



# 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.

## 2 – Verify your identity online

You will need to verify your digital identity through the Queensland Government's QGov service. You will need to have 100 points of Australian, or state-issued ID documents, to register for a QGov account. Acceptable identification is listed [here](#).

QGov's online document verification system will securely cross-check the personal information and reference numbers of the ID documents 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

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 5pm weekdays, or email [helpdesk@rta.qld.gov.au](mailto:helpdesk@rta.qld.gov.au).

