



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

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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:

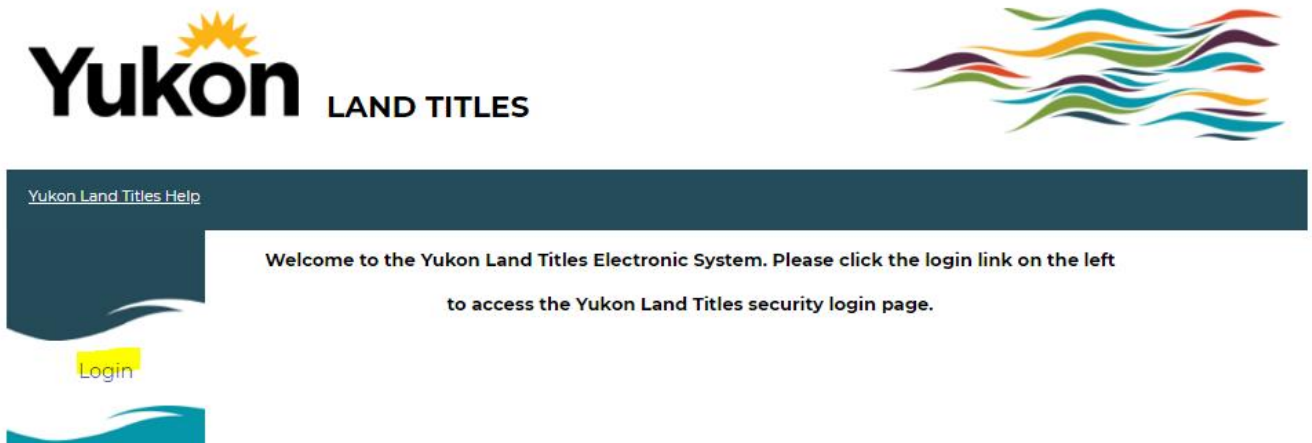
- Users will always first need to register/create a temporary account using the portal. Follow the section below "[Register a new user](#)" to create an account. Users will then have to contact Land Titles Office to request a permanent account, if they think they need it.
- Users who have applied for 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.



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

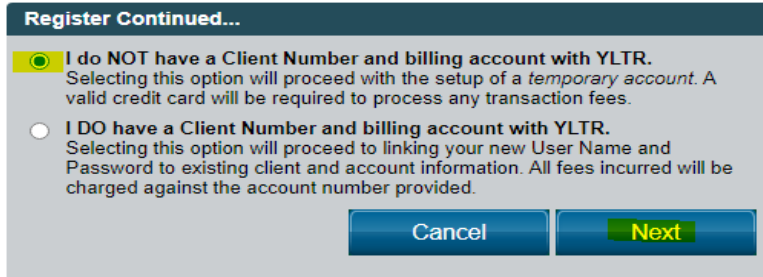
3. Click **Register**.

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**.



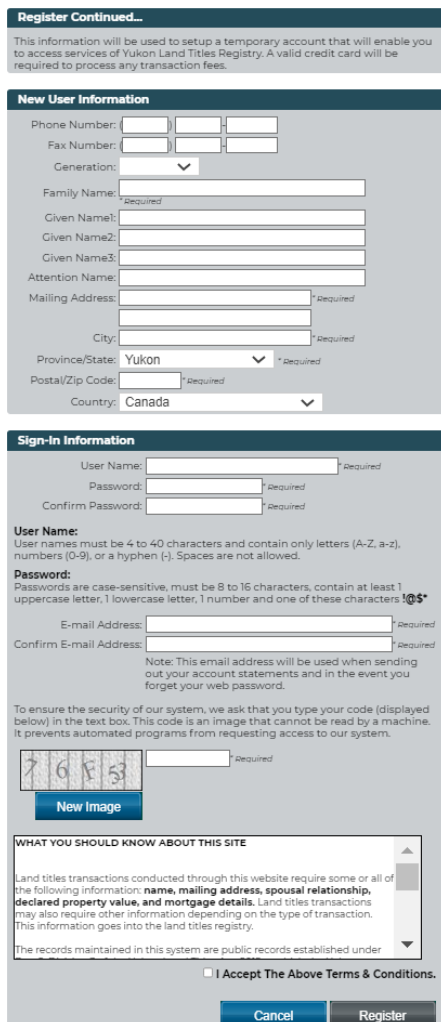
Register Continued...

☒ **I do NOT have a Client Number and billing account with YLTR.**
Selecting this option will proceed with the setup of a *temporary account*. A valid credit card will be required to process any transaction fees.

☐ **I DO have a Client Number and billing account with YLTR.**
Selecting this option will proceed to linking your new User Name and Password to existing client and account information. All fees incurred will be charged against the account number provided.

Cancel **Next**

The following screen appears.



Register Continued...

This information will be used to setup a temporary account that will enable you to access services of Yukon Land Titles Registry. A valid credit card will be required to process any transaction fees.

