

# Quick guide to updating your details online - individuals



Individuals, including tenants or property owners, can now quickly and easily update their details online using the RTA's Update Your Details Web Service. Individuals can use this form to update their contact information and bank account details.

If you are updating the details as a joint lessor or organisation, please refer instead to our Update your details – organisations Quick guide.

## 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.

It is an offence for a person to knowingly give the RTA documents that contain false or misleading information. This applies to all forms of written communication to the RTA, not just submitting online forms. It also applies to anyone who provides information to the RTA, not just tenants/residents and property managers/owners.

## 2 – Verify your identity online

You will need to verify your digital identity through the Queensland Digital Identity (QDI). Log in to your existing account or [create your QDI here](#). QDI is the Queensland Government's secure, digital identity provider. It proves 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 do not have Australian or Queensland-issued identification and cannot verify your identity online through QDI, you may be able to do so manually, either over the phone or by visiting a TMR Service Centre or selected other Queensland Government support centre. Visit the QDI website for [more information about manual ID verification](#). You can still submit a bond lodgement or bond refund using [RTA's paper forms](#).

## 3 – Update Your Details

You will need:

- your bond number/s
- your new bank account details (if you want to update them)
- your new contact details (if you want to update them).

### For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8:30am and 5:00pm weekdays, or email [helpdesk@rta.qld.gov.au](mailto:helpdesk@rta.qld.gov.au).



**Other languages:** You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

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### Disclaimer:

*This quick guide is prepared for information only. The Residential Tenancies and Rooming Accommodation Act 2008 is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this quick guide.*

