Residential Builders User Manual for the

New Home Buyer Protection System v2.0

Prepared by

New Home Buyer Protection Office
Alberta Municipal Affairs

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1 Introduction

The *New Home Buyer Protection Act* establishes minimum requirements for warranty coverage on new residential construction in Alberta. Under the Act, a building permit cannot be issued unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property.

The *New Home Buyer Protection Act* applies to all new homes built where the building permit is applied for after February 1, 2014. In addition to new homes (as defined in the *Act*), the legislation also applies to substantial reconstruction, as well as manufactured homes (includes modular, ready-to, move, etc.). More information on reconstruction and manufactured homes can be found in the Registrar's Bulletins page (http://municipalaffairs.alberta.ca/1922.cfm) of the Home Warranties section of the Municipal Affairs website.

The purpose of this guide is to provide instruction for the use of the Residential Builder Portal of the New Home Buyer Protection System (NHBPS), including creating and editing new home registrations, managing payments, searching registrations, and managing builder accounts. This guide is not a resource for interpretation of the legislation. Interpretive bulletins and other resources will be made available as needed. Contact the New Home Buyer Protection Office (NHBPO) for more information (See Table 2 - New Home Buyer Protection Office Contact Information).

2 Using the Residential Builder Portal of the NHBPS

2.1 NHBPS Account Creation through MAConnect

The New Home Buyer Protection System is accessed through MAConnect, the secure portal that enables users external to the Government of Alberta to enter certain online applications run by Municipal Affairs. MA Connect is not a part of the NHBPS but is used to gain access to the system.

In order to enter applications (i.e., new home registrations, rental exemptions) into the NHBPS for processing, each residential building company must have its own account in the NHBPS. As well, at least one user must be created and associated with that account. Initial account set-up and user creation is done through the web-based NHBPS Access Request Form available in the Home Warranties section of the Municipal Affairs website.

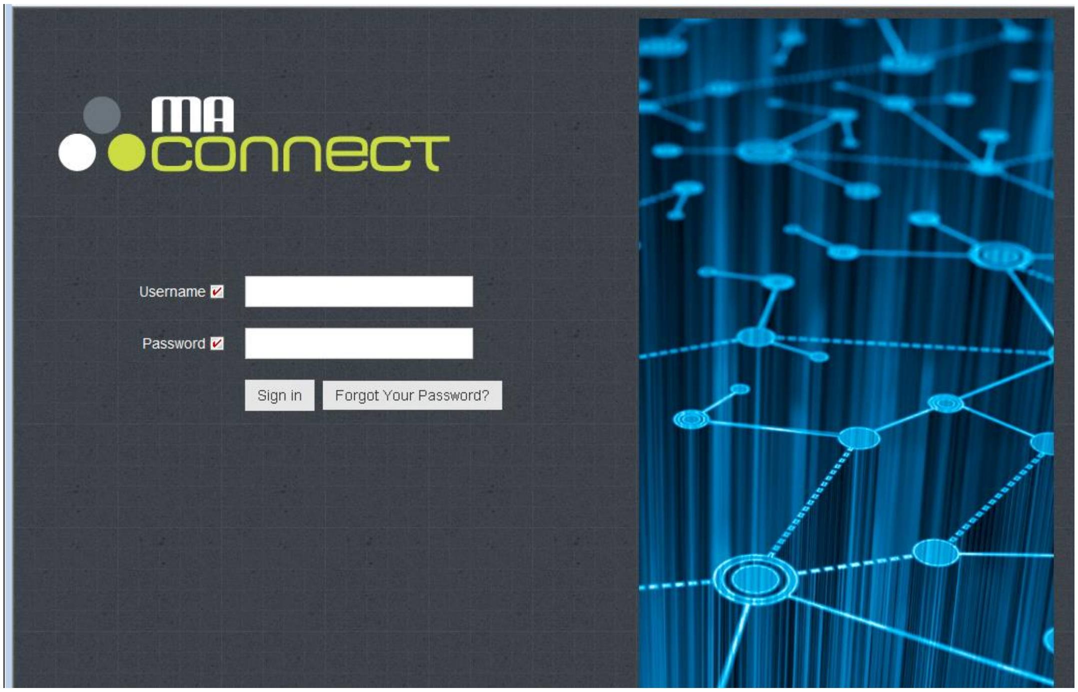
The NHBPS Access Request Form enables **first-time users** of the New Home Buyer Protection System to create their first builder account in the system and obtain MAConnect login credentials for an administrative user who will manage the account. Access requests for **additional** users and the creation of **additional** builder accounts will be done from within the new builder account once it has been created, not through this form.

For information on how to create accounts for additional companies and submit requests for additional user access, see section 4 Account Administration on page 33.

2.2 Logging In

To access the NHBPS, you must log in through MA Connect. If you are not already logged in to the system, the NHBPS Residential Builder Portal link will redirect to the MA Connect login screen.

Figure 1 – MA Connect login screen



To log in to the New Home Buyer Protection System:

1. On the MA Connect login screen, enter your username and password in the appropriate fields.
2. Click the **Sign-In** button.
3. Click the **Launch** button in the New Home Buyer Protection System access panel.
4. You will be redirected to the Residential Builder Console, which is the landing page of the Residential Builder Portal of the NHBPS.

Figure 2 - MA Connect application selection screen

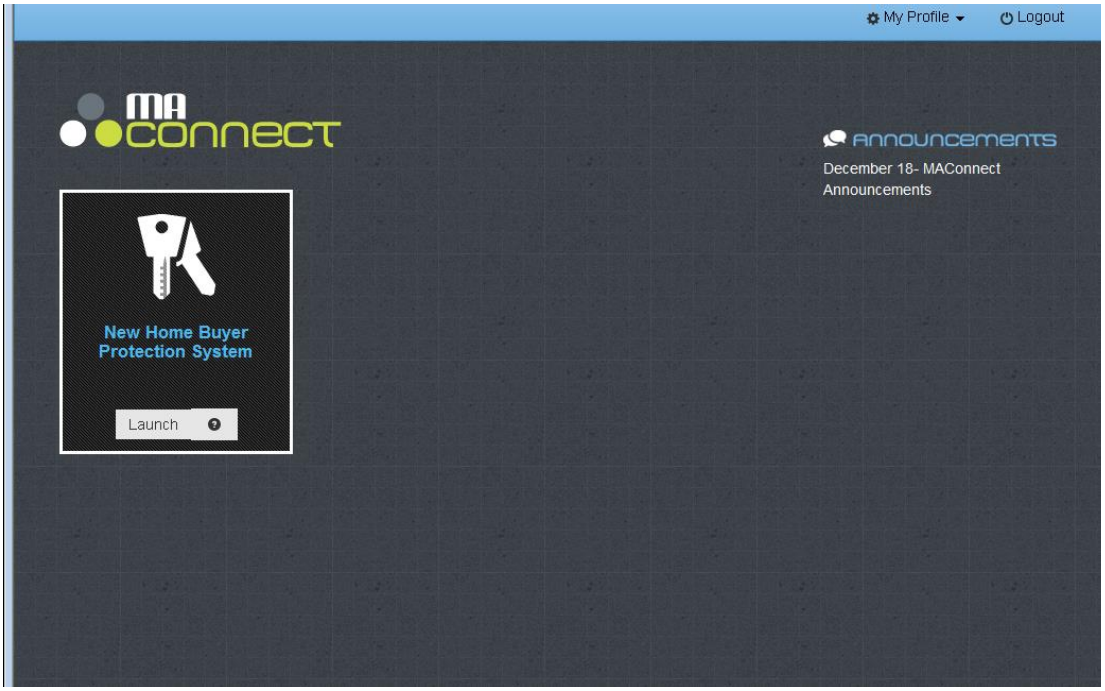
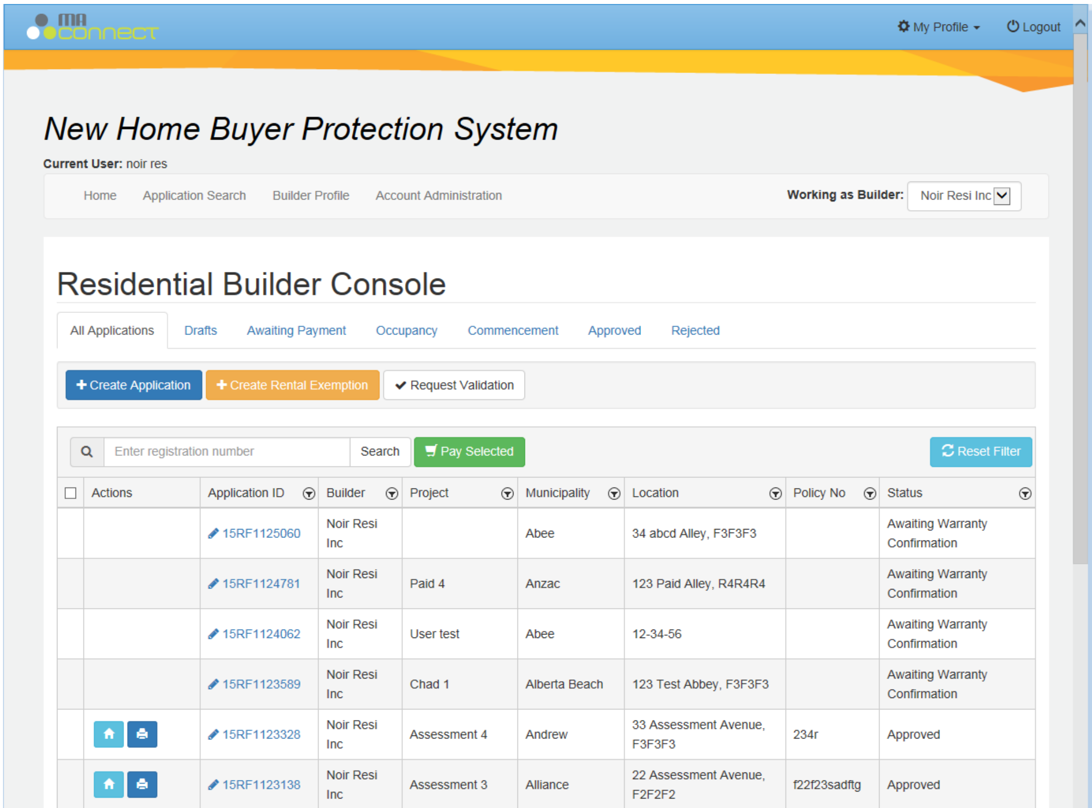


Figure 3 - NHBPS Residential Builder Console



The Residential Builder Console provides access to the tools used by residential builders to carry out various activities within the system. These include submitting validation requests to warranty providers, creating and submitting applications for new home registration, creating and submitting applications for rental exemption, paying application fees, downloading Registrar Certificates for approved applications, and providing commencement and occupancy dates.

2.3 Primary Navigation Menu

The primary navigation menu for the Residential Builder Portal of the NHBPS is a series of links arranged in a row in the upper portion of the page, below the NHBPS banner:

Home – Clicking on the **Home** menu item takes the user to the Residential Builder Console, where access is provided to the tools for carrying out the primary activities of residential builders in the NHBPS. These include submitting validation requests to warranty providers, creating and submitting applications for new home registration, creating and submitting applications for rental exemption, paying application fees, downloading Registrar Certificates for approved applications, and providing commencement and occupancy dates.

