



# **Agent instruction manual**

**Consumer and  
Business Services**

**Residential Bonds Online**



Government of South Australia  
Attorney-General's Department

# Table of contents

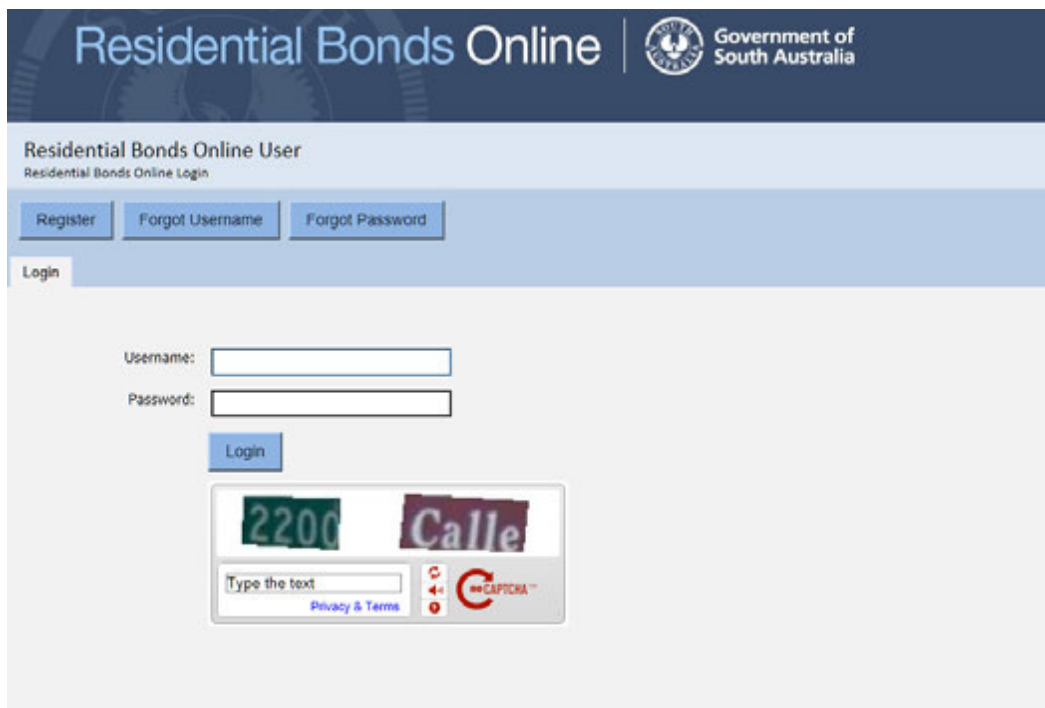
<b>Register and login</b>	3
<b>Real estate agency profile</b>	
Setting up an agency profile	4
Identity screen	5
Real estate management console	5
Icons legend	6
Change agency details	7
Individual bond report - export to print	7
Request a list of all agency's bonds - report	7
<b>Managing identities</b>	8
Creating an identity	8
Suspending an identity	9
Resuming access	9
Removing agent access	
<b>Bond lodgement</b>	
Lodging a cash bond	10
Lodging a Housing SA bond (guarantee)	11
Lodging guarantee and cash bonds	12
Adding a part bond payment	13
Searching for a bond – lodgement history	14
<b>Change of ownership</b>	15
Importing a bond	16
The previous landlord/agent	16
Pending status	16
Adding a tenant	17
Removing a tenant	17
Add a forwarding address	19
<b>Bond refunds</b>	20
Step 1 accessing the bond	20
Step 2 enable a bond	20
Step 3 tenant's online status	21
Step 4 initiate the bond refund proposal	21
Step 5 outcomes of a proposal	22

# Register for access to RBO

1. Visit [sa.gov.au/residentialbonds](http://sa.gov.au/residentialbonds) and click on the RBO image graphic on the right side of the webpage.



2. The RBO login page will load – <https://tenancies.applyonline.sa.gov.au/rbo/bond>  
Save this page as a favourite for quick access to RBO.

A screenshot of the 'Residential Bonds Online' login page. The header is dark blue with the title 'Residential Bonds Online' in white, followed by the Government of South Australia logo and name. Below the header, there's a light blue section with the text 'Residential Bonds Online User' and 'Residential Bonds Online Login'. Underneath are three buttons: 'Register', 'Forgot Username', and 'Forgot Password'. A 'Login' tab is selected. The main area has input fields for 'Username:' and 'Password:', followed by a 'Login' button. At the bottom, there's a CAPTCHA challenge showing the numbers '2200' and the word 'Calle', with a text input field and the CAPTCHA logo. A 'Privacy & Terms' link is also present.

