



Winnipeg Land Titles Office - Titres fonciers Winnipeg

276 avenue Portage Avenue

Winnipeg, Manitoba R3C 0B6

December 15, 2015

To: All Clients of The Property Registry

Re: New Self-Serve Password Resets

The Property Registry's Client Service Improvement Initiative is pleased to announce the upcoming release of a new Self-Serve Password Reset process, in **January 2016**. The new service will replace the current process of phoning for staff assisted password resets.

If you have forgotten your password, or locked yourself out of one of our online applications, including the Personal Property Registry, Titles Online, Documents Online, or Survey Plans Online, you will be able to reset your password online by entering a unique email address associated with your account.

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 a unique email address.
- 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 by **January 15, 2016**. Please email our Client Service Team at tprclient@tprmb.ca with your User Id and an email address unique only to you.

If you have any questions please email The Property Registry at tprclient@tprmb.ca.

You received this communication as 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,

Maureen Terra
Executive Sponsor, Client Service Improvement Initiative