



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION

Municipal Administrator

User Guide

Municipal Connect™
October 16, 2019

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Roles and Responsibilities

The maintenance of Municipal Connect 2.0 municipal user profiles is the responsibility of the Municipal Administrator designated by the municipality. This individual is the only one authorized to create, edit and delete municipal user profiles.

When a municipal user profile is being created, or edited by the local Municipal Administrator, they should always be aware of the terms of use, as well as, the terms and conditions of the Municipal License Agreement, paying particular attention to Section 3 of the Agreement, whereby:

The information contained in this product (the “Information”) is provided “as is” by the Municipal Property Assessment Corporation (“MPAC”) to the municipality (the “Institution”). The Institution assumes all risks and liabilities from the use of the information, and may only use the Information for internal planning purposes or the issuing of tax bills in accordance with the Municipal License Agreement and applicable Product Use Sheets entered into by MPAC and the Institution.

Privacy Disclaimer

Both municipal users and MPAC are subject to the requirements contained in the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). Unauthorized use of personal information by MPAC or any other institution governed by the MFIPPA, including all Ontario municipalities, is prohibited by MFIPPA.

In addition, the use of the all data within Municipal Connect 2.0 is regulated by the provisions contained in the Municipal License Agreement, and additional licensing considerations through MPAC’s data sharing agreement with Teranet.

Under Municipal Connect 2.0 Terms and Conditions, municipalities are ultimately responsible for managing their own data governance.

If you are unclear about whether your use meets the terms and conditions, please contact your Municipal Clerk or your local MPAC Municipal and Stakeholder Relations team.

Accessing Municipal Connect 2.0 Administrator

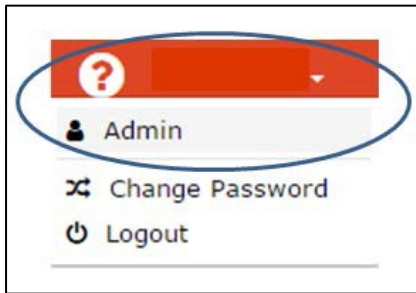
Login to Municipal Connect 2.0 via www.mpac.ca.

Note: Login credentials cannot be used at the same time. If you are in Municipal Connect 2.0 and another user logs in with your credentials, your session will return you to the login screen

shown above. This will alert you to the fact that an unauthorized user has access to your ID and Password and give you the opportunity to reset by selecting 'Forgot Password'.

Municipal Connect Terms and Conditions of Use are displayed upon each login.

Choose the drop-down arrow on the far-right of the tool bar (Home Page) and select 'Admin' to invoke the Administrator Sign In window.



Creating a New Profile

Choose "+Create Contact".



The Profile fields appear.

Contact Search MC2 Log Out

Search

Organization

Email

User Name

First Name

Last Name

Permissions

filter

Addington Highlands	<input checked="" type="checkbox"/>
Adelaide Metcalfe	<input checked="" type="checkbox"/>
Adjala-Tosorontio	<input checked="" type="checkbox"/>
Admaston/Bromley	<input checked="" type="checkbox"/>
Ajax	<input checked="" type="checkbox"/>
Alberton	<input checked="" type="checkbox"/>
Alfred And Plantagenet	<input checked="" type="checkbox"/>
Algonquin Highlands	<input checked="" type="checkbox"/>
Alnwick/Haldimand	<input checked="" type="checkbox"/>
Amaranth	<input checked="" type="checkbox"/>
Amherstburg	<input checked="" type="checkbox"/>
Armour	<input checked="" type="checkbox"/>
Armstrong	<input checked="" type="checkbox"/>
Arnprior	<input checked="" type="checkbox"/>
Arran-Elderslie	<input checked="" type="checkbox"/>
Ashfield-Colborne-Wawanosh	<input checked="" type="checkbox"/>

Roles

- Allow Internal Res MC2
- Appeals Dashboard MC2
- Dashboard Analytics MC2
- Property Monitoring MC2
- Property Search MC2
- Reports MC2
- Munic Admin MC2-Admin
- Enhanced Access PeoplePortal
- Standard Access PeoplePortal
- EAI Sightline
- TYM Sightline
- MSL Sightline
- YEP Sightline
- SE Sightline
- SDA Sightline

Profile Fields

Credentials

Limits access to data by assigning a secure identifier, as well as an email destination for all password set/reset/communication for users.

