

# Teranet Manitoba Account Management User Guide



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## Introduction

We offer two types of deposit accounts for you to manage your firm's funds:

1. A **land titles deposit account** – managed by your account administrator through the Land Titles Online application.
2. A **Personal Property Registry (PPR) deposit account** – managed by your account administrator through the PPR application.

This guide will look at these two types of accounts and how to manage the user access and funds associated with each account. Which accounts you need access to (one, or the other, or both) will depend on the type of business you conduct with Teranet Manitoba.

## Common acronyms

There are a few common acronyms that you will see in this guide:

PDS	Plan Deposit Submission
PPR	Personal Property Registry
EFT	Electronic funds transfer

## Browser requirements

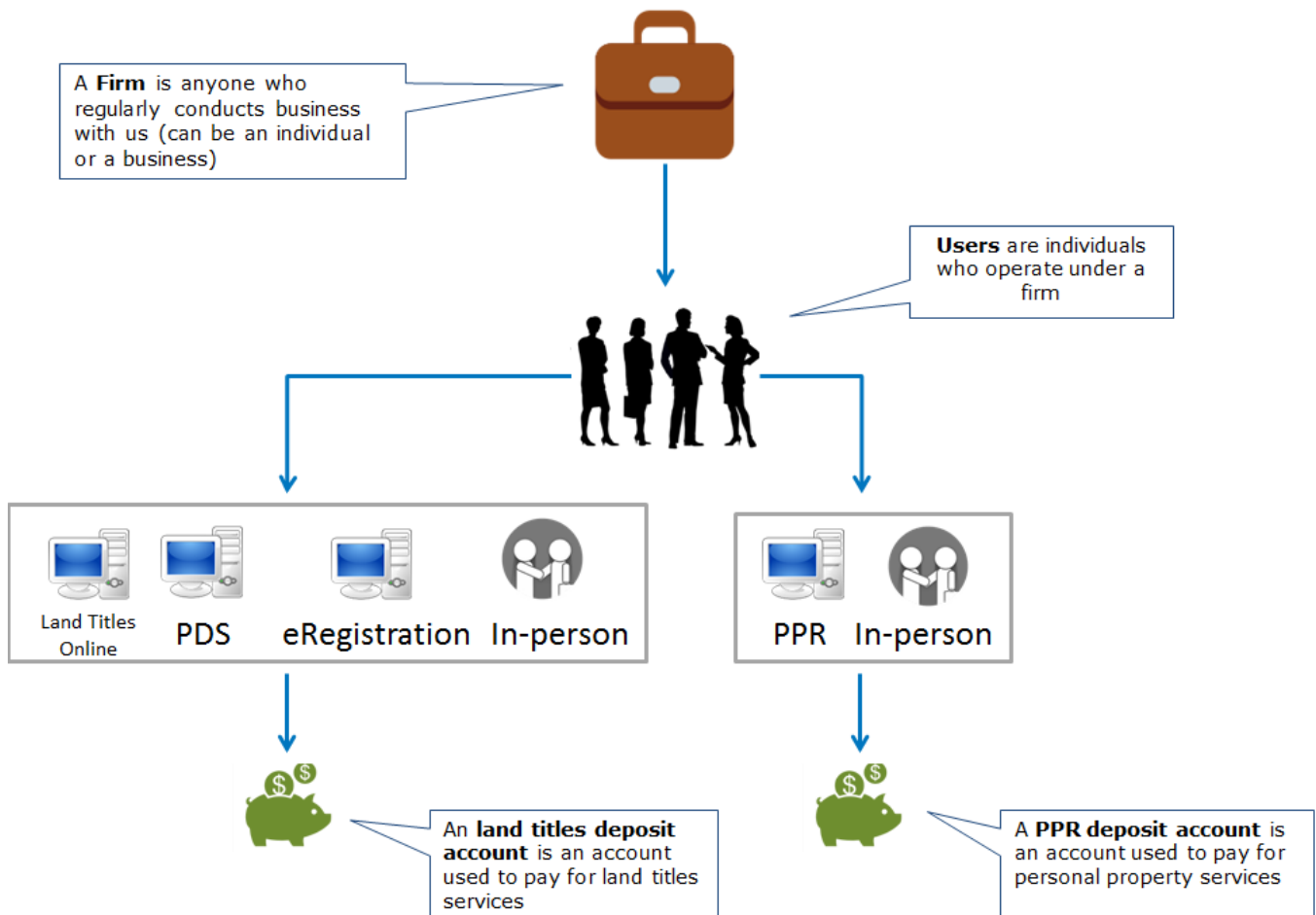
Please visit our website for the most recent browser requirements.

## Access your deposit accounts online

There are multiple ways to access your deposit accounts. Land titles deposit accounts are managed through Land Titles Online while PPR deposits accounts are managed through the PPR application. All of these can be found on our website at [www.teranetmanitoba.ca](http://www.teranetmanitoba.ca).

## Firm and account administration

Firm and account administrators are defined when you apply for access. They are responsible for maintaining your firm's user list and contact information. Your firm and account administrators can be the same.




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### Who is the administrator?

Firm	Firm administrator
User	Firm administrator (add/remove users to the firm)
Land titles deposit account	Account administrator (add/remove existing users to account)
PPR deposit account	Account administrator (add/remove existing users to account)

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## User access

Anyone in your firm who is expected to use, oversee or manage access to your firm's online services and/or accounts needs a user ID.