Application Search – Links to an advanced search form providing comprehensive search options for finding applications for new home registration and rental exemption.

Builder Profile – Links to the Builder Profile for the organization to which the logged-in user belongs; if the user belongs to more than one organization, this will link to the profile for the organization selected in the **Working as Builder** dropdown list. The Builder Profile will be editable only if the logged-in user is an administrative user for the organization.

Account Administration – Links to administration tools that allow administrative users to request access for new users, change organizations and/or roles of existing users, and create new accounts for additional companies.

2.4 Residential Builder Console

The Residential Builder Console uses a tabbed interface to provide access to the tools used by builders to carry out various activities within the system. These include creating and editing new home registrations, creating and editing rental exemption applications, payment processing, and entry of policy commencement dates. Each tab provides access to a specific task with the exception of the first tab, **All Applications**, which provides access to all applications the builder has created and any associated tasks the builder needs to perform on those applications.

All Applications - Lists all new home registrations and rental exemptions associated with the account.

Drafts - Lists all new home registrations and rental exemptions that have been saved as drafts (not yet submitted into the NHBPS workflow).

Awaiting Payment - Lists all new home registrations and rental exemptions for which the processing fee has not yet been paid.

Rejected - Lists all new home registrations associated with the account that have been rejected by the warranty provider to whom they were submitted.

Approved - Lists all new home registrations and rental exemptions associated with the account that have been approved by the NHBPO. Registrar's certificates can be downloaded from this screen.

Commencement - Provides access to the commencement date entry tools for all approved new home registrations associated with the account.

Occupancy - Provides access to the occupancy date entry tools for all approved rental exemptions associated with the account.

2.5 Working with Data Grids

On each tab in the Residential Builder Console, items that require builder action are displayed in a data grid. Although the items listed, columns of information, and available actions may differ from tab to tab, the tabs contain a common set of features for sorting, filtering, and browsing the data.

2.5.1 Sorting

Sorting retains all of the rows of information displayed in the grid but changes the order in which they are displayed. The data in the grid can be sorted by a particular column by clicking on the column label in the top row of the grid.

- Clicking once will sort the data in ascending order; an upward-pointing triangle will appear next to the label.
- Clicking again will sort the data in descending order; a downward-pointing triangle will appear next to the label.
- Clicking a third time will restore the data grid to its default sort order; the triangle will disappear.

2.5.2 Filtering

Filtering displays all rows of information in the grid that meet the filtering criteria and removes all rows that do not meet the filtering criteria. The data in the grid can be filtered by a particular column by clicking on the filtering icon (which looks like a funnel in a circle) that appears at the right of the label for that column. When the icon is clicked, the filtering tool opens.

To filter the data grid:

1. Click on the filtering icon in the appropriate column. The filtering tool will open.
2. Select the appropriate filtering rule (e.g., "Starts with," "Is equal to", "Is not equal to," "Contains").
3. Enter the constraining data that completes the rule. For some columns, data will be entered in a text field; for others, data will be entered by making a selection from a dropdown list. More than one filter can be applied at a time.
4. Click the **Filter** button to apply the filter to the data grid.

To remove a filter from a single column:

1. Click on the filtering icon in the column containing the applied filter. The filtering tool will open.
2. Click the **Clear** button.
3. When the filtering tool is closed the filter will no longer be applied to the grid, and any removed data will be restored.

To remove all filters and restore all data to the grid:

1. Click on **Reset Filter** button.
2. All filters will be cleared and the data grid will be restored to its default state.

Filtering examples:

To find all registrations with a status of "Awaiting Confirmation", click the filter icon in the "Status" column, select "Is" as the filtering rule, and select "Awaiting Confirmation" as the constraining data.

To find all registrations submitted by builder "ABC Inc.", click the filter icon in the "Builder" column, select "Is equal to" as the filtering rule, and enter "ABC Inc." as the constraining data.

To find all registrations submitted by builders whose company name starts with "ABC", click the filter icon in the "Builder" column, select "Starts with" as the filtering rule, and enter "ABC" as the constraining data.

To find all registrations submitted in 2015, click the filter icon in the "Registration ID" column, select "Starts With" as the filtering rule, and enter "15RF" as the constraining data.

2.5.3 Browsing

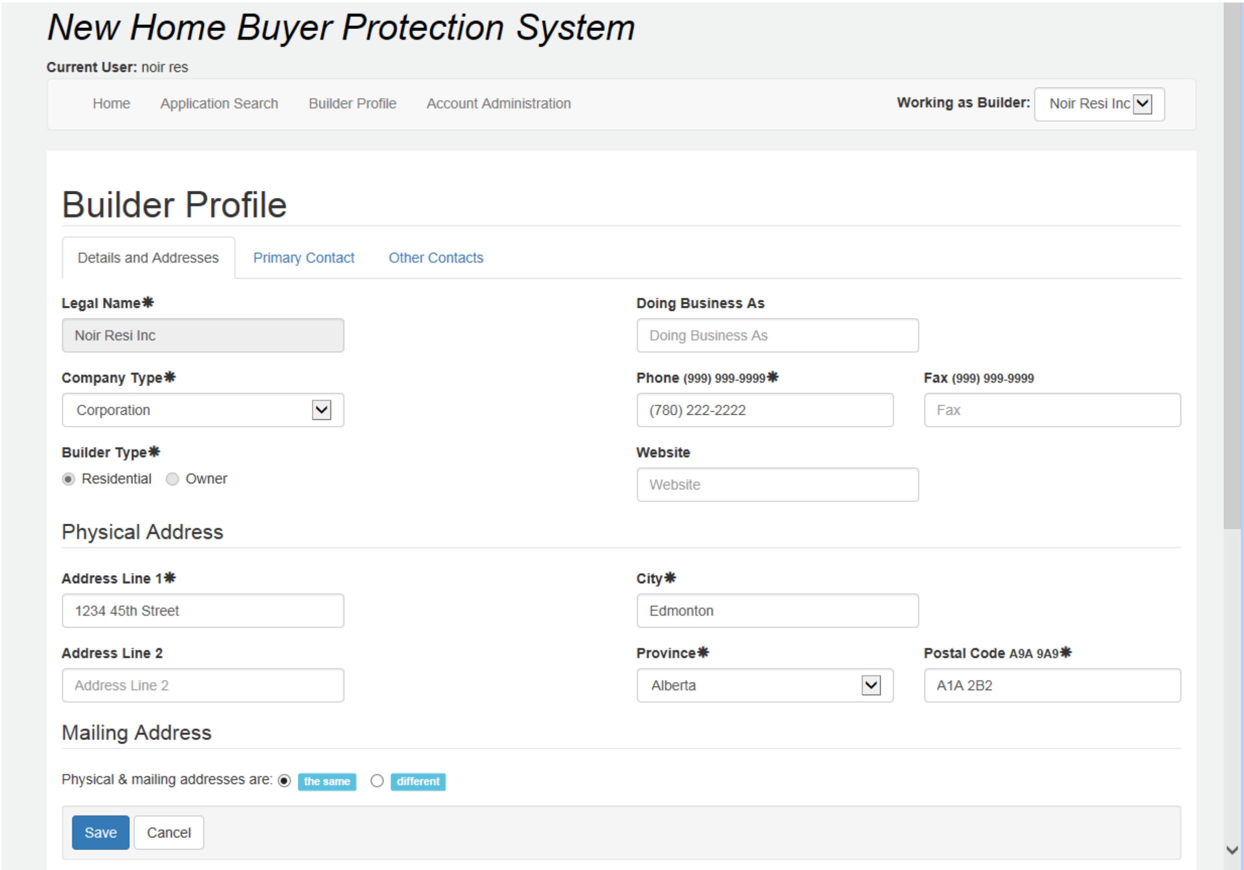
Data grids containing more than ten rows of information are split into pages containing a maximum of ten rows per page. Page browsing controls can be found at the bottom left of the data grid. The controls provide the ability to jump to any page, as well as move forward and backward through the pages of the grid. The total number of items in the grid, as well as the numerical range of items you are viewing, can be found in the bottom right of the data grid.

- **To move to any page in a data grid**, click on the number of the page in the browsing controls.
- **To move ahead one page in the grid**, click on icon to the right of the numbered links in the browsing controls (a right-facing triangle).
- **To move to the last page in the grid**, click on icon furthest to the right in the browsing controls (a right-facing triangle with a vertical line).
- **To move back one page in the grid**, click on icon to the left of the numbered links in the browsing controls (a left-facing triangle).
- **To move to the first page in the grid**, click on icon furthest to the left in the browsing controls (a left-facing triangle with a vertical line).

2.6 Editing a Builder Profile

Builder Profiles created after an MAConnect account creation request is completed can be edited in the NHBPS by the Administrative User for that builder.

Figure 4- Builder Profile



To edit a Builder Profile:

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on **Builder Profile** in the primary navigation menu.
3. The Builder Profile screen will be displayed. Required fields are marked with an asterisk (*).
4. The Builder Profile will be pre-populated with the information entered in the NHBPS Access Request Form. If the logged in user is associated with more than one builder account in the NHBPS, selecting a different builder in the **Working as Builder** dropdown list will change the builder whose information is displayed in the profile.
5. The **Details and Addresses** tab contains information describing the organization, as well as physical and mailing addresses. This information is pre-populated from the NHBPS Access Request form.
6. **Legal Name** and **Builder Type** will be prepopulated based on the MA Connect account information and cannot be edited or changed within the NHBPS.
7. **Physical Address** and **Mailing Address** are editable.
8. The **Primary Contact** tab contains the information entered in the Primary Contact section of the NHBPS Access Request form and is editable.

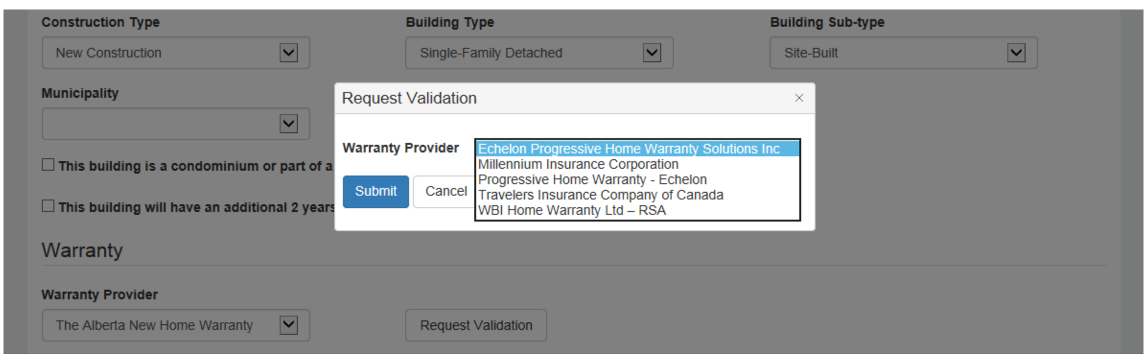
9. The **Other Contacts** tab contains the information entered in the Persons in Control and Person of Authority sections section of the NHBPS Access Request form. Persons in Control information is editable; Person of Authority is read-only, as it is a record of who authorized the submission of the original NHBPS Access Request form for the account.
10. Modify the information on each tab as needed.
11. Click the **Save** button to update the profile or click the **Cancel** button to reset the form to its original state without saving your changes.