From this page, you can access the following screens:

- **Register**
- **Forgot username**
- **Forgot password**

# Real estate agency registration

## Setting up an agency profile

The owner of an agency can register individual staff to manage bonds under the agency's profile.

**Owner** – log in to Residential Bonds Online (RBO) –  
<https://tenancies.applyonline.sa.gov.au/rbo/bond/>

You can 'register a real estate agency' by clicking on your name on the top right hand corner of the screen.

The registration screen has two tabs:

1. **Details** – provide the agency name, licence holder, agency contact details and postal address.
2. **Banking** – provide banking details. The direct debit request must be used to register for RBO.

**Information under both tabs – 'Banking' and 'Details' must be filled out to register.**

Click **Submit**

**Important:** Read the submission request.

Tick **existing record** on the submission pop-up to bring existing bond online.

You will receive two emails from Consumer and Business Services:

1. Confirmation of your request
2. Registration approval/decline with further instructions

Next time you log in, you will see your agency's identity screen and you can access the task menu by clicking your name on the top right of the screen.

# Identity screen

Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>

Your agency's identity screen has two tabs:

**Identities** – list of people (and their roles) in your agency with access to RBO. Click on the agency's type/name to load the agency's management console. This is the starting point for your RBO tasks.

**Requests** – list of pending or declined applications

## Real estate management console











The console is the starting point for your RBO tasks. There are **nine** tabs:



1. **Details** – contains agency name, licence holder, contact details and postal address
2. **Banking** – access restricted to the manager (owner), contains banking details
3. **Managers** – access to manage staff access, bonds and reports
4. **Agents** – can only manage bonds
5. **Bonds** – lists all bonds under agency's identity
6. **Landlords** – landlords details
7. **Proprietors** – rooming house proprietors details
8. **Requests** – running history of requests for each agency
9. **Tasks** – requests that the agent needs to respond to

**Note: All requests expire within seven days.**

## Icons you will use to manage bonds online

-  Create new identity/information
-  Back to previous screen/add another identity
-  Suspend/resume access for a manager or agent
-  Request reminder token/report
-  Remove
-  Find and select existing landlord
-  Edit
-  Save
-  Close screen
-  Financial updates

# Change agency details

Manager/owner can update the agency's information

Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>

1. Select your agency
2. Select the **Details** tab
3. Click on the **Edit** icon, an editing screen will load.



4. Make the appropriate changes and **Save**



## Export to print – individual bond report

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Open on the **Bonds** tab
4. Enter any of the following the search field:
  - bond number
  - tenant's surname
  - suburb
5. Select the relevant entry
6. Click **Export** on the top left side of the screen

Export

7. The print version of the bond information will load

## Request a list of all active bonds for an agency

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency

Report

3. Click on **Report**
4. An email will be sent to the agent advising that the report is ready to be viewed.
5. Click on **Request** tab in the agency management console
6. Click on the appropriate report in the list to open the report and save.



Bonds

**Note: The agent can request a report once a day. Access to a report via the request button has a time limit applied.**

# Managing identities

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Select the appropriate tab

**Managers** – add staff, lodge or refund bond, request report

**Agents** – lodge or refund bond

## Creating an identity

4. Click on the create button



5. An editing screen will load, fill in the person's details
6. **Save** (for managers and agents)



The person will be notified via email and given instructions about how to activate their access.

When you log in again, you will be able to check if the person has activated their access.

## Suspending access

4. Click on the name of the agent you are suspending access for, their details will load.
5. Click on the suspend icon



6. A confirmation pop up window will load, click OK to confirm
7. Use the **Back** icon to check the agent's status.



The agent has access to RBO, but cannot lodge or refund bonds.



## Resuming access

4. Click on the name of the agent, their details will load.
5. Click the resume icon to enable access to lodge bonds.



6. Click **Back** to view the agent's status.



7. A confirmation pop up window will load, click OK to confirm.

The agent's status is shown as **Enabled**.