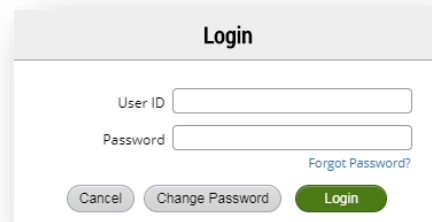
This includes anyone who:

- ✓ Searches our online services.
- ✓ Registers using our online services.
- ✓ Manitoba Land Surveyors.
- ✓ Is the firm administrator.
- ✓ Is an deposit account administrator.
- ✓ Is a supervising lawyer to land titles transactions.

Use our client application form to apply for any the requirements mentioned above.

## User logon

1. To log on click on the **login** icon from the Land Titles Online application.
2. Enter your **user ID** and **password**.
3. Click **login**.



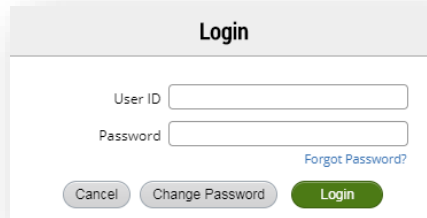
The screenshot shows a 'Login' dialog box with the following elements:

- Title: Login
- User ID:
- Password:
- Forgot Password? (link)
- Buttons: Cancel, Change Password, Login

You use the same user ID and password for all of our online services. All users should have their own, individual user ID. There is no cost for individual user IDs.

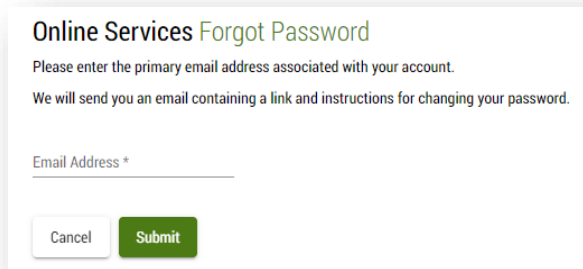
## Reset a password

If you get locked out of your account or forget your password you can reset your password by selecting the "Forgot Password?" option from the logon page:



The screenshot shows a "Login" form with two input fields: "User ID" and "Password". Below the "Password" field is a blue link labeled "Forgot Password?". At the bottom of the form are three buttons: "Cancel", "Change Password", and "Login".

Enter your email address in the box provided and our system will email you a link to reset your password.



The screenshot shows the "Online Services Forgot Password" page. It contains the following text: "Please enter the primary email address associated with your account." and "We will send you an email containing a link and instructions for changing your password." Below this is an input field labeled "Email Address \*". At the bottom are two buttons: "Cancel" and "Submit".

You should receive an email with a link to reset your password within five minutes.

You won't receive the email if:

1. The email address you provided contained a typo.
2. The email address you provided does not match the email associated to your profile.
  - For security reasons, we can only send a reset link to the email address you used when you registered your profile.
3. The email address you entered is shared with another user.
  - For security reasons, we can only send a reset link to an email address that is unique to your profile.
4. The email with the link to reset your password was sent to your junk folder.
5. You never provided an email address.

# Manage your Land Titles Online deposit account

You must meet the following requirements to be able to manage your Land Titles Online deposit account:

1. Have a valid user ID and password for our online services.
2. Be registered as a **deposit account administrator** which will give you the security permissions needed to manage your account (you may identify two account administrators on the client application form).

Deposit Account Administrator (accesses and receives accounting reports and maintains the list of authorized deposit account users)

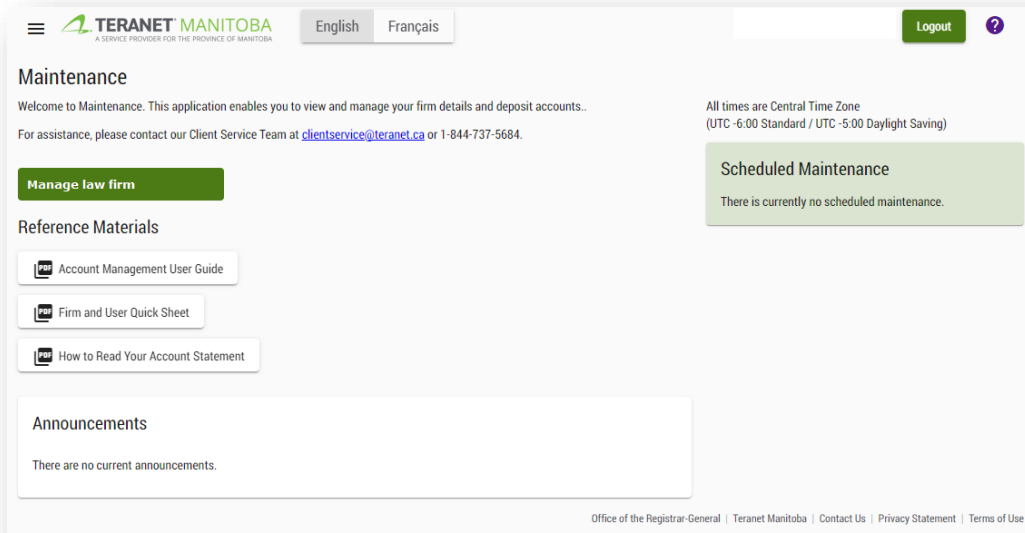
## Navigation

This section of the guide provides steps for managing accounts in the Land Titles Online application starting with the maintenance dropdown menu. Locate the account maintenance menu by clicking on the three lines located on the top lefthand side of the application:

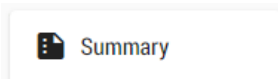
The screenshot shows the Land Titles Online application interface. On the left, there is a navigation menu with the following items: Land Titles, Land Titles Online Services, eRegistration, Plan Deposit Submission, PPR Online, and Maintenance. The Maintenance item is highlighted with a red box. A red line connects the Maintenance item to a hamburger menu icon (three horizontal lines) located at the top left of the main content area. The main content area displays the eRegistration workspace, including a table with columns for Closing Date, File Number, and Description. The table contains three rows of data: a header row, a row for 'test part transfer', and a row for '2022-03-31' with file number 'RT- 2022- Provencher' and description 'Gautron-Clements'.

