



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

User guide for
Agent Administrators

ACT Revenue Office
July 2026



Table of Contents

Manage Users	3
View agency users.....	3
Add a user to your agency	4
Resend an Activation Email.....	7
Add an existing user to multiple agencies or branches	9
Change user status.....	12
Deactivate a single user	12
Deactivate users in bulk.....	15
Reactivate user	17
Reactivate Users in Bulk.....	21
Disclaimer.....	24



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**.

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

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

Manage Users

+ NEW USER

SEARCH RESET

Select Role

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 ACT Revenue Office portal. The left sidebar contains a menu with options: 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 includes a search bar and a table with columns: Bond No., Tenant, Premises, Agency, and a search icon. Below the search bar, there are tabs for ALL, RAISED, LODGED, REFUND PENDING, IN DISPUTE, REFUNDED, and UNCLAIMED. A table below these tabs has columns: BOND NO., TENANT/S, PREMISES, AMOUNT, LODGEMENT DATE, and STATUS.

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

The screenshot shows the ACT Revenue Office portal. The left sidebar contains a menu with options: 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 includes a search bar, a 'Select Role' dropdown, and a '+ NEW USER' button (highlighted with a red box). Below the search bar, there 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 row with data: Bob, Boss, lk2@gmail.com, Agent Administrator, 16-05-2022, Active, and 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 ACT Revenue Office portal. The left sidebar contains a menu with options: 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 includes a search bar, a 'Search Email' field (highlighted with a red box), a 'SEARCH' button (highlighted with a red box), and a 'RESET' button. Below the search bar, there is a 'Role' dropdown menu. 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, there are fields for 'Created Date' (14-04-2026), 'Last Logon' (no logon date), and 'Registration Email Sent' (not sent). A 'SEND INVITATION LINK' button is at the bottom.



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

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**

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

Role *

Please Select

Please Select

Agent (Property Manager)

Agent Administrator

Last Name *

Email Address *

real.estate.agent@mailsa.com

Contact Number *

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 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@mailsa.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 banner at the top indicates 'User created successfully.' The left sidebar contains navigation links: Manage Bonds, Lodge Bond, Pending Payments, Manage Users (highlighted), Reports, Lessor Portal, Tenant Portal, and Sign Out. The main area has a search bar and a table of users.

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Login
Real Estate	Agent	Really.Agent@mailsac.com	Agent(Property Manager)	30-04-2026	Registered	✖	
Real Estate	Agent	real.estate.agent@mailsac.com	Agent(Property Manager)	14-04-2026	Active	✖	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 after the user has been activated. The 'User Status' for the first user is now 'Active'.

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Login
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	✖	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**.

The screenshot shows the ACT Revenue Office portal. The left sidebar contains a menu with options: 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 includes a search bar and a table with columns: BOND NO., TENANT/S, PREMISES, AMOUNT, LODGEMENT DATE, and STATUS. The table is currently empty.

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.

The screenshot shows the ACT Revenue Office portal. The left sidebar contains a menu with options: 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 includes a search bar, a dropdown menu for 'Select Role', and a table of users.

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	✗	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**

ACT Revenue Office

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&C's**.

Role * Manage Role in Manage Agency Screen

Agent(Property Manager)

First Name *

Greg

Last Name *

Gator

Email Address *

ag@ag.com

Contact Number *

04 1564 5646

[RESEND ACTIVATION EMAIL](#)

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

ACT Revenue Office

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

✓ 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 *

Gator

Email Address *

ag@ag.com

Contact Number *

04 1564 5646

[RESEND ACTIVATION EMAIL](#)

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

Bond No. Tenant Premises Agency Q SEARCH

ALL RAISED LODGED REFUND PENDING IN DISPUTE REFUNDED UNCLAIMED

☐ BOND NO. TENANT/S PREMISES AMOUNT LODGEMENT DATE STATUS

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

Manage Users

+ NEW USER

SEARCH RESET

Select Role

First Name	Last Name	Email Address	Role	Created Date	User Status	Agency Status	Last Logon
Bob	Boss	lt2@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 login 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 login date

Registration Email Sent:
not sent

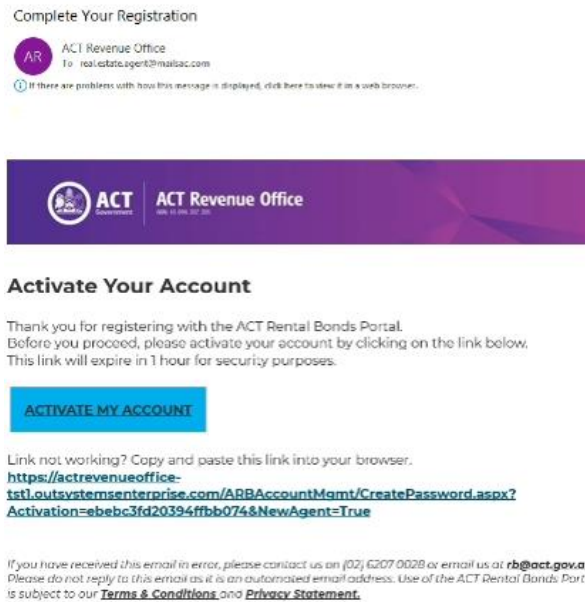
SEND INVITATION LINK

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.