2.7 Builder Validation Requests

New Home Registrations created in the NHBPS must be sent to a warranty provider for confirmation of commitment to provide warranty coverage before the registration is approved by the NHBPO. To submit a new home registration to a warranty provider for confirmation, the builder must select the appropriate warranty provider from a dropdown list on the New Home Registration form.

When a builder account is created in the NHBPS, no warranty providers will appear in the dropdown list on the New Home Registration form. To add a warranty provider to the dropdown list, a builder must submit a Builder Validation Request to the warranty provider. When the warranty provider validates the builder, the warranty provider will appear in the dropdown list on New Home Registration forms for that builder.

Figure 5- Builder Validation Request



To submit a Builder Validation Request:

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. On the All Applications tab, click the **Request Validation** button (this button can also be found on the New Home Registration form).
3. The Builder Validation Request window will open.
4. Select the appropriate **Warranty Provider** from the dropdown list. This list will contain all warranty providers registered in the NHBPS who have **not** validated the builder appearing in the **Working as Builder** dropdown list in the primary navigation bar. If your warranty provider does not appear in the list, contact the NHBPO.

5. Click the **Submit** button. The Builder Validation Request will be sent to the selected warranty provider.
6. The user who submitted the request will receive an email notification when the warranty provider validates or rejects the builder.
    a. If the warranty provider validates the builder, the warranty provider will appear in the dropdown list on the New Home Registration form for that builder.
    b. If a builder is rejected by a warranty provider, the builder should contact the warranty provider to discuss the reason for the rejection. The builder can then send a new request to that warranty provider or submit a request to a different warranty provider as appropriate.

> **Note:** New home registrations can be saved as drafts without a warranty provider selected, which enables builders to enter registrations into the NHBPS while waiting for their warranty provider to complete their builder validation request.

2.8 Creating a New Home Registration

The Residential Builder Portal is used to create and edit new home registrations. We recommend the following best practices when creating new registrations:

1. Establish a relationship with a warranty provider before creating the registration, as the system will require that you are validated (i.e., identified as a client) by a warranty provider before you can submit the registration to that warranty provider for confirmation of warranty coverage. For more information about builder validation, see section 2.7.
2. Provide location for each unit in the building.
3. Be sure to verify that online payments for new registrations are processed successfully by the payment system. Until payment has been processed successfully, new home registrations cannot be approved by the Registrar or published in the Public Registry.

To streamline the process of creating a new home registration, make sure you have all of the following information available before beginning:

- Warranty information
    a. Warranty provider (ideally, you should be validated by the warranty provider before creating the registration)
    b. Warrantable common property if applicable
    c. Additional warranty coverage on building envelope if applicable
- Property Details
    a. Civic address for each unit, if available
    b. Legal land description for each unit
    c. LINC number if applicable

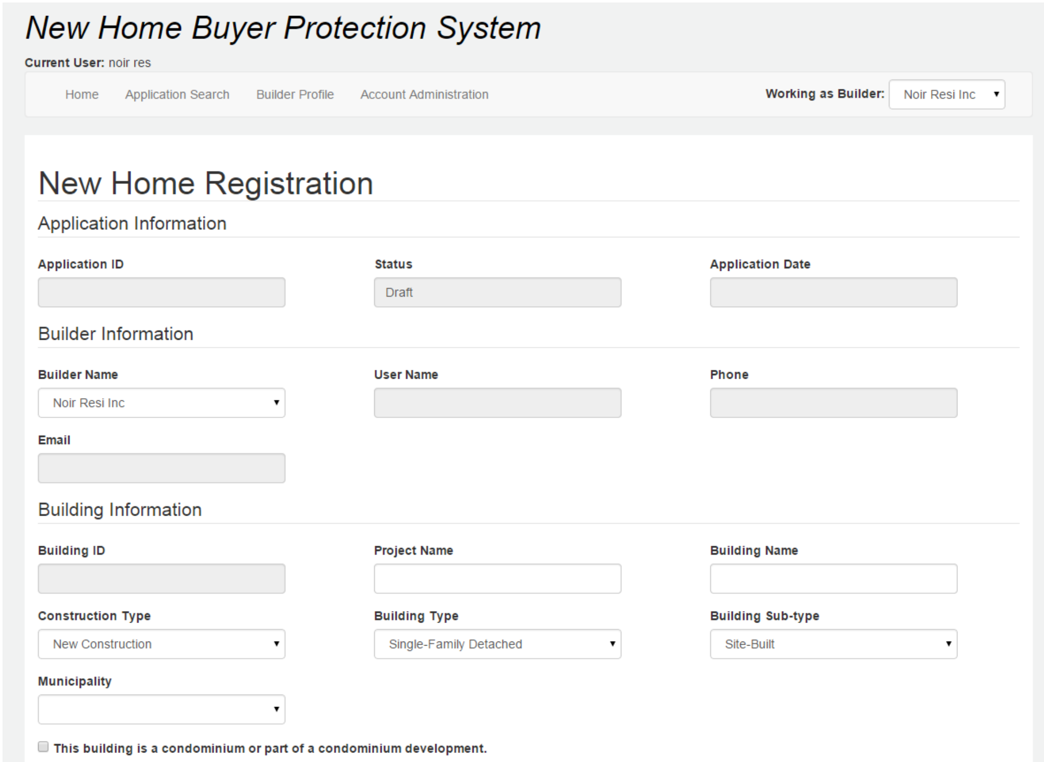
> **Note:** The following process applies to new home registrations created by residential builders, as well as owner builders who choose to build with warranty coverage. This is not the procedure for applying for a rental exemption or an owner builder authorization, both of which grant authorization to build without warranty coverage.

To create a new home registration:

1. On the **All Applications** tab, click the **Create Application** button.
2. The **New Home Registration** screen will be displayed. Required fields are marked with an asterisk (*).
3. The fields in the Application Information section will be uneditable.
    a. **Application ID** will initially be blank; a system-generated ID will be provided when the application is saved as a draft or submitted.
    b. **Status** will initially be set to “Draft” and will be updated automatically as the application moves through the NHBPS workflow.
    c. **Application Date** will initially be blank; a system-generated date will be provided when the application is submitted.
4. Enter **Builder Information** as needed.
    a. **Builder Name** will be prepopulated and uneditable. If the logged-in user is associated with more than one builder account in the system, a dropdown list will be provided for selection of the appropriate builder; **be sure to verify that the appropriate builder has been selected**.
    b. On a “Draft” registration, **User Name, Phone, and Email** will be blank and uneditable; when the registration is saved or submitted, these fields will populated with information associated with the logged-in user who performed the action and remain uneditable.

> **Note:** At any time during the process of creating a new home registration, if you need to stop working on the registration but do not want to lose the progress you have made, you can save the incomplete registration as a draft and come back to it later. To save a registration in progress, click the **Save As Draft** button located below the **Units** list. New home registrations can be saved as drafts without a warranty provider selected, which enables builders to enter registrations into the NHBPS while waiting for their warranty provider to complete their builder validation request.

Figure 6 - Residential Builder - New Home Registration screen, upper half



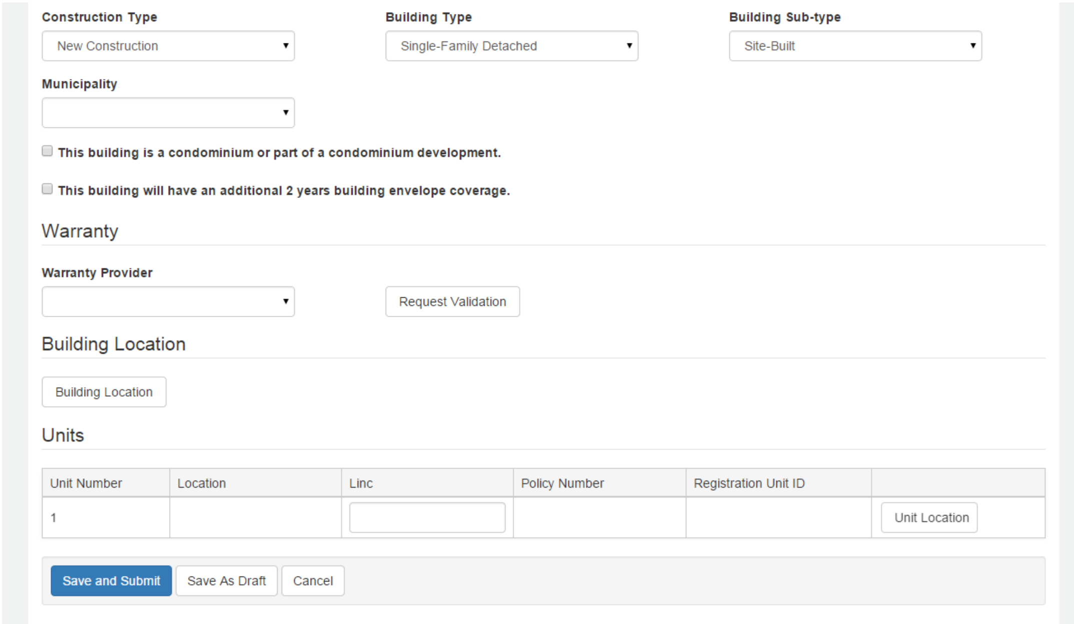
5. Enter **Building Information** as needed.
    a. **Building ID** will be blank and uneditable for a new registration. **Building ID** will be generated by the system (and be uneditable by the user) when the registration is saved as a draft or submitted.
    b. Enter a **Project Name** if applicable. Giving the same **Project Name** for all buildings in a development will enable users to search the system for all buildings associated with that project.
    c. Enter a **Building Name** if applicable. If a building is part of a project, we recommend giving each building a name that is unique within that project.
    d. Select a **Construction Type**. Choose “Reconstruction” only if the building meets the NHBO’s specified threshold for reconstruction designation.
    e. Select the appropriate **Building Type**. Note that a single-family residence with a secondary suite that will not be owned under a separate land title should be given the “Single-Family Detached” type.
    f. Select the appropriate **Building Sub-Type**. Different sub-type options will be provided for single-family detached homes and multi-family homes. For most multi-family sub-types, the system will generate the appropriate number of units (e.g., three units will be generated for a triplex). For the “Rowhouse/Townhouse” and “Apartment-Style/Stacked” subtypes, the user will be able to specify the number of units; this number will not be editable once the registration fee has been paid.

g. Select the appropriate **Municipality** from the dropdown list. If a specific municipality does not appear on the list, the user should contact the permit issuer to determine if there is an appropriate alternative that should be selected; if there is no appropriate alternative, the user should contact the NHBPO to request that the municipality be added to the list.
h. Use the checkbox to indicate whether or not the **building is a condominium or part of a condominium development**.
i. Use the checkbox to indicate whether or not the **building will have an additional 2 years of building envelope coverage**.
j. Select the appropriate **Warranty Provider** from the dropdown list. The registration will be routed to the selected warranty provider when the Submit button is clicked. If the appropriate warranty provider does not appear on the list or if no warranty providers appear on the list, the user must submit a Builder Validation Request to the appropriate warranty provider. For detailed information on submitting a Builder Validation Request, see section 2.7 Builder Validation Requests on page 11.
k. Enter **Location** information for the building if available. Location information can be entered for the building, as well as each unit in the building.
    i. For a Single-Family Detached home, use the Building Location tool to enter location information; Unit Location data entry will be disabled.
    ii. For Multi-Family homes, use the Building Location tool to enter location information that is the same for all units.

