Yukon Land Titles Registry (YLTR) User Account Administration

Department of Justice –Land Titles Office

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Purpose of document

This manual is intended for the beta launch of the Yukon Land Titles Registry search portal. This document is a living document and will be updated throughout the testing process, as warranted.

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Revision log

Revision #	Revised by	Date	Issue / Revision description
1.0	Kim Hobus	2021/03/15	Created original version
1.0.1	Kazim Qadir	2021/08/18	Modified/revised original version
1.0.2	Kazim Qadir/Adam MacCannell	2021/10/07	Revised section 4.2. Added section 5.4
1.0.3	Kazim Qadir/Adam MacCannell/Kim Hobus	2022/02/02	Added section 7.
1.0.4	Kazim Qadir	2022/10/26	Added section 8 & 9.

1 Intro

The Yukon Land Titles Registry (YLTR) is a platform to receive, process, search and manage applications to Land Titles. This includes conversion of data from Land Information Management System (LIMS) to YLTR, financial transactions, image management, client management, plan and parcel management, and communications.

This document provides information about user account administration in YLTR portal, including

- Account balance
- Payments
- Change of email address
- Change your password
- Language preference

2 Log-in Portal Address

To log in to the portal, use the following web address:

https://landtitles.service.yukon.ca

3 Client Number vs Account Number

Client Number – Client numbers are unique 9-digit numbers that identify individuals and corporate entities in YLTR. Name and address information is associated with client numbers. It is auto-generated when a client registers on the portal for the first time. Everyone requires a client number to log into the portal.

Account Number - Account numbers are unique 9-digit numbers that identify billing accounts for any business conducted with YLTR through the portal, such as searches, registration work submitted, or output requests etc.

4 Account Types

There are 2 types of accounts.

Temporary Account – for general public (most people will need this type)

Permanent Account – for surveyors, banks, law firms, government, etc.

4.1 Temporary Account

The temporary account is a quick and convenient way to access most of our products and services. If you are a first-time user or do not access the site very often, this

account is right for you.

You are only required to fill in the fields with * when logging into the site. These fields are mandatory.

Anyone can create a temporary account in the portal. All you need is an email address and some basic personal information. You can choose your own username and password.

With this account type you can

- Search the Register of Titles, the General Register, Plans and the Condominium Index.
- Add money to your account using a secure online system allowing you to 'pay as you go' for products and services.

4.2 Permanent Account

Permanent accounts are suited to high volume users of the site. To request this type of Account, you must contact Yukon Land Titles Office.

With a permanent account clients can

- Have credit on account
- Can have multiple users charge to the same account
- Add money to your account using our secure online system
- Receive a monthly Statement of Account

Note:

- Users will always first need to register/create a temporary account using the portal. Follow the section below "Register a new user" to create an account. Users will then have to contact Land Titles Office to request a permanent account, if they think they need it.
- Users who have applied for and received a permanent account will be provided with an account number and account password to use the permanent account.

- If you have more than one account, or wish to charge your transactions to your firm's Permanent Account, then provide an Account Number and Account Password. Use the Account Number and Password that you want your transactions charged to.
- The password that is associated with permanent account is not changeable through the portal. Clients will need to contact Land Titles Office to request a password change.
- Only the permanent account owner with the linked client number can add money to the account.
- If you have put money on the wrong account and would like this money transferred to your permanent account you will need to contact Land Titles Office.

5 Account access

5.1 Register a new user.

1. Navigate in your browser to https://landtitles.service.yukon.ca

2. This should open the Yukon Land Titles application Login page. Click **Login.**

The following screen appears.

