MUNICIPAL PROPERTY ASSESSMENT CORPORATION

propertyline™

User Guide

Contents

About propertyline™

propertyline™ enables users to purchase Assessment, Site, Structural, Sales and AVM data on all types of properties across Ontario. Information is refreshed from our database weekly to ensure our users have access to the most current property information in Ontario.

The new and improved propertyline™ includes features such as streetscape and satellite imagery, parcel boundary information, advanced search features and enhanced report format including imagery. It also enables Users the ability to create a Profile that can be added to purchased reports and to retrieve previously purchased reports and receipts for viewing at a later date.

Accessing propertyline™

Step 1
Access the propertyline™ website at www.propertyline.ca
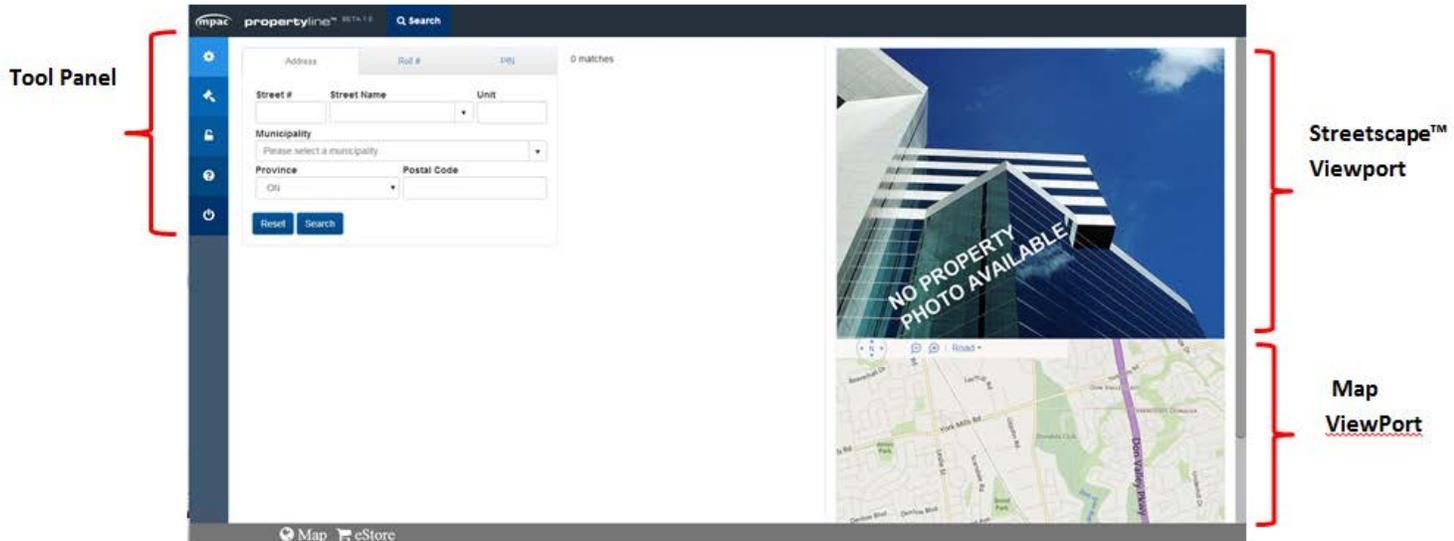

Step 2

Option 1
Sign in as a Registered User by entering your unique **User Name** and **Password.** Then click **Submit.**

Option 2
If you do not currently have an account setup please **Sign in as Guest**.

propertyline™ Home Screen

Upon sign in, you are brought to the propertyline™ home screen.

Tool Panel

⚙ **Profile** - The Profile page provides you with the ability to setup your contact information and photo. This feature also allows your Profile to be added to any reports that are purchased. Please see the **View Your Reports tab** section (page 17) for information on how to add your Profile to purchased reports. Finally, you are able to change your password in the Profile.

Change Password

Note that upon first sign-in to the site, you will be required to change your password. Password length has to be a minimum of 6 characters.

In the future, if you would like to change your password again, please follow the steps below:

Step 1

Click the Profile button and select the **Change Password** hyperlink.

Step 2

You will be presented with the options below. Please complete the fields accordingly and click the **Submit** button. Once submitted, you will get the message "Password was successfully changed".

Change Password

Current Password:	[ ]
New Password:	[ ]
Confirm Password:	[ ]
	SUBMIT

Step 3

Click the **Save changes** button to exit the Profile.