Closing Date	File Number	Description
	test part transfer	
	VR- 2022- Marion	
2022-03-31	RT- 2022- Provencher	Gautron-Clements

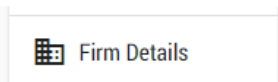
You may also want to bookmark the maintenance landing page:



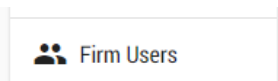
For your convenience, there are also helpful shortcuts in the maintenance portion of the application:



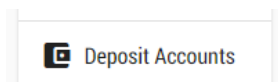
Click here for a summary of your entire firm including name, address, a list of firm, account and statement administrators, as well as a list of accounts. Click on any user or account for more details.



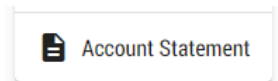
Click here to view your firm details including your name, address and firm number.



Click here to view your firm's active and inactive users.



Click here to grant access to your deposit account to users.



Click here to produce an account statement.



## View firm summary

Once logged in, open the application menu (three lines on the top lefthand side) and select **summary** from the maintenance section.

You'll be able to view your firm's details including name, address, firm roles (account administrators, firm administrators, and account statement administrators), as well as a list of accounts. To update any information on this page including adding or removing users from your firm, please complete our [client application form](#).

The screenshot shows the Teranet Manitoba web application interface. At the top, there is a navigation bar with the Teranet Manitoba logo, language options for English and Français, and a Logout button. Below the navigation bar, the page title is 'Maintenance 100 - Winnipeg Land Titles Office'. On the left side, there is a sidebar menu with options: Summary (highlighted), Firm Details, Firm Users, Deposit Accounts, 11111, and Account Statement. The main content area displays the 'Summary' page for the firm '100 - Winnipeg Land Titles Office'. It includes sections for 'Firm Details' (Firm: 100 - Winnipeg Land Titles Office, Address: 500-200 Graham Ave Winnipeg Manitoba R3C 4L5), 'Firm Roles' (Deposit Account Administrator: Derrick, Firm Administrator: Daniel), 'Account Statements' (Derrick), and 'Active Deposit Accounts'. A table at the bottom shows the account number '11111' with a balance of '\$0.00'.

Account Number	Balance
<a href="#">11111</a>	\$0.00

## View firm users

Once logged in, open the application menu (three lines on the top lefthand side) and select **firm users** from the maintenance section.

From here you'll be able to review all of your firm's users (active users only by default). For each user you'll see their name, user name, status, email address and roles. To update any information on this page including adding or removing users from your firm, please complete our [client application form](#).

Maintenance 100 - Winnipeg Land Titles Office

Summary  
Firm Details  
**Firm Users**  
Deposit Accounts

Firm Users

Show active firm users only

Name	User Name	Status	Email	Roles
Abdul	<a href="#">law1abd</a>	Active	Abdul@lawfirm.ca	Firm Administrator
Bello	<a href="#">law1bel</a>	Active	Bello@lawfirm.ca	
Aimee	<a href="#">law1aim</a>	Active	Aimee@lawfirm.ca	
Aldous	<a href="#">law1ald</a>	Active	Aldous@lawfirm.ca	
Alfred	<a href="#">law1alf</a>	Active	Alfred@lawfirm.ca	
Amanda	<a href="#">law1ama</a>	Active	Amanda@lawfirm.ca	
Anant	<a href="#">law1ana</a>	Active	Anant@lawfirm.ca	Deposit Account Administrator, Firm Administrator, Account Statements

Click to remove the **active users** filter to view all active and inactive users:

Firm Users

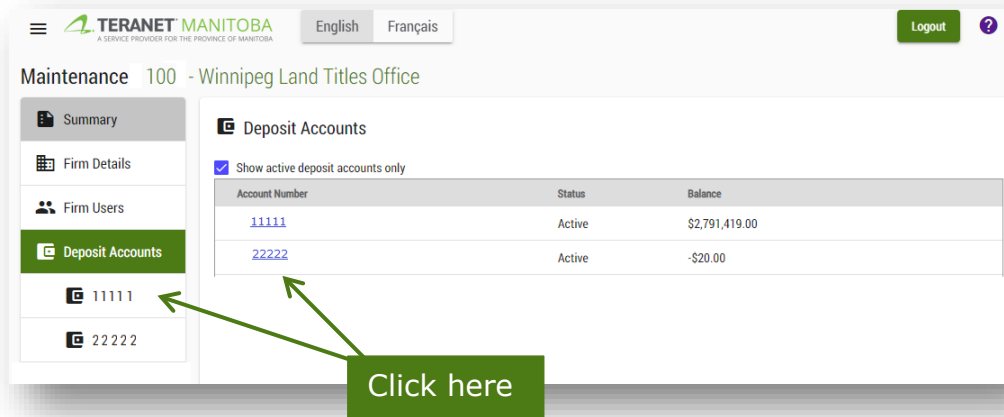
Show active firm users only

Name	User Name	Status	Email	Roles
Abdul	<a href="#">law1abd</a>	Active	Abdul@lawfirm.ca	Firm Administrator

## Update user access to deposit accounts

You can also add or remove user access to the land titles deposit account from the **maintenance menu**. Account administrators (or backup account administrators) can grant/revoke user access to a land titles deposit account under the **deposit accounts** tab.