Yukon SECURITY LOGIN
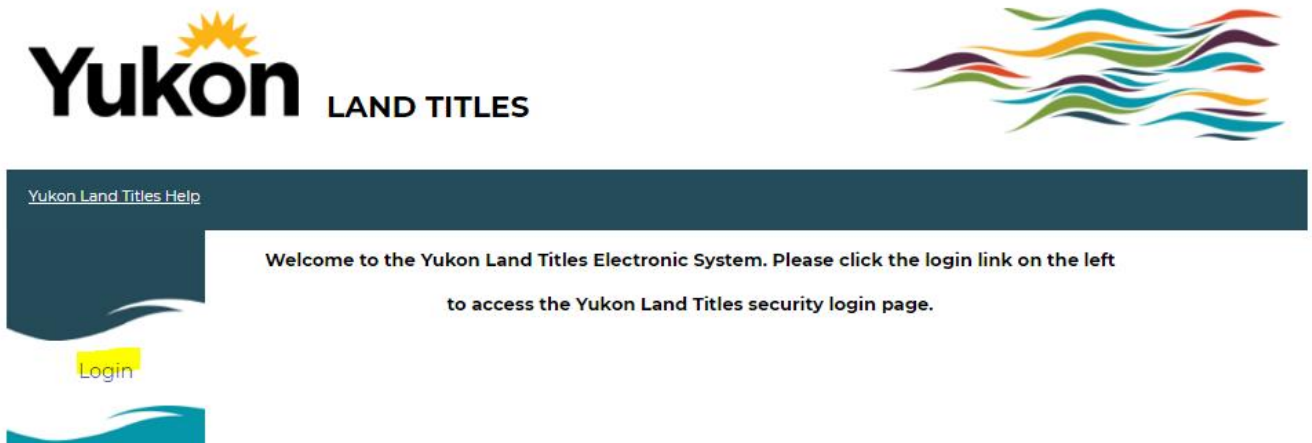
Sign-In

User Name:	* Required
Password:	* Required
Client Number:	* Required
Account Number:	
Account Password:	
Client Reference:	

☑ Remember User Name, Client Number And Account Number.

NOTE: User names and Passwords may not include spaces.

Sign-In	I agree to the Terms and Conditions

Forgot Password

Click **here** if you forgot your Password

New User, Please Register

To access YLTR Online Services you will need a User Name and Password. Please click the Register button to continue.
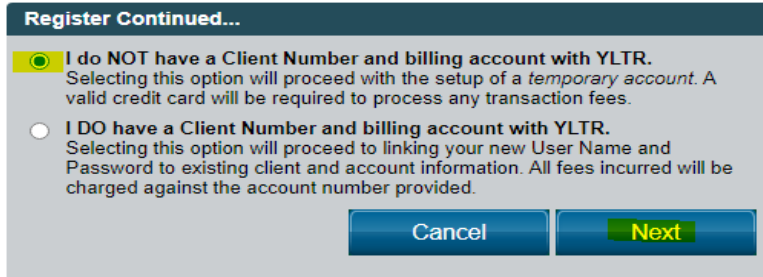
Register

3. Click **Register**.

New User, Please Register

To access YLTR Online Services you will need a User Name and Password. Please click the Register button to continue.

Register

4. The **Register Continued** window displays. Select **I do NOT have a Client Number and Billing Account with YLTR** and then click **Next.**

The following screen appears.

5. Complete the **New User Information** window below. Fields marked ***Required** are mandatory fields.

New User Information

Phone Number: ( ) -
Fax Number: ( ) -
Generation:
Family Name: *Required
Given Name1:
Given Name2:
Given Name3:
Attention Name:
Mailing Address: *Required

City: *Required
Province/State: Yukon *Required
Postal/Zip Code: *Required
Country: Canada

6. Complete all fields in the **Sign-In Information** window including the **Image code**. Select the **I Accept The Above Terms & Conditions** checkbox.

7. Click **Register**. The **Register Confirmation** window displays, containing all required sign-in information, including the user password you created.

Note: It is strongly recommended that you print this screen and keep it in a safe place for future reference. This information is also emailed to the email address provided in the above steps. The password is NOT mentioned in the email for security reasons.

5.2 Register an existing client and account number.

1. Click **Register.**

2. The **Register Continued** window displays. Select **I DO have a Client Number and Billing Account with YKN** and then click **Next.**

The following screen displays.

3. Enter the existing **Client Number, Account Number** and **Account Password.**

4. Complete all fields in the **Sign-In Information** window including the **Image code**.
    Select the **I Accept The Above Terms & Conditions** checkbox.

5. Click **Register**. The **Register Confirmation** window displays, containing all required sign-in information, including the user password you created.

    Note: <u>It is strongly recommended </u>that you print this screen and keep it in a safe place, for future reference.

5.3   Forgot password.

1. On the sign-in page click **here** under **Forgot Password.**

2. Enter in the **User Name, Client Number** and image code. Then click **Next.**

Forgot Password?

Please enter your User Name and Client Number and the Image Code below. Then click **Next.** Your Password will be **reset** and e-mailed to the e-mail address you registered with.