Terms - Please ensure you read and adhere to the propertyline™ terms and conditions.

Privacy - The Privacy page provides MPAC's Privacy statement as well as information on the Assessment Act and the Municipal Freedom of Information and Protection of Privacy Act.

Help

An updated version of the propertyline™ User Guide will always be available here.

Any questions or issues please contact

MPAC Customer Contact Centre
Monday to Friday: 8:00 a.m. to 5:00 p.m.
Phone: 1 866 296-6722
Email: propertyline@mpac.ca

How do I request a refund for a Report?

Please send an email to propertyline@mpac.ca that contains the following information:
- Attach email receipt
- Name
- Phone Number
- User ID
- Address of the property you purchased the report for
- Name of Report(s) to be refunded
- Reason for the refund request
- Attach reports (optional)

 Logout - Click the Logout button to end your session with propertyline™.

iLOOKABOUT Streetscape™ ViewPort

The iLOOKABOUT Streetscape™ ViewPort is always located at the top right corner of the screen. Upon initial login, the Streetscape™ ViewPort will look like the following:

However, once a property is searched and selected, the Streetscape™ ViewPort will change according to the specific property chosen. You are able to obtain the Map and Photo Report once a property is searched. Finally, if available, you will be able to view Historical Photos of the property.
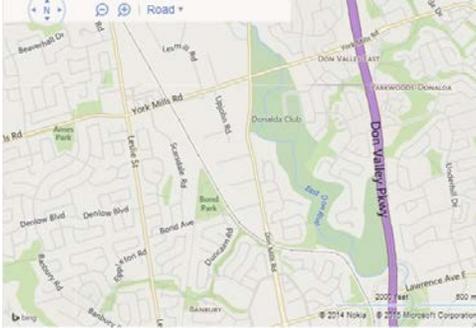
Example:

To learn how to add the **Map and Photo Report** to your purchased reports, see page 18 of the **View Your Reports** section.

Map ViewPort

The Map ViewPort is always located at the bottom right corner of the screen. Upon initial login, the Map ViewPort will look like the following:

However, once a property is searched and selected, the Map ViewPort will change according to the specific property chosen; showing a pushpin to identify the property's location and also the parcel boundaries.

Searching

You are able to perform a property search four different ways:

1. Address Search
2. Roll # Search
3. PIN Search
4. Map Search

Address Search

Enter the address of the property you wish to search.

As the **Street Name** is entered, the system will begin searching for Street Names that match your selection.

You may choose a Street Name from the list or continue typing your Street Name.

Step 2

Once the Street Name is entered a listing of matched addresses will be provided. Select the property you wish to obtain a report on or, to further refine your search, enter a Municipality to narrow your results.

Step 3

Once a property is selected, you will be brought to the **eStore** where you will see a list of available reports that may be purchased.

Step 4

For information on how to view Report Details, proceed to the **Viewing Report Details** (page 12) section, or to purchase a report, proceed to the **Purchasing Reports** (page 13) section.

Roll # Search

Step 1

Start typing a roll number into the search box. As you type, a list of roll numbers will start to appear after the first 5-digits. You may either keep typing the roll number, or select one from the list of selections.