If you have multiple accounts, you'll be shown the first one by default. Click on the link to the account you want to manage under the deposit account administrators section of the page. Each deposit account is managed separately.



## Add or remove deposit account users

Add or remove users from a deposit account is as easy as:

1. Click the edit deposit account users button.

Edit Deposit Account Users

2. Add or remove a checkmark  in the authorized column to update the authorized users for the account.
3. Save your changes at the bottom of the page.

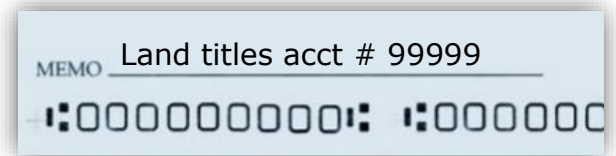
Save

Remember that users need to be part of the firm before you can add them to the account.

## Add funds to the account

There are several ways you can add funds to your land titles deposit account:

1. Our top-up service will automatically replenish your land titles deposit account using an electronic transfer of funds when your land titles deposit account reaches your designated minimum balance. Funds will be pulled from your bank account and transferred to your land titles deposit account at regular intervals. It is recommended that clients consider setting their minimum balance high enough to accommodate peak volumes.
2. Deposit **cash** in person at one of our six land titles offices (do not send cash in the mail).
3. Mail or drop off a **cheque** to one of our offices.
  - Don't forget to include the account number in the memo section of the cheque.
4. Use **debit** in person at one of our six land titles offices.



## Pay for services

When it comes time to use one of our services, there are many options for paying:

Service	Land titles deposit account	PPR deposit account	Credit card	Debit	Cash	Cheque	EFT
eRegistration	✓						✓
Land Titles Online	✓						
Land registrations	✓			✓	✓	✓	
Land searches (in-person)	✓		✓	✓	✓	✓	
PDS	✓						
PPR (in person)		✓	✓	✓	✓	✓	
PPR (online)		✓	✓				

The benefit of having a deposit account is that your payment will be recorded in the account no matter which method you use to pay. This will ensure your account statements contain a complete record of all transactions. In addition, if the payment provided is short funds, we will use your account to cover the shortfall. A Client File Report is also sent to your account administrator once the series is accepted, discharged or rejected.

A **Client File Report** summarizes all transactions associated to the same file number of a registered series

## Refunds

The method we use to issue refunds will depend on the method of payment originally provided and whether you have a deposit account:

	Original payment and refund method					
	Land titles deposit account	Credit card	Debit	Cash	Cheque	EFT
✓ Deposit account	Deposit account	Credit card	Deposit account			
✗ Deposit account	N/A	Credit card	Cheque			N/A

## Check the account balance

There are two ways you can check your land titles deposit account balance:

1. Online statements – The last 31 days can be generated anytime by the account administrator.
2. Weekly or monthly statements – These are emailed to the deposit account administrator if the option was selected when you firm completed the client application form.

**Deposit Account Information**

Create a Deposit Account

Statement Frequency

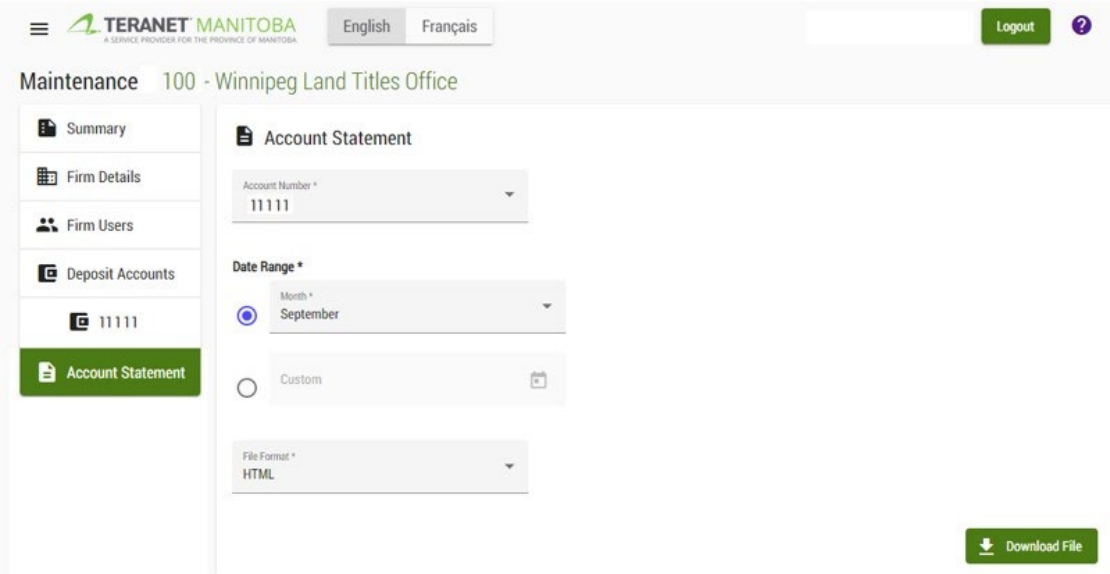
Land Titles Office    
  Online Only    
  Monthly    
  Weekly

Keep in mind that these options are time sensitive. No matter which method you choose, the information is only current as of the time it is reported.

