



RENTAL BONDS PORTAL

USER GUIDE FOR MANAGING AGENCIES

ACT REVENUE OFFICE

CHIEF MINISTER, TREASURY AND
ECONOMIC DEVELOPMENT
DIRECTORATE

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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.

What is the Rental Bonds Portal?

The Rental Bonds Portal provides property managers and lessors the ability to submit bonds, request bond refunds and manage their user account profile online. Agent Administrators will have the added capability of adding and removing multiple users for their agency.

The new 360 view provides details of bonds including the bond number, property address and bond status (e.g. 'lodged', 'refund pending' and 'refunded').

The Portal also allows multi-bond payments to be made. Using this functionality, property managers and lessors will be able to select multiple bonds and generate a single payment reference number to make a bulk payment.

Minimum System Requirements

The Portal utilises internet based technology and has been designed to be compatible with the following browsers:

- Google Chrome 73 or newer
- Internet Explorer 11 or newer
- Mozilla Firefox 17 or newer
- Safari 6 or newer

Please enable:

- Pop-ups
- JavaScript
- Cookies

The Portal provides mobile browser compatibility with the Google Chrome, Mozilla Firefox and Safari. Standard capabilities across a defined range of form factors include, desktop computers and tablets.

These requirements may be varied at any time by the ACT Revenue Office. Notification of all changes to requirements will be provided on this site prior to the change occurring.

Users will need to ensure they are using a browser compatible with this site. These browsers are free and readily available for download from the internet.

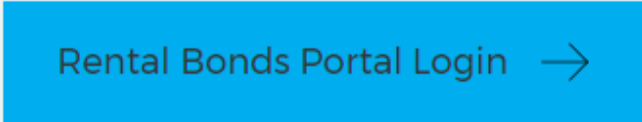
Understanding Icons

Icon	Meaning
*	Mandatory field: must be filled before proceeding
	Main Menu icon, displays when accessing the portal from a mobile device
	Greyed out field – not editable
	White field - editable
	Data is entered in an acceptable format
	Data is entered in an unacceptable format
\$	View generated payment details. Payment details are visible until the whole bond amount has been received, whether in 'Raised – Payment Pending' or 'Lodged' status.
	A bond has been marked with AVO flag by ACT Rental Bonds upon request from managing agent or tenant
	Loan Repayment Flag is <u>On</u> : this bond has an ACT Housing Loan that has not been discharged. If this flag is still on at time of refund, the tenant's portion of the bond will be refunded back to Housing ACT.
	Loan Repayment Flag is <u>Off</u> : this bond had an ACT Housing Loan, which has now been discharged. At time of refund, the tenant's portion of the bond will be refunded back to the tenant.

Register an Agency

This process is for Agencies registering for the portal the first time.

To create an account for the portal, access the Rental Bonds Portal by clicking on the Rental Bonds Portal Login button on the website: <https://www.revenue.act.gov.au/rental-bonds>



The sign in screen will display. Click on **Create Account**.



ACT Revenue Office

Welcome to the Rental Bonds Portal

If you are an agent or lessor please sign in below.

Email Address *

Password *

[FORGOT PASSWORD?](#)