Step 2

Once a property is selected, you will be brought to the **eStore** where you will see a list of available reports that may be purchased.
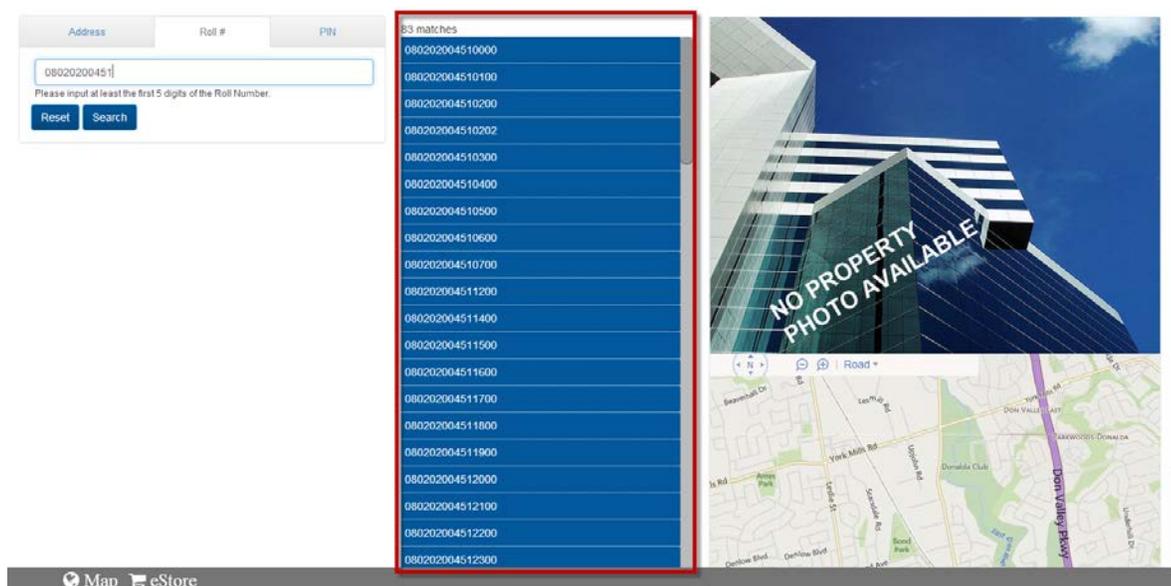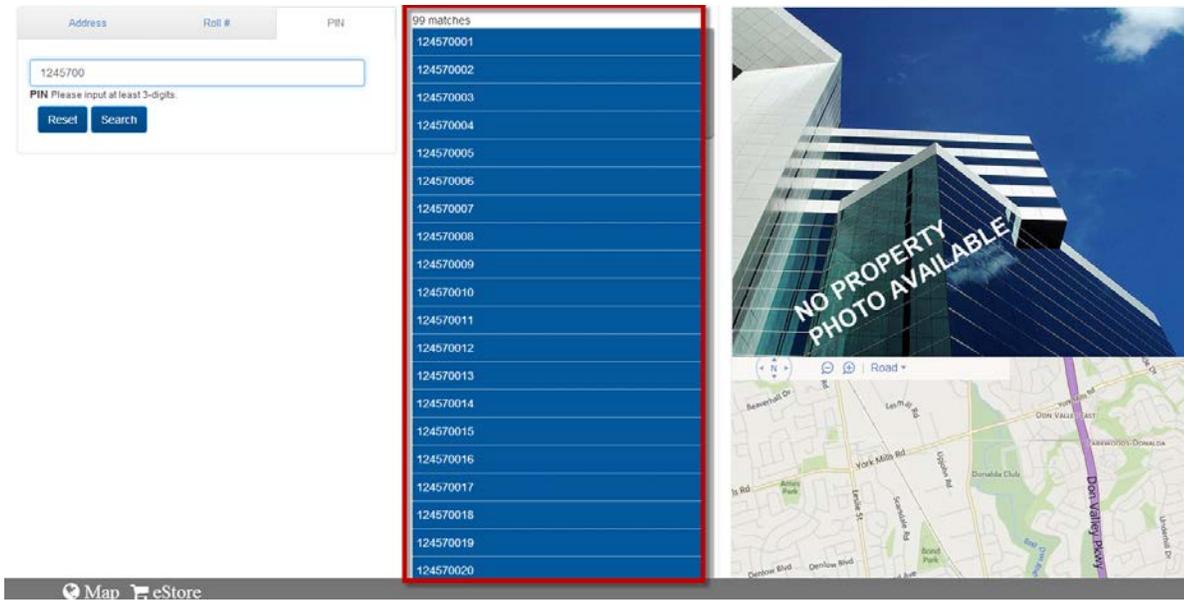
Step 3

For information on how to view Report Details, proceed to the **Viewing Report Details** (page 12) section, or to purchase a report, proceed to the **Purchasing Reports** (page 13) section.

PIN Search

Step 1

Start typing a PIN (Property Identification Number) into the search box. As you type, a list of PINs will start to appear after the first 3-digits. You may either keep typing the PIN or select one from the list of selections.

