



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION

propertyline™

User Guide

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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



The screenshot shows the propertyline website homepage. At the top left, it says "We VALUE REAL ESTATE". To the right, the "propertyline™" logo is displayed with the tagline "is a secure e-commerce solution for obtaining accurate, real-time property information quickly and easily." Below this, a banner reads "The new and improved propertyline™ is now available." with a "Register Now!" button. A list of new features includes: Access to streetscape and satellite imagery, Parcel boundary information, Advanced search features (locate properties by map, lot, concession or PIN), and Enhanced report format including imagery. A login form is visible with fields for "User Name:" and "Password:", a "SUBMIT" button, and links for "Forgot Password", "Change Password", and "Sign in as Guest". On the right side, there is a section for "AVM Automated Valuation Model" which states "AVM provides an accurate real-time estimate of market value. > learn more". Below that is a "DID YOU KNOW?" section titled "5 KEY ELEMENTS OF MPAC'S VALUATION" with a bulleted list: Location, Building Age and Construction Quality, Building Square Footage, Lot Dimensions, and Recent Sales Activity.

Step 2

Option 1

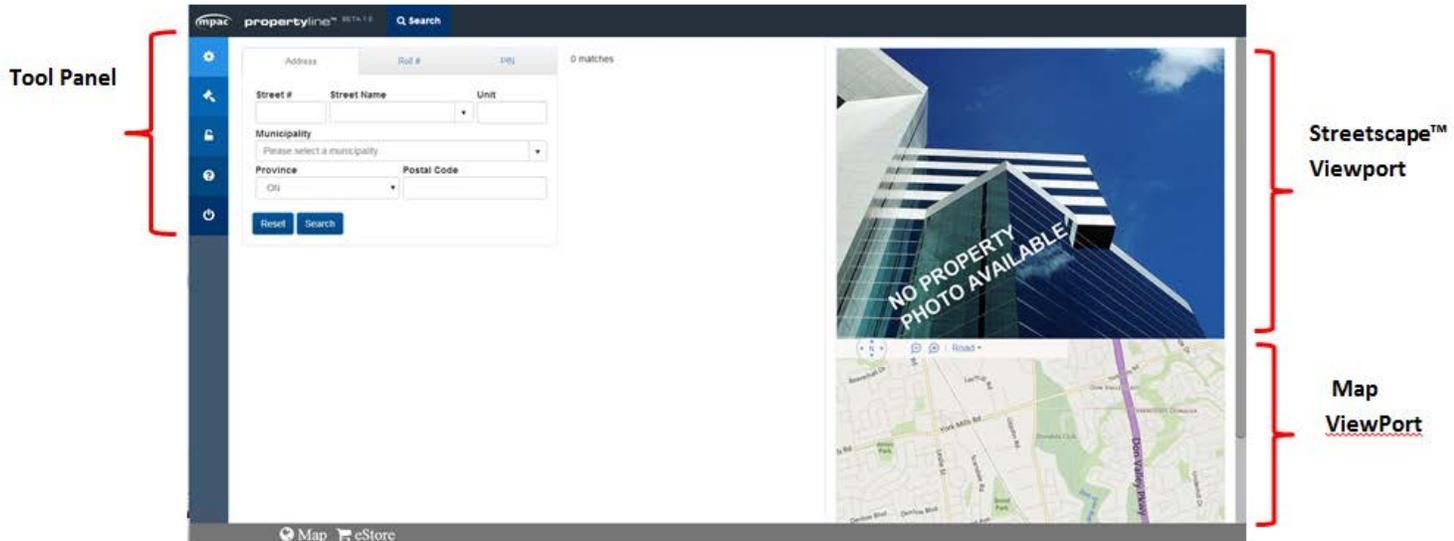
Sign in as a Registered User by entering your unique **User Name** and **Password**. Then click **Submit**.

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.

Profile Settings ×

The Profile feature allows you to upload a photo and enter your contact information. This Profile information can then be added to any reports you purchase (optional).