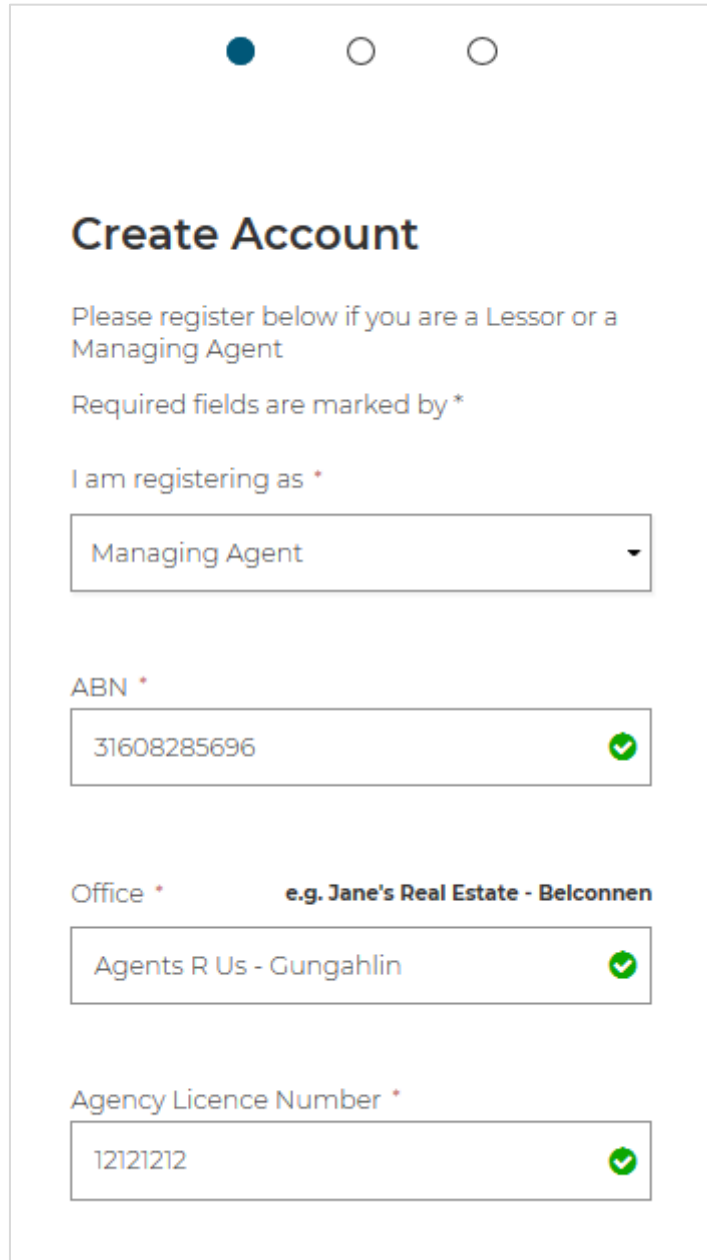
SIGN IN

OR

CREATE ACCOUNT



From the Create Account screen, select 'Managing Agent' from the registration type dropdown list. Then enter the Real Estate Agency's ABN, office name, location and agency licence number.



Create Account

Please register below if you are a Lessor or a Managing Agent

Required fields are marked by *

I am registering as *

Managing Agent

ABN *

31608285696

Office * e.g. Jane's Real Estate - Belconnen

Agents R Us - Gungahlin

Agency Licence Number *

12121212

Take some time to read the Terms and Conditions and then confirm you agree with them. Click **Next**.

☒ I have read and agree to the **Terms and Conditions**

NEXT

OR

SIGN IN

On the following page, enter the Real Estate Agency's contact information. Then click **Next**.

[← BACK TO HOME](#)

I am registering as: Managing Agent
Agency Licence Number: 12121212

Office *

Agents R Us - Gungahlin

Agency Organisation Name *

AGENTS R US ✓

ABN *

31608285696

Agency Email Address *

admin@agents.com ✓

Agency Phone Number *

99 9999 9999 ✓

Agency Address *

1 Testing St, Belconnen ✓

☐ Postal Address is different

BACK **NEXT**

Enter the Agency's bank account details for refunds.

[← BACK TO HOME](#)

Enter bank details for bond refunds.

BSB *	Account Number *
999-999 ✓	999999 ✓

Account Name *

✓

Enter contact details for a nominated portal administrator for the agency. This administrator will be able to create subsequent logins for other agents in their agency. Then click **Submit**.

Enter Agency Administrator contact details.

First Name *

✓

Last Name *

✓

Email Address *

✓

Phone Number *

✓



The following confirmation message will display.