Login credentials cannot be used at the same time. See note under section above: “Accessing Municipal Connect 2.0 Administrator”

Organization - Defines the member “type” (municipal versus MPAC, etc). The related municipality name is defaulted in this field.

Email - Enter the email address related to the new user. *An error message will appear if the email address already exists in the system.* (see notes at the end of this user guide regarding “one-to-many” users)

User Name - User name will auto-populate with the user’s email address. NOTE: *it is possible to customize the user name. Using the email address as the user name is a “best practice”.* (see notes at the end of this user guide regarding “one-to-many” users)

First Name and Last Name - First and last name should auto-populate, depending on the composition of the email address. *If they don't auto-populate fully, be sure to complete both fields, ensuring that the search tool will present the profile as needed.*

Permissions

Defines which municipality the profile will belong to (Lower and Single Tiers will be the same as the Organization. Upper Tiers will display a list of the related Lower Tier Municipalities).

- Choose the appropriate municipality name.
- **In the case of an Upper Tier**, all municipalities related to that Upper Tier will also appear. NOTE: Checkmark all the related Lower Tier municipalities **PLUS** the Upper Tier name, to ensure that their Home Page will show summaries rolled up to the Upper Tier level.

Roles

Used to assign user rights.

MC2 (Assessment Portal)

Allow Internal Res - Allows access to residential properties. Without this, the user will only have access to non-residential properties.

Appeals Dashboard - Enables access to the Appeals/RfR Dashboard

Dashboard Analytics - Provides an overview of the entire municipal portfolio, with the ability to drill down through each tax year by either property series or tax classification.

Property Monitoring - Allows the user to view portfolio by either assessed value, appeals, RfRs, or Events, as well as to create and edit Watch Lists.

Property Search - Allows the user to use a variety of search criteria to find a single property, or build a list of multiple properties.

Reports - Provides access to the Building Permit and Municipal Act Programs Report.

People Portal

Standard Access - Basic Search plus Custom Query and - search, view, export access to property information related to people.

Enhanced Access - Basic Search plus Custom Query and Reports - search, view, export access to people information and related property information. Report options will include: Population, Electoral Report and Household Counts.

SightLine

EAI SightLine	Electronic Assessment Information (EAI) Electronic Assessment Information Roll (EAIROL)
IYM SightLine	In-Year Maintenance (IYM) includes: <ul style="list-style-type: none"> -Advisory Notice of Adjustment (ANA) -Property Assessment Change Notice (PACN) -Post Roll Assessment Notice (PRAN) -Special Amended Notices (SAN) -Tax Incentive Approval Letter (TIA and TIA_PLT)
MSL SightLine	Municipal Sales Listings (MSL)
YEP SightLine	Conservation Authority – Payment-in-Lieu Reports (CA-PiL) History of Deleted Primaries (HDP) Municipal Change Profile (MCP) Name / Street Index (NI / SI) Pooling Rations – (PR) Tax Incentive Report (TIR) Year End Analysis reports (YEA)
Shipping Manager Sightline	Shipping Address Manager NOTE: This role is limited to the Local Municipal Administrator plus one other user. See the Shipping Address Manager Fact Sheet for more information.
In Year Maintenance XML Sightline	Choose this role for Sightline users who prefer to download the Omit/Supplementary Tax File in an XML format.
Year End XML Format Sightline	Choose this role for Sightline users who prefer to download the Year End Tax File in an XML format.



SLA

SLA – Standard – Allows the user to access the Service Level Reporting related to MPAC’s two-way service level agreement with your municipality.

WorkSight

Bulk Building Permit – Coming Soon * *please do not assign*

Mun Enquiry – Allows the user to create and view municipal enquiries.

Submission – Coming Soon * *please do not assign*

Tax Application – Allows the user to submit and view the outcome of tax applications.

With all fields populated, the next steps are to: Save/Cancel/Welcome the “new” User.

Cancelling the Profile before it is saved

Choose Cancel to abort the creation of the profile.