[Choose File](#) No file chosen

profile photo size must be less than 512KB

[Change Password](#)

First Name*:	<input type="text"/>
Last Name*:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
Province:	<input type="text"/>
Postal:	<input type="text"/>
Email*:	<input type="text"/>
Mobile Phone:	<input type="text"/>
Office Phone:	<input type="text"/>
Brokerage:	<input type="text"/>
Company:	<input type="text"/>

(*) is required !

[Cancel](#) [Save changes](#)

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:

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.

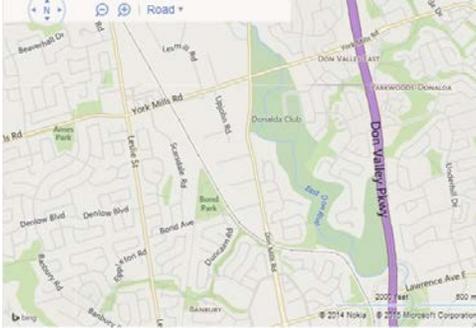
Example:



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

Step 1

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.

The screenshot shows a search interface with a form on the left and a list of results on the right. The form includes fields for Street # (100), Street Name (brock), Municipality (dropdown), Province (ON), and Postal Code. A 'Search' button is visible. The list of 19 matches includes addresses such as 1005 BROCK RD, 100 BROCK ST, and 1001 BROCK ST. A map view on the right shows a street view of a modern building with a 'NO PROPERTY PHOTO AVAILABLE' watermark and a map below it.

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.

The screenshot shows the eStore interface for a property at 25 GLEN EAGLES DR, CLARRINGTON MUNICIPALITY, ON, L1E 3C8. The interface displays a grid of report options with their respective prices and 'View' or 'Add to Cart' buttons. The reports include:

Report Name	Price	Action
Assessed Value Report	\$10.00	View
Assessment Roll Report	\$14.00	View
AVM Basic Residential Market Value Report	\$25.00	Add to Cart
AVM Enhanced Residential Market Value Report	\$30.00	Add to Cart
AVM Residential Comparable Report	\$40.00	Add to Cart
Basic Building Permit Report	\$8.00	Add to Cart

A street view image of the property and a map view are also visible on the right side of the interface.

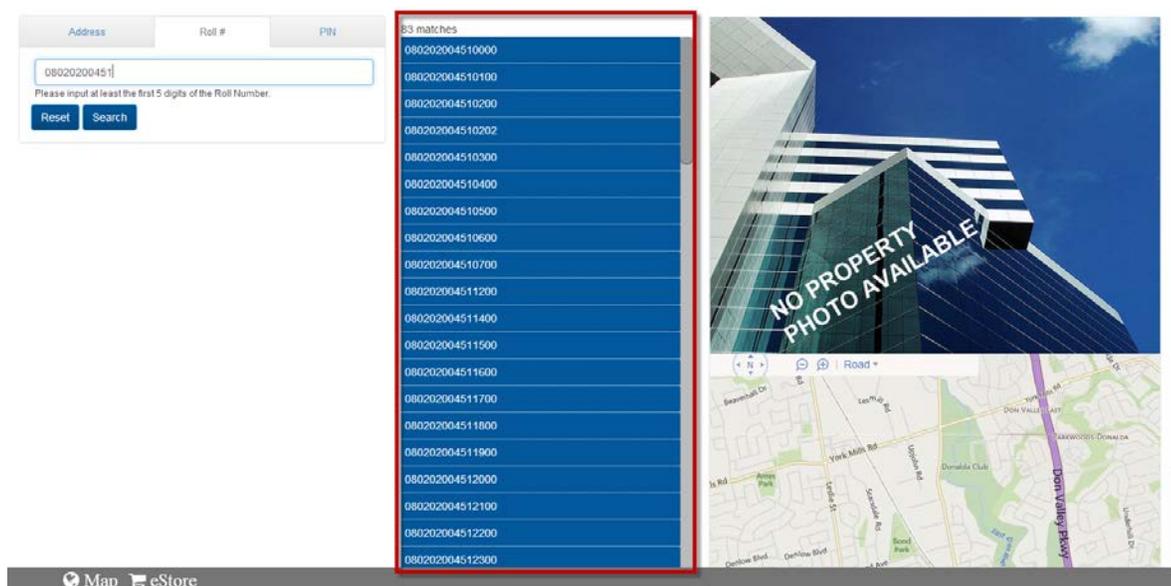
Step 4

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.