**ACT**
Government

ACT Revenue Office

Confirmation of registration

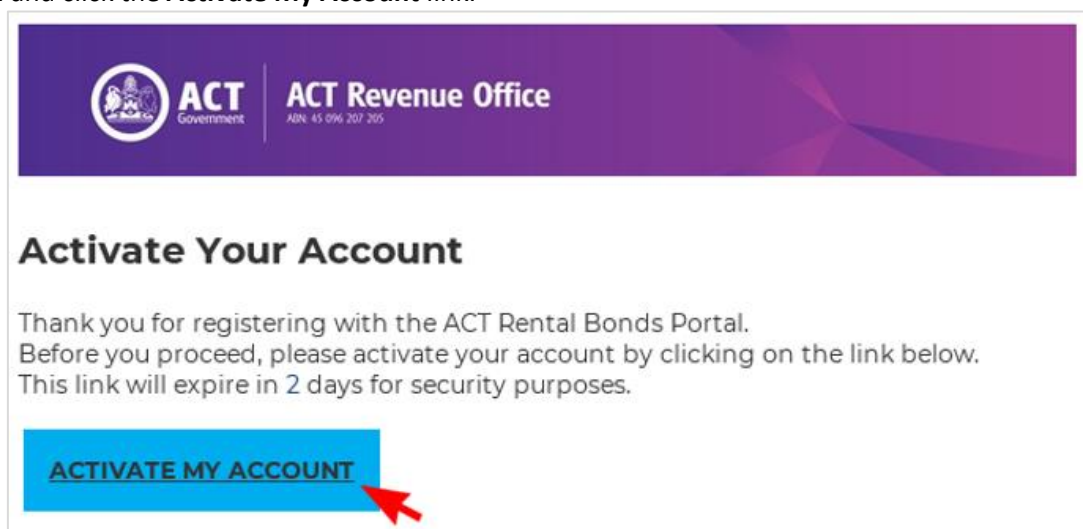
You have successfully completed your registration for the ACT Rental Bonds Portal. You will be sent an activation email shortly containing a link to activate your account.

What's next?

In order to activate your account, please click the link inside of the activation email sent to you.

Please note that you will not be able to log into the portal until your account has been activated.

An activation email will also be sent to the nominated agency administrator's email account. Open the email and click the **Activate My Account** link.



The screenshot shows the top of an email with a purple header. On the left is the ACT Government logo. To its right is the text 'ACT Revenue Office' and 'ABN: 45 096 207 205'. Below the header, the main content area has the heading 'Activate Your Account'. The text below the heading reads: '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 2 days for security purposes.' At the bottom of the content area is a blue button with the text 'ACTIVATE MY ACCOUNT' in white. A red arrow points to the button.

You will be redirected to the New Password page to set up a password for the agency administrator's login. Meeting the password security criteria enter the password twice and click **Save Password**.

New Password

Password must include a minimum of 8 characters and contain 1 upper case, 1 numeric and 1 special character.

New Password *

••••••••

✓

Your password is strong.

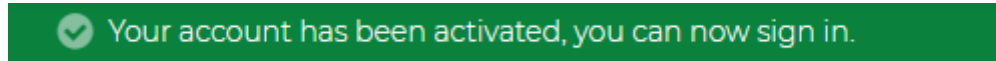
Confirm Password *

••••••••

✓

SAVE PASSWORD

Once the password is saved, the following confirmation message will display.



Enter the Agency Administrator's email address and password to sign in.

Welcome to the Rental Bonds Portal

If you are an agent or lessor please sign in below.

Email Address *

Password *

[FORGOT PASSWORD?](#)

SIGN IN

OR

CREATE ACCOUNT

You will now be able to start lodging bonds and requesting refunds for the leases managed by your agency.

Manage Users

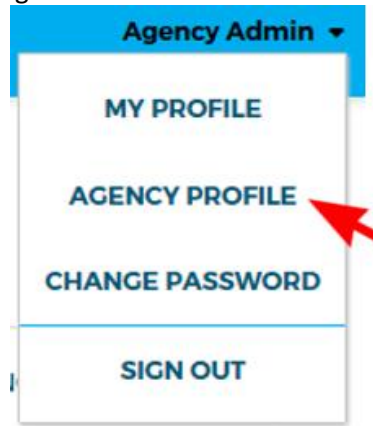
Refer to the [Rental Bonds Portal user guide for Agent Administrators](#) for the most recent instructions on how to:

- *View agency users*
- *Add a user to your agency*
- *Resend an activation email*
- *Deactivate user*
- *Reactivate users*

Update Agency Profile

Agency Admin users can update contact details and bank account details for the real estate agency.

Click on the Login Menu in the top right hand corner of the screen and click on **Agency Profile**.



The Agency Profile screen will display.

Agency Profile

ABN	55702441614
Agency Organisation Name	Test Real Estate
Office	Belconnen
Agency License Number	123456
Agency Contact Details	
Contact Email *	
Phone Number *	12 3654 7895
Address	
Address	
Suburb	BRADDON
State	ACT

To change the registered details, click on **Edit**.