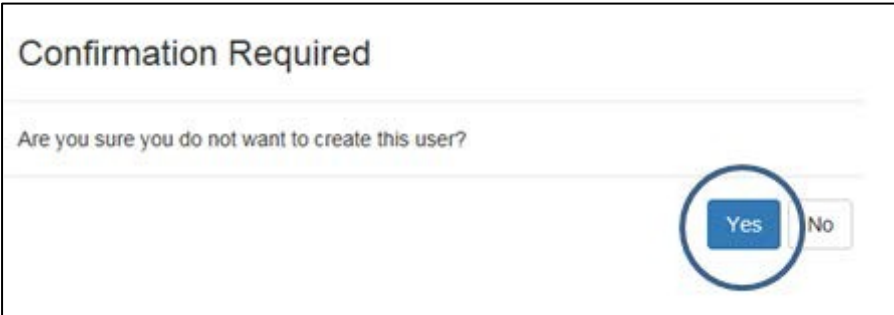
A dialog box will appear, requiring confirmation of the cancelation.

Saving the new Profile

Choose Save to complete the profile.



A green dialog box will appear confirming that the profile is saved.

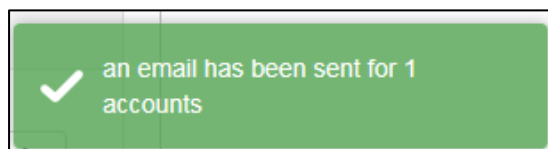


Generate Welcome email

Choose Password and select “MC2 – Send Welcome Email” from the menu.



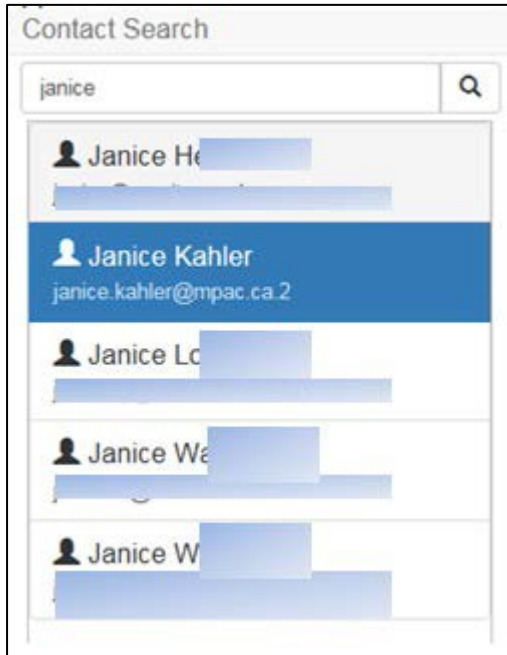
A green dialog box will appear confirming that Welcome email is sent.
See sample of Welcome email at the back of this User Guide.



Search Profiles

To locate an existing profile, enter in to the Contact Search field, the first few letters of either:

- First name
- Last name
- Municipality name



Choose the “magnifying glass” icon, and all users within your organization, that have the similar search criteria, will appear in the results list.

Choose the appropriate profile from the results list, and the profile details will appear.

If there are no search results for the entry, a dialogue box will appear indicating “no contacts found”

Reset a Password

Resetting passwords should be done by the user, but the Administrator does have the ability to do this on behalf of the user.

To Reset a password, choose the Password button, then choose MC2 – Send Reset Email



NOTE: The link within the email will remain active for 24 hours.

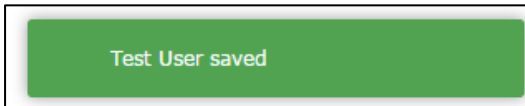
Edit an Existing Profile

To edit any of the information for an existing profile, replace the information in the related field.

The Save button will become active. Choose the Save button.



A green validation message will appear in the top right corner of the profile screen.



Clone an Existing Profile

Cloning allows a newly created profile to start with the same Organization, Permissions, and Roles as an existing profile.

To clone an existing profile, search for the subject profile and choose the Clone button.

A dialogue box that requests confirmation will appear. Choose yes to confirm.



Proceed with populating the user information (email, username, first/last name).

See Saving New Profile and Generating Welcome Email instructions above, to complete.

Delete a Profile

Search for the subject profile and carefully review to ensure that this is the intended profile to delete.

Choose the Delete button.

A dialogue box that requests confirmation will appear



Logging Out of Municipal Connect 2.0 Administrator

To log out, choose Log Out on the top right corner of the screen.



Managing “One-to-Many” Profiles

Municipalities hire third-party consultants to complete a variety of tax policy and consulting work. In many cases, they provide access to Municipal Connect 2.0, as their authorized representative. Unlike a municipal user who only has one municipality “one-to-one” relationship in Connect 2.0, consultants have a “one-to-many” relationship, because they have clients spanning the province.