## Removing agent access

4. Click on the name of the agent you are removing
5. Click the **Remove icon**



6. A confirmation pop up screen will load, click **OK** to confirm the removal of the agent.

# Bond lodgement

## Lodging a cash bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>

2. Select your agency

3. Click **Cash bond**

Cash bond

4. Select the bond type from the drop down menu – rooming house, non-premium retirement village, residential. **Note: Rooming house – max two weeks rent for bond.**

5. Enter information on the four tabs:

- **Details** – Add rent and bond information. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.

- **Property** – Add the property address. You can also add an existing property using the selector icon.



- **Tenant** – use the **create** icon to add the tenant's information.



Click the **save** icon



If there is more than one tenant please create additional tenant. Click the **back arrow** icon to load a new tenant's details screen.



Click the **create** icon to add the additional tenant's details.



- **Landlord** – add the landlord's details. You can add a new landlord using the **create** icon.



You can add an existing landlord using the selector icon.



Click **Select** and the landlord's details will be added automatically.

6. **Save** a draft if you haven't finished or click the **Submit** to lodge the bond.

7. Check the details on the confirmation pop up that loads before you click **OK**.

You will receive email notification of your request. A second email will confirm when the bond has been lodged.

# Lodging a Housing SA bond (guarantee)

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond>
2. Select your agency
3. Click on **SAHT (Guarantee)**

SAHT (Guarantee)

4. Select the bond type from the drop down menu – rooming house, non-premium retirement village, residential. **Note: Rooming house – max two weeks rent for bond.**
5. A guarantee claim pop up will load. Enter the guarantee number, postcode and tenant's surname. Click **OK**.

**Note:** Entries that have been entered incorrectly will be highlighted orange. An error message will appear if the bond has been cancelled by Housing SA.

6. Enter information in the following three tabs:
  - **Details** – add rent and bond information. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.
  - **Tenant** – click on the tenant's name and the editing screen will load. Add the tenant's email address. Save updated tenant information.



Use the **back arrow** icon to access the previous screen and the **edit** icon to make changes to the tenant's information and enable the tenant to activate their access.



- **Landlord** – Add the landlord's details. You can add a new landlord using the create icon.



- You can add an existing landlord using the **selector** icon.



- **Property** – this information will already be included under this tab.

7. **Save** a draft if you haven't finished or click the **Submit** to lodge the bond guarantee.
8. Check the details on the confirmation pop up. Leave the payment box as \$0.00 unless taking a cash payment. Click **OK** to confirm details.

You will receive email notification of your request. A second email will confirm when the bond has been lodged.

**Note:** If the weekly rental amount is less than the total guarantee amount, an error message will appear. Check the rental amount on the agreement.

# Lodging guarantee and cash bonds

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Click **New bond guarantee**
4. A 'guarantee claim' pop-up will open. Enter the guarantee number, postcode and tenant's surname and click **OK**.

**Note: Entries that have been entered incorrectly will be highlighted orange.**

5. Enter information in the following three tabs:
  - **Details** – add rent and bond information. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.
  - **Tenant** – click on the tenant's name and the editing screen will load. Add the tenant's email address. Save updated tenant information.



The **back arrow** icon allows you to access the previous screen. The **edit** icon allows you to update the information and enable the tenant to activate their access.



To add a new tenant, use the **create** icon on the screen that loads when you first click on the tenant tab



**Landlord** – Add the landlord's details. You can add a new landlord using the **create** icon.



You can add an existing property using the **selector** icon.



- **Property** – this information will already be included under this tab.
6. **Save** a draft to continue working or click the **Submit** to lodge the bond guarantee.
  7. Check that the maximum amount includes the guarantee and cash on the confirmation pop up that loads. Click **OK**.

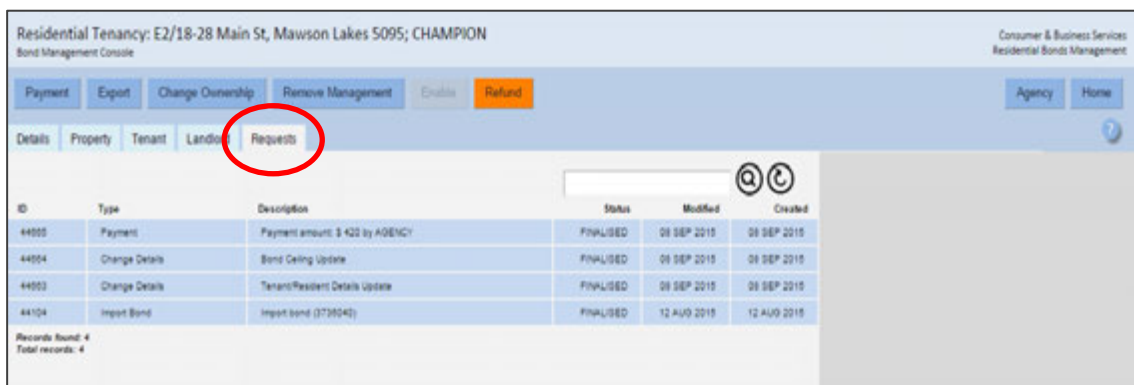
You will receive email notification of your request. A second email will confirm when the bond has been lodged.

