to the email address provided. For security reasons, the link will expire in 1 hour.

Created Date:
14-04-2026

Last Logon:
no logon date

Registration Email Sent:
not sent

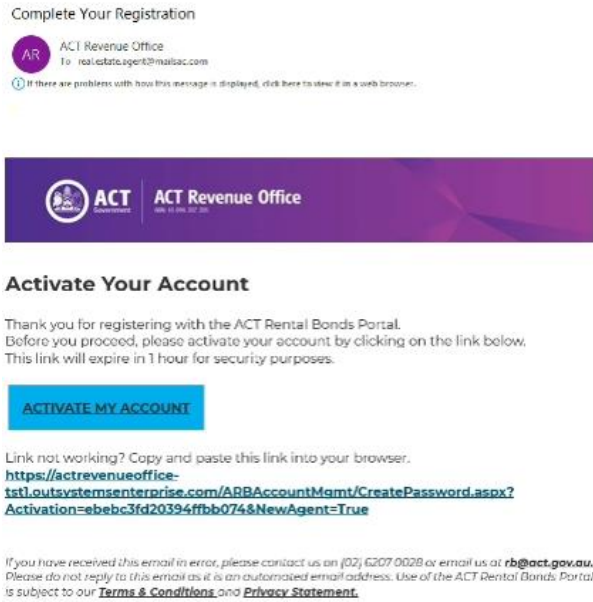
SEND INVITATION LINK

Note:

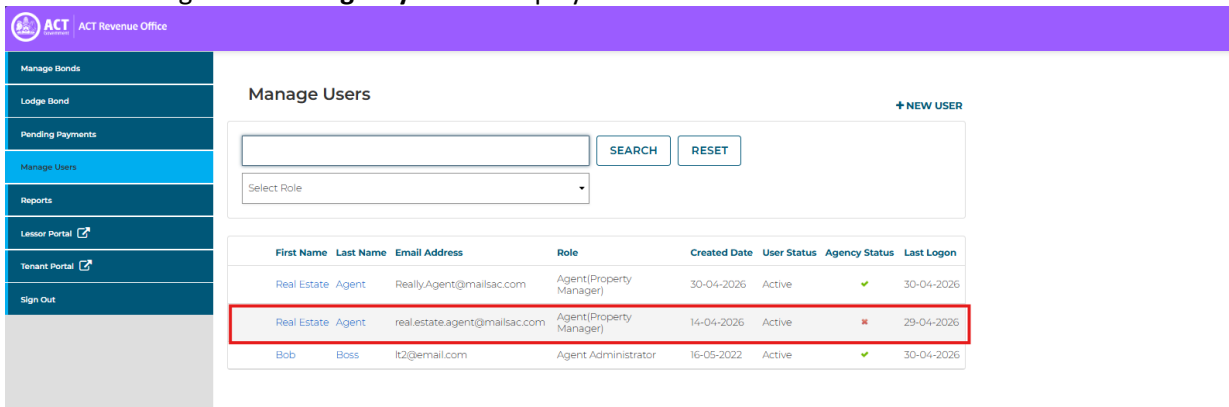
Agent (Property Manager) = can view and action all the bonds for your agency
Agent Administrator = can view and action all the bonds for your agency, add/edit users for your agency and update the agency's details