User Name: [   ] *Required

Client Number: [   ] *Required
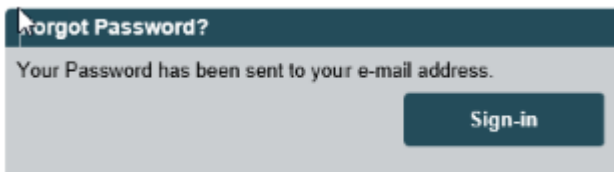
To ensure the security of our system, we ask that you type your code (displayed below) in the text box. This code is an image that cannot be read by a machine. It prevents automated programs from requesting access to our system.

A5 A2 [   ] *Required

New Image

Next

3. A window displays advising that your password has been sent to your email address.

Forgot Password?

Your Password has been sent to your e-mail address.

Sign-in

4. Open the email and copy the new password that has been assigned to you. Click **Sign-in** in the above message and log in to the website. It is recommended that you change your password to something other than the system-generated password provided.

5.4 Locked-out after 3 unsuccessful attempts.

The system will lock you out after 3 unsuccessful attempts. To unlock your account:

1. Provide the information in the fields marked *Required and then click Next.

The new password will be sent to the email address you registered with.

5.5 Changing password

1. Click on your name in the right-hand upper corner.

2. Select **Change Password** from the side menu.

3. Enter **Old Password**. Then enter **New Password** & **Confirm New Password.** Click **Next.**

4. Confirmation will appear.

5.6   Changing email address

1.   Click on **Change Email Address**. Enter New e-mail address and confirm email address. Click **Change**.

5.7 Language Preference

To change language, click on **Language Preference**, and select the language of your choice. You will need to refresh the LAND website for the change to take effect.

6 Financial interactions

Log in to the portal using your login information.

6.1 To put money on your account

1. In the header click on **Welcome [Your Name]** in the top right corner**.**
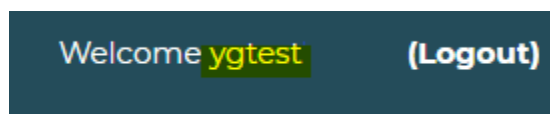
2. You will see the following menu on the left. Click on **Account Payment.**
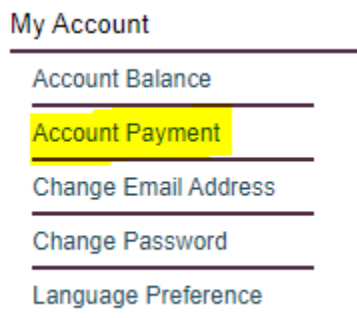
3. Fill in **Please Enter Credit Card Information** section and enter an amount in the **Payment Amount** in the table above. Click on **Submit**

To view:

- A title, the fee is $3.00.
- An instrument/interest, the fee is $2.00.
- A plan, the fee is $0.00.
- A General Register name search, the fee is $1.50 / name.
- Viewing a Condominium Corporate Records Folder document, the fee is $2.00.

If you require a record of this transaction, please print this page. Otherwise, you will not receive a receipt.

Note: You can also check your balance on this screen under **Balance.**

6.2 Searching when there are insufficient funds.

When a search is performed and there are insufficient funds on the account, the system redirects to the credit card payment screen.

Note: Once you have added money to your account, you have to close the payment window, go back to the search window to continue searching/printing etc.

6.3 See financial transaction.

1. In the header click on **Welcome [Your Name]** in the top right corner.
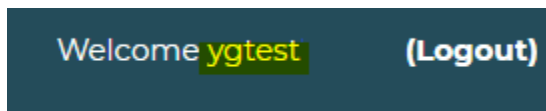
2. In the left-hand menu, click on **Account Balance** and then **Financial Transactions.**

3. A list of all transactions are listed in order of newest to oldest. Click **Previous** at the bottom of the list to scroll through the pages.

Description: Shows the invoice # which could be a packet number, the title # or the client reference #.

Number: Is the transaction number

Fee Description: Brief description of the activity/transaction being charged.

Regd. Date: The date & time a document was registered in Yukon Land Titles Office

Area: Where the transaction was charged.