# Adding a part payment or increasing the rent amount

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Select the **Bonds** tab.
4. Enter any of the following in the search field
  - bond number
  - tenant's surname
  - suburb
5. Select the relevant entry

Payment

6. Click on the **Payment** button.
7. Add the payment amount and **Submit**
8. A confirmation pop up window will load. Click **OK** to confirm the payment.
9. View payment, total amount lodged and the maximum payable under **Requests** tab.



The screenshot shows the 'Residential Tenancy: E2/18-28 Main St, Mawson Lakes 5095; CHAMPION' page. The 'Requests' tab is highlighted with a red circle. The table below lists four records, all with a status of 'FINALISED'.

ID	Type	Description	Status	Modified	Created
44005	Payment	Payment amount: \$ 420 by AGENCY	FINALISED	08 SEP 2015	08 SEP 2015
44004	Change Details	Bond Ceiling Update	FINALISED	08 SEP 2015	08 SEP 2015
44003	Change Details	Tenant/Resident Details Update	FINALISED	08 SEP 2015	08 SEP 2015
44104	Import Bond	Import bond (3730040)	FINALISED	12 AUG 2015	12 AUG 2015

Records found: 4  
Total records: 4

# Searching for a bond – source, status and task history

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Select the **Bonds** tab
4. enter any of the following in the search field
  - bond number
  - address
  - tenant's surname
  - suburb
  - postcode
5. Select the relevant entry. The **Bond management console** will load.
6. **Details** tab – View the bond source, status and how it was lodged on the right of screen.
7. **Tenant** tab – Check if the tenant's access has been activated by clicking on their name. The right side of the screen will show the account token
8. **Requests** tab – View a list of the tasks and updates to RBO for this bond.

# Change of ownership

## owner already registered for RBO

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond>
2. Select your agency
3. Select the **Bonds** tab
4. enter any of the following in the search field
  - bond number
  - address
  - tenant's surname
  - suburb
  - postcode
5. Select the relevant entry. The **Bond management console** will load.
6. Click on the **Landlord** tab.
7. Click the **Change Ownership** task button, the **Landlord selector** screen will load.

The screenshot shows the 'Landlord Selector' modal window. On the left, the 'Bond Management Console' for 'BOND: 1 Halifax St, Adelaide 5000; SMITH, WI' is visible. It has tabs for 'Payment', 'Refund', 'Export', and 'Change Ownership'. The 'Landlord' tab is selected, showing details for 'Sam Smith' (Name, Contact, Address, Managing Entity). The 'Landlord Selector' window has a search field with an '@' icon. Below the search field, a list of names is shown: 'Catherine Wilson' and 'Sam Smith'. 'Sam Smith' is highlighted. Below the list, it says 'Records found: 2' and 'Total records: 2'. At the bottom right of the modal are 'Select' and 'Cancel' buttons.

8. Click on the landlord's name or enter the name in the search field
9. Click **Select**.
10. The new landlord will automatically update under the **Landlord** tab.
11. To view the change details, click **Request**, then relevant ID number.

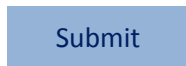
# Importing a bond

Approved/declined by agent or landlord

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your **Agency** or **Landlord** tab
3. Click **Import Bond**
4. Enter the bond number in the **Bond ID Input field**
5. Click on the **create** icon



6. Click **Submit**



If you have more than one bond, click on the add icon after each addition.

## The previous agent/landlord

The previous agent/landlord will be notified of the change by email and asked to approve/decline the request using the RBO system. They will need to:

1. Log in to RBO
2. Select their **Agency** or **Landlord** tab
3. Open their **Tasks** tab and click the **Approve** or **Decline** button. The corresponding confirmation pop up will load.