## View an account statement

Account administrators can view an account statement at any time through Land Titles Online using these steps:

1. Once logged in, open the application menu (three lines on the top lefthand side) and select **account statement** from the maintenance menu.
2. Select the **account number** you want a statement produced for.
3. Choose the **month** you want from the dropdown list or enter a **date range** (cannot span more than 31 days) and choose the output **file format** (HTML or TSV).
4. Click **download file** to generate the statement.



The screenshot shows the Teranet Manitoba web application interface. At the top, there is a navigation bar with the Teranet Manitoba logo, language options for English and Français, and a Logout button. Below the navigation bar, the page title is "Maintenance 100 - Winnipeg Land Titles Office". On the left side, there is a sidebar menu with options: Summary, Firm Details, Firm Users, Deposit Accounts, 11111, and Account Statement (which is highlighted in green). The main content area is titled "Account Statement" and contains the following form fields:

- Account Number \***: A dropdown menu with "11111" selected.
- Date Range \***: Two radio button options. The first is "Month \*" with a dropdown menu showing "September" selected. The second is "Custom" with a calendar icon.
- File Format \***: A dropdown menu with "HTML" selected.

At the bottom right of the form area, there is a green button labeled "Download File" with a download icon.

## View a transaction

There are three ways to view a transaction:

1. eReceipts for every transaction processed through your land titles deposit account are emailed to the account administrator daily.
2. A Client File Report is also sent to the account administrator when a registered series is accepted, rejected or discharged.
  - A Client File Report chronicles all transactions completed by land titles for files with the same client file number, including document registration, requested services and payment.
3. Online transaction history is available through the following online services:
  - **eRegistration**: File remains in your workspace for 7 days after acceptance and 60 days after rejection.
  - **Land Titles Online**: Orders remain in your file details until the file expires (120 days after the file creation).
  - **PDS**: Memos remain in your file details until the associated plan is registered and a plan number is assigned or for five years from the last modified date (whichever occurs first).



## Manage your PPR deposit account

### Update your account or user list

Complete the client application form on our website to apply an account or to add and remove users.

<https://teranetmanitoba.ca/personal-property/online-service-and-payment-options/>.

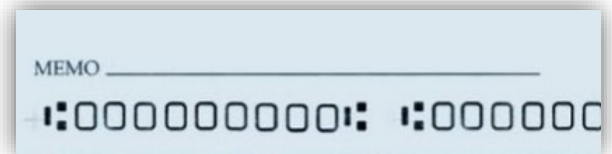
### Update your contact information

Provide a letter on letterhead with your account information and the changes you need updated to email it to [clientservice@teranet.ca](mailto:clientservice@teranet.ca)

## Add funds to the account

There are several ways you can add funds to your PPR deposit account:

1. Deposit **cash** in person at one of our six offices (do not send cash in the mail).
2. Mail or drop off a **cheque** to one of our six offices.
  - Don't forget to include the account number in the memo section of the cheque.
3. Use **debit** in person at one of our six offices.



PPR acct # 99999



## Pay for services

When it comes time to use one of our services, there are many options for paying:

Service	Land titles deposit account	PPR deposit account	Credit card	Debit	Cash	Cheque	EFT
eRegistration	✓						✓
Land Titles Online	✓						
Land registrations	✓			✓	✓	✓	
Land searches (in person)	✓		✓	✓	✓	✓	
PDS	✓						
PPR (online)		✓	✓				
PPR (in person)		✓	✓	✓	✓	✓	

## Refunds

The method we use to issue refunds will depend on the method of payment originally provided and whether you have a deposit account:

	Original payment and refund method				
	PPR deposit account	Credit card	Debit	Cash	Cheque
✓ Deposit account	Deposit account	Credit card	Deposit account		
✗ Deposit account	N/A	Credit card	Cheque		

## Check the account balance

Your account administrator can check the account balance at any time by generating an online statement. Keep in mind that this statement is time sensitive, and the information is only current as of the time it is reported.

## Generating an account statement

The account administrator can follow these steps to generate an account statement:

- a. Log on to PPR.
- b. Select **account statements** from the menu bar.
- c. Enter your **account number**.
- d. Select **transaction history** and enter the **date range** you want to search.
- e. Select **continue** to generate the statement.

The screenshot shows the UAT-Registrar (uatregistrar) web interface. On the left is a sidebar with a 'Logoff' button and a 'Services' menu. The 'Account Statements' option is highlighted in the menu. The main content area is titled 'Account Statements' and contains a 'Help' button in the top right. Below the title are two input sections: 'Account Number' with a text input field, and 'Date Range' with two date pickers labeled 'From (YYYY-MM-DD)' and 'To (YYYY-MM-DD)'. A 'Continue' button is located to the right of the date pickers. A green callout box 'a' points to the 'Logoff' button in the sidebar. A green callout box 'b' points to the 'Account Statements' menu item. A green callout box 'c' points to the 'Account Number' input field. A green callout box 'd' points to the 'Date Range' input fields. At the bottom of the form, there is a note: '\* Maximum of 3000 rows will be retrieved.'

## Contact us

You can find more information and training materials on our website at [www.teranetmanitoba.ca](http://www.teranetmanitoba.ca).

Please direct any further questions or concerns with regards to account management to our Client Service Team at [clientservice@teranet.ca](mailto:clientservice@teranet.ca).

**Please note:** Teranet Manitoba employees cannot answer certain questions due to their legal nature. Where necessary, users should seek independent legal advice or consult with legal staff within their organization as the case may be. Users are advised to ensure that they meet all legal requirements for proper registration. Teranet Manitoba cannot provide legal advice.

## Appendix A: Client application form

Our clients use Teranet Manitoba's client application form to create and update firms, users and accounts for all of our applications and services.