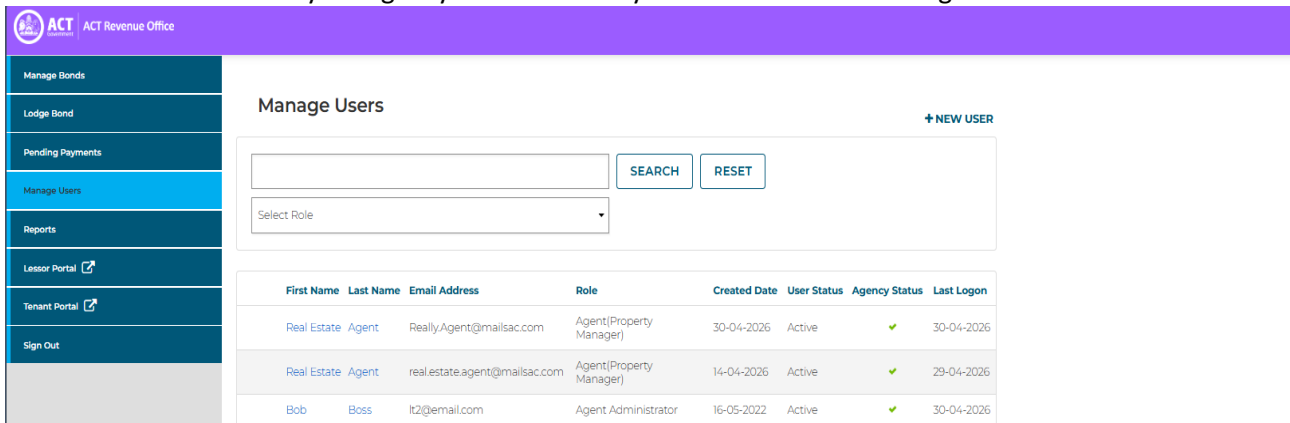
Note: An activation email will be sent to the email address provided (see below). The user must activate their account within one hour of the email being sent.



7. The user appears on the **Manage Users** screen with a **User Status** of **Active**, as they are an existing user. The **Agency Status** displays a cross until the user activates their account.



8. Once the user has activated their account, the **Agency Status** displays a tick to indicate they are active within your agency or branch. They can now view and manage bonds.





Change user status

Agency Administrators can use this process to deactivate or reactivate a user's account.

Deactivate user

1. Sign into the **Rental Bonds Portal**
2. Click the **Profile** menu in the top right-hand corner to display the drop-down list.

Manage Bonds

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
1037312	Emilia Vickery Matthew Morrison Riley Jacobsen	4/ 89 BRITTEN-JONES DRIVE, HOLT ACT 2615	\$ 800.00	30-04-2026	Lodged	
1037325	Elise Zanetti	2/ 22 WAKELIN CIRCUIT, WESTON ACT 2611	\$ 1,360.00	30-04-2026	Raised	
1037324	Lucas Bennet	16/ 2 MYERS PLACE, KAMBAH ACT 2902	\$ 720.00	30-04-2026	Raised	
1037323	Abigail Walters	2/ 40 VASEY CRESCENT, CAMPBELL ACT 2612	\$ 1,280.00	30-04-2026	Raised	

3. Click **Agency Profile**.

Manage Bonds

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
1037312	Emilia Vickery Matthew Morrison Riley Jacobsen	4/ 89 BRITTEN-JONES DRIVE, HOLT ACT 2615	\$ 800.00	30-04-2026	Lodged	
1037325	Elise Zanetti	2/ 22 WAKELIN CIRCUIT, WESTON ACT 2611	\$ 1,360.00	30-04-2026	Raised	
1037324	Lucas Bennet	16/ 2 MYERS PLACE, KAMBAH ACT 2902	\$ 720.00	30-04-2026	Raised	

MY PROFILE

- AGENCY PROFILE**
- CHANGE PASSWORD
- SIGN OUT

4. This **Agency Profile** screen will display. Click **View Agents**

Agency Profile [EDIT]

ABN: 8562160000 [VIEW AGENTS]

Agency License Number *: 90000200

Agency Organisation Name: Agents R US PTY LTD

Business Name *: Agents R US

Agency Contact Details

Contact Email *: It@email.com

Phone Number *: 04 1234 1515

Address



5. A list of agents for the agency is displayed. Click the agents **Name** you want to deactivate.

back to Agency Agents R US

Real Estate Agents for Agents R US

Set Active - Set Inactive

<input type="checkbox"/>	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
<input type="checkbox"/>	Bob Boss	tb2@email.com	04 2131 3615	Agent Administrator	✓
<input type="checkbox"/>	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
<input type="checkbox"/>	Real Estate Agent	ReallyAgent@mailsac.com	02 6207 0028	Agent	✓

3 records

6. The **Edit User** screen will display with the agents' details. 'Click' **Inactive**.

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**.