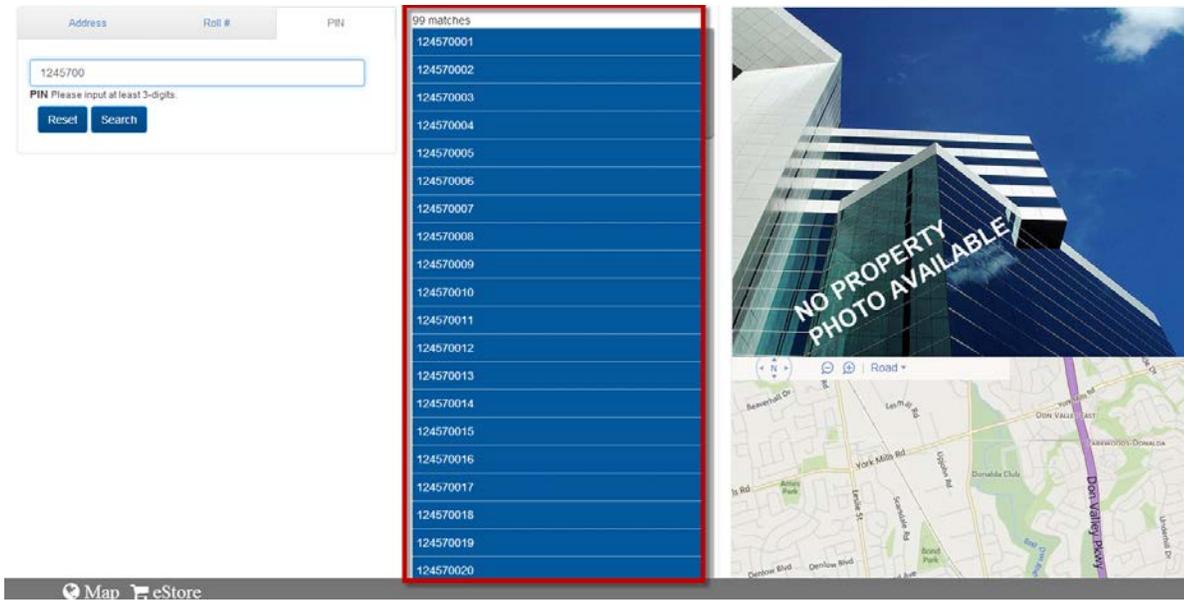
Step 3

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.