New clients can complete the form to:

- ✓ Create your firm.
- ✓ Create accounts for your firm.
- ✓ Add top-up and electronic funds transfer to your account.
- ✓ Indicate primary contacts.
- ✓ Create users for your firm.
- ✓ Request access to our applications.
- ✓ Agree to our Terms and Conditions.

[Appendix B](#) explains how to complete the client application form for a new firm.

Existing clients can complete the form to:

- ✓ Update firm details.
- ✓ Add, update or remove accounts from your firm.
- ✓ Add, update, or remove top-up and electronic funds transfer.
- ✓ Update primary contacts.
- ✓ Add or remove users (updates can be done by email).
- ✓ Request access to or remove access from our applications.
- ✓ Agree to our Terms and Conditions.

[Appendix C](#) explains how to complete the client application form for an existing firm.

## Client application form tips

1. Application forms that don't contain banking information can be emailed to [clientservice@teranet.ca](mailto:clientservice@teranet.ca).
2. If you are applying for top-up and/or EFT, forms must be mailed or dropped off at:

By Mail:	In Person:
Teranet Manitoba PO Box 70 Winnipeg Main Winnipeg, MB R3C 2G1 Attn: Client Services Manager	Teranet Manitoba 500-200 Graham Avenue Winnipeg, MB R3C 4L5
3. Anyone in your firm who is expected to use, oversee or manage access to your online services and/or accounts needs a user ID.  
This includes anyone who:
  - ✓ Searches our online services.
  - ✓ Registers using our online services.
  - ✓ Is the firm administrator.
  - ✓ Is an deposit account administrator.
  - ✓ Is a supervising lawyer to land titles transactions.
4. Some fields in the application form are mandatory. Any field that is mandatory must be completed before the form will validate and print.
5. Need more help? Email us at [clientservice@teranet.ca](mailto:clientservice@teranet.ca).

# Appendix B: Client application form for new firms

This appendix outlines the details of our client application form for **new firms**.

**Client Application Form**     New Firm     Existing Firm

## Firm details

Firm Name

Select the option that best describes your business

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Agriculture             | <input type="checkbox"/> Federal Government        | <input type="checkbox"/> Research             |
| <input type="checkbox"/> Appraisal (Real Estate) | <input type="checkbox"/> Municipal Government      | <input type="checkbox"/> Resource Company     |
| <input type="checkbox"/> Crown Corporation (MB)  | <input type="checkbox"/> Provincial Government     | <input type="checkbox"/> Software Development |
| <input type="checkbox"/> Crown Corporation (Fed) | <input type="checkbox"/> Land Registry             | <input type="checkbox"/> Surveyors            |
| <input type="checkbox"/> Developer               | <input type="checkbox"/> Legal                     | <input type="checkbox"/> Title Insurance      |
| <input type="checkbox"/> Education/School        | <input type="checkbox"/> Real Estate               | <input type="checkbox"/> Title Search         |
| <input type="checkbox"/> Environmental Services  | <input type="checkbox"/> Railway                   | <input type="checkbox"/> Utilities            |
| <input type="checkbox"/> Financial               | <input type="checkbox"/> Retail, Sales and Rentals |   |

Firm Contact

Given Name  Middle

Surname

Address

City  Province  Country  Postal Code

Primary Phone and Email Address

Phone +    Extension  E-Mail

**Firm name:** The name of your company or organization.

**Business type:** Select the option that best describes your business.

**Firm contact:** Your firm's primary contact person.

**Address:** Your firm's mailing address including city, province, country and postal code.

**Primary phone:** Your firm contact's main phone number.

**Primary email address:** Your firm contact's main email address.

## Services

Select all that apply:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Land Titles Online         | - | Search and order copies of land titles and instruments.                                      |
| <input type="checkbox"/> eRegistration              | - | Submit land titles documents for registration.   |
| <input type="checkbox"/> Personal Property Registry | - | Search, order and register personal property documents.                                      |
| <input type="checkbox"/> Survey Plans Online        | - | Submit land titles plans for registration (must have a Manitoba Land Surveyor in your firm). |

## Account information

<input checked="" type="checkbox"/> Create New Account	Account Statement	Email Frequency	<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/> Personal Property Registry	<input type="checkbox"/> View Online	<input checked="" type="radio"/> None	Use the <input type="button" value="+"/> button to add additional new accounts
<input checked="" type="checkbox"/> Land Titles Office (LTO)	<input checked="" type="checkbox"/> View Online	<input type="radio"/> Weekly	
<input type="checkbox"/> Deposit Account Top-up		<input type="radio"/> Monthly	
<input type="checkbox"/> Electronic Funds Transfer			

**Create new account:** All firms need at least one account. If you apply for Personal Property Registry access you will need at least one personal property account. For all other services you require at least one land titles office account.

**Personal Property Registry account:** Statements are online only.

**Land titles office account:** Your account administrator will automatically be granted access to view the account statements online, at any time. If you select the weekly or monthly frequency options statements will also be emailed to the same account administrator.

**Deposit account top-up:** Allows us to top up your land titles account by pulling funds from the bank account of your choosing once the balance in your land titles account reaches a pre-defined minimum level. The first top-up will be withdrawn after your application is processed (5 – 10 business days).

- (1) Financial institution information:** Complete the name, transit number, institution number and bank account number fields. Once printed, have your financial institution complete the rest of the fields on the application form, sign and stamp in the areas provided. Alternatively your financial institution may opt to provide you a separate printed copy of this information.