Step 2

Once a property is selected, you will be brought to the **eStore** where you will see a list of available reports that may be purchased.
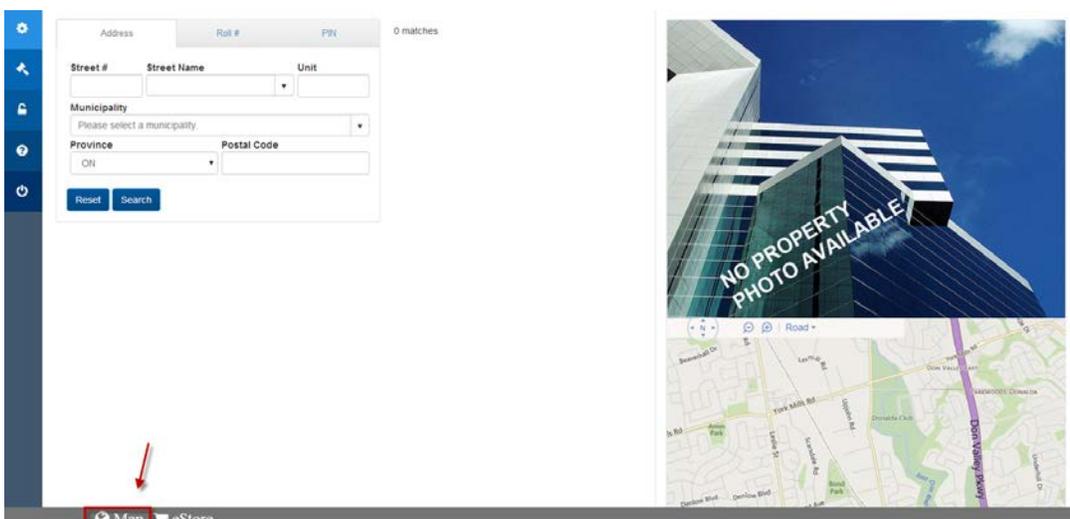
Step 3

For information on how to view Report Details, proceed to the **Viewing Report Details** (page 12) section, or to purchase a report, proceed to the **Purchasing Reports** (page 13) section.
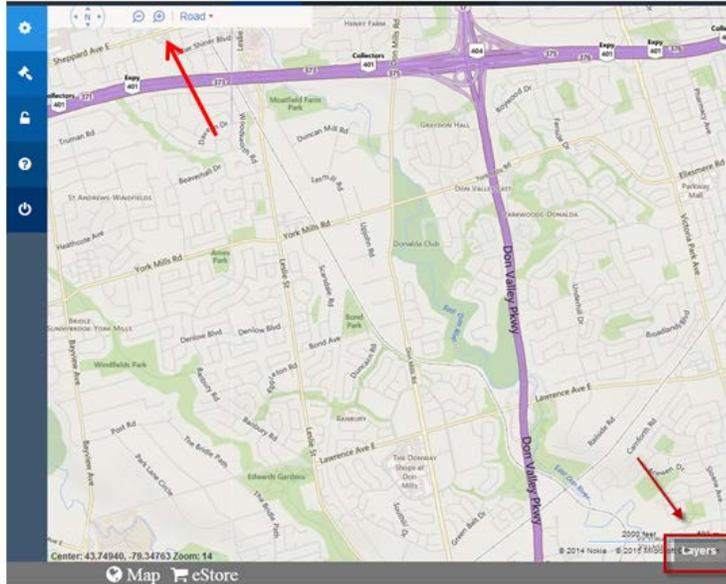
Map Search
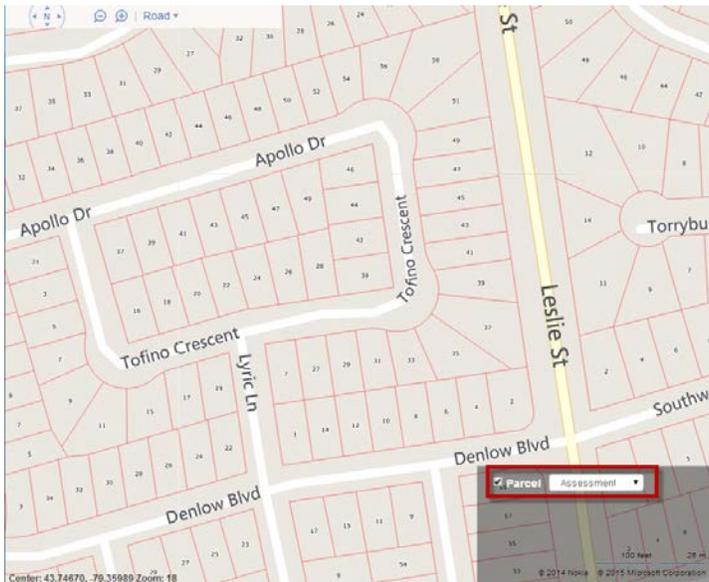
Step 1

Select the ⊕ Map icon on the bottom grey task bar.