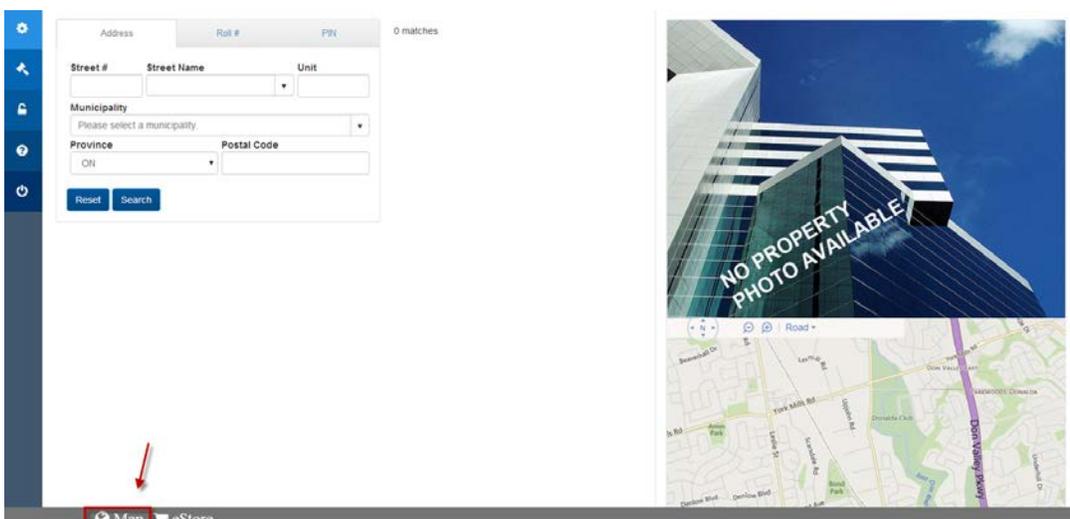
Step 3

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

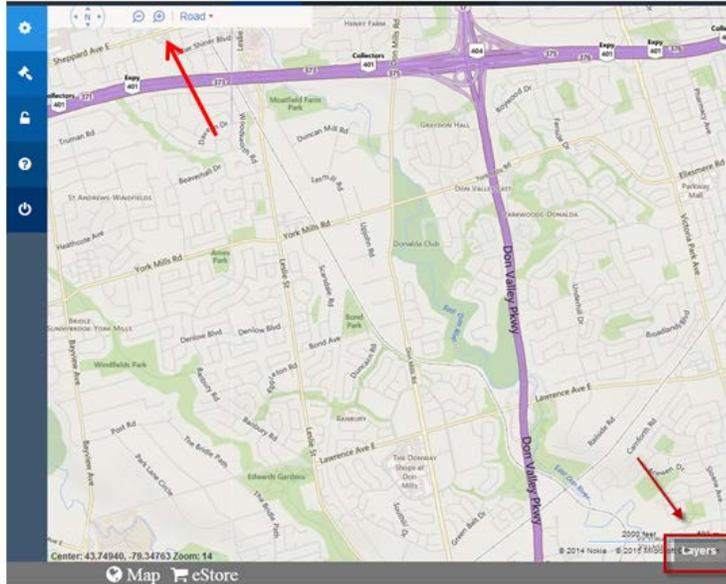
Step 1

Select the  icon on the bottom grey task bar.



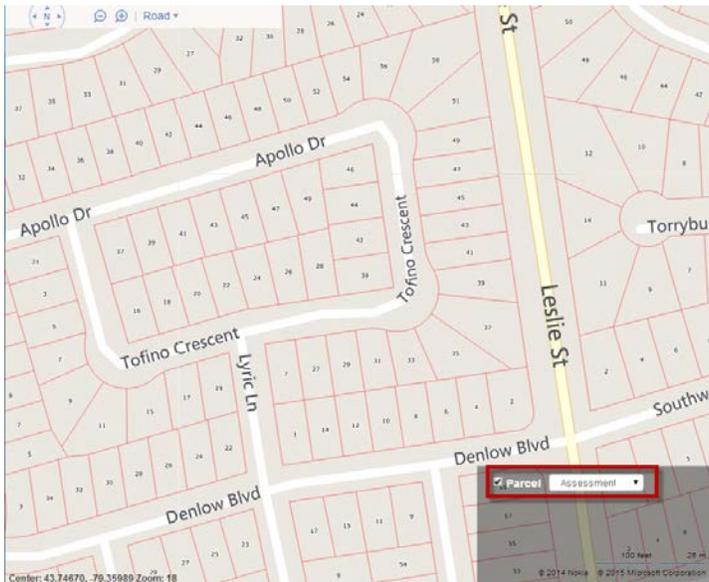
Step 2

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.



Step 5

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.