The new agent/landlord will be notified of the outcome via email.

**Approved** – The bond number will load under the **Bonds** tab, and also the **Request** tab of the agent importing the bond.

**Declined** – The email will include the reason for declining the request.

## Pending status

1. Access the **Request** tab to view the change request.
2. The status will remain **Pending** until the previous landlord responded or it expires.
3. If the previous agent/landlord is not online, the request handled by CBS.



## Adding a tenant

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Access the **Bond Management Console** by clicking on the **Bonds** tab.
4. Search for the bond using the first seven digits of the bond number.
5. Click on the **Tenant** tab. If the **bond was imported online for you**:
  - Update tenant details and **save** changes
  - Click **Enable**.
6. Click on the **Create** icon that loads on the right side of the screen.



7. A **New Tenant** screen loads. Add the tenant's details and **save**.



Other ACTIVE tenants will be notified on the addition.

Encourage the tenant to activate their access as soon as they receive notification. This can ensure your RBO tasks are quick and efficient.

## Removing a tenant

1. Access the Bond Management Console by clicking on the **Bonds** tab.
2. Search for the bond using the first seven digits of the bond number.
3. Click on the **Tenant** tab

Residential Tenancy: 1/35 Augusta St, Glenelg 5045; MCDONNELL, THOMPSON, SMITH  
Bond Management Console

Payment Export Change Ownership Remove Management Enable Refund

Details Property Tenant Landlord Requests

Name	Connection
IAN MCDONNELL	ACTIVA...
ZARAH THOMPSON	NONE
Sam Smith	NONE

4. Select the tenant's name

**Note:** The tenant must have activated their access to be removed from the tenancy using RBO. Alternatively, use a [Change of tenant/resident form](#) to update the details with CBS.

4. Click on the tenant's name. The tenant's details will load.
5. Click the **Remove** icon.



6. A confirmation pop up will load
7. Click OK to finalise the request.

8. The Proposal for the removal of tenancy rights will load as a request.

**Request**

**Proposal for the Removal of Tenancy Rights**

**Notice**

Topic: Proposal for the Removal of Tenancy Rights  
Property: 1/35 Augusta St, Glenelg 5045  
Proposed By: Georgia Oswald, Joe Bloggs Real Estate (Manager)  
Proposed To: IAN MCDONNELL

**Note:**

1. Acceptance of this request will result in the removal of all rights you have on this bond and future potential refunds.
2. Declining the proposal will immediately cancel this request.
3. This process will be automatically cancelled within 14 days of creation if no further action is taken.

**Request Source**

Name: Georgia Oswald  
Usermail: [redacted]  
Email: [redacted]

**Request Status**

ID: 44672  
Created: 14 Sep 2015, 10:55  
Modified: 14 Sep 2015, 10:55  
Status: PENDING

CBS will email the tenant with the option to decline or approve the request. You will be notified by email if the tenant:

**Declines** – View the rejected request on RBO via the Request tab for that bond.

**Approves** – This email is confirmation that the tenant has been removed from the bond.

**Does not response within 14 days** – The request will time out and the agent will need to lodge another request if needed.

### Tenants that have not activated their access

If the tenant is not active you will receive an error message when you try to remove them.

**This tenant/resident cannot be removed because we cannot get their approval.**

Submit a [Change of tenant form](#) with a copy of the tenants drivers licence so that CBS can verify their signature.

## Add a forwarding address for a tenant – not active

1. Access the Bond Management Console by clicking on the **Bonds** tab.
2. Search for the bond using the first seven digits of the bond number.
3. Click on the **Tenant** tab

Residential Tenancy: 1/35 Augusta St, Glenelg 5045; MCDONNELL, THOMPSON, SMITH  
Bond Management Console

Payment Export Change Ownership Remove Management Enable Refund

Details Property Tenant Landlord Requests

4. Select the tenant's name

Name	Connection
IAN MCDONNELL	ACTIVA..
ZARAH THOMPSON	NONE
Sam Smith	NONE

4. Click on the tenant's name. The tenant's details will load.
5. Click the **dollar** icon.



6. Update the tenant's address.

# Refunding a bond

## Step 1– Accessing the bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your agency
3. Click on the **Bond** tab to access the **Bond Management Console**
4. **Search** for the bond using the bond number, address, tenants surname, suburb or postcode.