    For detailed information on entering Building Location, see section 2.9 Entering Location Information on page 17.
l. Enter **Location** information for each unit in the building; this information can be entered manually for each unit or can be automatically populated by using the Building Location tool. For each unit in the building, one of the following must be provided:
    i. Lot/Block/Plan
    ii. Legal Description (ATS Standard or ATS Non-Standard)
    iii. LINC number

IMPORTANT: If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the units locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

Figure 7 - Residential Builder - New Home Registration screen, lower half



6. When the registration form is complete and you have verified the accuracy of all of the data, click the **Save and Submit** button. The registration will be submitted to the selected warranty provider for confirmation of coverage.

When a new home registration is submitted to the NHBPS workflow, it will be routed to the selected warranty provider for confirmation of warranty coverage regardless of whether payment has been made. Online payment of the registration fee will not be possible until the warranty provider has completed warranty confirmation on the registration.

The warranty confirmation process gives both the warranty provider and the builder the opportunity to verify that the building information entered on the registration form is accurate. Information such as **Building Sub-Type** and **Number of Units** is used to calculate the fee for the registration. Requiring warranty confirmation before online payment is enabled will reduce the likelihood of payment being made on an incorrect registration. The opportunity for this verification is critical because **Building Sub-Type** and **Number of Units** cannot be altered on a registration once the fee has been paid.

After the fee payment for a registration has been successfully processed, the registration will be routed to the NHBPO for approval. The approval process will not be completed for registrations which are awaiting payment. Approved registrations will be displayed on the Public Search Registry (http://homewarranty.alberta.ca/public-registry/.

IMPORTANT: Verifying that your registration information is accurate before proceeding to payment is critical. After you have paid for a registration, information on the registration that affects the payment calculation, such as **Building Sub-Type** or **Number of Units**, cannot be changed. Refunds will not be issued for amounts of $500.00 or less.

2.9 Entering Location Information

The NHBPS requires that location information be provided at the unit level for on every new home registration. At least one of the following must be provided for each unit in a building:

- Lot / Block / Plan
- Legal Description (ATS Standard or ATS Non-Standard)
- LINC Number

Civic and rural address information is not required; however, if provided, it can be helpful to warranty providers and NHBPO staff when processing applications. As well, civic and rural address information can make finding a home on the NHBPS Public Registry easier.

Tools for entering location information into a registration form can be found in both the Building Information and Unit Information sections of the form.

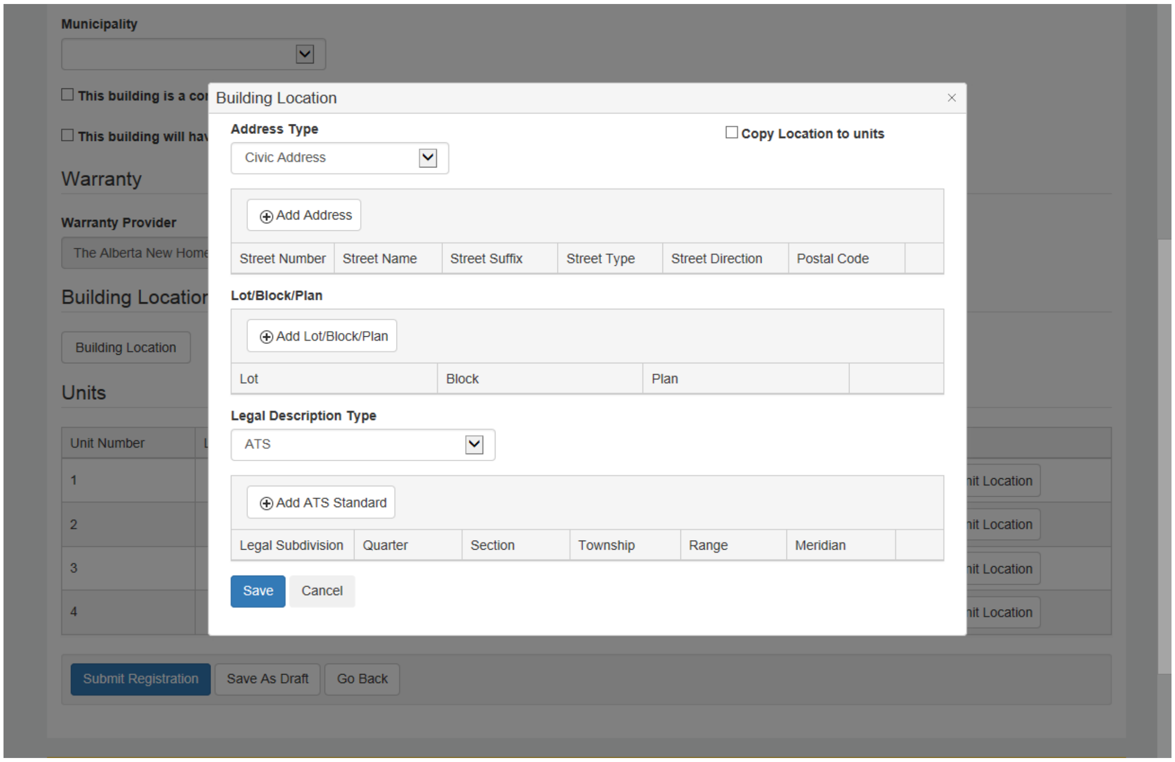
For buildings given the “Single-Family Detached” Building Type, location information must be entered through the Building Location tool in the Building Information section of the form. As there is only one unit associated with a Single-Family Detached building, the building location information will be automatically used as the unit location. The Unit Location tool in the Unit Information section of the form will be disabled for buildings with the “Single-Family Detached” Building Type.

For buildings given the “Multi-Family” Building Type, the location entry tools are enabled in both the Building Information and Unit Information sections of the form. Unit Location is required as described above and can be provided by entering the information one unit at a time. However, the Building Location tool can streamline the process of entering Unit Location, particularly if the information is the same for all units.

The **Copy Location to Units** feature in the Building Location tool will copy building location information into any blank units on the form. Information that is common to all units in a multi-family building can be entered once as building location and copied to all units. The unit location information can then be modified as needed if any of the information is unique for each unit. Location information that has been entered in the Unit Location tool will not be overwritten by the copy feature of the Building Location tool; building location information can only be copied into a unit if the location fields are all blank.

The individual components of the location entry tool work the same for both Building Location and Unit Location; the only functional difference is that the **Copy Location to Units** feature does not appear in the Unit Location tool.

Figure 8 - Building Location tool



To enter Location information:

1. Click on the appropriate **Location** button (i.e., Building or Unit).
2. To add an address, select the appropriate **Address Type** (Civic or Rural).
3. Click the **Add Address** button. A set of blank data entry fields will be displayed.
4. Enter the information as needed.
5. Additional addresses can be entered by clicking the **Add Address** button again.
6. To add Lot/Block/Plan, click the **Add Lot/Block/Plan** button. A set of blank data entry fields will be displayed.
7. Enter the information as needed.
8. Additional Lot/Block/Plan entries can be provided by clicking the **Add Lot/Block/Plan** button again.
9. To add a legal description, select the appropriate **Legal Description Type** (ATS Standard or ATS Non-Standard).
10. Click the **Add ATS** button. A set of blank data entry fields will be displayed.
11. Enter the information as needed.
12. Additional legal descriptions can be entered by clicking the **Add Legal ATS** button again.

13. To copy Building Location information to Unit Location, ensure that **Copy Location to Units** is checked before saving Building Location information.
14. Click the **Save** button to save your changes, or click the **Cancel** button to close the location tool without saving your changes.

> **IMPORTANT:** If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the units locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

To delete location information:

1. Click on the appropriate **Location** button (i.e., Building or Unit).
2. The **Location** tool will open, displaying all previously entered location information.
3. Click the **Delete** icon (an X) in the location entry you want to delete.
4. You will be prompted to confirm the deletion.
5. The location entry will be no longer be visible, but the deletion will not be complete until the **Save** button is clicked.
6. Click the **Save** button to save your changes, or click the **Cancel** button to close the location tool without saving your changes.

To copy information from building location to unit location:

1. Ensure that the Unit Location tool for all units to which location information is to be copied are blank. Building location information will only be copied to units with completely blank location fields.
2. Click on the **Building Location** button in the Building Information section of the registration form.
3. The Building Location tool will open.
4. Ensure that the “Copy Location to Units” checkbox is checked.
5. Enter all building location information that will be copied to unit location.
6. Click **Save** to copy the location information to the units.
7. As needed, location information for any unit can be modified by clicking the **Unit Location** button and making the necessary changes.

> **Note:** If the “Copy Location to Units” checkbox is checked, information deleted in the Building Location tool will also be deleted from any units to which that information was copied.

2.10 Rejected Registrations

The warranty confirmation process gives builders and warranty providers the opportunity to work together to ensure the accuracy of the registration prior to payment and submission for approval. Although warranty confirmation is the most likely outcome of the confirmation process, a warranty provider may choose, on reviewing a submitted registration, to reject the registration. Rejected registrations will appear on the **Rejected** tab of the Residential Builder Console, and a notification email will be sent to the builder.

A warranty provider may reject registrations for a number of reasons:

- The builder selected the incorrect warranty provider.
- The registration contains incorrect information which the warranty provider is unable or unwilling to change.
- The warranty provider does not wish to provide coverage on the building.
- Other reasons unique to the situation.

When a registration is rejected by a warranty provider, builders should contact the warranty provider as soon as possible to discuss the reasons for the rejection and identify the correct next step. Rejections resulting from incorrect choice of warranty provider or incorrect building information are addressable within NHBPS; rejections due to other circumstances may require cancellation of the registration.

To submit a rejected registration to a different warranty provider:

1. Click **Home** in the primary navigation menu.
2. Click the **Rejected** tab. A list of all rejected registrations associated with the builder will be displayed.
3. If necessary, enter the Application ID in the **Search** tool located above the list of rejected registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
4. Click on the pencil icon or hyperlinked ID number in the Application ID column for the appropriate registration. The registration form will open.
5. Use the Warranty Provider dropdown to select a new warranty provider. If the appropriate warranty provider does not appear in the list, you may have to submit a Builder Validation Request to that warranty provider (see 2.7 Builder Validation Requests on page 11).
6. Click the **Save and Submit** button to submit the registration to the selected warranty provider.

To modify information on a rejected registration:

1. Click **Home** in the primary navigation menu.
2. Click the **Rejected** tab. A list of all rejected registrations associated with the builder will be displayed.
3. If necessary, enter the Application ID in the **Search** tool located above the list of rejected registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.

4. Click on the pencil icon or hyperlinked ID number in the Application ID column for the appropriate registration. The registration form will open.
5. Modify the registration information as needed.
6. Click the **Save and Submit** button to save the changes and submit the registration to the selected warranty provider.

