Set Up Your Rent

https://rentalrewards.com.au/

# Renters User Guide

RentalRewards.com.au

## Rental Rewards Login here:

https://pay.rentalrewards.com.au/Customer/Login

**Direct links to register and setup your account can also be found on our website (Agent Code 8181):**
https://pay.rentalrewards.com.au/setup/8181

At the home page, you'll find a summary of your details, linked merchants (your agents), upcoming payments, recent payments, and your payment settings.

***Can't login?*** *Check your inbox for a welcome email from Rental Rewards and click the link in the email. Otherwise, request a password reset by clicking "Forgot your Password?" at the bottom of the login page. Your password must be 8 alphanumeric characters or more.*

## Navigation Bar

Use the navigation bar on the left of the home page to perform the below actions.

| | |
|---|---|
| Home | Return to the home page. See an overview of your account. |
| My Profile | View your personal details or change your login email. |
| My Wallet | View your current linked payment accounts or add a new card or bank account. |
| My Agents | View your current linked agencies or add a new agent. |
| My Payments | View your payments and print an invoice. |
| One-Off Payment | Send a single payment to your agent. |
| Activities Log | View all activity on your account. |
| Contact My Agent | Send an email to your agent through Rental Rewards. |

## Need assistance?

If you have any questions regarding your account, our friendly Rental Rewards support team are happy to assist;

Rental Rewards Support Phone Number
*Monday - Friday, 9am - 5pm AEST* **02 9556 7556**

Rental Rewards Support Email Address
info@rentalrewards.com.au

Rental Rewards Forms
*Send setup and bank authorisation forms here*
forms@rentalrewards.com.au

## Quick Actions;

- **Make a One-Off Payment**
  One-Off Payment > Select your agent > Add your Customer Reference (automatically populated) > Pay Now > Select your payment account > Add your payment amount (fee is automatically calculated) > Agree to T&C's > Pay Now.

- **Schedule a One-Off Payment**
  One-Off Payment > Select your agent > Add your Customer Reference (use your mobile number or property address) > Future Date > Select your payment date > Add your payment amount > Agree to T&C's > Schedule Payment.

- **Add a New Card or Bank Account**
  **Card:** My Wallet > Add New Card > Add details > Validate.
  **Bank Account:** My Wallet > Add new bank details > Save.

- **Authorise New Bank Account Details**
  *New bank accounts must be authorised before they can be used!*
  My Wallet > Download Bank Authorisation Form (purple button beside new bank details) > Complete, sign & save the form > Send to forms@rentalrewards.com.au for approval.

- **View Your Payments**
  My Payments will show all payments to your agents. Use the icon on the top right to filter payments by their date range, agent (Merchant Code), or transaction status.

- **Update Your Payment Preferences**
  My Agents > Click the icon in the Payment Details column for your agency. Change your Payment option to AutoPay (automatic payments), Email Reminder, SMS Reminder, BPAY or One-Off. Agree to the T&C's and click save to update your payment settings.

- **Cancel a Scheduled One-Off Payment**
  My Payments > Locate your scheduled payment (highlighted blue) > Cancel.

- **Change Your Login Email**
  My Profile > Change Login Email > Add new email address > Submit.

- **Close Your Rental Rewards Account**
  My Agents > Click the icon in the Status column for your agency > Elect closure date (close now or schedule to close later) > Save.