Click on the **Layers icon** at the bottom right of the Map ViewPort to open and make a selection. Note that after a selection is made, you need to click on the **zoom button** and zoom to 1000ft to view the layer and 100ft to view street and PIN numbers within the parcel.

Select the **Parcel** checkbox and choose either:

Assessment - to display parcel boundaries.

Property Type - to categorize the map into property types. A Legend will appear in the top right hand corner indicating the colour code for each property type.

Ownership – to display the PIN for each parcel.

Step 3
Pan across the map until you reach a location that you are interested in.

Step 4
Double click the parcel to select it.

Once a property is selected, you will be brought to the **eStore** where you will see a list of available reports.

Step 6
For information on how to view Report Details, proceed to the **Viewing Report Details** (page 12) section, or to purchase a report, proceed to the **Purchasing Reports** (page 13) section.

eStore

The eStore allows for you to purchase reports, as well as view report details, sample reports and previously purchased reports and receipts.

Once a property is searched and selected, you will automatically be brought to the eStore where you will see the reports available for purchase.

Upon initial login, if you do not search for a property and just click the eStore button, you will be brought to the **View Your Reports tab** section (page 17) of the eStore where you can view previously purchased reports and receipts.

Viewing Report Details

In the eStore, after first searching for a property, you will see a list of report names. Viewing the Report Details will show you a list of the data elements provided in each report, as well as a sample report.

Step 1
Click on the **Report Details** hyperlink.
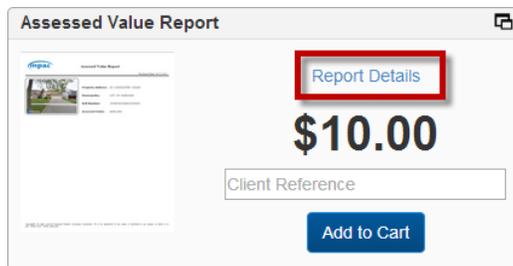
Step 2
The listing of data elements in the report are listed in the Brief Description section.   As well, an image of a sample report is provided. To view a larger image of the sample report, click on the Enlarge button. The enlarged version of the sample report will open in a new browser window. Click the "x" in your browser to close the report and return to the Report Description page.

Step 3

Click on the **Go Back** hyperlink to return to the list of available reports.

Purchasing Reports

In the eStore, after first searching for a subject property, you will see a list of report names.

Step 1

Find a report to purchase. If you would like to input a reference, it can be inputted in the **Client Reference ID** field (not mandatory).

Step 2

Click on **Add to Cart** to add the chosen report to your Shopping Cart.

As you select each report, the **Add to Cart** buttons are greyed out and the **Customer Reference** (if entered) is displayed in the reference box.
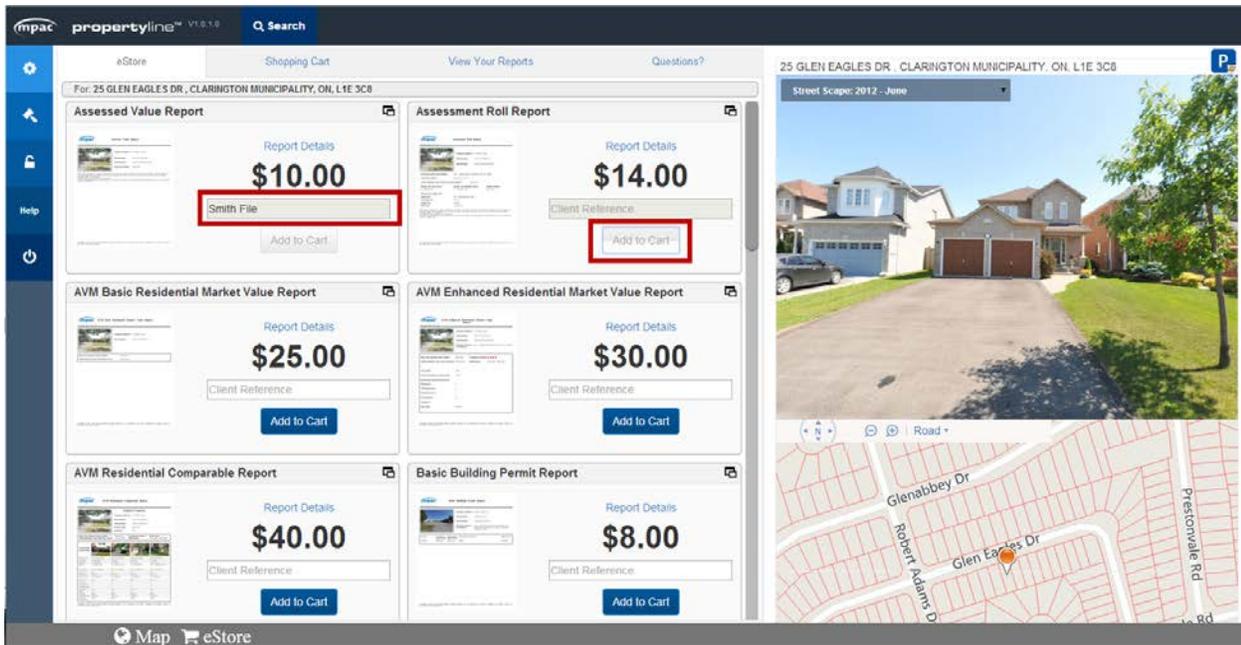
Step 3
Option 1 - Click on the **Shopping Cart** tab to view your report selections.