> **IMPORTANT:** If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the units locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

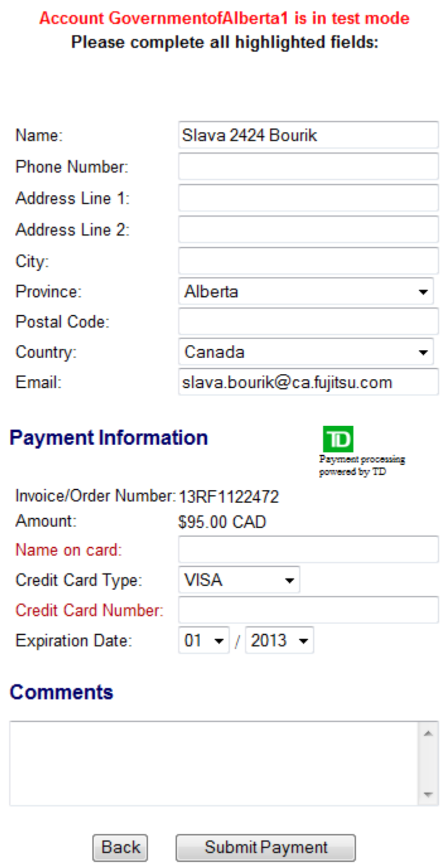
2.11 Online Payment

Online payment can be made on New Home Registrations and Rental Exemption Applications that have a status of “Awaiting Payment”. The fee for a New Home Registration cannot be paid online until warranty confirmation for the registration has been completed by the selected warranty provider; the fee for a Rental Exemption Application can be paid online as soon as the application is submitted. A data grid containing all registrations and applications in “Awaiting Payment” status can be found on the **Awaiting Payment** tab of the Residential Builder Console.

To pay an application fee online:

7. Click **Home** in the primary navigation menu.
8. Click the **Awaiting Payment** tab.
9. There are three options for making online payments:
    a. **To pay for a single new home registration or rental exemption application**, click on the **Pay Now** icon (a dollar sign) in the Actions column for the registration or application.
    b. **To pay for more than one item**, click on the checkbox in the selection column for each item to be included in the payment transaction. Click the **Pay Selected** button.
    c. **To pay for all items** in the shopping cart, click on the checkbox at the top of the selection column; this will select all items in the grid. Click the **Pay Selected** button.
10. An invoice will be displayed containing a summary of all items selection for the transaction, including the total payment required. To download a printable PDF of the invoice, click the **Print** button at the bottom of the invoice.
11. Click the **Pay Now** button to open the online payment tool.

Figure 9 - Online payment form



Account GovernmentofAlberta1 is in test mode
Please complete all highlighted fields:

Name:	Slava 2424 Bourik
Phone Number:	
Address Line 1:	
Address Line 2:	
City:	
Province:	Alberta
Postal Code:	
Country:	Canada
Email:	slava.bourik@ca.fujitsu.com

Payment Information

Payment processing powered by TD

Invoice/Order Number:	13RF1122472
Amount:	$95.00 CAD
Name on card:	
Credit Card Type:	VISA
Credit Card Number:	
Expiration Date:	01 / 2013

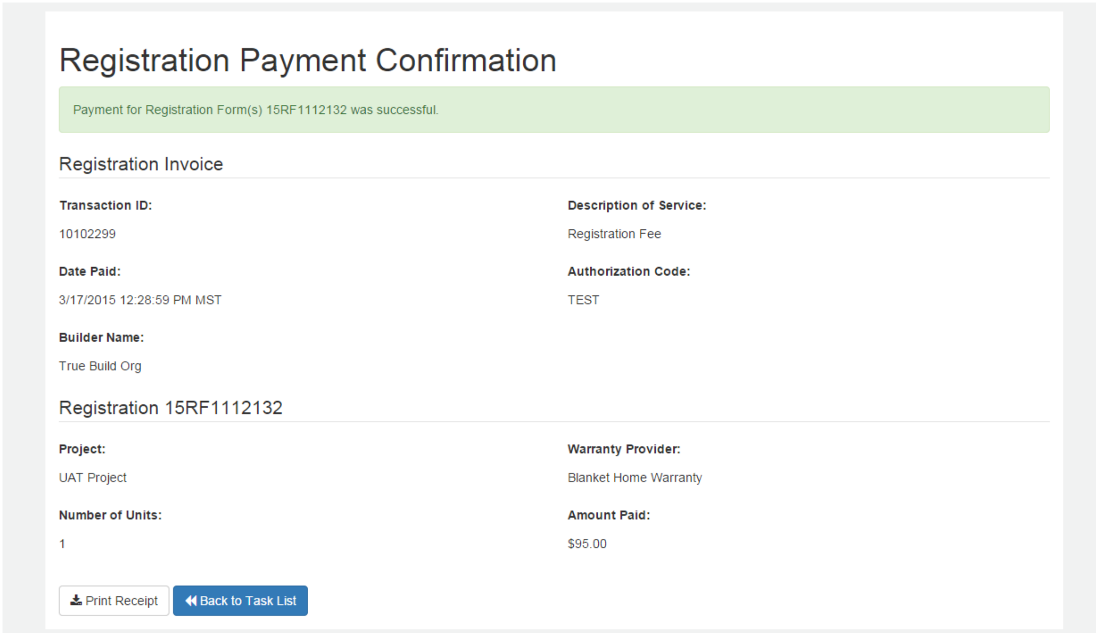
Comments

Back | Submit Payment

12. Enter the required information in the online payment form.
13. After verifying that the payment information provided is accurate, click the **Submit Payment** button to complete the transaction.
14. If your payment is successfully processed, the Payment Confirmation screen will be displayed. The Payment Confirmation screen will show the payment status, along with a receipt for the transaction. To download a printable PDF of the receipt, click the **Print** button at the bottom of the screen.

> **Note:** The online payment component is a secure third-party system external to the NHBPS. Your credit card information is never stored in the NHBPS.

Figure 10 - Payment Confirmation screen



After the fee payment for a registration has been successfully processed, the NHBPO approval process will be carried out. The approval process will not be completed for registrations which are awaiting payment. Approved registrations will be displayed on the Public Search Registry (http://homewarranty.alberta.ca/public-registry/).

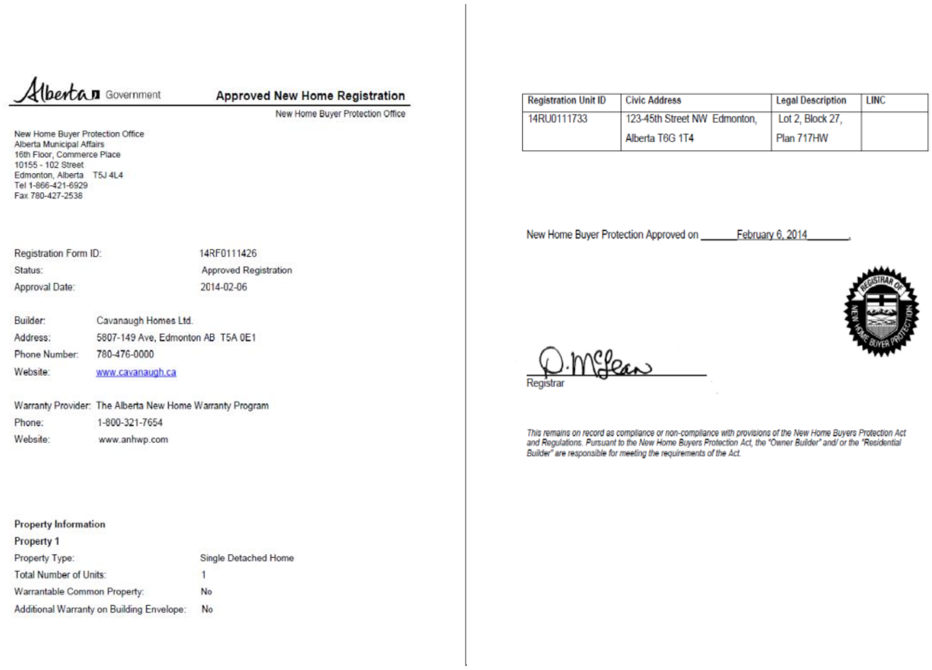
> **Note:** Most new home registrations for which warranty coverage has been confirmed will be auto-approved by the system immediately after payment is successfully processed. One per cent of all registrations will be subject to manual approval by the NHBPO before appearing on the Public Search Registry.

2.12 Verifying Warranty Coverage Status for a Building Permit

Under the *New Home Buyer Protection Act*, a building permit cannot be issued unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property. A number of options for verifying warranty coverage or exemption are available to permit issuers. They can request that the builder provide a printed copy of the Registrar's proof of coverage or exemption; they can use the New Home Buyer Protection Public Registry search online; or they can combine both options.

After a registration has been approved by the NHBPO, it will become visible on the Public Search Registry. As well, builders will be able to download a certificate of approval bearing the Registrar's signature and seal; this certificate can be presented to permit issuers as verification of warranty coverage. Builders should contact their permit issuer before applying for a building permit in order to find out the preferred method of verification. As a best practice, we recommend always downloading and printing the Registrar's certificate when a new home registration is approved.

Figure 11 - Sample Registrar's certificate



Alberta Government **Approved New Home Registration**

New Home Buyer Protection Office

New Home Buyer Protection Office
Alberta Municipal Affairs
16th Floor, Commerce Place
10155 - 102 Street
Edmonton, Alberta T5J 4L4
Tel 1-866-421-6929
Fax 780-427-2538

Registration Form ID: 14RF0111426
Status: Approved Registration
Approval Date: 2014-02-06

Builder: Cavanaugh Homes Ltd.
Address: 5807-149 Ave, Edmonton AB T5A 0E1
Phone Number: 780-476-0000
Website: www.cavanaugh.ca

Warranty Provider: The Alberta New Home Warranty Program
Phone: 1-800-321-7654
Website: www.anhwp.com

Property Information
Property 1
Property Type: Single Detached Home
Total Number of Units: 1
Warrantable Common Property: No
Additional Warranty on Building Envelope: No

Registration Unit ID	Civic Address	Legal Description	LINC
14RU0111733	123-45th Street NW Edmonton, Alberta T6G 1T4	Lot 2, Block 27, Plan 717HW	

New Home Buyer Protection Approved on February 6, 2014.

D. McLean
Registrar

REGISTRAR OF NEW HOME BUYER PROTECTION

This remains on record as compliance or non-compliance with provisions of the New Home Buyers Protection Act and Regulations. Pursuant to the New Home Buyers Protection Act, the "Owner Builder" and/ or the "Residential Builder" are responsible for meeting the requirements of the Act.

