



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

How to switch between agent
and tenant accounts

ACT Revenue Office
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SWITCHING BETWEEN AGENT AND TENANT ACCOUNTS

Use this process when a user is signed into the Rental Bonds Portal as an agent and wants to switch to the Tenant Portal.

1. From the **Manage Bonds** screen click **Tenant Portal** in the main menu.

The screenshot shows the 'Manage Bonds' interface. On the left, a vertical menu contains several options: 'Manage Bonds', 'Lodge Bond', 'Pending Payments', 'Lessor Portal', 'Tenant Portal' (highlighted with a red box), and 'Sign Out'. The main area displays a table of bond records with columns for 'BOND NO.', 'TENANT/S', 'PREMISES', 'AMOUNT', 'LODGE DATE', and 'STATUS'. The table lists several bonds, including those for Emilia Vickers, Elise Zanetti, Lucas Bennet, Abigail Waters, Harrison Hall, Brooklyn Lee, Alexis Crowe, Indiana Austin, Florence Young, and Ayla Waters. At the bottom of the table, there is a pagination control showing '10 rows per page'.

2. You are automatically signed out of the Agent Portal and returned to the **Rental Bonds Portal** log in screen. Click **Tenant Portal** to log in.

The screenshot shows the 'Rental Bonds Portal' login screen. The text reads 'Rental Bonds Portal' and 'For this inquiry I want to login as a'. Below this, there are two buttons: 'Tenant' (highlighted with a red box) and 'Lessor or Agent'.



3. Select **Yes** or **No** depending on whether you have an activity code.

ACT Revenue Office
Rental Bonds

Contact Us

Rental Bonds Portal

Do you have an activity code from your notification?

Yes

No

Back

4. The ACT Digital Account log in screen will open. Enter your Tenant account **Log In** details, click **Go**.

ACT Revenue Office

Login

THE ACT DIGITAL ACCOUNT

Use your ACT Digital Account to access the Rental Bond Portal

Log In

Username (Email)

Password

Having trouble logging in?

GO

Don't have an account yet? Create one here



5. Your **Tenant Portal** account will open.

The screenshot shows the 'Profile' page of the ACT Revenue Office Rental Bonds Tenant Portal. At the top right, there is an 'Edit Profile' button. Below the profile header, there is a 'Bonds' section with a '+ Link my bond' button on the left and an 'Enter Activity Code' input field on the right. A search bar labeled 'Search bonds' is positioned below these buttons. The main content area displays five bond cards, each with a house icon, address, bond number, and status. Each card includes a 'View bond detail' button. The bottom of the page features a pagination control showing '1 to 5 of 9 items' and a page navigation bar with buttons for '<', '1', '2', and '>'.

Address	Bond Number	Bond Status	Action
2 / 17 RUTHVEN STREET, GOWRIE ACT 2904	1031957	Refunded	View bond detail
1 / 3 QUENDA CLOSE, THROSBY ACT 2914	1036838	Refund Pending	View bond detail
14 DARCY CLOSE, GORDON ACT 2906	1037213	Lodged	View bond detail
2 / 1 GLENBROOK LANE, CANBERRA AIRPORT ACT 2609	1037124	Refund Pending	View bond detail
17 / 7 CLISBY CLOSE, COOK ACT 2614	1037068	Lodged	View bond detail



6. To return to the **Rental Bonds Portal** log in screen, click **Sign Out**.

7. The **Rental Bonds Portal** log in screen will open.

Rental Bonds Portal - User guide on switching between agent and tenant accounts



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.