Option 2 – Click on the $\boxed{\text{Q Search}}$ icon to search for a new subject property and add additional reports to the Shopping Cart, before checking out.
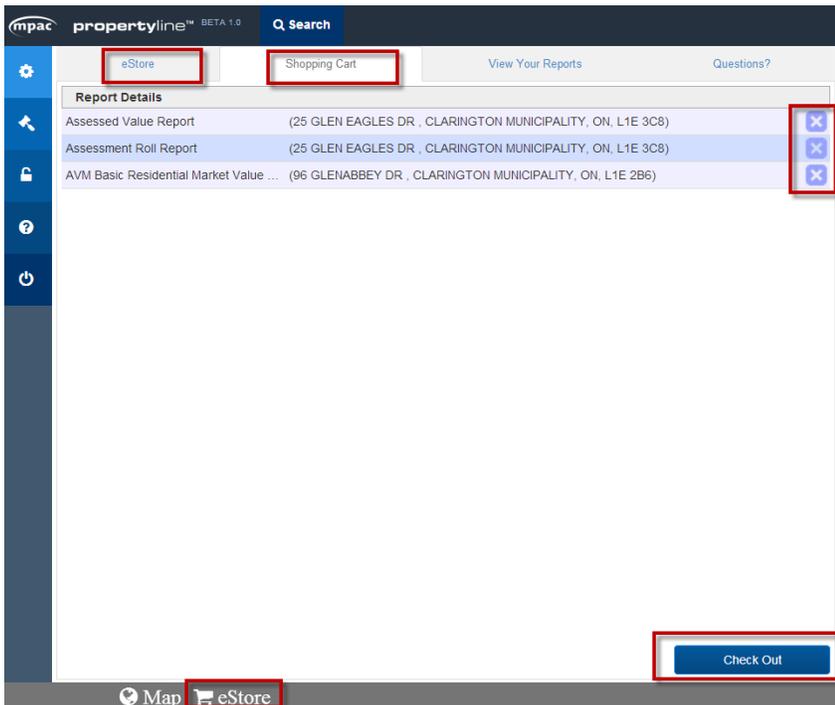
If you wish to **remove** any of the reports, click on the "**x**" and the report(s) will be removed from the Shopping Cart. Additionally, you may click the **eStore** button again and purchase further reports for the selected property.

When you are satisfied with the report selection(s), click the **Check Out** button.