Financial Transactions

Account Information from 01-Aug-2021 to Current

Number	Regd Date	Cmpl Date	Description	Type	Fee Description	Area	Amount
100100000		18 Aug 2021 08:51:53	Cash Payment	Summary		Clnt Acct Mgmt Sys	$0.00 CAD
100100028		18 Aug 2021 09:33:59	Batch no. 100000241 (Parent tx. 100100000) (SHOULD BE IN TEST)	Cash Payment Removal		Clnt Acct Mgmt Sys	($100.00) CAD
100100027		18 Aug 2021 09:33:08	Invoice #100009201 , Item Title #100099447 (Parent tx. 100100005) (Client ref. no.) (SHOULD BE IN TEST)	Service Fee Removal	Title Detail	Title Processing	$3.00 CAD
100100005		18 Aug 2021 08:58:31	Invoice #100009201	Summary		Title Processing	$0.00 CAD
100100026		18 Aug 2021 09:32:23	Invoice #100009201 , Item Title #100024085 (Parent tx. 100100007) (Client ref. no.) (SHOULD BE IN TEST)	Service Fee Removal	Title Detail	Title Processing	$3.00 CAD
100100021		18 Aug 2021 09:25:53	Invoice #100009201 , Item Title #100102521 (Parent tx. 100100013) (Client ref. no.) (SHOULD BE IN TEST)	Service Fee Removal	Title Detail	Title Processing	$3.00 CAD
100100013		18 Aug 2021 09:10:46	Invoice #100009201 , Item Title #100102521 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100100007		18 Aug 2021 08:58:57	Invoice #100009201 , Item Title #100024085 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100100005		18 Aug 2021 08:58:31	Invoice #100009201 , Item Title #100099447 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100100000		18 Aug 2021 08:51:53	Batch no. 100000241	Cash Payment		Clnt Acct Mgmt Sys	$100.00 CAD
100099519		13 Aug 2021 10:47:51	Invoice #100009159	Summary		Title Processing	($3.00) CAD
100099536		13 Aug 2021 11:44:30	Invoice #100009159 , Item Title #100015984 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100099535		13 Aug 2021 11:38:53	Invoice #100009159 , Item Title #100015984 (Parent tx. 100099519) (Client ref. no.) (TEST - ADAM)	Service Fee Removal	Title Detail	Title Processing	$3.00 CAD
100099518		13 Aug 2021 10:46:40	Visa Payment	Summary		Clnt Acct Mgmt Sys	$0.00 CAD
100099530		13 Aug 2021 11:12:38	(Parent tx. 100099518) (TEST TRANSACTION - ADAM)	Visa Payment Removal		Clnt Acct Mgmt Sys	($3.00) CAD
100099526		13 Aug 2021 10:56:43	(CAMS Web Payment - 100133110)	Visa Payment		Clnt Acct Mgmt Sys	$3.00 CAD
100099519		13 Aug 2021 10:47:51	Invoice #100009159 , Item Title #100015984 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100099518		13 Aug 2021 10:46:40	(CAMS Web Payment - 100133110)	Visa Payment		Clnt Acct Mgmt Sys	$3.00 CAD
100098043		05 Aug 2021 15:23:11	Invoice #100009021 , Item Title #100015984 (Client ref. no.)	Service Fee	Title Detail	Title Processing	($3.00) CAD
100098040		05 Aug 2021 15:19:34	(CAMS Web Payment - 100133110)	Visa Payment		Clnt Acct Mgmt Sys	$3.00 CAD

20 Records

Previous   Back to Account Balance

Cmpl Date: The date and time of transaction.
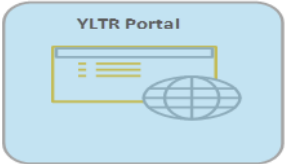
Type: Type of transaction
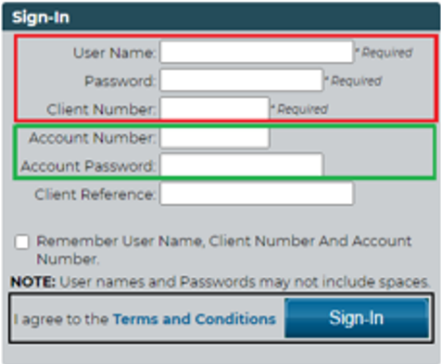
Amount: Red is the amount charged to the account. Blue is a payment or refund into the account.

7 Account Options

The following tables detail the different types of account options, their specified uses and what information is needed to log into these types of accounts.
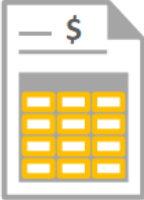
1. Occasional user who wants to search in the portal.