The same form will display with most data fields now in editable state. Change the details by clicking into the field, deleting the contents and entering in new contents.

When all necessary changes have been made, click **Save**.

Agency Contact Details

Contact Email *

Phone Number *

12 3654 7895

Address *

☒ Postal Address is Different

Postal Address *

PO BOX 220, DICKSON ACT 2602

Bond Refund Bank Details

BSB *

012-950

Account Number *

125647894

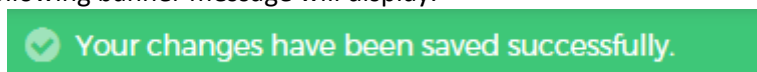
Account Name *

Test Real Estate 

CANCEL

SAVE 

When saved, the following banner message will display.





Navigation

The Manage Bonds page is the home screen where you can view all bonds submitted by your agency.

ACT Revenue Office

Agent Ninety Nine ▾

Manage Bonds

Lodge Bond

Pending Payments

Sign Out

Manage Bonds

Bond No. Tenant Premises Agency SEARCH

ALL RAISED LODGED REFUND PENDING REFUNDED UNCLAIMED

☐	BOND NO. ▾	TENANT/S	PREMISES	AMOUNT	LODGEMENT DATE ▾	STATUS
	1000058	Anna Cook	123 LA PEROUSE STREET, NARRABUNDAH ACT 2604	\$ 1,600.00	02-04-2019	Raised - Payment Pending \$
	1000059	Geoff Cook	123 LA PEROUSE STREET, NARRABUNDAH ACT 2604	\$ 1,600.00	02-04-2019	Raised - Payment Pending \$
	1000063	Jim Jones	NEWCHURCH STREET, COOMBS ACT 2611	\$ 1,000.00	09-04-2019	Raised - Payment Pending \$
	1000065	tanya buckley	74 STONEHAVEN CRESCENT, DEAKIN ACT 2600	\$ 2,000.00	10-04-2019	Refund Pending
	1000066	tanya buckley	74 STONEHAVEN CRESCENT, DEAKIN ACT 2600	\$ 2,000.00	10-04-2019	Refund Pending
	1000070	tanya buckley	74 STONEHAVEN CRESCENT, DEAKIN ACT 2600	\$ 2,000.00	10-04-2019	Refund Pending

10 ▾ rows per page



Search for a bond

Use the Search Bars at the top of the screen to search for bonds by bond number, tenant name, address and/or agency.

Bond No.	Tenant	Premises	Agency	Q SEARCH
---------------------------------------	-------------------------------------	---------------------------------------	-------------------------------------	---

Just click into the field, enter the data and hit the Enter key on your keyboard to bring up results. To clear the field, click the x.

123456	x
-------------------------------------	----------------------------------

Use the Bond Status Filters to view all bonds in a particular status. E.g. by clicking on the **Refund Pending** heading, all submitted bonds in 'Refund Pending' status will display.

ALL	RAISED	LODGED	REFUND PENDING	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS
1000277	Matt Matt	7 / 66 HOUSE CIRCUIT, BANKS ACT 2906	\$1,200.00	20-09-2018	Refund Pending
1000275	emily sarah	8 / 11 ASHBROOK STREET, AMAROO ACT 2914	\$800.00	19-09-2018	Refund Pending
1000273	Daniel Wilson	88 / 25 BEAUMONT CLOSE, CHAPMAN ACT 2611	\$600.00	19-09-2018	Refund Pending



Bond Status Types

'Raised' = bond raised in portal, payment reference not yet generated. A payment for a raised bond cannot be reconciled.

'Raised – Payment Pending' = bond raised in portal, payment reference generated, but payment not yet received or reconciled.

'Lodged' = bond raised, payment received and reconciled.

'Refund Pending' = refund request raised but not yet approved by ACT Rental Bonds.

'Refunded' = bond refund released successfully.

'In Dispute' = bond has been referred to the ACAT for review.

'Unclaimed' = refund has not been released to payee due to incorrect bank details. Please contact ACT Rental Bonds with correct bank account details.

'Cancelled' = a bond raised in error.



View a Bond

To open and view details of a bond, click on the bond number.

BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGEMENT DATE ▾	STATUS
1000169	Danny Dean	10 AMOS PLACE, KAMBAH ACT 2902	\$ 2,000.00	07-05-2019	Lodged

The submitted bond form will display. The **Summary** page shows all details that were submitted.

Bond 1000169

10 AMOS PLACE, KAMBAH ACT 2902

[← BACK TO BONDS](#)

[SUMMARY](#)[HISTORY](#)[...](#)

Bond and Tenancy Details

Status:

Lodged

Lodgement Date:

07-05-2019

Bond Amount Paid:

\$ 2,000.00

Bond Type:

Residential

Tenancy Commencement Date:

07-05-2019

Whole Bond Amount:

\$ 2,000.00

Weekly Rental Amount:

\$ 500.00

Created Date:

07-05-2019

AVO:

No

Housing Loan:

No

Rented Premises Details

Premises Address:

10 AMOS PLACE, KAMBAH ACT 2902

SSBU:

KAMBAH, 268, 10

Dwelling Type:

Separated House

Number of Bedrooms:

5



The **History** page shows all actions taken on this bond.

Bond 1000169
10 AMOS PLACE, KAMBAH ACT 2902

← BACK TO BONDS

SUMMARY

HISTORY

...

Description	Name	Date
Status Changed to : Lodged	Rental Bonds Officer	04-06-2019 10:55
Refund Request Declined Agent: Banana Cabs - \$ 1,500.00 Tenant: Danny Dean - \$ 500.00	Rental Bonds Officer	04-06-2019 10:55
Refund Payment Declined Agent: Banana Cabs - \$ 1,500.00 Tenant: Danny Dean - \$ 500.00	Rental Bonds Officer	04-06-2019 10:54
Section 33 Notice sent Recipient Name : Banana Cabs Recipient Email : email@email.com.com	Agent Administrator	04-06-2019 10:53

S33 Letter

The Ellipsis menu shows all actions available for this bond in its current status.

SUMMARY

HISTORY

...

RESEND RECEIPT

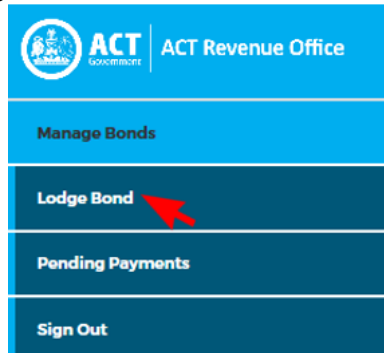
Click **Back to Bonds** to return to the Manage Bonds home page.

← BACK TO BONDS



Lodge a Bond

To lodge a new bond, click on **Lodge Bond** from the Main Menu.



The Bond Lodgement Form screen will display. Enter the rented premises details into the form, ensuring that all mandatory fields are complete.

Bond Lodgement Form

●

○

○

PremisesPartiesSummary

← BACK TO BONDS

Rented Premises Details

Unit

Select property from list, start typing to search: *

Dwelling Type *

No. of Bedrooms *

Select Dwelling Type

0

Type *

Please select

The property address field is a search field, which will search for existing ACT addresses as you start typing. When selected the address block key, section and block number will display underneath.

Select 'Residential' or 'Occupancy' from the **Type** drop down list. For a definition of an Occupancy Agreement, see Section 71C of the [Residential Tenancies Act 1997](#).



Enter the Bond and Tenancy details ensuring that all mandatory fields are complete. Then click **Next**.

Bond and Tenancy Details

Weekly Rent Amount *

\$450.00

Whole Bond Amount *

\$1,800.00

Tenancy Commencement Date *

20-09-2018 

NEXT

On the Parties page, enter the tenant details. To add multiple tenants, click + **Add Tenant**.

Bond Lodgement Form

← BACK TO BONDS

Premises

Parties

Summary

Tenant 1 Details

Tenant 1 First Name *

Tenant 1 Last Name *

Email Address *

Contact Phone *

+ ADD TENANT



Enter the Lessor Details. If the postal address cannot be found, click **Enter Manual Address**. Once entered, click **Next**.

Principal Lessor Details

Email Address *

Please Enter Lessor Email Address

First Name *Last Name *

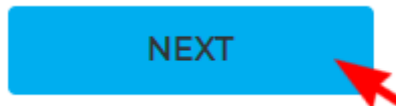
Phone Number *

Postal Address *

Please Enter Postal Address

ENTER MANUAL ADDRESS
+ ADD LESSOR

Once all mandatory fields are completed, click **Next**.