The screenshot displays the 'Residential Tenancy: 2/56 Marden Rd, Marden 5070; FOUNTAS' Bond Management Console. The interface includes a top navigation bar with buttons for 'Payment', 'Export', 'Change Ownership', 'Remove Management', 'Enable', and 'Refund'. Below this is a tabbed interface with 'Details', 'Property', 'Tenant', 'Landlord', and 'Requests'. The 'Details' tab is active, showing 'Guarantee Details' (Guarantee ID: 152369, Guarantee: \$300.00) and 'Rental Agreement' (Rent: \$150.00 per week, Maximum: \$600.00, Gap: \$300.00, Commencement: 26 February 2005, Bond Received: 0, No. Bedrooms: 0). On the right, 'Bond Source' (Mode: IMPORT, Name: CBS Operator, Username: ) and 'Bond Status' (ID: 3418758, Type: Residential Tenancy, Created: 04 Mar 2005, Modified: 12 Aug 2015, BMS Status: LODGED, RBO Status: NOT\_ACTIVATED, Guarantee ID: 152369) are listed. At the bottom, 'Financial' details show Cash: \$0.00, Guarantee: \$300.00, and Total: \$300.00.

5. Check if the **Refund** button is available.



A bond must be **enabled** to access refund options.

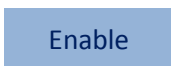
## Step 2 – Enable a bond

A bond must be 'enabled' to access refund options.

1. Click on the **tenant** tab then the **tenant's name**, the editing screen will load.
2. Update the tenant's contact information and **save**.



3. Click **Enable**



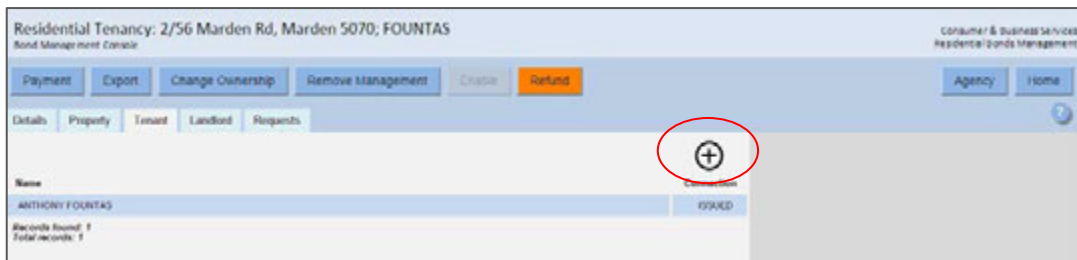
4. The tenant will receive an activation email and the refund button will be available.

**Note:** You will only be able to make a change to the bond once.

## Step 3 –Tenant's online status

Check the online status of the tenant – token: activated/issued/none.

Encouraging the tenant to activate their access as soon as they receive notification can ensure your refund tasks are quick and efficient.



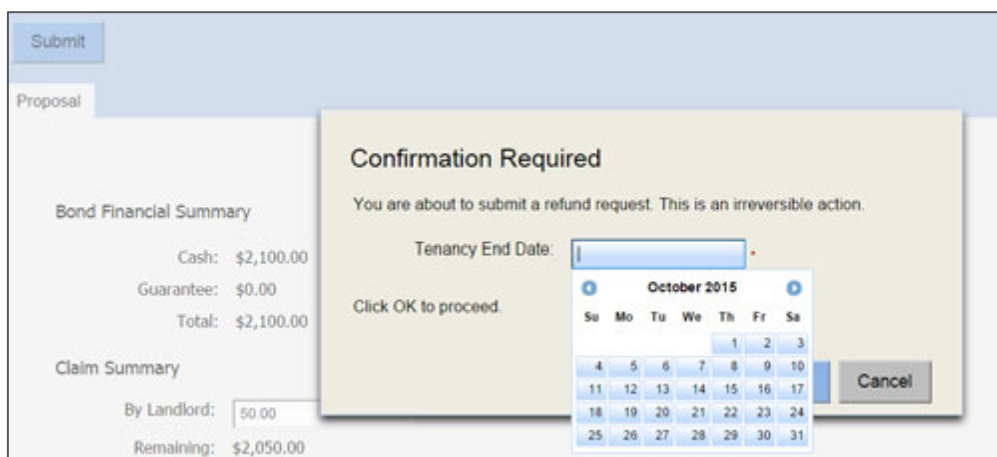
- |                  |   |
|------------------|---|
| <b>Activated</b> | Refund proposal can be initiated – blue refund button. The tenant is emailed and asked to respond.                            |
| <b>Issued</b>    | Refund proposal can be initiated – orange refund button. The proposal will automatically escalate to a Notice of Claim letter |
| <b>None</b>      | Refund proposal will automatically escalate to a Notice of Claim letter – orange refund button.                               |