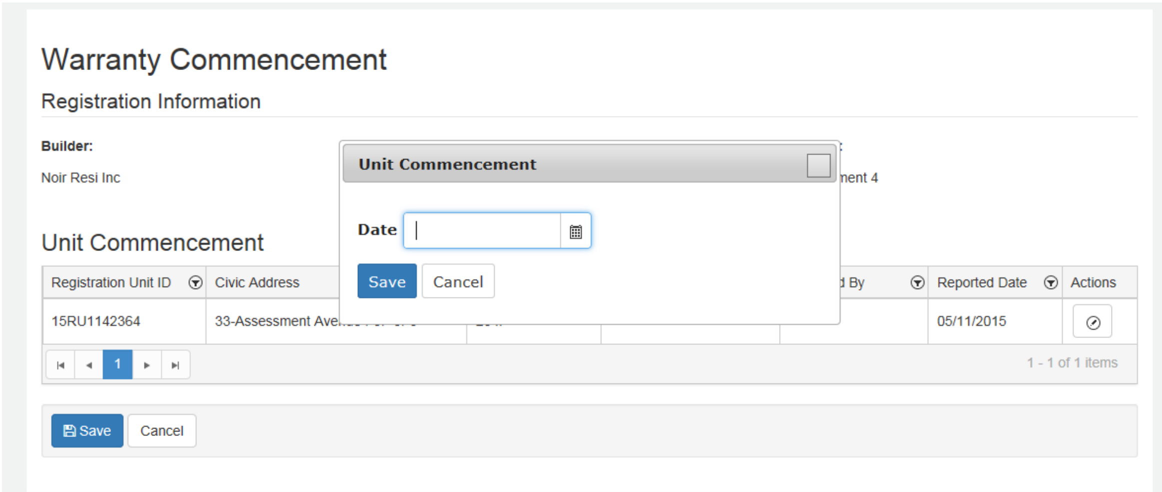
To download a Registrar's certificate:

1. Log in to the **Residential Builder Portal** of the NHBPS.
2. Click on the **Home** item in the primary navigation bar.
3. Click on the **Approved** tab on the Residential Builder Console screen.
4. Enter the Application ID in the **Search** tool located above the list of approved registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
5. Click on the **Download Certificate** icon (a printer on a dark blue background) in the Actions column for the appropriate application.
6. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.

2.13 Entering Warranty Commencement Dates

The NHBPS provides builders with the ability to provide commencement dates for common property policies and unit policies for new home registrations they have entered into the system. Warranty providers and New Home Buyer Protection staff have the ability to enter commencement dates into the system on behalf of builders. Once a commencement date has been provided for a common property or unit policy, the date can be changed **only** by New Home Buyer Protection Office staff. If a commencement date must be changed, a request should be submitted by email to the New Home Buyer Protection Office.

Figure 12 - Warranty Commencement tool



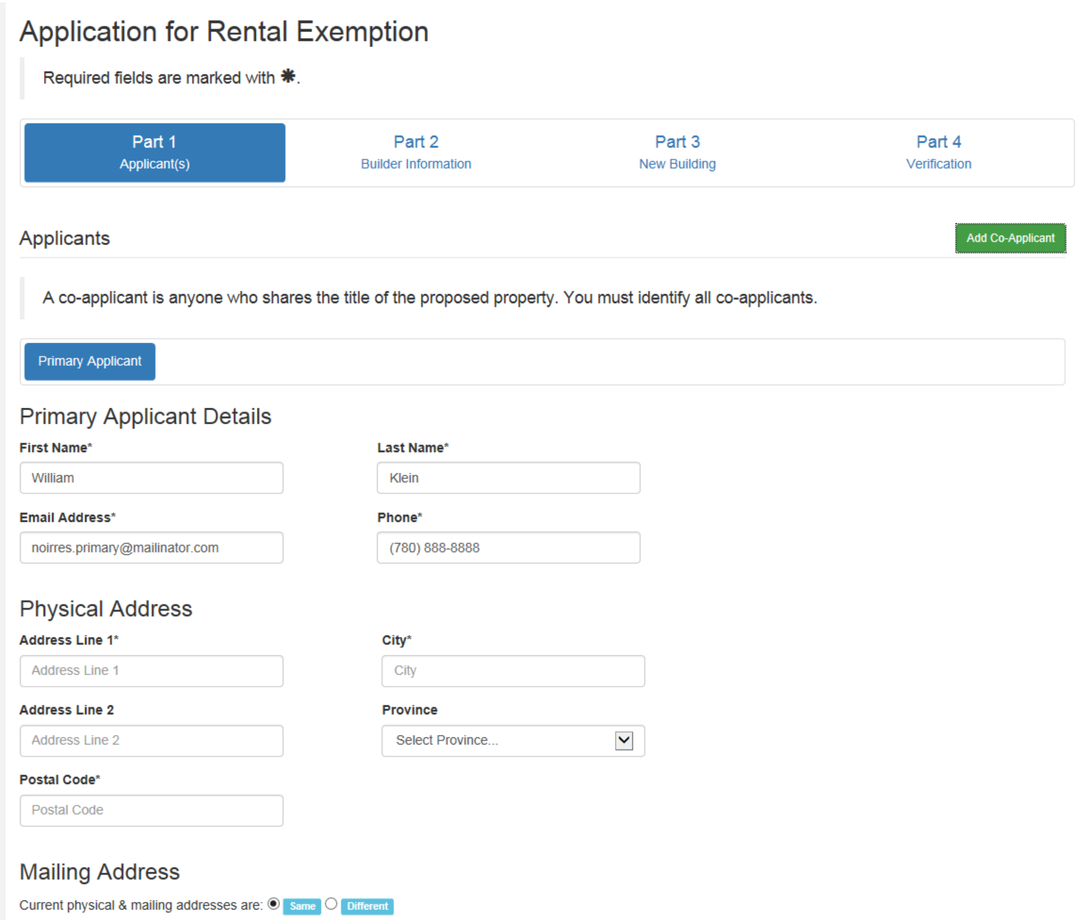
To enter or modify commencement dates:

1. Click on the **Commencement** tab on the Residential Builder Console.
2. Enter the Application ID in the **Search** tool located above the list of registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
3. To view the full registration form before rejecting coverage, click the **View/Edit** icon (the pencil) or the hyperlinked form ID in the Registration ID column for the appropriate registration. We suggest viewing the registration in a new tab or new window.
4. To open the Warranty Commencement tool, click on the **Commence Warranty** icon (a house on a light blue background) in the **Actions** column for the appropriate registration.
5. To enter the common property policy commencement date, click on the calendar icon in the **Commencement Date** field in the Common Property section of the tool; this field will only be available for buildings identified as condominiums. Select the correct Month and Year, then click on the correct day in the displayed calendar page.
6. To enter unit policy commencement dates, click on the **Set Commencement Date** icon (a pencil) in the Actions column of the appropriate unit. The Unit Commencement tool will open.
7. Click on the calendar icon in the **Date** field. Select the correct Month and Year, then click on the correct day in the displayed calendar page.
8. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Commencement tool without saving your changes.

2.14 Rental Exemption Applications

Purpose-built rental housing is exempt from the requirement for warranty coverage under the NHBPA. Builders must register purpose-built rental projects with the NHBPO; a Registrar's Certificate will be issued verifying the exemption, and the property will appear in the Public Registry. Rental projects registered in the NHBPS may be subject to compliance assessments by NHBPO compliance officers in order to ensure that the project complies with the *NHBPA* (e.g., a rental building converted to a condominium will lose its exempt status and be subject to the warranty coverage requirements).

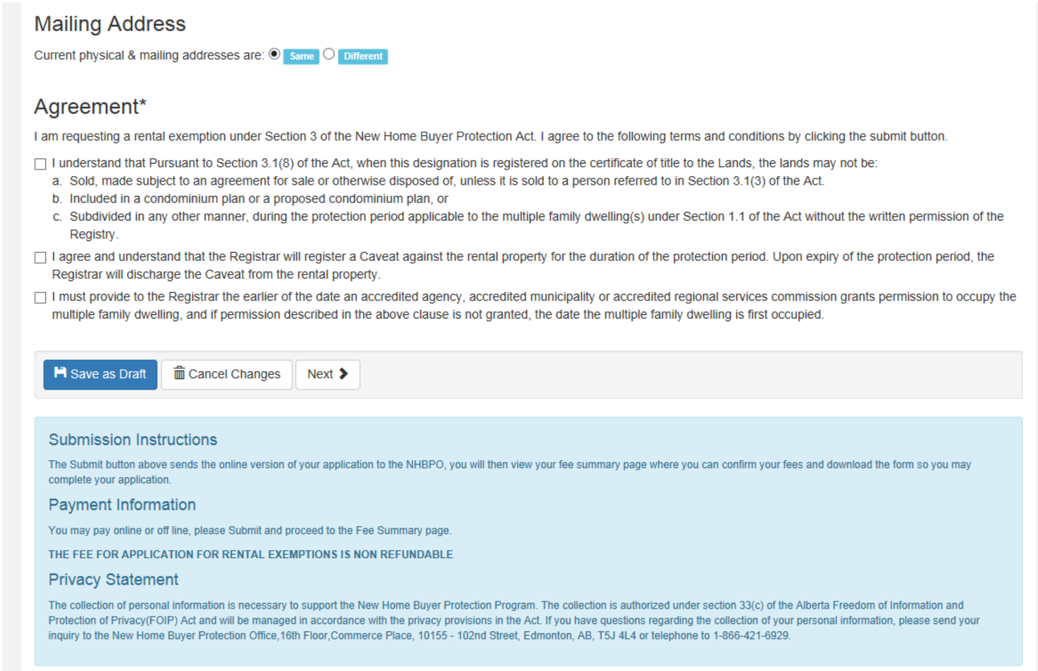
Figure 13 - Rental Exemption, Part 1: Applicants



To create a rental exemption application:

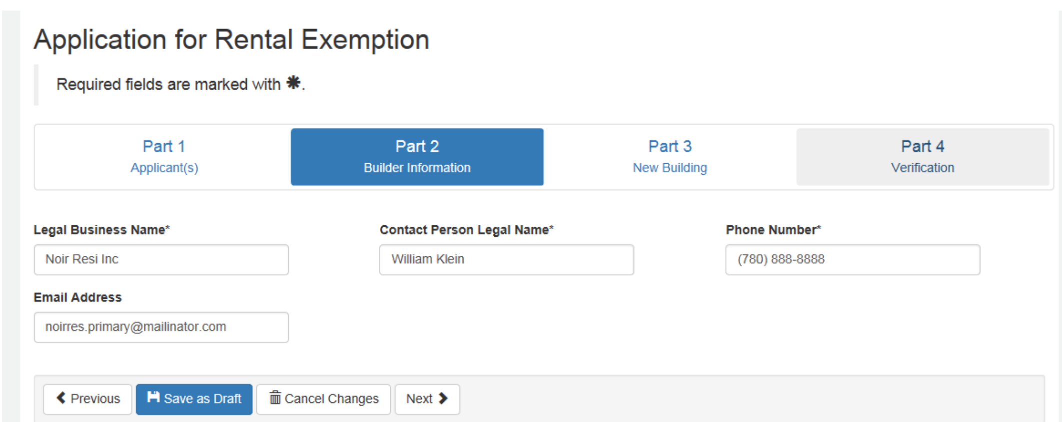
1. Log in to the **Residential Builder Portal** of the NHBPS.
2. Click the **Create Rental Exemption** button on the All Registrations tab of the Residential Builder Console.
3. On the **Part 1 - Applicants** tab, provide information about the owners of the rental project (i.e., individuals who hold title to the property). **Primary Applicant** will be pre-populated with the logged-in user's information; this information can be changed as needed. Additional owners can be added by clicking the **Add Co-Applicant** button.
4. Provide current **Physical Address** and **Mailing Address** information for each applicant.