The Bond Lodgement Summary page will then display.

PremisesPartiesSummary

Bond Lodgement Summary

Rented Premises Details

Rented Premises Address45 FLINDERS WAY, GRIFFITH ACT 2603

Section13

Block8

Unit

Dwelling TypeSeparated House

TypeResidential

Number of Bedrooms3

Bond and Tenancy Details

Weekly Rent Amount\$ 700.00

Whole Bond Amount\$ 2,800.00

Tenancy Commencement Date15/11/2018



Once all details have been reviewed, confirm they are correct and click **Submit**.



I confirm that these details are correct at the time of lodgement

BACK

SUBMIT

The following confirmation message will display.

Bond Raised

[← BACK TO BONDS](#)

You have successfully raised Bond #1000391. The status will change to Lodged once payment has been received and reconciled. You can view your payment details by clicking the button below or by going to [view your bond](#).

VIEW PAYMENT DETAILS

Single Bond Payment Details

This process is for generating payment details for a single bond with a loan for less than 100% of the bond amount. For paying multiple bonds with a single payment, see the [Bulk Bond Payment Details](#) process.

From the Manage Bonds screen, tick the checkbox next to the required bond in 'Raised' status.

☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS
☒	1000391	Timmy Tenant	45 FLINDERS WAY, GRIFFITH ACT 2603	\$2,800.00	15-11-2018	Raised

Then click the **View Payment Info** button, which will display at the bottom of the screen.

VIEW PAYMENT INFO (1)



The Bond Payment screen will display. Click **Submit** to view and lock in unique payment details for this bond lodgement.

Bond Payment

[← BACK TO BONDS](#)

Once the payment has been received and reconciled the bond/s will be marked as **Lodged**.
A receipt for each bond will then be emailed to the responsible party and the tenant/s.

When paying the bond ensure the direct deposit details below are used. Please note these details change for each payment. To help us process your payment, the bond number is to be used as the transaction description.

The first bond number should be used as the transaction description for a bulk payment. This payment will be declined if the amount is not equal to the total amount due for all bonds.

To help us process your payment, please make sure the Account Details are correct and entered as the Transaction Description.

Please note ALL bonds in a multiple bond payment will not be processed if an incorrect amount or account details are entered.

Bonds

BOND	TENANT/S	PREMISES	BOND AMOUNT
1000391	Timmy Tenant	45 FLINDERS WAY, GRIFFITH ACT 2603	\$2,800.00
Total Payable			\$2,800.00

You must click Submit in order to view direct deposit details for the bond.
Upon submission the bond/s will be marked as *Raised - Payment Pending*.

CANCEL

SUBMIT

The unique direct deposit details will display. Please make payment through your financial institution's banking service.

Direct Deposit	
Account Name	ACT Rental Bonds
BSB	123-456
Account Number	163 602 762

The bond will now be listed in 'Raised – payment pending' status.

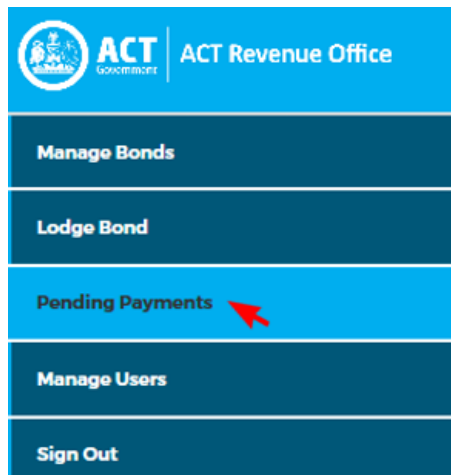
ALL RAISED LODGED REFUND PENDING REFUNDED UNCLAIMED						
BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS	
1000391	Timmy Tenant	45 FLINDERS WAY, GRIFFITH ACT 2603	\$2,800.00	15-11-2018	Raised - Payment Pending	\$



Once payment is received and reconciled by ACT Rental Bonds, a receipt will be emailed to the property manager and tenant/s and the bond will transition to 'Lodged' status.

Payment reference details can be viewed again by clicking on the **\$** icon or through the Pending Payments menu item.

