Frequently Asked Questions:
Municipal Enquiries in WorkSight

1. What is WorkSight?

A. Worksight provides a single-channel for submitting your enquiries and municipal tax applications to MPAC, as well as monitoring the progress of your requests. Any enquiries received from MPAC's municipal partners must be processed according to the Service Level Agreement.

2. How will I be able to view my municipal enquiries?

A**.** Your enquiries and all those entered from within your municipality will be available by using the search tool within WorkSight. You can search by the Roll Number. Once located, the status will be displayed which will indicate the current stage of your enquiry.

3. What is the purpose of tracking municipal enquiries?

A. Municipal enquiries is a deliverable under the Service Level Agreement (SLA) and ensures that MPAC is responding to municipal enquiries within the SLA deadlines.

4. Can we still send enquiries/tax applications to the MRXX@mpac.ca mailbox?

A. Once you receive training, all municipal enquiries and tax applications should be entered in WorkSight so they are tracked and responses are measured to meet the SLA. The MRXX@mpac.ca e-mail boxes will be decommissioned once the full transition to WorkSight is completed.

5. Can I still pick up the phone to call or email my Account Support Coordinator or Account Manager directly?

A. Yes, however if your discussion includes an enquiry, M&SR or MPAC staff will help you log these enquiries into WorkSight over the phone/email as they need to be logged and tracked.

6. How do I know the difference between a municipal enquiry and a tax application?

A. The ID of the entry shown in the ID column in the Work Object area of WorkSight will display as either ENQ or TAX.

7. What kind of documents can be attached to the enquiry?

A. PDFs, emails, Word Documents, Excel spreadsheets, pictures are all accepted. Files created using older versions of Excel or Word will have to be resaved using the newer versions of these programs.

8. Why has my attachment been rejected?

A. It could be your file size or your file name which cannot include any special characters such as commas, apostrophes and brackets etc.

9. Is there a file size limit to documents that are uploaded in WorkSight?

Yes. The limit is 50MB for all attachments.

10. Can I submit an enquiry or tax application regarding multiple roll numbers in one enquiry?

A. No, as these are property specific enquiries, each roll number must be logged individually to ensure that they are tracked, assigned and monitored appropriately according to the Service Level Agreement (SLA).

11. Can I include more than one municipal representative email address or copy other municipal representatives when logging an enquiry?

A. Yes, you can add one additional email address in the create screen.

12. What is considered an urgent enquiry?

A. An urgent enquiry is reasonably viewed by the municipality and MPAC as having a material impact on the Municipality's ability to properly bill and collect taxes or answering a question of material importance at a Council Meeting. A phone call or e-mail must be made to the Regional Manager or Account Manager to discuss the issue and urgency.

13. If my enquiry is not considered urgent, how do I expedite my enquiry through WorkSight?

A. If your enquiry is time sensitive but not urgent you can make that clear in your email. Under the Service Level Agreement (SLA), all enquiries must be responded to and resolved within 30 days.

14. What if I have a follow up or additional question after receiving a response to an enquiry or a completed tax application?

A. If you have additional or follow up questions about a previously submitted enquiry or tax application, a new enquiry must be logged and submitted in WorkSight.

15. Can I respond directly to the email sent from WorkSight if I have a follow up question?

A. No, WorkSight responses are sent from a no-reply mailbox and therefore you cannot respond to emails generated from WorkSight. You must submit a new enquiry for any further questions.

16. How do I submit documents and information related to Lands in Transition?

A. Please continue to send these documents to your local MRXX@mpac.ca enquiry mailbox.

17. Can I assign an enquiry to a specific department or employee at MPAC?

A. No, enquiries will automatically be routed to specific departments depending on the categories/topics selected by the municipalities. You no longer have to guess where to send an enquiry.

18. Can we send suggestions for categories?

A. Yes, please send any category suggestions to your M&SR team who will forward your suggestions to the WorkSight team for consideration.