Figure 14 - Rental Exemption, Terms & Conditions



5. Ensure that the terms and conditions checkboxes in the Agreement section are checked for each applicant as appropriate.
6. When all of the available owner information has been provided, click the **Part 2 - Builder Information** tab (or click the **Next** button).

Figure 15 – Part 2: Builder Information



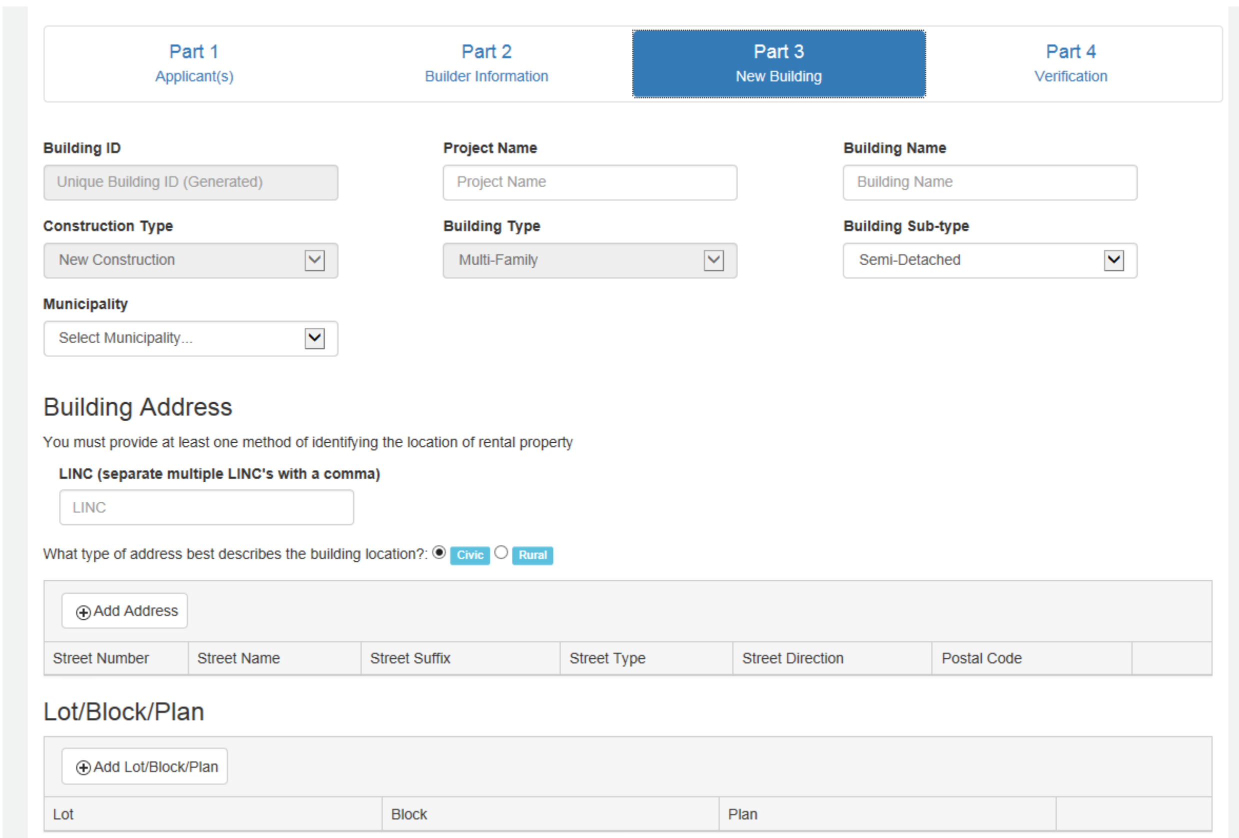
7. On the **Builder Information** tab, enter information about the building company that will be completing the construction project. The fields on this tab will be pre-populated with information drawn from the residential builder profile associated with the logged-in user; this

information can be changed as needed and should be modified if a different builder will be completing the project.

a. **Legal Business Name** will be prepopulated with the **Legal Name** from the builder profile of the residential builder or the **Doing Business As** name if one was provided; this field is editable.
b. **Contact Person Legal Name, Phone Number, and Email Address** will be prepopulated with the Primary Contact information identified in the builder profile of the residential builder; these fields are editable.

8. When all of the available builder information has been provided, click the **Part 3 - New Building** tab (or click the **Next** button).

Figure 16 - Part 3: New Building



9. Enter information about the rental building as required.
   a. **Building ID** will be blank and uneditable. A Building ID will be generated by the system (and be uneditable by the user) when the application is saved as a draft or submitted.
   b. Enter a **Project Name** if applicable. Giving the same Project Name for all buildings in a development will enable users to search the system for all buildings associated with that project.
   c. Enter a **Building Name** if applicable. If a building is part of a project, we recommend giving each building a name that is unique within that project.
   d. **Construction Type** will be set to New Construction and cannot be changed.

   e. **Building Type** will be set to Multi-Family and cannot be changed. Rental exemptions cannot be submitted for single-family buildings.
   f. Select the appropriate **Building Sub-Type**. For most multi-family sub-types, the system will generate the appropriate number of units (e.g., three units will be generated for a triplex). For the "Rowhouse/Townhouse" and "Apartment-Style/Stacked" subtypes, the user will be able to specify the number of units; this number will not be editable once the registration fee has been paid.
   g. Select the appropriate **Municipality** from the dropdown list. If a specific municipality does not appear on the list, the user should contact the permit issuer to determine if there is an appropriate alternative that should be selected; if there is no appropriate alternative, the user should contact the NHBPO to request that the municipality be added to the list.

10. Enter Building Address information as required. Unit location information is not collected on Rental Exemption applications.
    h. LINC number
    i. Civic/Rural Address
    j. Lot/Block/Plan
    k. Legal Description (ATS Standard or ATS Non-Standard)
11. When all of the available location information has been provided, click the **Part 4 - Verification** tab. A summary of the information entered in the application will be displayed. Missing information required to submit the application will be identified. The **Submit** button will not appear until all required information is provided.
12. To enter missing information or modify the application before submission, click on the appropriate tab and make the necessary changes or additions.
13. When all information has been provided and verified, click the **Submit** button. The application will be moved to "Awaiting Payment" status in the NHBPS workflow.

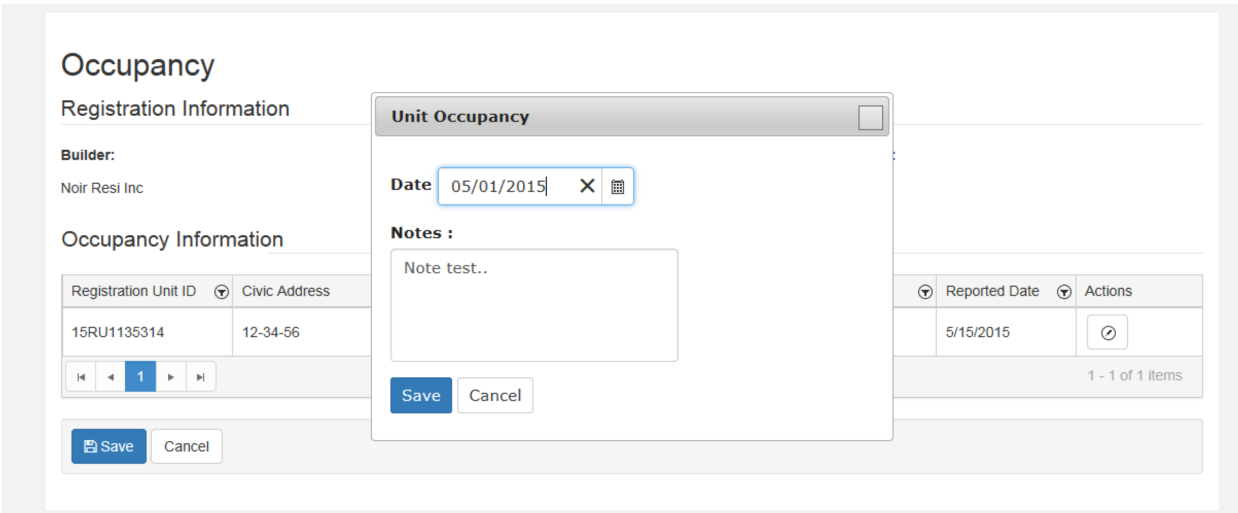
The Rental Exemption application will not be processed by the NHBPO until payment has been made. Payment may be made online through the Payments tab of the Residential Builder Portal or by cheque, money order, or bank draft. For information about the online payment process, see section 2.11 Online Payment on page 21.

> **Note:** At any time during the process of creating a rental exemption, if you need to stop working on the application but do not want to lose the progress you have made, you can save the incomplete application as a draft and come back to it later. To save an application in progress, click the **Save As Draft** button at the bottom of the form.

2.15 Entering Occupancy Dates

The NHBPS provides builders with the ability to provide occupancy dates of rental properties for which they have submitted rental exemptions in the system. New Home Buyer Protection staff has the ability to enter occupancy dates into the system on behalf of builders and to modify occupancy dates if necessary. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit was occupied.

Figure 17 - Occupancy tool



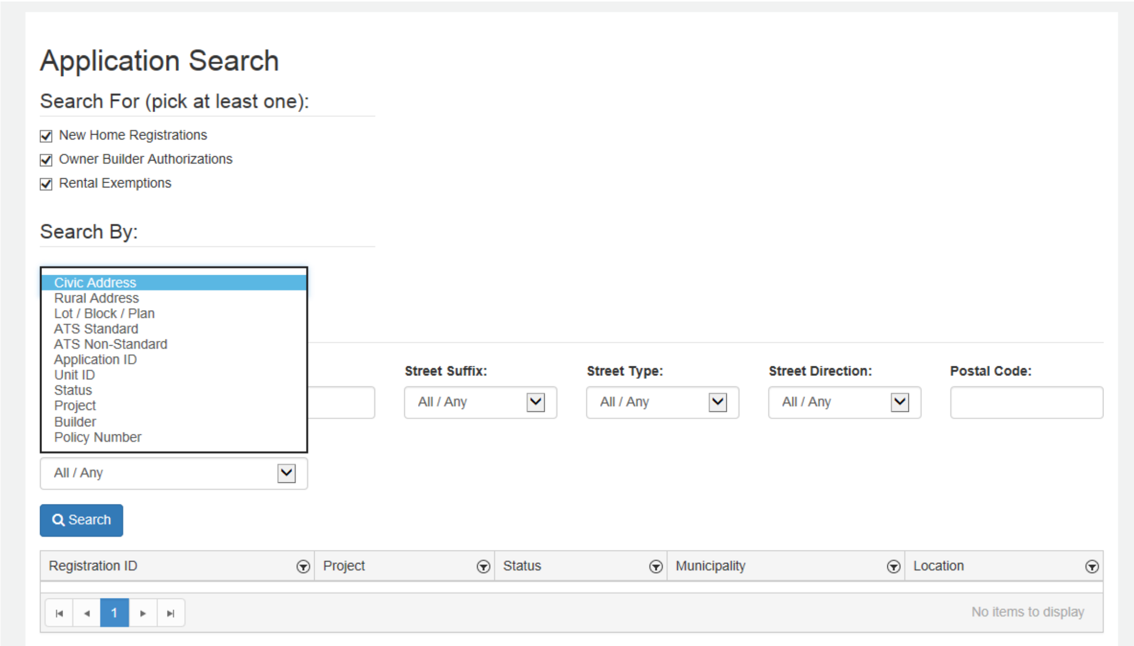
To enter or modify occupancy dates:

1. Click on the **Occupancy** tab on the Residential Builder Console.
2. Enter the Application ID in the **Search** tool located above the list of registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
3. To open the Occupancy tool, click on the **Occupancy** icon (a house on a dark blue background) in the **Actions** column for the appropriate registration.
4. To enter or modify the occupancy date, click on the **Set Occupancy Date** icon (a pencil) in the **Actions** column. The Unit Occupancy tool will open.
5. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit in the building was occupied.
6. Click on the calendar icon to the right of the **Date** field. Select the correct Month and Year, then click on the correct day in the displayed calendar page. Once the occupancy record is saved, **Date** can only be modified by New Home Buyer Protection Office staff.
7. To enter notes regarding the occupancy date, click in the **Notes** field and enter text as appropriate. Only one note is saved per commencement date, so be careful not to overwrite information that must be retained. Once the commencement record is saved, **Notes** can only be modified by New Home Buyer Protection Office staff.
8. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Occupancy tool without saving your changes.