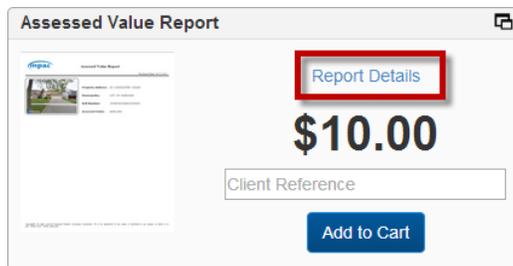
Upon initial login, if you do not search for a property and just click the  button, you will be brought to the **View Your Reports** tab section ([page 17](#)) of the eStore where you can view previously purchased reports and receipts.

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.

Assessed Value Report 🔍



Assessed Value Report Property ID: 0000000000000000



Property Address: 0000000000000000
Municipality: CITY OF PASADENA
Roll Number: 0000000000000000
Assessed Value: \$100,000

Copyright © 2014 mpac. All Rights Reserved. Property Address, Assessed Value, Roll Number, Municipality, Valuation Date, and Price are subject to change without notice.

[Enlarge](#)

Brief Description

Property Address, Municipality, Roll Number, Assessed Value as of January 1, 2012 Valuation Date

Price: \$10.00

Client Reference

[Go Back](#) [Add to Cart](#)

Step 3

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

Assessed Value Report 🔍



Assessed Value Report Property ID: 0000000000000000



Property Address: 0000000000000000
Municipality: CITY OF PASADENA
Roll Number: 0000000000000000
Assessed Value: \$100,000

Copyright © 2014 mpac. All Rights Reserved. Property Address, Assessed Value, Roll Number, Municipality, Valuation Date, and Price are subject to change without notice.

[Enlarge](#)

Brief Description

Property Address, Municipality, Roll Number, Assessed Value as of January 1, 2012 Valuation Date

Price: \$10.00

Client Reference

[Go Back](#) [Add to Cart](#)

Purchasing Reports

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

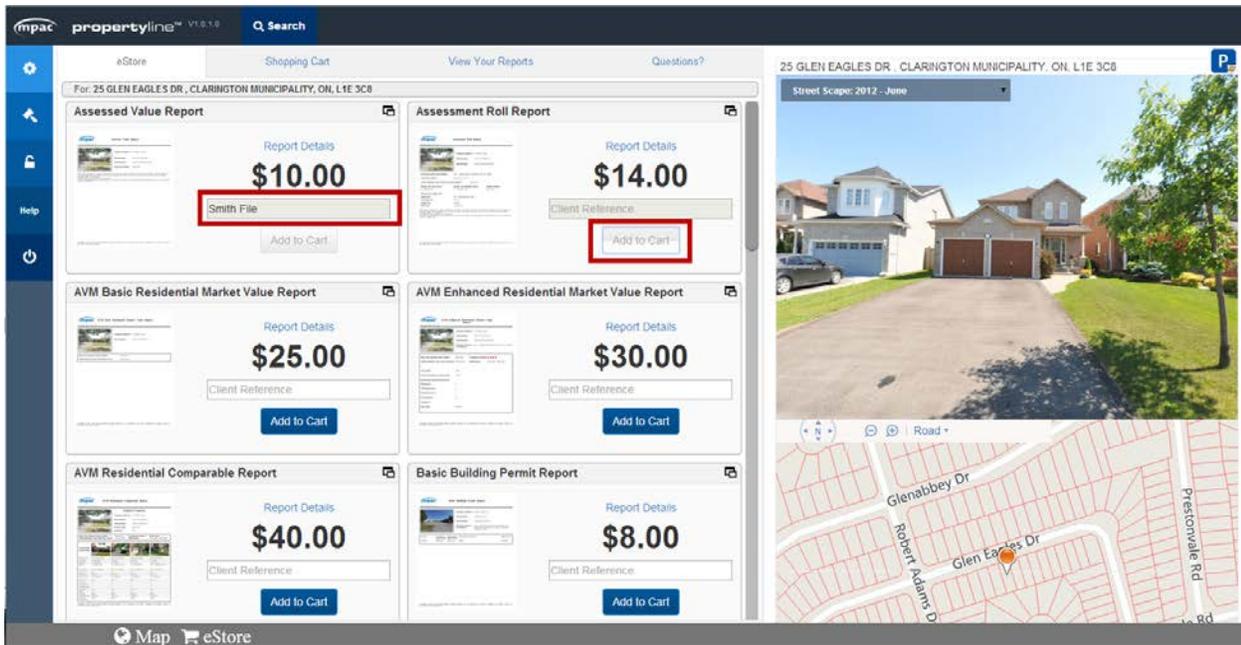
Step 1

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.