Manage Users

Search: [Text Box] SEARCH RESET

Select Role: [Dropdown]

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	✗	29-04-2026
Bob	Boss	lt2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026

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.

Manage Users

Search: [Text Box] SEARCH RESET

Select Role: [Dropdown]

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	✓	29-04-2026
Bob	Boss	lt2@email.com	Agent Administrator	16-05-2022	Active	✓	30-04-2026



Change user status

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

Deactivate a single 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.

Bond No.	Tenant	Premises	Amount	Lodgement 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, CAMPELL ACT 2612	\$ 1,280.00	30-04-2026	Raised

3. Click **Agency Profile**.

MY PROFILE
AGENCY PROFILE
CHANGE PASSWORD
SIGN OUT

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

Agency Profile

ABN: 8562140000
This is not a valid ABN.

Agency License Number *: 90000200
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 *: It@email.com

Phone Number *: 04 1234 1515

Address

VIEW AGENTS EDIT



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

☐	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Bob Boss	lt2@gmail.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@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&C's**

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



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

CANCEL **SAVE**

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

*Note: Click **Cancel** to disregard the change.*

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

CANCEL **SAVE**

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



- A pop-up message will appear confirming the updates have been saved. A cross will appear next to their name under **Agency Status**, indicating they are inactive.

ACT Revenue Office

User saved successfully.

Real Estate Agents for Agents R US

SEARCH RESET

Set Active Set Inactive

☐	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Bob Boss	tb2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✗
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

3 records

Deactivate users in bulk.

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

ACT Revenue Office

Real Estate Agent
Agents R US

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
☐	1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	09-07-2026	Raised - Payment Pending
☐	1039083	Jane Doe	9999 / 220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	03-07-2026	Raised
	1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Refund Pending
	1038211	Albert Einstein Cathy Pacheco Marie Curie James Maxwell	1 / 71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute
	1037575	Hakuna Matata	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded
	1037573	Super Mann Super Man Super Mann Super Man	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded
		Iron Female Iron Male ...				

- Click **Agency Profile**.

ACT Revenue Office

Real Estate Agent
Agents R US

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
☐	1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	09-07-2026	Raised - Payment Pending
☐	1039083	Jane Doe	9999 / 220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	03-07-2026	Raised
	1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Refund Pending
	1038211	Albert Einstein Cathy Pacheco Marie Curie	1 / 71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute

MY PROFILE

AGENCY PROFILE

CHANGE PASSWORD

SIGN OUT



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

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

Agency Profile

ABN 8562140000

VIEW AGENTS

EDIT

This is not a valid ABN.

Agency License Number * 90000200

This is an excluded ACT Real Estate License Number.

Agency Organisation Name Agents R US PTY LTD

Business Name * Agents R US

5. A list of agents for the agency is displayed. Select the check box next to the name of the agents to deactivate.

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCH RESET

Set Active Set Inactive

☐	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☒	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✓
☒	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✓
☐	Real Estate Agent	it2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

6. Select **Set Inactive**

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCH RESET

Set Active **Set Inactive**

☐	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☒	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✓
☒	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✓
☐	Real Estate Agent	it2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓



7. A pop-up message will appear asking you to confirm that you want to deactivate the agent. Click **Confirm**.

Warning

Are you sure you want to deactivate these agents in this agency?
All changes are audit logged.

CONFIRM **CANCEL**

8. A pop-up message will appear confirming the deactivation. A cross will appear next to their name under **Agency Status**, indicating they are inactive.

2 user accesses have been successfully removed from the agency.

back to Agency Agents R US

Real Estate Agents for Agents R US

Set Active Set Inactive

☐	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☒	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✗
☒	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✗
☐	Real Estate Agent	lt2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

5 records

Reactivate a single 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.

Bob Boss

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 Jacobson	4 / 89 BRITTEN-JONES DRIVE, HOLT ACT 2615	\$ 800.00	30-04-2026	Lodged
☐	1037325	Elise Zanetti	2 / 22 WAKELIN CIRCUIT, WESTON ACT 2611	\$ 1360.00	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 VASSEY CRESCENT, CAMPELL ACT 2612	\$ 1280.00	30-04-2026	Raised



3. Click **Agency Profile**.

Manage Bonds

ALL RAISED LODGED REFUND PENDING IN DISPUTE REFUNDED UNCLAIMED

BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
1037312	Emilia Vickery Matthew Morrison Riley Jacobson	4/89 BRITTEN-JONES DRIVE, HOLT ACT 2605	\$ 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 Bennett	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

ABN 8562140000

⚠ This is not a valid ABN.