Role *

Agency

First Name *

Last Name *

Email Address *

Contact Number *

Status of Agency *

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58



7. Click Save

ACT ACT Revenue Office Bob Boss
Agents R US

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal
Tenant Portal
Sign Out

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**

Role *
Agent(Property Manager)

Agency
Agents R US (90000200 - Agents R US PTY LTD)

First Name *
Real Estate

Last Name *
Agent

Email Address *
real.estate.agent@mailsac.com

Contact Number *
02 6207 0029

Status of Agency *
 INACTIVE ACTIVE

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58

8. A pop-up message will appear asking you to confirm that you want to deactivate the agent. Click Yes.

ACT ACT Revenue Office Bob Boss
Agents R US

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal
Tenant Portal
Sign Out

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**

Role *
Agent(Property Manager)

Agency
Agents R US (90000200 - Agents R US PTY LTD)

First Name *
Real Estate

Last Name *
Agent

Email Address *
real.estate.agent@mailsac.com

Contact Number *
02 6207 0029

Status of Agency *
 INACTIVE ACTIVE

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58

Warning

Please note: Real Estate Agent is registered to multiple agencies in the portal.
Please contact rb@act.gov.au for further assistance.



9. A pop-up message will appear confirming the updates have been saved. The **Agency Status** will display a cross.

The screenshot shows the ACT Revenue Office portal interface. A green notification banner at the top states "User saved successfully". Below this, the page title is "Real Estate Agents for Agents R US". There is a search bar with "SEARCH" and "RESET" buttons. A table lists three agents with their details and agency status. The status for the second agent is shown as a red cross.

<input type="checkbox"/>	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
<input type="checkbox"/>	Bob Boss	It2@email.com	04 2131 3615	Agent Administrator	✓
<input type="checkbox"/>	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✗
<input type="checkbox"/>	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

3 records



Reactivate user

1. Sign into the **Rental Bonds Portal**
2. Click the **Profile** menu in the top right-hand corner to display the drop-down list.

The screenshot shows the 'Manage Bonds' page. In the top right corner, the user's name 'Bob Boss' is displayed with a dropdown arrow. The dropdown menu is open, showing 'Agents R US' and 'MY PROFILE'. The 'MY PROFILE' option is highlighted with a red box.

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
1037312	Emilia Vickery Matthew Morrison Riley Jacobsen	4/89 BRITTEN-JONES DRIVE, HOLT ACT 2615	\$ 800.00	30-04-2026	Lodged	
1037325	Elise Zanetti	2/22 WAKELIN CIRCUIT, WESTON ACT 2611	\$ 1,360.00	30-04-2026	Raised	
1037324	Lucas Bennet	16/2 MYERS PLACE, KAMBAH ACT 2902	\$ 720.00	30-04-2026	Raised	
1037323	Abigail Walters	2/40 WASEY CRESCENT, CAMPBELL ACT 2612	\$ 1,280.00	30-04-2026	Raised	

3. Click Agency Profile.

The screenshot shows the 'Manage Bonds' page. The user profile dropdown menu is open, and the 'AGENCY PROFILE' option is highlighted with a red box. Other options include 'MY PROFILE', 'CHANGE PASSWORD', and 'SIGN OUT'.