Step 4

On the Check Out screen, you will be asked to enter your email address however, this is not mandatory.
You will be able to obtain a copy of your receipt in the **View Your Reports** section of the eStore.
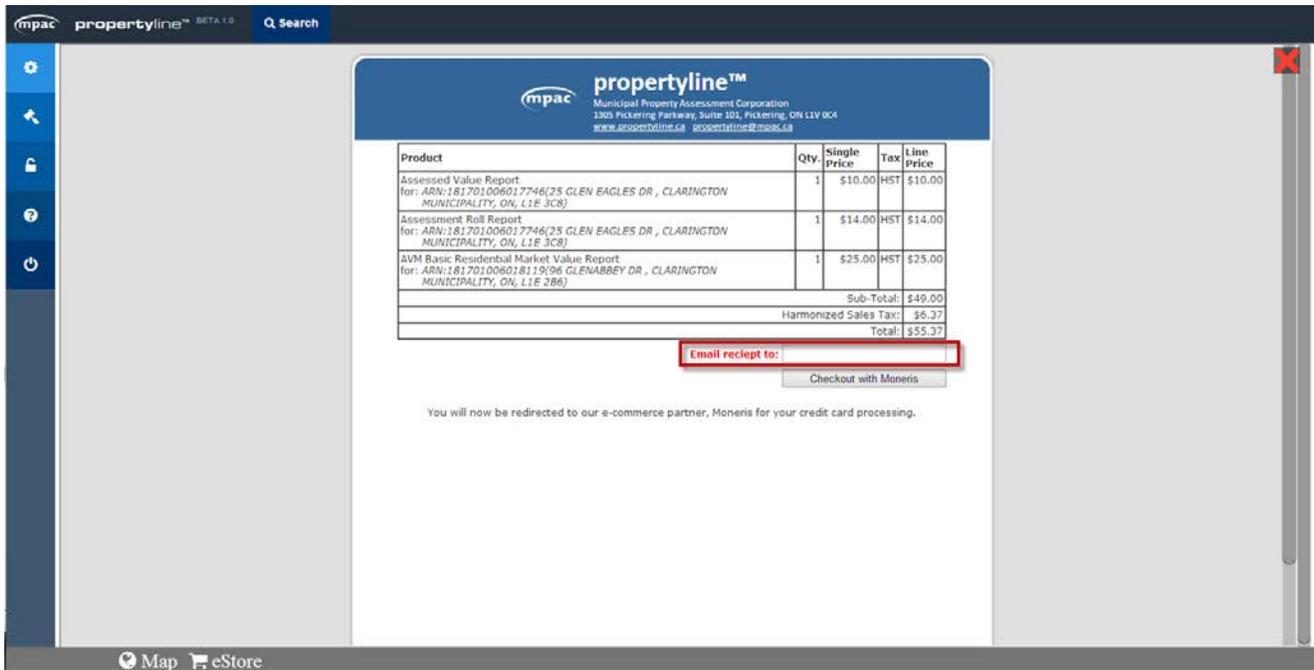
If you do not want to proceed with the purchase, you may stop the transaction by clicking the red "x" at the top right hand corner of the page. You will be returned to the **View Your Reports** section of the eStore and the last subject property you searched will still be active.

Step 5

After clicking **Checkout with Moneris**, you will be asked to enter your credit card details; including your name and address as it appears on your credit card statement.

Note 1: Currently, the Street Number field only allows for the first 5-digits of the Street Number however, it will not interfere with the transaction.

Note 2: Accepted credit cards are Visa and MasterCard

Step 6

After completing the information, please click the green **Process Transaction** button.

If you do not want to proceed with the purchase, you may stop the transaction by clicking the red "x" located at the top right hand corner of the page, or the red **Cancel Transaction** button located at the bottom right hand corner of the page. You will be returned to the **View Your Reports** section of the eStore and your subject property will still be active.