# of client(s):	Log in with:	Output:
One client	-One client account; required -Billing account; not required	-One monthly billing account statement -No notices received

Account creation	Client creates their account in the Search Portal.
Client account	Each client has a unique Client Name, Client Password and Client Number
Billing account	The billing account "owner" in this case is the same as the client. The billing account "owner" manages billing account login credentials and payments and receives the monthly billing account statement. Billing account credentials **are not** required for log in.
Notices	Client accounts used only for searching the Registry will not receive notices. The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered.

Billing account statement	Statement is sent to the email address specified by the client when the account is created in the search portal.
	A monthly statement is only sent if there is a balance or activity on the account for that month.
	Changes to the statement delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca

2. Single client account used for searching and submitting documents to the Land Titles Office.

# of client(s):	Log in with:	Output:
One client	-One client account; required - Billing account; not required 	-One monthly billing statement - Notices received

Account creation	Client creates their account in the Search Portal. Contact Land Titles Office by emailing ltosupport@yukon.ca to request a permanent billing account or to change delivery addresses.
Client account	Each client has a unique Client Name, Client Password and Client Number.
Billing account	The billing account "owner" in this case is the same as client. The billing account "owner" manages billing account login credentials and payments and receives the monthly billing account statement. Billing Account credentials **are not** required for log in.

Notices	A notice is sent to the email or mailing address associated with the document submitter's client account.
	The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered.
	Changes to the notice delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca
Billing account statement	Statement is sent to the email address specified by the client when the account is created in the search portal.
	A monthly statement is only sent if there is a balance or activity on the account for that month.
	Changes to the statement delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca

3. **Individual client accounts that search and submit registrations charged to one billing account.**

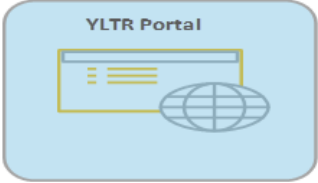| # of client(s):	Log in with:	Output:
Multiple, individual clients	-Individual client account; required **and** -One billing account; required	-One monthly billing statement -Individual notices
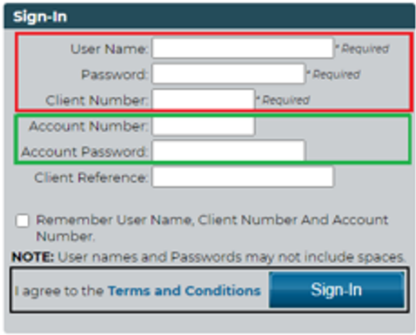
Account creation	Client creates their account in the Search Portal. Contact Land Titles Office by emailing ltosupport@yukon.ca to request a permanent billing account or to change delivery addresses.
Client account	Each client has a unique Client Name, Client Password and Client Number
Billing account	The billing account "owner" in this case is one of the clients. The billing account "owner" manages billing account log in credentials and payments and receives the monthly billing account statement. All individual clients can charge to the same billing account. Billing account credentials **are** required to log in.
Notices	A notice is sent to the email or mailing address associated with the document submitter's client account. The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered. Changes to the notice delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca
Billing account statement	Statement is sent to the email address specified by the client when the account is created in the search portal. A monthly statement is only sent if there is a balance or activity on the account for that month. Changes to the statement delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca

4. Individual client accounts that search and submit registrations to multiple billing accounts. For example, when using one billing account for searches and one for submitting registrations.