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
1037312	Emilia Vickery Matthew Morrison Riley Jacobsen	4/89 BRITTEN-JONES DRIVE, HOLT ACT 2615	\$ 800.00	30-04-2026	Lodged	
1037325	Elise Zanetti	2/22 WAKELIN CIRCUIT, WESTON ACT 2611	\$ 1,360.00	30-04-2026	Raised	
1037324	Lucas Bennet	16/2 MYERS PLACE, KAMBAH ACT 2902	\$ 720.00	30-04-2026	Raised	

4. This Agency Profile screen will display. Click View Agents

The screenshot shows the 'Agency Profile' form. The 'VIEW AGENTS' button is highlighted with a red box. The form contains the following fields and values:

- ABN: 8562140000 (Warning: This is not a valid ABN.)
- Agency License Number: 90000200 (Info: This is an excluded ACT Real Estate License Number.)
- Agency Organisation Name: Agents R US PTY LTD
- Business Name: Agents R US
- Agency Contact Details:
 - Contact Email: lt@email.com
 - Phone Number: 04 1234 1515
- Address: (Empty field)



5. A list of agents for the agency is displayed. Click the agents name you want to activate.

back to Agency Agents R US

Real Estate Agents for Agents R US

Set Active Set Inactive

<input type="checkbox"/>	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
<input type="checkbox"/>	Bob Boss	rb2@gmail.com	04 2131 3615	Agent Administrator	✔
<input type="checkbox"/>	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✘
<input type="checkbox"/>	Real Estate Agent	RealtyAgent@mailsac.com	02 6207 0028	Agent	✔

3 records

6. The Edit User screen will display with the agents' details. 'Click' Active.

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**

Role *

Agency

First Name *

Last Name *

Email Address *

Contact Number *

Status of Agency *
 INACTIVE ACTIVE

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58



7. Click **Save**

ACT ACT Revenue Office Bob Boss
Agents R US

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**.

Role *
Agent(Property Manager)

Agency
Agents R US (90000200 - Agents R US PTY LTD)

First Name *
Real Estate

Last Name *
Agent

Email Address *
real.estate.agent@mailsac.com

Contact Number *
02 6207 0029

Status of Agency *
 INACTIVE ACTIVE

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58

8. A pop-up message will appear asking you to confirm that you want to reactivate the agent. Click **Yes**.

ACT ACT Revenue Office Bob Boss
Agents R US

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal [↗](#)
Tenant Portal [↗](#)
Sign Out

Edit User

All changes are audit logged. You should ensure this action complies with your obligations as a Real Estate Agent and the Rental Bonds Portal **T&Cs**.

Role *
Agent(Property Manager)

Agency
Agents R US (90000200 - Agents R US PTY LTD)

First Name *
Real Estate

Last Name *
Agent

Email Address *
real.estate.agent@mailsac.com

Contact Number *
02 6207 0029

Status of Agency *
 INACTIVE ACTIVE

Created Date:
14-04-2026

Last Logon:
29-04-2026 09:32

Registration Email Sent:
14-04-2026 15:58

Manage User Agency Status ✕

Are you sure you want to activate this agent in this agency? All changes are audit logged.



9. A pop-up message will appear confirming the updates have been saved.

The screenshot shows the ACT Revenue Office portal interface. A green notification banner at the top states "User saved successfully". Below this, the page title is "Real Estate Agents for Agents R US". There is a search bar with "SEARCH" and "RESET" buttons. Below the search bar, there are links for "Set Active" and "Set Inactive". A table lists three agents with columns for NAME, EMAIL, PHONE NUMBER, ROLE, and AGENCY STATUS. The table shows one "Agent Administrator" and two "Agent" roles, all with green checkmarks in the "AGENCY STATUS" column.

<input type="checkbox"/>	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
<input type="checkbox"/>	Bob Boss	it2@email.com	04 2131 3615	Agent Administrator	✓
<input type="checkbox"/>	Real Estate Agent	real.estate.agent@email.sac.com	02 6207 0029	Agent	✓
<input type="checkbox"/>	Real Estate Agent	Realty.Agent@email.sac.com	02 6207 0028	Agent	✓

3 records

Disclaimer

All identity information used in this document depicts fictitious operations with sample data used to develop sample processes for the Rental Bonds Portal. Any resemblance to actual names, addresses, contact numbers, rental values or bond amounts is coincidental.