Step 7

After the transaction is approved, you will be brought to the **Transaction Approved** screen where you will see a copy of your receipt. Click on the **View Your Reports** hyperlink at the top right-hand side of the page to be brought to the **View Your Reports** section of the eStore to view the purchased reports and archived copies of previous receipts.
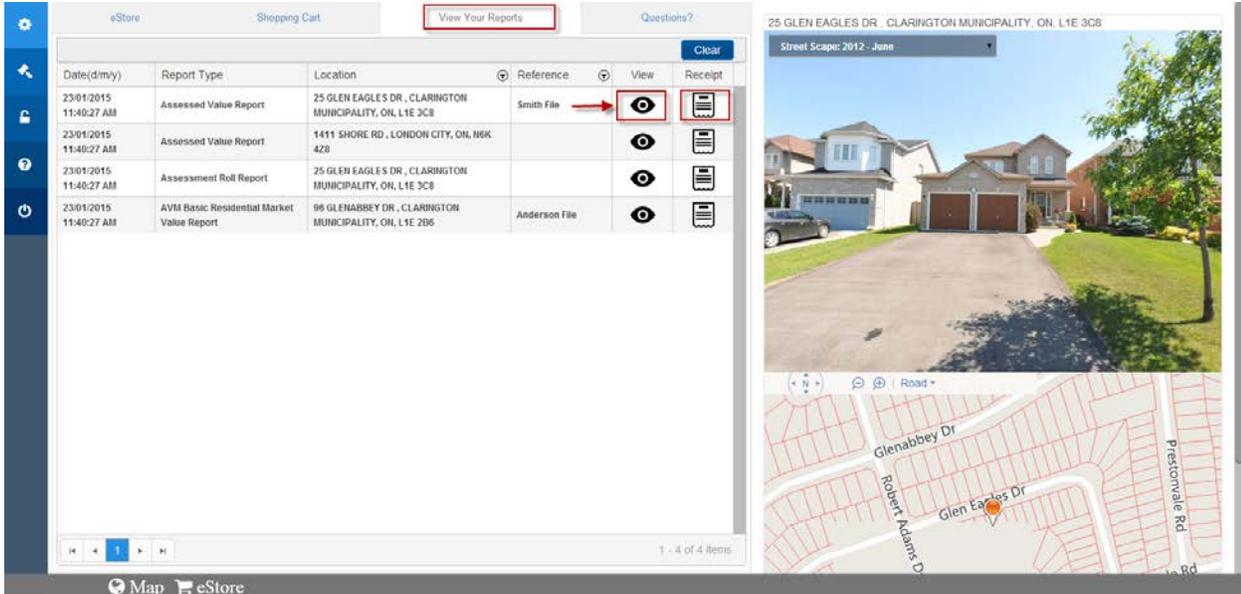
View Your Reports tab

After clicking the **View Your Reports** hyperlink, you are brought to the View Your Reports section of the eStore where you can view your purchased reports, along with a receipt of your purchase.

View & Print Reports

When you click the View icon the following box will appear. You are able to select one or more Report Component options as follows:

User Profile Options

If you setup your Profile information (see page 3) you will have the option to add all, or parts, of your Profile to your reports.

Streetscape Image Option

Select the **Don't include Streetscape image** option if you do not like the current iLOOKABOUT Streetscape™ photo. This will replace the image with a "No Property Photo Available" photo.

Map and Photo Report Option

You are able to add the **Map and Photo Report** to newly purchased reports or previously purchased reports.

Select the **Add Map and Photo Report** option to add the Map and Photo Report as an additional page to your purchased report.

Print or Save your Report

Print ←——— ———→ Save or Save and Print

View & Print Receipts

When you click the Receipt icon a page will open in a new window with a copy of your Transaction Receipt.

Print or Save your Receipt.

Print ←——— ———→ Save or Save and Print

Click the "x" in your browser to close the Receipt and return to the **View Your Reports** Page of the eStore.

Search for Reports

You are able to Search your purchased reports by **Location** or **Reference** ID, using the icon to the right of each field and selecting search criteria.

Once completed, you can clear the Search Fields by clicking the blue **Clear Filters** button.

Accessing Purchased Reports at a Later Date

You can click on the 🛒 eStore button on the bottom grey task bar and be brought directly to the **View Your Reports** tab to view previously purchased reports or receipts.

Date(d/m/y)	Report Type	Location	Reference	View	Receipt
2015-02-06 12:07:13 PM	Assessed Value Report	25 GLEN EAGLES DR , CLARINGTON MUNICIPALITY, ON, L1E 3C8	Smith	👁	🧾
2015-02-06 12:07:13 PM	Assessment Roll Report	2210 PRESTONVALE RD , CLARINGTON MUNICIPALITY, ON	Smith	👁	🧾
2015-02-06 12:07:13 PM	AVM Residential Comparable Report	3077 TOOLEY RD , CLARINGTON MUNICIPALITY, ON, L1E 2K8	Anderson	👁	🧾

Requesting a Refund

If you require a refund, please click the 'Questions?' tab in the eStore and follow the instructions below:

To access the propertyline™ User Guide click here.

Any questions or issues please contact

MPAC Customer Contact Centre
Monday to Friday: 8:00 a.m. to 5:00 p.m.
Phone: 1 866 296-6722
Email: propertyline@mpac.ca

How do I request a refund for a Report?

Please send an email to propertyline@mpac.ca that contains the following information:

- **Attach email receipt**
- **Name**
- **Phone Number**
- **User ID**
- **Address of the property you purchased the report for**
- **Name of Report(s) to be refunded**
- **Reason for the refund request**
- **Attach reports (optional)**