ALL	RAISED	LODGED	REFUND PENDING	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS
1000278	Timmy Training	145 DUFFY STREET, AINSLIE ACT 2602	\$1,800.00	20-09-2018	Raised - Payment Pending 





Bulk Bond Payment Details

This process is for generating one set of payment details to pay for multiple bonds with one payment. Only bonds with a loan for 100% of the bond amount can be included in a Bulk Bond Payment. See the [Single Bond Payment Details](#) process for payment of a single bond.

Before submitting payment details for an individual bond, lodge all bonds to be grouped for Bulk Bond Payment.

In the Manage Bonds screen, tick all required bonds in 'Raised' status for Bulk Bond Payment.

ALL RAISED LODGED REFUND PENDING REFUNDED UNCLAIMED						
☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED ▾	STATUS
☒	1000394	Big Bird	199 MABO BOULEVARD, BONNER ACT 2914	\$2,600.00	15-11-2018	Raised
☒	1000393	Barb Brady	2 / 41 ANTILL STREET, DOWNER ACT 2602	\$1,600.00	15-11-2018	Raised
☒	1000392	Bob Boss	45 CHIPPINDALL CIRCUIT, THEODORE ACT 2905	\$2,800.00	15-11-2018	Raised
	1000388	Mr Samsung	NORSE ROAD, BEARD ACT 2620	\$155.00	14-11-2018	Raised - Payment Pending

Then click the **View Payment Info** button, which will display at the bottom of the screen.

VIEW PAYMENT INFO (3)



The Bond Payment screen will display with a list of bonds for the bulk payment. Click **Submit** to view and lock in unique payment details for this bulk payment.

Bond Payment

[← BACK TO BONDS](#)

Once the payment has been received and reconciled the bond/s will be marked as **Lodged**.
A receipt for each bond will then be emailed to the responsible party and the tenant/s.

When paying the bond ensure the direct deposit details below are used. Please note these details change for each payment. To help us process your payment, the bond number is to be used as the transaction description.

The first bond number should be used as the transaction description for a bulk payment. This payment will be declined if the amount is not equal to the total amount due for all bonds.

To help us process your payment, please make sure the Account Details are correct and entered as the Transaction Description.

Please note ALL bonds in a multiple bond payment will not be processed if an incorrect Amount or Account Details are entered.

Bonds			
BOND	TENANT/S	PREMISES	BOND AMOUNT
1000394	Big Bird	199 MABO BOULEVARD, BONNER ACT 2914	\$2,600.00
1000393	Barb Brady	2 / 41 ANTILL STREET, DOWNER ACT 2602	\$1,600.00
1000392	Bob Boss	45 CHIPPINDALL CIRCUIT, THEODORE ACT 2905	\$2,800.00
Total Payable			\$7,000.00

You must click Submit in order to view direct deposit details for the bond.
Upon submission the bond/s will be marked as *Raised - Payment Pending*.

CANCELSUBMIT

The unique direct deposit details will display. Please make payment through your financial institution's banking service.

Bonds			
BOND	TENANT/S	PREMISES	BOND AMOUNT
1000394	Big Bird	199 MABO BOULEVARD, BONNER ACT 2914	\$2,600.00
1000393	Barb Brady	2 / 41 ANTILL STREET, DOWNER ACT 2602	\$1,600.00
1000392	Bob Boss	45 CHIPPINDALL CIRCUIT, THEODORE ACT 2905	\$2,800.00
Total Payable			\$7,000.00

You must click Submit in order to view direct deposit details for the bond.
Upon submission the bond/s will be marked as *Raised - Payment Pending*.

Direct Deposit

Account Name	ACT Rental Bonds
BSB	123-456
Account Number	845 871 457



The bonds will now be listed in 'Raised – Payment Pending Status'.

ALL	RAISED	LODGED	REFUND PENDING	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	DATE RAISED	STATUS
1000394	Big Bird	199 MABO BOULEVARD, BONNER ACT 2914	\$2,600.00	15-11-2018	Raised - Payment Pending \$
1000393	Barb Brady	2 / 41 ANTILL STREET, DOWNER ACT 2602	\$1,600.00	15-11-2018	Raised - Payment Pending \$
1000392	Bob Boss	45 CHIPPINDALL CIRCUIT, THEODORE ACT 2905	\$2,800.00	15-11-2018	Raised - Payment Pending \$

Once payment is received and reconciled by ACT Rental Bonds, the bonds will transition to 'Lodged' status and a receipt will be emailed to the property manager/principal lessor and tenant/s.