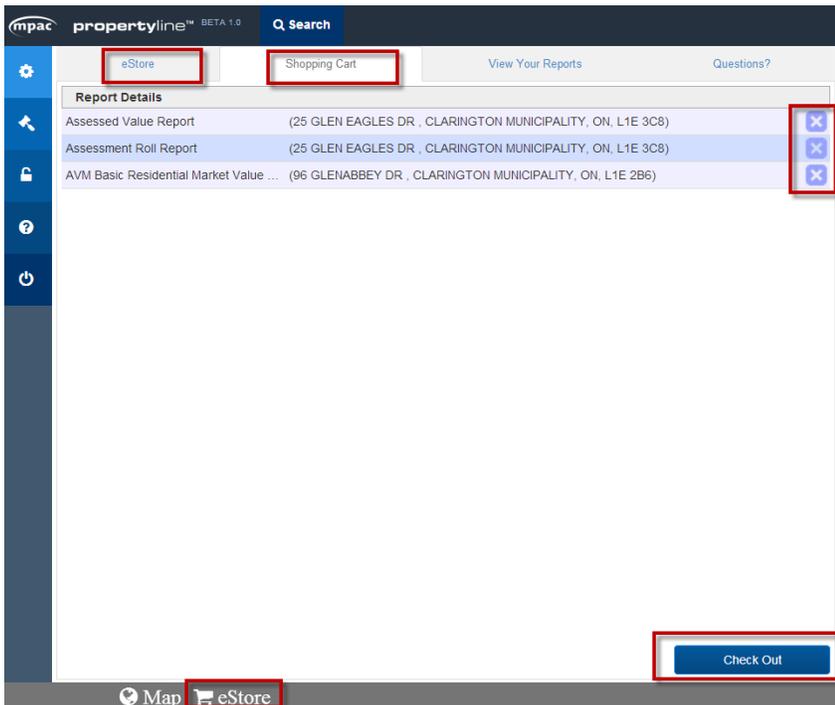
As you select each report, the **Add to Cart** buttons are greyed out and the **Customer Reference** (if entered) is displayed in the reference box.



Step 3

Option 1 - Click on the **Shopping Cart** tab to view your report selections.

Option 2 – Click on the **Search** icon to search for a new subject property and add additional reports to the Shopping Cart, before checking out.