Every consulting company may choose to handle this differently. Some may choose to create several unique email addresses and usernames. Others may not.

Those consultants who have chosen to create their own unique email addresses and usernames will likely supply these to the municipality upon initial request for access.

For those who have not, follow the instructions below:

The key to creating a one-to-many user profile is to ensure that the email address and username are unique.

- Follow the instructions for Creating a New Profile or Clone an Existing Profile but use the following at the Credentials step...
- Email address: To “fool” the system, add a “.(number)” at the end of the email address. Example:

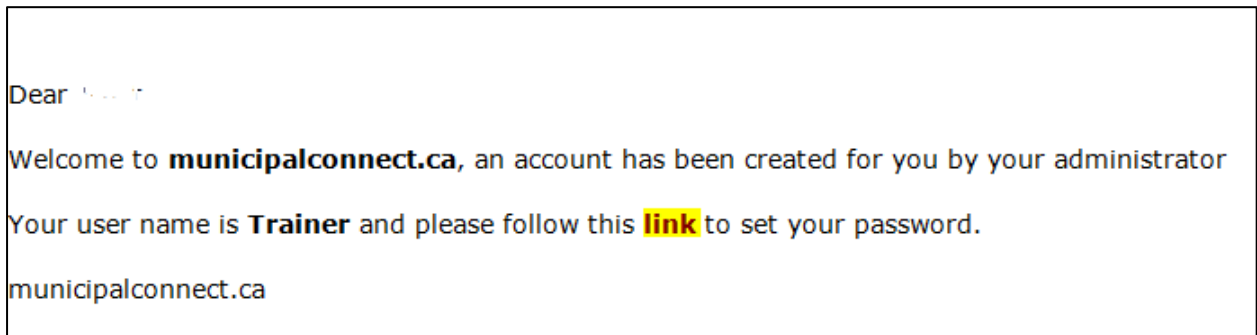
Email
<input type="text" value="john.doe@consultantcompany.ca.1"/>
User Name ⓘ
<input type="text" value="john.doe@nameofmunicipality"/>
First Name
<input type="text"/>

john.doe@consultantcompany.ca.1. If this number already exists, an error message will indicate that this email already exists. Keep changing the number until the email address is allowed.

- **Username:** To “fool” the system, delete the auto-filled username and create a unique username of yours or the consultant’s choice.

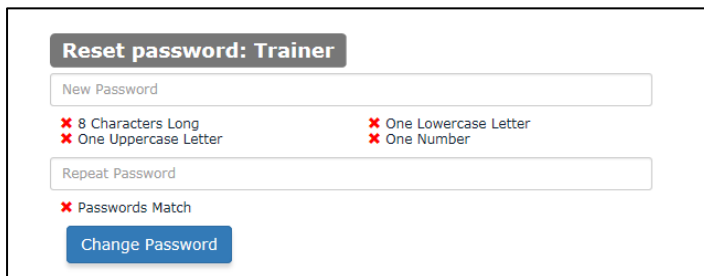
User Welcome Experience (Sample)

Welcome to the new Municipal Connect™. Your credentials have been established and are awaiting your initiation. To access your new system, please follow these instructions; You will receive an email from noreply@municipalconnect.ca



Choose the “link” in the welcome email above.

The Password Set dialogue box appears.



Reset password: Trainer

New Password



Repeat Password

8 Characters Long
One Uppercase Letter
One Lowercase Letter
One Number

Passwords Match

Choose your password, using the industry-recommended security standards.

Choose Change Password and the Municipal Connect 2.0 Login Page appears.


Accessibility


[Contact Us](#)

welcome to

MPAC's Municipal Connect™

In an effort to establish new levels of transparency with our municipal partners and improve the products and services we provide municipalities across Ontario, MPAC has redesigned Municipal Connect™.

To better support the management of municipal services and provide further insight into the 2016 Assessment Update, Municipal Connect™ now provides municipalities with access to **preliminary values** allowing for early consultation/discussion with the goal of greater roll stability and predictability.

Please note the 2016 base year values for the 2017 to 2020 property tax years are **preliminary**, and will continually be updated as Property Assessment Notices are provided to property owners. For a list of mailing dates please visit mpac.ca.