Request a Refund

Open the required bond in 'Lodged' status from the Manage Bonds home screen, by clicking on the bond number.

BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGEEMENT DATE ▾	STATUS
1000169	Danny Dean	10 AMOS PLACE, KAMBAH ACT 2902	\$ 2,000.00	07-05-2019	Lodged

The bond summary page will display. Click on the ellipsis icon in the top menu bar.

Bond 1000169

10 AMOS PLACE, KAMBAH ACT 2902

← BACK TO BONDS

SUMMARY

HISTORY

...

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 07-05-2019

Bond Amount Paid: \$ 2,000.00

Bond Type: Residential

Tenancy Commencement Date: 07-05-2019

Whole Bond Amount: \$ 2,000.00

Weekly Rental Amount: \$ 500.00

Created Date: 07-05-2019

AVO: No

Housing Loan: No

Click on **Request Refund**.

...

← REQUEST REFUND

✉ RESEND RECEIPT

The Request Refund form will display. Ensure that refund disbursements are correctly allocated, then click **Next**.

Request Refund - #1000169

10 AMOS PLACE, KAMBAH ACT 2902

[← BACK TO BONDS](#)

Disbursements

Details

Summary

Totals

Total Bond Amount	\$ 2,000.00
Total Amount Allocated to Lessor / Agent	\$ 0.00
Total Amount Allocated to Tenants	\$ 2,000.00

CANCEL

NEXT



On the following page, enter all tenant's bank account details for the refund.

Note: where a portion of the bond refund is to be allocated to the agency, the agency's registered bank account details will be automatically selected and will not need to be filled out here. If required, Agency Admin users can update these details through the Agency Profile prior to the request being submitted.

Request Refund - #1000169

10 AMOS PLACE, KAMBAH ACT 2902

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Disbursements

Details

Summary

Totals

Total Bond Amount	\$ 2,000.00
Tenant Allocation Amount	\$ 2,000.00
Amount Remaining	\$ 0.00

Tenant 1

Danny Dean

Amount *
\$ 2,000.00

Account Holder Name *

Danny Dean

BSB Number *

123-128

Account Number *

189271297

Email Address *

danny@act.gov.au

Contact Phone *

71 6456 6546

Then click **Next**.





The summary page will display. Review all details and ensure they are correct.

Request Refund - #1000169

10 AMOS PLACE, KAMBAH ACT 2902

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DisbursementsDetailsSummary

Totals

Total Bond Amount	\$ 2,000.00
Total Amount Allocated to Lessor / Agent:	\$ 0.00
Total Amount Allocated to Tenants:	\$ 2,000.00

Agent Details

Agent Name:	Agent Administrator
Amount Allocated:	\$ 0.00
BSB:	121-223
Account Number:	123123123
Email Address:	email@email.com.com
Phone Number:	02 6205 9124

Confirm that the details are correct and then click **Submit**.

☒ I confirm that these details are correct at the time of submission

BACK

SUBMIT

Once submitted, the successful submission notice will display. The bond will now be in Refund Pending status.

Refund Request Submitted

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Your refund request has been submitted and is now pending approval.
The status of bond # 1000169 has been updated to **Refund Pending**.

If a lessor or managing agent is requesting a refund, where the tenant is receiving less than 100% of the bond, a Bond Refund Notice email will be sent to the tenant/s for approval. The tenant/s have 14 days to respond to the notice in writing, at which time the refund will be actioned and completed by ACT Rental Bonds.

Update My Profile

Update contact details for an individual's user profile

Click on the Login Menu in the top right hand corner of the screen and select **My Profile**.



The My Profile screen will display.

My Profile

First Name *	Annie
Last Name *	Agent
Email *	
Contact Phone *	12 3654 8974

To change the registered details, click on **Edit**.



The same form will display with data fields now in editable state. Change the details by clicking into the field, deleting the contents and entering in new contents.

When all necessary changes have been made, click **Save**.

My Profile

First Name * ✓

Last Name *

Email *

Contact Phone * ✓

When saved, the following banner message will display.