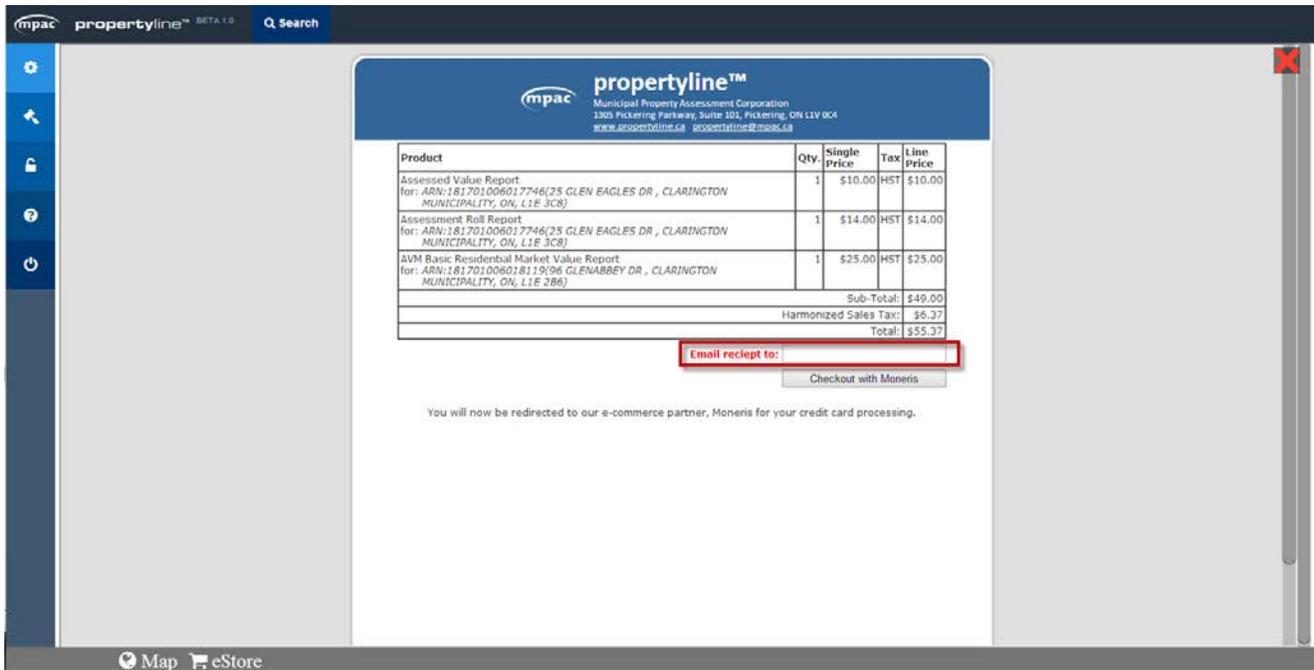


If you wish to **remove** any of the reports, click on the “x” and the report(s) will be removed from the Shopping Cart. Additionally, you may click the **eStore** button again and purchase further reports for the selected property.

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.

Transaction Approved

MPAC propertyline™

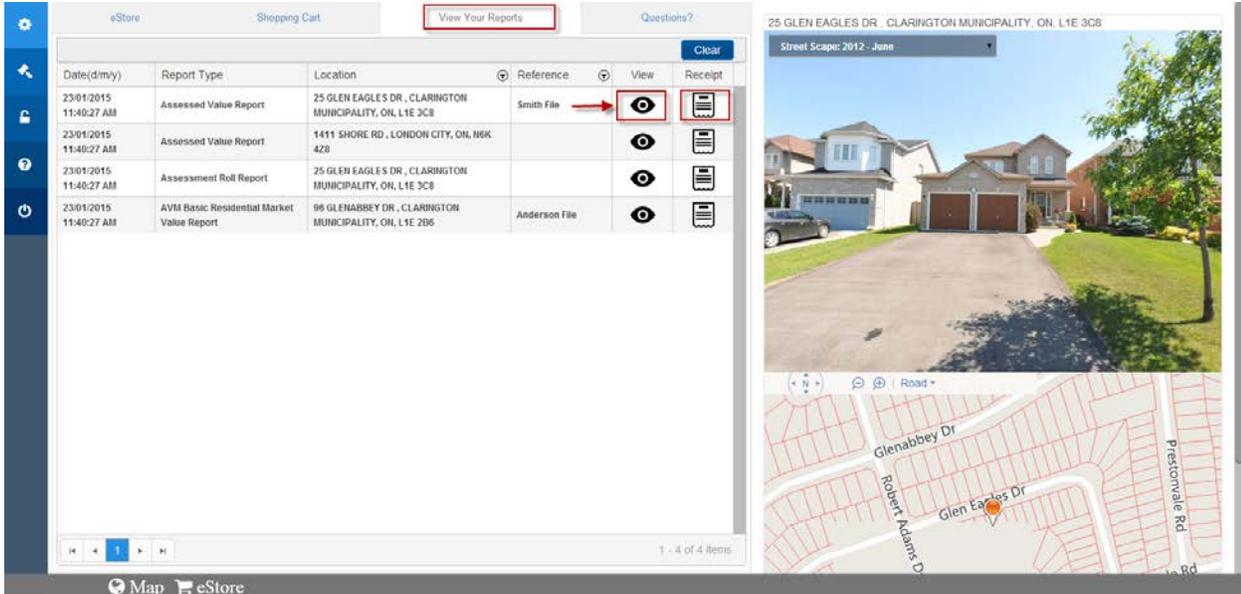
Invoice No: 96304
 Invoice Date: 10/02/2015
 Cardholder Name:
 User Name:

Description	Amount
Assessed Value Report [Smith File] for: ARN:181701006017746(25 GLEN EAGLES DR , CLARINGTON MUNICIPALITY, ON, L1E 3C8)	\$10.00
Assessment Roll Report for: ARN:181701006017746(25 GLEN EAGLES DR , CLARINGTON MUNICIPALITY, ON, L1E 3C8)	\$14.00
AVM Basic Residential Market Value Report for: ARN:181701006018119(96 GLENABBAY DR , CLARINGTON MUNICIPALITY, ON, L1E 2B6)	\$25.00
Sub-Total:	\$49.00
HST# 867768046:	\$6.37
Total:	\$55.37

**For questions regarding your report purchase, please forward your invoice to propertyline@mpac.ca and provide your Name and a detailed description.*

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:

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

Report Components ×

User Profile

- Include Profile information with Photo
- Include Profile information only (No Photo)
- Don't include Profile Information

Other Setting

- Don't include Streetscape image

Additional Option

- Add Map and Photo Report

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.



Assessed Value Report



Amy Smith
Amy Brokerage
ABC Realty Inc.
123 Anywhere St
Anywhere Ontario
N1N1N1
(M): 555-456-7890
(O): 555-456-7890
first.last@email.com

Purchased Date: 08/01/2015

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.



No
Streetscape
Image

Assessed Value Report

Purchased Date: 08/01/2015



Property Address: 123 ONTARIO ST
Municipality: BROCKVILLE CITY
Roll Number: 123411222333000000
Assessed Value*: \$ 232,000

NOTE: Under Assessment Act a number of changes have been made to the property assessment system, which became effective in the 2009 property tax year. These changes include the introduction of a four-year assessment update and a phase-in of assessment increases. For more information regarding Assessment Updates visit www.mpac.ca

*Assessed Value is based on a January 1, 2012 Valuation Date.

**Phased-In Assessment reflects the phased-in portion of the Assessed Value returned to the municipality/local taxing authority on the 2014 Assessment Roll for the 2015 taxation year.

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.

propertyline™
Municipal Property Assessment Corporation
1305 Pickering Parkway, Suite 101, Pickering, ON L1V 0C4
www.propertyline.ca propertyline@mpac.ca

MPAC propertyline™

Invoice No: 96304
Invoice Date: 10/02/2015
Cardholder Name:
User Name:

Description	Amount
Assessed Value Report [Smith File] for: ARN:181701006017746(25 GLEN EAGLES DR , CLARINGTON MUNICIPALITY, ON, L1E 3C8)	\$10.00
Assessment Roll Report for: ARN:181701006017746(25 GLEN EAGLES DR , CLARINGTON MUNICIPALITY, ON, L1E 3C8)	\$14.00
AVM Basic Residential Market Value Report for: ARN:181701006018119(96 GLENABBAY DR , CLARINGTON MUNICIPALITY, ON, L1E 2B6)	\$25.00
Sub-Total:	\$49.00
HST# 867768046:	\$6.37
Total:	\$55.37

**For questions regarding your report purchase, please forward your invoice to propertyline@mpac.ca and provide your Name and a detailed description.*

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.

eStore	Shopping Cart	View Your Reports	Questions?		
			Clear Filters		
Date(d/m/y)	Report Type	Location	Reference	View	Receipt

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.

eStore	Shopping Cart	View Your Reports	Questions?		
			Clear Filters		
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:

eStore	Shopping Cart	View Your Reports	Questions?
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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)**