



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Sightline Frequently Asked Questions September 2017

Contents


- Accessing Sightline 2
 - How do I access Sightline? 2
 - How many passwords do I need? 2
 - How can I retrieve these passwords? 2
 - How many failed login attempts are allowed before a lockout? 2
 - Why can't I see all MPAC's-products? 2
 - Why can't I open the .zip file? 2
 - Will the portal log me out due to inactivity? 3
 - Are there any security procedures I should follow if I am using the portal on a shared computer? 3
- Functionality 3
 - What is Sightline and what are the benefits of using it? 3
 - What products and services are available through Sightline? 3
 - How can I search for products? 4
 - How can I reset my product search criteria? 4
 - Where can I download products? 5
- Users 6
 - Who is eligible to use Sightline? 6
- Assistance 6
 - Who do I contact if I need help using the portal? 6
 - How can I submit feedback on Sightline? 6



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Accessing Sightline

How do I access Sightline?

Sightline can be accessed through Connect 2.0 by selecting  from the main menu.

How many passwords do I need?

There are two passwords required:


- a) Login password: same password used to access Connect 2.0.
- b) Product password: allows user to download compressed product files. There is one password per municipality per year.

How can I retrieve these passwords?

Login password

Go to the Connect 2.0 login page and click the 'Forgot Password' link. At the prompt, enter the email address used for registration and hit 'Send Email.' Click the 'Reset Password' link in the email. Follow the instructions presented in the reset password window (a password should be eight characters long, one uppercase letter, one lowercase letter and one number). Confirm the new password and click the 'Change Password' button.

Product Password

To obtain the product password, click on the  - Get Zip File Password icon from the Sightline menu. Click on the arrow for the drop-down menu and select the year. Click 'Submit.' An email containing the requested password will be sent to your registered email address. Either copy and paste or type the code in the password window box to open the file.


How many failed login attempts are allowed before a lockout?

A lockout will not be triggered due to failed login attempts.

Why can't I see all MPAC's-products?

Access to MPAC's products is based on a user's credentials and role within his/her organization. Not all users have access to all products.

Why can't I open the .zip file?

Files are password-protected. To obtain the product password, navigate to the 'Get Zip File Password'  icon.



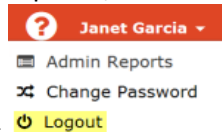
MUNICIPAL PROPERTY ASSESSMENT CORPORATION


Will the portal log me out due to inactivity?

Yes, after 20 minutes of inactivity, a user will be logged out. To continue using the portal, the user will be required to log in again.

Are there any security procedures I should follow if I am using the portal on a shared computer?

Yes. After using the portal, make sure to exit by selecting the drop-down arrow beside your name and



select the log out  icon. Then, close the browser to prevent unauthorized access.

Functionality

What is Sightline and what are the benefits of using it?

Sightline is a self-serve gateway where internal and external clients can view and obtain in-year and year-end products in a secure environment. The tools within this portal will help reduce the dependence on paper-based products, improve efficiencies and give users direct access to the information they need.

What products and services are available through Sightline?

These products will be made available through Sightline in September:

- Advisory Notice of Adjustment (ANA)
- Electronic Assessment Information (EAI)
- Electronic Assessment Information Roll (EAIROL)
- History of Deleted Primaries (HDP)
- Municipal Sales Listing (MSL)
- Property Assessment Change Notice (PACN)
- Post Roll Assessment Notice (PRAN)
- Special Amended Notice (SAN)
- Tax Incentive Approval Letter (TIA)
- Tax Incentive Report (TIR)
- ANA Schedule
- PRAN Schedule
- SAN-Schedule
- PACN Schedule
- TIA Schedule



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Additional products, including year-end products, will be offered in future releases.

How can I search for products?

Navigate to the Product [🔗](#) page and select the tax year (i.e. 2017) from the drop-down list. Under the Product Name, use the drop-down menu to select the product required (i.e. PACN – Property Assessment Change Notice). Click ‘Search’.

