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.

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

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.

Web Services

SUBMIT ONLINE

Quick guide to
updating your details online
– organisations

residential tenancies authority

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.

Interpreter

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).

Further information

For more information contact the Residential Tenancies Authority.

🖥 **rta.qld.gov.au**   📱 **1300 366 311**   📋 **RTA Web Services**

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