Name	<input type="text"/>			
Address	<input type="text"/>			
City	<input type="text"/>	Province	<input type="text"/>	
		Postal Code	<input type="text"/>	
Financial Institution Official's Name	<input type="text"/>		Place Bank Stamp Here	
Financial Institution Official's Position	<input type="text"/>			
Financial Institution Official's Signature	<input type="text"/>	Date		<input type="text"/>
Transit Number	Institution Number	Bank Account Number		
<input type="text"/>	<input type="text"/>	<input type="text"/>		



**(2) Minimum balance amount:** When your deposit account balance hits your designated minimum, we'll top up your land titles account to the maximum balance amount you select.

Minimum Balance	<input type="text"/>	Maximum Balance	<input type="text"/>
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**Electronic funds transfer (EFT)** (coming in December 2017): Allows us to automatically withdraw the fees for registrations and tax submitted through eRegistration directly from the bank account of your choosing.

**(1) Financial institute information:** Please have your financial institution complete, sign and stamp in the areas provided (same fields as deposit account top-up above). Alternatively your financial institution may opt to provide you a separate printed copy of this information.

**(2) Account name:** Choose a name that will help users identify your EFT account when paying for fees and land transfer tax in eRegistration (for example: trust account or general fees).

Account Name
Choose a name that will help you identify your EFT account when paying for fees and land transfer tax.
<input type="text"/>

## User information

Add user access

Given Name  Middle

Surname

Phone +  1  204  Extension

E-Mail

Notification E-Mail  Surveyor Licence No. (if applicable)

Select a secret question

Secret Answer

Designate this user as:

Firm Administrator (adds and removes users on behalf of your firm)

Deposit Account Administrator (accesses and receives accounting reports and maintains the list of authorized deposit account users)

+ -

Use the  button to add additional users

**Full name and phone number:** For each user provide contact information including full name and phone number.

**Email:** User's individual email address.

**Notification email:** Email address the user wants notification emails to go to (such as emailed status of titles). The notification email may not be relevant to your firm (such as a general email inbox) or may be the same as the user's individual email address.

**Surveyor licence number:** At least one user is required to have a surveyor licence number for a firm to access Plan Deposit Submission.

**Secret question and answer:** Each user needs to select a question from the dropdown list and provide the corresponding answer for secure identification.

**Designate user as options:** Indicate which user is the firm administrator and/or the deposit account administrator.


## Terms of use

[\\* I agree to the User Terms and Conditions in the Terms of Use agreement.](#)

You must read and agreed to the terms of use in order to print and submit the client application form.

## Authorization

Signing Officers			
Name (Print)	Signature	<input type="checkbox"/> Deposit Account Top-up	<input type="checkbox"/> Electronic Funds Transfer <input type="button" value="+"/> <input type="button" value="-"/>
<input type="text"/>	<input type="text"/>		
Administrator is the individual authorized to add and remove users on behalf of the firm.			
Firm Administrator (Print)	Signature of Firm Administrator	Date	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Use the  button to add additional signing officers

**Signing officers:** If you select electronic funds transfer (EFT) and/or top-up, **all** of the people who have signing authority for the bank account provided must sign the Client application form. Use the check boxes beside each signing officer's name to indicate if they are the signing officer for top-up, EFT or both.

**Firm administrator:** The firm administrator must sign the client application form.

## Appendix C: Client application form for existing firms

This appendix outlines the details of our client application form for **existing firms**.

### What sections of the form do I need to complete?

Use the following chart to determine which sections of the form you'll need to complete. The list is based on the most common reasons to complete an application form.

Keep in mind that you can accomplish several different tasks on one form. For example: You can add top-up to an existing account **and** add new services **and** add new users all on one form.

I want to:	Firm Details	Services	Account Information		User information		Terms and Conditions	Authorization
			Create new account	Add to existing account	Add user access	Remove access to users		
			Select: <input checked="" type="checkbox"/> Land Titles Office (LTO)					
Add top-up and/or EFT to an existing account	✓			✓			✓	✓
Add top-up and/or EFT to a new account	✓		✓				✓	✓
Add new services to an existing firm	✓	✓		✓			✓	✓
Add new services to a new account	✓	✓	✓				✓	✓
Add a new account number	✓		✓				✓	✓
Add user access	✓				✓		✓	✓
Remove access to users	✓					✓	✓	✓

## Firm details

Firm Number	<input type="text"/>	Firm Name	<input type="text"/>
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**Firm number:** A five-digit number assigned to your firm after the initial application. You can find this number on your eReceipt, client file report or your firm's account statement.

**Firm name:** The name of your company or organization.

## Services

Select all that apply:


- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Land Titles Online         | - | Search and order copies of land titles and instruments.                                      |
| <hr/>   |   |  |
| <input type="checkbox"/> eRegistration              | - | Submit land titles documents for registration.   |
| <hr/>   |   |  |
| <input type="checkbox"/> Personal Property Registry | - | Search, order and register personal property documents.                                      |
| <hr/>   |   |  |
| <input type="checkbox"/> Survey Plans Online        | - | Submit land titles plans for registration (must have a Manitoba Land Surveyor in your firm). |




## Account information

There are two options in this section: **create new account** and **add to existing account**.

### Option one: Create new account

All firms need at least one account. If you apply for Personal Property Registry access you will need at least one personal property account. For all other services you require at least one land titles account.

