

Tenant User Guide



Rental Rewards Home

Login here!

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

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 some assistance?

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



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



Rental Rewards Support
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 (automatically populated) > 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 > Verify

➤ Authorise New Bank Account Details

New bank accounts must be verified online before they can be used! A 1cent is deposited into your bank account. The deposit contains a unique code : V-####. You must copy and verify the unique code on the Rental Rewards portal. My Wallet > Verify Code > Save.

➤ 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.



Rental Rewards has a full suite of features and functionalities which are determined at a business level. Some functionalities listed may not be available if your managing agent hasn't opted for them.