2.16 Application Search

The Application Search tool provides a variety of options for searching for a new home registration or a rental exemption application. Builders can search by Street Address, Legal Land Description, Lot/Block/Plan, Registration Form ID, Registration Unit ID, Status, Project, or Policy Number. Builders may use whatever search option is most convenient based on the information available.

Figure 18 – Application Search screen



To search for an application:

1. Click on **Application Search** in the primary navigation bar.
2. Use the **Search For** checkboxes to filter the search results by application type.
3. Use the **Search By** dropdown menu to select a search method.
4. Enter the appropriate information in the fields provided.
5. When all available information has been entered, click the **Search** button.
6. The results screen will show all entries matching the selection criteria.

When searching by Status, a dropdown list containing all of the available status options will be provided. Information on the meaning and use of each status is provided in Table 1 - Registration Status options.

Table 1 - Registration Status options

Status	Explanation
Approved	The registration has been approved by the NHBPO.
Awaiting Approval	The file has been sent to NHBPO staff for manual approval (1%).
Awaiting Compliance Assessment	The registration has been approved and is awaiting a scheduled assessment by a NHBPO Compliance Officer.
Awaiting Warranty Confirmation	The registration is waiting for the warranty provider to confirm the commitment to provide

Status	Explanation
	coverage.
Awaiting Payment	The registration fee has not yet been paid.
Cancelled	The registration form was cancelled by the Builder.
De-Enrolled	The warranty provider has withdrawn the conditional warranty coverage on the unit.
Denied	This applies to Owner Authorizations that have been denied by the NHBPO.
Draft	This applies to incomplete registrations that have not been submitted into the approval workflow.
Validation Pending	Registration is waiting for validation by warranty provider.
Warranty Rejected	The registration has been rejected by the warranty provider.

3 Using the Multi-Organization Feature

Once a builder's initial account setup has been completed in the NHBPS, including the creation of the administrative user for the account, additional company accounts can be created by that administrative user. These additional accounts are created through the tools found in the Organization Administration section of the Residential Builder portal of the NHBPS. These tools are only accessible to adminsitrative users. When an administrative user creates a new builder account in the system, that user will automatically be designated as the administrative user for the new account, as well. An administrative user can add new or existing users to the accounts they administer. Logged in users who are associated with more than one builder account will be presented with options to choose the builder for which they will perform certain tasks.

3.1 Managing Residential Builder Profiles

The **Working as Builder** dropdown list located at the right of the primary navigation bar is used when the user wants to view or edit a specific builder profile. Selecting a builder from this dropdown will affect the data displayed on the builder profile screen; this selection will not affect any of the data grids or the new home registration form.

To view or edit a builder profile:

1. Select the appropriate builder in the **Working as Builder** dropdown list.
2. Click on **Builder Profile** in the primary navigation bar.
3. The Builder Profile for the builder currently selected in the dropdown will be displayed.
4. If you make any changes to the displayed profile and want to save those changes, click the **Save** button to commit those changes to the database.

> **Note:** If you navigate away from the Residential Builder Profile screen or select a different builder from the dropdown in the MAConnect header without clicking the **Save** button, any changes you made to the displayed profile will be lost.

5. If you need to view or edit another profile, select the appropriate builder from the **Working as Builder** dropdown list in the primary navigation bar. Be sure to save any changes made to the currently displayed profile before switching to another.
6. The Builder Profile will be reloaded with the profile for the selected builder.
7. If you make any changes to the displayed profile, click the **Save** button to commit those changes to the database.

> **IMPORTANT:** Do not try to use the **Working as Builder** dropdown list to filter data grids or select a builder on a new home registration; this dropdown does not affect those features.

3.2 Builder Validation Requests

The **Request Validation** button appears at the top of each tab in the Residential Builder Console, to the right of the application creation buttons. Clicking on this button opens the Request Validation tool. The Warranty Provider list that is displayed in the tool will be filtered based on the builder selected in the **Working as Builder** dropdown list in the primary navigation bar. The list will include only those warranty providers who have not yet validated the selected builder. This prevents the submission of duplicate validation requests. Be sure that the correct builder is selected in the **Working as Builder** dropdown list before clicking the **Request Validation** button.

3.3 Creating an New Home Registration

On the New Home Registration form, the **Builder Name** field in the Builder Information section of the form will be either a read-only field that cannot be changed or a dropdown list. If the logged-in user is associated with only one builder account in the NHBPS, Builder Name will be a read-only text field pre-populated with that builder; if the logged-in user is associated with more than one builder account in the NHBPS, Builder Name will be a dropdown list containing all of the builders with which the user is associated.

When a logged in user associated with more than one builder account in the NHBPS opens a blank new home registration form, the Builder Name dropdown will be automatically set to whatever builder was selected in the **Working as Builder** dropdown list when the form was opened. **To associate the registration with a particular builder**, select the appropriate builder from the Builder Name dropdown list. Once Builder Name has been selected on the form, changing the selection in the **Working as Builder** dropdown list will not affect Builder Name on the registration form. The Builder Name dropdown is disabled and the selection locked after the new home registration has been paid.

4 Account Administration

The tools found in the Account Administration section of the Residential Builder Portal enable users designated as account administrators to perform the following tasks:

- Request the creation of additional builder accounts (i.e., new residential builder organizations).
- Request the addition of new users to existing builder accounts.

- Add an existing user to an existing builder account.
- Remove an existing user's access to an existing builder account.
- Designate an existing user as Account Administrator for an existing builder account or take away the Account Administrator role from an existing user.

The following sections explain how to carry out these tasks.

4.1 Creating a New Builder Account

The following process will submit a request for a new builder account in the NHBPS and designate the requesting user as the account administrator for the new builder account.

To create a new builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **New Builder** button.
4. A blank new builder account creation request form will be displayed. This is a single-screen presentation of the NHBPS Access Request form, without user information collection fields.
5. Fill out the form with the appropriate information for the new builder account. Required fields are marked with *.
6. **Primary Contact** is the individual who will be the preferred contact for the NHBPO should the need arise (e.g., to announce system updates, scheduled maintenance, and other administrative matters).
7. **Person in Control** is an individual who is legally in control of the company (i.e., Owner, President, CEO, Board Member). This form collects information for one Person in Control; additional persons in control can be added through the Builder Profile after the account is created.
8. **Person of Authority** is the individual authorizing this request.
9. NHBPS user information is not collected through this form; the administrative user who submits the form will be designated as the account administrator the new account.
10. Click the **Submit for Approval** button to send the request to the NHBPO or click **Cancel** to close the form without submitting the request (the data will not be saved).
11. An email notification will be sent once the request has been processed.

4.2 Adding a New User to an Existing Builder Account

The following process will submit a request for the creation of a new user who will be associated with an existing builder account designated by the account administrator.

To add a new user to an existing builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **Request New User** button.
4. A blank new user request form will be displayed.
5. Fill out the form with the appropriate information for the new user. Required fields are marked with *.

6. If the logged-in user is an account administrator for more than one builder account in the NHBPS, the Organization dropdown list will contain a list of all builder accounts for which the user is an administrator. Select the builder account to which the new user will be added.
7. Select the appropriate User Role for the new user. Builder accounts can have no more than two account administrators.
8. Click the **Submit for Approval** button to send the request to the NHBPO or click **Cancel** to close the form without submitting the request (the data will not be saved).
9. An email notification will be sent once the request has been processed.

4.3 Adding an Existing User to an Existing Builder Account

The following process will submit a request for the creation of a new user who will be associated with an existing builder account designated by the account administrator. This request type is used to associate a user with multiple organizations. In order to submit this type of request, the logged-in user must be an account administrator for the builder account to which the user will be added and an account administrator for at least one organization with which the user is already associated.

To add an existing user to an existing builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **Add Existing User** button.
4. The **Organization** dropdown list will display all builder accounts for which the logged-in user is an account administrator. Select the builder account to which the user will be added.
5. The **User** dropdown list will display existing users who are not already associated with the selected builder account. This will prevent the submission of requests to add users to accounts to which they already belong. Select the user to be added to the selected builder account.
6. Select the appropriate **User Role** for the new user. Builder accounts can have no more than two account administrators.
7. Click the **Submit for Approval** button to send the request to the NHBPO or click **Cancel** to close the form without submitting the request (the data will not be saved).
8. An email notification will be sent once the request has been processed.

4.4 Remove an Existing User from an Existing Builder Account

The following process will submit a request for to remove an existing user from an existing builder account.

To remove an existing user from an existing builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The **Organization** dropdown list will display all builder accounts for which the logged-in user is an account administrator. Select the builder account from which the user will be removed.
4. The Organization User List will display all existing users for the selected builder account.
5. Click the **Remove** icon (an **X**) in the Options column for the user to be removed.
6. The Remove Organization Access window will open.
7. Verify that the correct user has been selected.
8. Enter the reason for requesting the user's removal.

9. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
10. An email notification will be sent once the request has been processed.

4.5 Changing an Existing User's role

The following process will submit a request for to change an existing user's role in the owner builder account.

To change an existing user's role:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The Organization User List will display all existing users for the owner builder account.
4. Click the **Modify** icon (a pencil) in the Options column for the user to be removed.
5. The Request Application Role Change form will be displayed.
6. Select the appropriate **User Role** for the user.
    a. Builder accounts must have at least one account administrator.
    b. Builder accounts can have no more than two account administrators.
7. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
8. An email notification will be sent once the request has been processed.

5 Learn More

For more information about MA Connect and the New Home Buyer Protection System, contact the New Home Buyer Protection Office.

Table 2 - New Home Buyer Protection Office Contact Information

Website:	www.HomeWarranty.alberta.ca
Information Line:	1-866-421-6929
Email:	HomeWarranty.inquiries@gov.ab.ca