# of client(s):	Log in with:	Output:
Individual client(s)	-Individual client account; required - Desired billing account; required	-Separate billing account statements -Separate notices
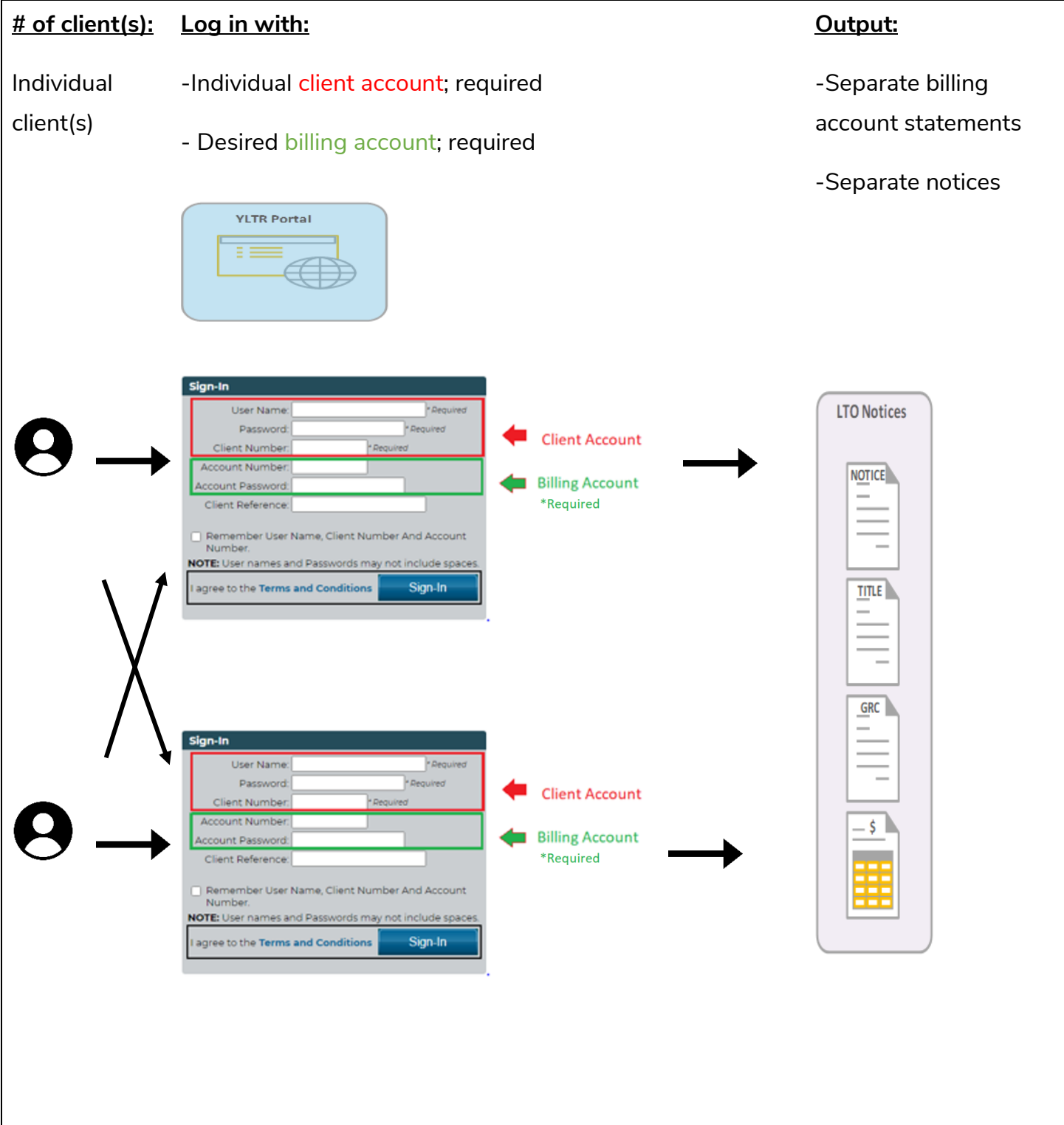
Account creation	Client creates their account in the Search Portal. There can be other possibilities in the above scenario based on the client's needs. Contact Land Titles Office by emailing ltosupport@yukon.ca to learn more.
Client account	Each client has a unique Client Name, Client Password and Client Number
Billing account	The billing account "owner" in this case may or may not be one of the clients. The billing account "owner" manages billing account log in credentials and payments and receives the monthly billing account statement.

	In this scenario, clients may choose multiple billing accounts based on their needs. Billing account credentials are required to log in.
Notices	A notice is sent to the email or mailing address associated with the document submitter's client account. The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered. Changes to the notice delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca
Billing Account Statement	Separate statements are sent to the email specified by the billing account owner(s) when the account is created. A monthly statement is only sent if there is a balance or activity on the account for that month. Changes to the statement delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca

8 Request to update Client Account

The "Request to Update Client Account" form is used to update:

- Change of address/method of delivery for Notices and/or Billing Account Statement
- Billing Account Password

This form is to be used if:

- Client calls/emails to request account update i.e. email/mailing address for billing statement/notices and/or billing account password.
- LTO will then send this form to the clients.

9 Support

For additional support, please email ltosupport@yukon.ca.