On the Product page, products are sorted alphabetically for easy reference.

The bottom portion of the page also indicates the number of pages containing the list of products. If there is more than one page, the ‘Next’ button is also active. Click the ‘Next’ button to see other products on the list.

How can I reset my product search criteria?

There are two ways to reset the product search criteria:

The first option is by clicking the ‘Reset’ button.

The screenshot shows the top navigation bar with the 'MUNICIPAL CONNECT' logo and a dropdown menu set to 'Timmins'. Below the navigation bar is a search form with two dropdown menus: 'Tax Year' (set to 2017) and 'Product Name' (set to ANA - ADVISORY NOTICE OF ADJUSTM...). To the right of these dropdowns are two buttons: 'SEARCH' and 'RESET'. The 'RESET' button is highlighted in yellow.

The second option is by unchecking the selected product from the Product Name drop-down menu.

The screenshot shows the same search interface as above, but with the 'Product Name' dropdown menu open. The dropdown menu lists several product options: ANA - Advisory Notice of Adjustment (checked with a yellow checkmark), EAI - Electronic Assessment Information, EAIROL - Electronic Assessment Information - Roll, HDP - History of Deleted Primaries, MSL - Municipal Sales Listing, and PACN - Property Assessment Change Notice. The 'SEARCH' and 'RESET' buttons are still visible to the right of the dropdown menu.



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Where can I download products?

Navigate to the Product [🔗](#) page. Click anywhere on the line where the required product is displayed to activate the 'Download File' button. Click on the 'Download File' [DOWNLOAD FILE](#) button.

How do I save files to my computer?

After clicking the 'Download File' [DOWNLOAD FILE](#) button, select 'Save As' from the prompt. In the 'Save As' window, choose the path and folder where the file will be saved. The 'File Name' and 'Save as type' fields are automatically populated. Click 'Save.' When the download is complete, a message displays at the bottom of the screen. Options to open the file, folder and view downloads are presented.

What is the format of downloadable files?

Downloadable files are in .zip format. Compressed files contain file/s in various formats, depending on the product, such as .pdf, .xlsx, and .txt.

Will I be able to manipulate data?

Yes, after decrypting the file and saving it to your computer.

How long does it take to download files?

It depends on the file size. Big files such as EAls require more time to download.

Which browsers are supported by Sightline?

Most desktop, tablet and mobile phone web browsers are supported by Sightline.

Where can I see a schedule of extracts for the various products?

Navigate to the 'Schedule' [🔗](#) page. Click on In-Year or Year-End link and then, click the product name to view the schedule for that specific product. The product name will be displayed in blue, with details of extracts that have already occurred and entries with a gray background denote upcoming extracts.

How long are archival files kept in Sightline?

Data retention for different types of products varies:

- Advisory Notice of Adjustment (ANA) – current year plus two years prior
- Electronic Assessment Information (EAI) – last four months
- Electronic Assessment Information Roll (EAIROL) – current year



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

- History of Deleted Primaries (HDP) – current year
- Municipal Sales Listing (MSL) – recent extract plus 12 months prior
- Property Assessment Change Notice (PACN) – current year plus two years prior
- Post Roll Assessment Notice (PRAN) – current year plus two years prior
- Special Amended Notices (SAN) – current year plus two years prior
- Tax Incentive Approval Letter (TIA) – current year plus two years prior
- Tax Incentive Report (TIR) – current year
- Year-End Products (YEP) – current year

Please note: These retention periods are valid as of May 2017. Historic files for previous years are available on DVDs provided by MPAC.

Users

Who is eligible to use Sightline?

Employees of municipalities, counties, provincial government and school boards are eligible to use Sightline. In the future, the portal will welcome other MPAC product consumers such as suppliers, tax service providers and vendors.

Assistance

Who do I contact if I need help using the portal?

Contact your Regional or Account Manager - <https://www.mpac.ca/Municipalities>

How can I submit feedback on Sightline?

Contact your Regional or Account Manager - <https://www.mpac.ca/Municipalities>