19. Will I receive an auto-reply to let me know that MPAC has received my enquiry/tax application?

A. No, because once you log an enquiry in WorkSight, you will be able to see your enquiry/tax application status in the queue. You will also be able to see MPAC's response for future reference once it has been sent to you.

20. As an upper tier municipality will I be able to see all of my enquiries for upper and lower tier municipalities?

A. As an upper tier you will have access to all enquiries submitted by users within the upper tier however, if the enquiry is property specific and pertains to a lower tier, those enquiries are available only under the lower tier lens. The user will have to select the lower tier municipality first to create, view and search the work objects submitted.

21. Can I submit tax applications for multiple years or do I need to submit one tax application per year?

A. Yes, municipalities will be able to provide tax applications for multiple years for the same property. You simply select the effective date range for the tax application(s) within the submission.

22. A rejected folder is displayed for one of my enquiries, what does this mean?

A. Work objects that are rejected by MPAC are identified in the work objects section and an orange folder is displayed to the right of the roll number  . It may have been a duplicate or an incorrect roll number. You will see when the enquiry or tax application was rejected. Please reach out to your Account Manager or Account Support Coordinator to discuss the specific reason.

23. How do I resubmit a tax application for recalculation?

A. If you are submitting due to recalculation you would be required to submit a new tax application.

24. How do I resubmit a tax application due to MPAC's error?

A. If you have received a response that is incorrect due to MPAC's error you would create an enquiry to advise MPAC of this error. Once received, MPAC will then re-open the original tax application and make any necessary corrections and provide a new response.

25. I have an enquiry that relates to two tax years but the 'year' field only allows for me to select one year. Do I need to create a separate entry for each year when only one response is required?

A. No, simply log one enquiry and reference all tax years in your enquiry question or within your attachment (if applicable).

26. I have been asked to fill out the owner name on my enquiry. Who is this referring to for property specific enquiries?

A. This refers to the current property owner's name.

27. When I have multiple enquiries for the same Roll Number at what point will I be notified?

A. When entering multiple enquiries for the same Roll Number, these will be logged as one enquiry with one enquiry ID number. You will not receive your response until all enquires for this entry have been completed.

28. How does the additional recipient receive confirmation that the original enquiry was created? If there's an additional recipient, when will they be notified?

A. Additional recipients will not receive confirmation that the original enquiry was submitted. However, the additional recipient will be notified once the response is finalized as it will be sent to both parties.

29. Sometimes there is more than one Roll Number that pertains to an enquiry. Are you able to indicate multiple roll numbers?

A. You only have the ability to key in one Roll Number on a property specific enquiry. If your enquiry references multiple Roll Numbers, you can reference these within your enquiry question or attachment.

30. Can I cancel/delete an enquiry and then resubmit with an updated or corrected info?
A. Yes you have the ability to reject an enquiry as long as the enquiry is in the Received Status. You may submit a new enquiry with the correct details.

31. I currently send multiple mailing address and civic address updates monthly to MPAC, do I now need to enter them individually in the WorkSight Portal?

A. No, please continue to send MPAC your municipal & mailing address updates to cpf@mpac.ca However, you do have the ability to submit a Municipal or Mailing Address Correction, via the WorkSight Portal for an individual property.

32. I have made a request for an update to mapping. I noticed that my enquiry status has been marked complete in WorkSight however when I checked to see if my request was implemented, the source has not yet been updated.

A. MPAC has an agreement with Teranet for all mapping updates which exceeds 30 days. These enquiries will be marked as complete once MPAC has sent off a request for a mapping update to Teranet and our database with the changes.

33. I am unable to open the attachments that I added to my enquiry.

A. If you cannot open your attachment(s) please make sure you have turned off the pop-up blocker.

34. We have a 3rd party user with access to Municipal Connect who is hired on behalf of the municipality (MTE, MTAG, CGIS). Will they have to enter enquiries for each Roll Number if they have concerns?

A. Yes, if the enquiry is on behalf of the municipality, all property specific enquiries must be entered individually in order to support the Service Level Agreement.