



Winnipeg Land Titles Office - Titres fonciers Winnipeg

276 avenue Portage Avenue

Winnipeg, Manitoba R3C 0B6

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Date: February 26, 2016

To: All Clients of The Property Registry

## **Re: Self Serve Password Resets**

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The Property Registry's (TPR) Client Service Improvement Initiative is pleased to announce the release of a new Self Serve Password Reset process on **February 28, 2016**. The new service will replace the current process of calling for staff assisted password resets.

If you have forgotten your password, or locked yourself out of one of TPR's Online Services, you will be able to reset your password online by entering a unique email address associated with your account.

### **Combined user profiles**

We've amalgamated the user profiles in our Online Services. All notifications/confirmations for transactions on any of TPR's Online Services will be redirected to the most recent name and contact information we have on file for you.

### **What does this mean for you?**

- Convenient 24 hour online service
- Works for all TPR Online Services: The Personal Property Registry, Titles Online, Documents Online and Survey Plans Online
- No need to contact TPR to reset your password
- [Click here for step-by-step instruction on how to reset your password.](#)

### **To take advantage of this service:**

- **You must have a unique email address on file with TPR.**
- Your email address cannot be one that is shared with other users. If you have a shared email address for receipt of email notifications from TPR, you can continue to use this as your "notification email" but you also must provide us with an email address that only you have access to.
- If you do not have a unique email address on file with TPR, you will need to request your account be updated to include your email address. Please email our Client Service Team at [tprclient@tprmb.ca](mailto:tprclient@tprmb.ca) with your User ID and an email that only you have access to.

If you have any questions or feedback related to TPR's password reset process, or if you would like to change your name or contact information, please email us at [tpclient@tpmb.ca](mailto:tpclient@tpmb.ca).

You received this communication because you are either the primary or alternate firm contact for your organization. We ask that you distribute this notice to anyone within your organization that may be impacted by this change.

Sincerely,

A handwritten signature in blue ink that reads "John Chaput". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

John Chaput  
Operations Manager