Quick guide to updating your details online – organisations

residential tenancies authority

Organisations and joint lessors can now quickly and easily update their details online using the RTA's new Update Your Details Web Service. You can use this form to register or update your contact information and bank account details.

1 – Accept the terms and conditions

Go to the RTA's Update Your Details Web Service and click 'start now'. You'll need to accept the RTA's terms and conditions to use our Web Services and receive electronic notifications about your change of details.

2 – Verify your identity online

You will need to verify your digital identity through the Queensland Government's QGov service. If you are an employee updating details on behalf of your organisation, you will need to register for your own QGov account using your unique work email.

To register for a QGov account, you will need to verify your digital identity with Australian or state-issued personal identity documents. A list of acceptable identification is available here. QGov's online document verification system will securely cross-check the personal information and reference numbers of ID documents that you provide. This will prove that your digital identity matches your real-world identity and is a substitute for your signature on a paper form. It is an important part of keeping your personal information safe and secure. If you cannot verify your digital identity, you can still submit a bond lodgement or a bond refund using RTA's paper forms.

3 – Update Your Details

Registering your organisation's details for the first time

You will need to provide:
- your ABN
- your organisation's trading name
- your bank account details
- business contact details including email, address and contact number
- bank details.

Updating your organisation's existing details

You will need:
- our RTA ID (you can find this in your confirmation in the welcome letter or email you received when you first lodged a transaction with the RTA, or by calling the RTA Contact Centre)
- a bond number for a tenancy you manage
- access to your company's registered RTA email address, as we will send a verification code that you will need to enter.

For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8.30am and 5pm weekdays, or email helpdesk@rta.qld.gov.au.