## Step 4 – Initiate a bond refund proposal

1. Click on **Refund** button



2. Fill out the **Claim Summary by Landlord** – \$0.00 if no bond claimed **or** \$ amount of claim
3. Click **Submit**.
4. **A confirmation pop-up window will load. Fill in the tenancy end date and click ok.**

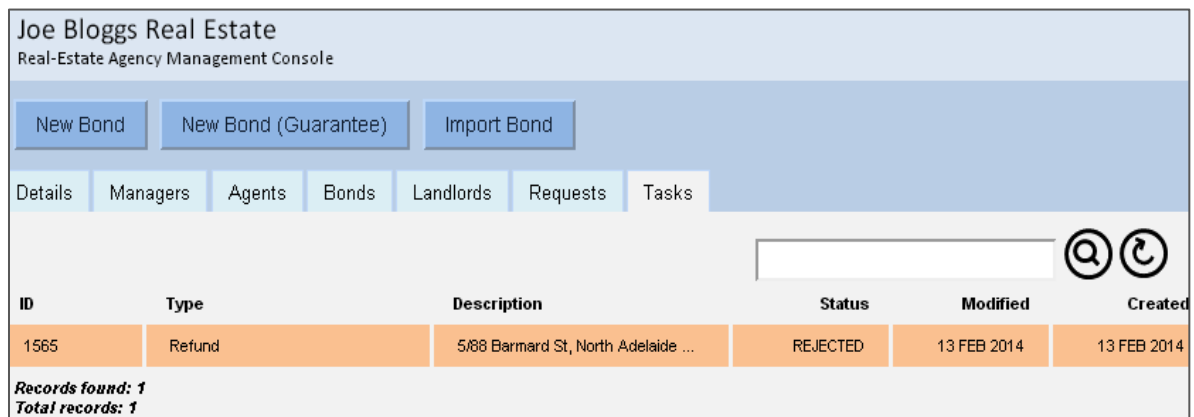


The tenant is notified of the refund proposal via email or a letter with further instructions and given **ten days** to respond.

## Step 5 – Outcomes of proposal – approved / declined / no response

Tenant has ten days to respond to a refund proposal

1. **Declined** – Agents are notified by email if the tenant declines the proposal. View the rejected proposal from the **Tasks** tab in the **Real Estate Management Console** (the first screen you see when you log into RBO).



The screenshot shows the 'Real Estate Management Console' for 'Joe Bloggs Real Estate'. It features a navigation bar with tabs for 'Details', 'Managers', 'Agents', 'Bonds', 'Landlords', 'Requests', and 'Tasks'. The 'Tasks' tab is active, displaying a table of tasks. The table has columns for ID, Type, Description, Status, Modified, and Created. A single record is shown with ID 1565, Type Refund, Description '5/88 Barmard St, North Adelaide ...', Status REJECTED, Modified 13 FEB 2014, and Created 13 FEB 2014. Below the table, it indicates 'Records found: 1' and 'Total records: 1'. There are also buttons for 'New Bond', 'New Bond (Guarantee)', and 'Import Bond' at the top.

ID	Type	Description	Status	Modified	Created
1565	Refund	5/88 Barmard St, North Adelaide ...	REJECTED	13 FEB 2014	13 FEB 2014

Records found: 1  
Total records: 1

Click on the rejected proposal. The refund request page will load with two options:

- **Escalate** will initiate a Notice of Claim letter.

Escalate

- **Withdraw** will allow you to start the proposal again with the same or a reviewed amount.

Withdraw

2. **Accepted** – the agent will receive two notification emails:

- The change of bond status to refunded
- The payment settlement is completed.

3. **No response** – the tenant is sent a Notice of Claim letter.

# More information

## Consumer and Business Services

[sa.gov.au/residentialbonds](http://sa.gov.au/residentialbonds)

Phone 8204 8519

## Training for landlords/agents

Consumer and Business Services run free, two-hour information sessions about renting and letting.

Register at [sa.gov.au/tenancytraining](http://sa.gov.au/tenancytraining)