Agency License Number * 90000200

ℹ 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 * It@email.com

Phone Number * 04 1234 1515

Address

EDIT

VIEW AGENTS

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

SEARCH RESET

Set Active Set Inactive

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Bob Boss	it2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✗
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

3 records



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

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

ACT Revenue Office

Bob Boss
Agents R US

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

CANCEL

SAVE

7. Click **Save**

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

ACT Revenue Office

Bob Boss
Agents R US

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

CANCEL

SAVE



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

The screenshot shows the 'Edit User' page in the ACT Revenue Office system. A pop-up dialog titled 'Manage User Agency Status' is displayed, asking 'Are you sure you want to activate this agent in this agency? All changes are audit logged.' The 'YES' button is highlighted with a red box. The background form shows details for a user named 'Real Estate Agent' with email 'real.estate.agent@mailsac.com' and phone number '02 6207 0029'. The 'Status of Agency' is currently 'INACTIVE'.

9. A pop-up message will appear confirming the updates have been saved. A tick will appear next to their name under **Agency Status**, indicating they are active.

The screenshot shows the 'Real Estate Agents for Agents R US' page. A green banner at the top indicates 'User saved successfully.' Below this is a table of agents. The 'Real Estate Agent' is now listed with a green checkmark in the 'AGENCY STATUS' column.

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Bob Boss	it2@email.com	04 2131 3015	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	RealEstateAgent@mailsac.com	02 6207 0028	Agent	✓

3 records



Reactivate Users in Bulk

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

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

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	
1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	09-07-2026	Raised - Payment Pending	\$
☐ 1039083	Jane Doe	9999 / 220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	03-07-2026	Raised	
1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Refund Pending	
1038211	Albert Einstein Cathy Pacheco Marie Curie James Maxwell	1 / 71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute	
1037575	Hakuna Matata	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded	
1037573	Super Mann Super Man Super Mann Super Man	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded	
	Iron Female Iron Male					

3. Click **Agency Profile**.

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

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	
1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	09-07-2026	Raised - Payment Pending	\$
☐ 1039083	Jane Doe	9999 / 220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	03-07-2026	Raised	
1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Refund Pending	
1038211	Albert Einstein Cathy Pacheco Marie Curie	1 / 71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute	

MY PROFILE

AGENCY PROFILE

CHANGE PASSWORD

SIGN OUT



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

ACT Revenue Office

Real Estate Agent
Agents R US

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

Agency Profile

ABN: 8562140000

Agency License Number: 90000200

Agency Organisation Name: Agents R US PTY LTD

Business Name: Agents R US

VIEW AGENTS

EDIT

This is not a valid ABN.

This is an excluded ACT Real Estate License Number.

5. A list of agents for the agency is displayed. Select the check box next to the name of the agents you wish to reactivate.

ACT Revenue Office

Real Estate Agent
Agents R US

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

back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCH RESET

Set Active Set Inactive

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☒	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✗
☒	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✗
☐	Real Estate Agent	lt2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

6. Select **Set Active**.

ACT Revenue Office

Real Estate Agent
Agents R US

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

back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCH RESET

Set Active Set Inactive

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☒	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✗
☒	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✗
☐	Real Estate Agent	lt2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

7. A pop up will display a warning asking to confirm the re-activation of the agents. Click Confirm.

*Note: Click **Cancel** to disregard the change.*



Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCHRESET

Set ActiveSet Inactive

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Jessica Jonestown	Jessica.Jonestown@agentsr.us	02 6207 0028	Administrator	✖
☒	Joey Johns	joey.johns@agentsr.us	02 6207 0028	Agent	✖
☐	Real Estate Agent	It210e@agentsr.us	02 6207 0028	Agent	✔
☐	Real Estate Agent	real.e@agentsr.us	02 6207 0028	Agent	✔
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✔

Warning

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

CONFIRM

CANCEL



7. A pop up will then confirm the reactivation of the agents. A tick will appear next to their name under **Agency Status**, indicating they are active.

ACT Revenue Office

Real Estate Agent Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

Successfully set 2 agents to Active.
back to Agency Agents R US

Real Estate Agents for Agents R US

SEARCH RESET

Set Active Set Inactive

	NAME	EMAIL	PHONE NUMBER	ROLE	AGENCY STATUS
☐	Jessica Jonestown	Jessica.Jonestown@mailsac.com.au	04 3543 5000	Agent	✓
☐	Joey Johns	joey.johns@mailsac.com	04 3543 9117	Agent	✓
☐	Real Estate Agent	it2@email.com	04 2131 3615	Agent Administrator	✓
☐	Real Estate Agent	real.estate.agent@mailsac.com	02 6207 0029	Agent	✓
☐	Real Estate Agent	Really.Agent@mailsac.com	02 6207 0028	Agent	✓

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.