Use the  button to add additional new accounts

<input checked="" type="checkbox"/> Create New Account	Account Statement	Email Frequency	 
<input type="checkbox"/> Personal Property Registry	<input type="checkbox"/> View Online		
<input checked="" type="checkbox"/> Land Titles Office (LTO)	<input checked="" type="checkbox"/> View Online	 <input checked="" type="radio"/> None	<input type="radio"/> Weekly
<input type="checkbox"/> Deposit Account Top-up			<input type="radio"/> Monthly
<input type="checkbox"/> Electronic Funds Transfer			

**Personal Property Registry account:** Statements are online only.

**Land title office account:** Your account administrator will automatically be granted access to view the account statements online, at any time. If you select the weekly or monthly frequency options statements will also be emailed to the same account administrator.

**Deposit account top-up:** Allows us to top up your land titles account by pulling funds from the bank account of your choosing once the balance in your land titles account reaches a pre-defined minimum level. The first top-up will be withdrawn after your application is processed (5 – 10 business days).

**(3) Financial institution information:** Complete the name, transit number, institution number and bank account number fields. Once printed, have your financial institution complete the rest of the fields on the application form, sign and stamp in the areas provided. Alternatively your financial institution may opt to provide you a separate printed copy of this information.

Name	<input type="text"/>		
Address	<input type="text"/>		
City	<input type="text"/>	Province	<input type="text"/>
		Postal Code	<input type="text"/>
Financial Institution Official's Name	<input type="text"/>		
Financial Institution Official's Position	<input type="text"/>		
Financial Institution Official's Signature	<input type="text"/>		Place Bank Stamp Here
Date	<input type="text"/>		
Transit Number	Institution Number	Bank Account Number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

**(4) Minimum balance amount:** When your deposit account balance hits your designated minimum, we'll top up your land titles account to the maximum balance amount you select.

Minimum Balance	<input type="text"/>	Maximum Balance	<input type="text"/>
-----------------	----------------------	-----------------	----------------------

**Electronic funds transfer (EFT):** Allows us to automatically withdraw the fees for registrations and tax submitted through eRegistration directly from the bank account of your choosing.


**(3) Financial institute information:** Please have your financial institution complete, sign and stamp in the areas provided (same fields as deposit account top-up above). Alternatively your financial institution may opt to provide you a separate printed copy of this information.

**(4) Account name:** Choose a name that will help users identify your EFT account when paying for fees and land transfer tax in eRegistration (for example: trust account or general fees).

Account Name
Choose a name that will help you identify your EFT account when paying for fees and land transfer tax.
<input type="text"/>

### Option two: Add to existing account

Use this option to add new land titles services to an existing firm. For example: Your firm already uses Titles Online and you want to add eRegistration access. Once you select this option you'll be asked to enter your existing deposit account number. From there you will follow the same steps as listed in [create new account](#) section above.

<input type="checkbox"/> Create New Account	<input checked="" type="checkbox"/> Add to Existing Account	Deposit Account Number	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="-"/>
	Account Statement	Email Frequency			
<input checked="" type="checkbox"/> Land Titles Office (LTO)	<input checked="" type="checkbox"/> View Online		<input checked="" type="radio"/> None	<input type="radio"/> Weekly	<input type="radio"/> Monthly
<input type="checkbox"/> Deposit Account Top-up					
<input type="checkbox"/> Electronic Funds Transfer					

**Deposit account number:** Enter the existing account number to which you want to add the selected services. Your account number can be found in multiple places including on your account statement and eReceipt.



## User information


There are two options in this section: **add user access** and **remove user access**.

### Option one: Add user access

Use this option to add new users to your firm.

Add user access

Given Name	<input type="text"/>	Middle	<input type="text"/>	<input type="button" value="+"/> <input type="button" value="-"/>
Surname	<input type="text"/>			
Phone +	<input type="text" value="1"/>	<input type="text" value="204"/>	<input type="text"/>	Extension <input type="text"/>
E-Mail	<input type="text"/>			
Notification E-Mail	<input type="text"/>			Surveyor Licence No. (if applicable) <input type="text"/>
Select a secret question	<input type="text"/>			
Secret Answer	<input type="text"/>			

Use the  button to add additional users

**Full name and phone number:** For each user provide contact information including full name and phone number.

**Email:** User's individual email address.

**Notification email:** Email address the user wants notification emails to go to (such as emailed status of titles). The notification email may not be relevant to your firm (such as a general email inbox) or may be the same as the user's individual email address.

**Surveyor licence number:** At least one user is required to have a surveyor licence number for a firm to access Plan Deposit Submission.

**Secret question and answer:** Each user needs to select a question from the dropdown list and provide the corresponding answer for secure identification.

## Option two: Remove user access

Use this option to remove access for any current users in your firm. This will remove access from all of our online services for each user listed in the form. You will need to provide the user ID, given name and surname for each user you want removed.

Remove access to users (Removes from all TPR Service)

User ID	Given Name	Surname	<input type="button" value="+"/>	<input type="button" value="-"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Use the  button to remove more than one user

## Terms of Use

[\\* I agree to the User Terms and Conditions in the Terms of Use agreement.](#)

You must read and agree to the terms of use in order to print and submit the client application form.

## Authorization

Signing Officers

Name (Print)	Signature	<input type="checkbox"/> Deposit Account Top-up	<input type="button" value="+"/>	<input type="button" value="-"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Electronic Funds Transfer		

Administrator is the individual authorized to add and remove users on behalf of the firm.

Firm Administrator (Print)	Signature of Firm Administrator	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Use the  button to add additional signing officers

**Signing officers:** If you select electronic funds transfer (EFT) and/or top-up, **all** of the people who have signing authority for the bank account provided must sign the client application form. Use the check boxes beside each signing officer's name to indicate if they are the signing officer for top-up, EFT or both.

**Firm administrator:** The firm administrator must sign the client application form.