LEARNING LIBRARY

Learn more about how Municipal Connect 2.0 allows for a better understanding and management of your tax base and assessment at risk 24 hours a day, 7 days a week.

How MPAC measures quality and accuracy

[Preliminary Municipal Change Profile User Guide 2016](#)

[Municipal Connect 2.0 User Guide](#)

[Frequently Asked Questions](#)

LOGIN TO MUNICIPAL CONNECT™

Log in using the credentials supplied to you by MPAC.

USER ID [Forgot User ID](#)

PASSWORD [Forgot Password](#)

[Login](#)

LATEST NEWS

Preliminary Municipal Change Profiles (PDF and Data Base Files) are now available in the Reports section of Connect 2.0

[February 16, 2016](#)

[Memo - Important Changes for the 2016 Assessment Update](#)



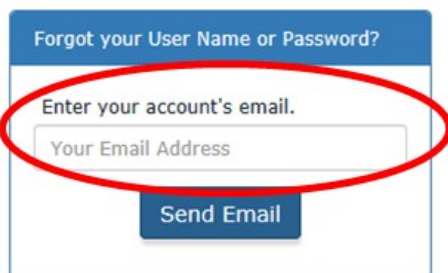
Reset Password

To reset your password at any time, choose the “Forgot Password” link on the login page.



The screenshot shows a login form with two main sections. The top section is labeled 'USER ID' and contains a text input field with the email 'Jane.Doe@municipality.ca' and a blue link 'Forgot User ID'. The bottom section is labeled 'PASSWORD' and contains an empty text input field. A red circle highlights the blue link 'Forgot Password' located to the right of the password input field.

Upon selecting the Forgot Password, you will be presented with a screen into which you must enter your email address upon which the system will send instructions for resetting your password.

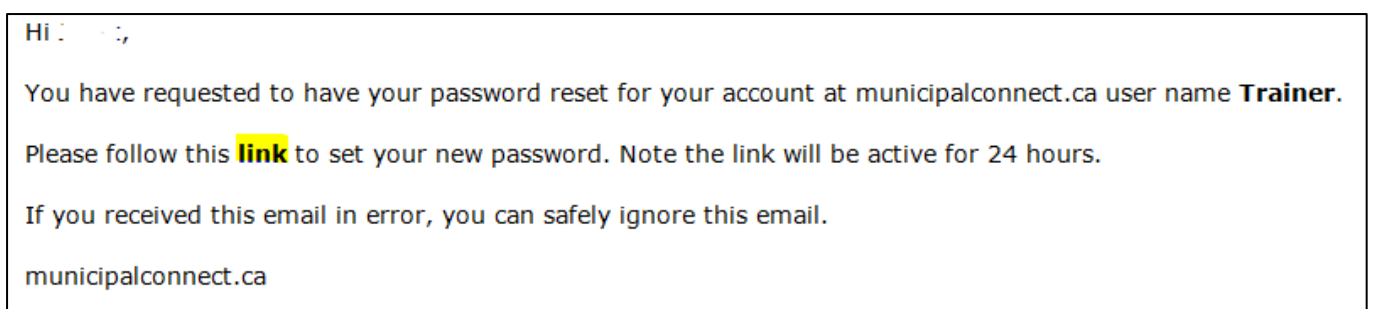


The screenshot shows a screen titled 'Forgot your User Name or Password?'. It features a blue header bar with the title. Below the header, there is a text prompt 'Enter your account's email.' followed by a text input field containing the placeholder text 'Your Email Address'. A blue button labeled 'Send Email' is positioned below the input field. A red circle highlights the entire input area, including the prompt and the input field.

The system will notify you that you have entered a valid email address and that a password reset has been sent.

You will receive an email from noreply@municipalconnect.ca (see below).

IMPORTANT: The link within this email stays active for only 24 hours. The user can simply repeat the Forgot Password process if they let the link expire.



The screenshot shows an email notification with the following text: 'Hi [Name], You have requested to have your password reset for your account at municipalconnect.ca user name **Trainer**. Please follow this **link** to set your new password. Note the link will be active for 24 hours. If you received this email in error, you can safely ignore this email. municipalconnect.ca'.

IMPORTANT: *if you don't get an email from noreply@municipalconnect.ca in your inbox right away, please check both your Clutter and your Junkmail.*

Complete the process by following the validation rules for each field.

Upon successfully changing your password you will be directed back to the login screen.