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: * Required

Postal/Zip Code: * Required

Country:

Sign-in Information

User Name: * Required

Password: * Required

Confirm Password: * Required

User Name:
User names must be 4 to 40 characters and contain only letters (A-Z, a-z), numbers (0-9), or a hyphen (-). Spaces are not allowed.

Password:
Passwords are case-sensitive, must be 8 to 16 characters, contain at least 1 uppercase letter, 1 lowercase letter, 1 number and one of these characters: !@#\$*

E-mail Address: * Required

Confirm E-mail Address: * Required

Note: This email address will be used when sending out your account statements and in the event you forget your web password.

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.

* Required

New Image

WHAT YOU SHOULD KNOW ABOUT THIS SITE

Land titles transactions conducted through this website require some or all of the following information: **name, mailing address, spousal relationship, declared property value, and mortgage details.** Land titles transactions may also require other information depending on the type of transaction. This information goes into the land titles registry.

The records maintained in this system are public records established under

☐ **I Accept The Above Terms & Conditions.**

Cancel **Register**

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.

The screenshot shows a web form titled "Sign-In Information". It contains several input fields, each with a yellow "Required" label to its right: "User Name:", "Password:", "Confirm Password:", "E-mail Address:", and "Confirm E-mail Address:". Below the password fields, there is explanatory text for "User Name:" and "Password:". Below the email fields, there is a note about the email address's use. Further down, there is a CAPTCHA section with an image of the code "7 6 F 53" and a text input field for the code, also marked "Required". A "New Image" button is located below the CAPTCHA. Below this is a scrollable box titled "WHAT YOU SHOULD KNOW ABOUT THIS SITE" containing text about land titles transactions. At the bottom, there is a checkbox labeled "I Accept The Above Terms & Conditions." and two buttons: "Cancel" and "Register".

Sign-In Information

User Name: * Required

Password: * Required

Confirm Password: * Required

User Name:
User names must be 4 to 40 characters and contain only letters (A-Z, a-z), numbers (0-9), or a hyphen (-). Spaces are not allowed.


Password:
Passwords are case-sensitive, must be 8 to 16 characters, contain at least 1 uppercase letter, 1 lowercase letter, 1 number and one of these characters !@\$*

E-mail Address: * Required

Confirm E-mail Address: * Required

Note: This email address will be used when sending out your account statements and in the event you forget your web password.

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.

 * Required

New Image

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The records maintained in this system are public records established under

☐ **I Accept The Above Terms & Conditions.**

Cancel **Register**

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.

Register Confirmation

You have successfully registered with Yukon Land Titles Registry.

IMPORTANT: The User Name, Password and Client Number provided below will be required to access YKN Online Services in the future. Please print out this page and store it in a secure location for future reference. You will also receive an confirmation email; however, for security reasons, YKN does not include password information within electronic communications. Therefore, please ensure you record the password provided below for future use.

User Name: **DoeJane123**
Password: **Password!!**
Client Number: **11111111**

Account Number: **11111111**
Account Password: **Password!!**

Phone Number:
Fax Number:
Generation:
Family Name: **Doe**
Given Name1: **Jane**
Given Name2:
Given Name3:
Attention:
Address: **Lewes**
City: **Whitehorse**
Prov/State: **Yukon**
Postal Code: **Y1A4S6**
Country: **Canada**

E-mail Address: **doejane@hotmail.com**

Sign-in

5.2 Register an existing client and account number.

1. 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

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

Register Continued...

☐

I do NOT have a Client Number and billing account with YLTR.

Selecting this option will proceed with the setup of a *temporary account*. A valid credit card will be required to process any transaction fees.

☒

I DO have a Client Number and billing account with YLTR.

Selecting this option will proceed to linking your new User Name and Password to existing client and account information. All fees incurred will be charged against the account number provided.

Cancel

Next

The following screen displays.

Register Continued...

Entering this information will enable you to access services of Yukon Land Titles Registry. Any transaction fees incurred through the use of this User Name and Password will be charged against the account number provided below.

Existing Client Information

Client Number: * Required

Account Number: * Required

Account Password: * Required

Sign-In Information

User Name: * Required

Password: * Required

Confirm Password: * Required

User Name:
User names must be 4 to 40 characters and contain only letters (A-Z, a-z), numbers (0-9), or a hyphen (-). Spaces are not allowed.


Password:
Passwords are case-sensitive, must be 8 to 16 characters, contain at least 1 uppercase letter, 1 lowercase letter, 1 number and one of these characters !@#\$

E-mail Address: * Required

Confirm E-mail Address: * Required

Note: This email address will be used when sending out your account statements and in the event you forget your web password.

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.


 * Required

New Image

WHAT YOU SHOULD KNOW ABOUT THIS SITE

Land titles transactions conducted through this website require some or all of the following information: **name, mailing address, spousal relationship, declared property value, and mortgage details**. Land titles transactions may also require other information depending on the type of transaction. This information goes into the land titles registry.

The records maintained in this system are public records established under

☐ I Accept The Above Terms & Conditions.

Cancel

Register

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



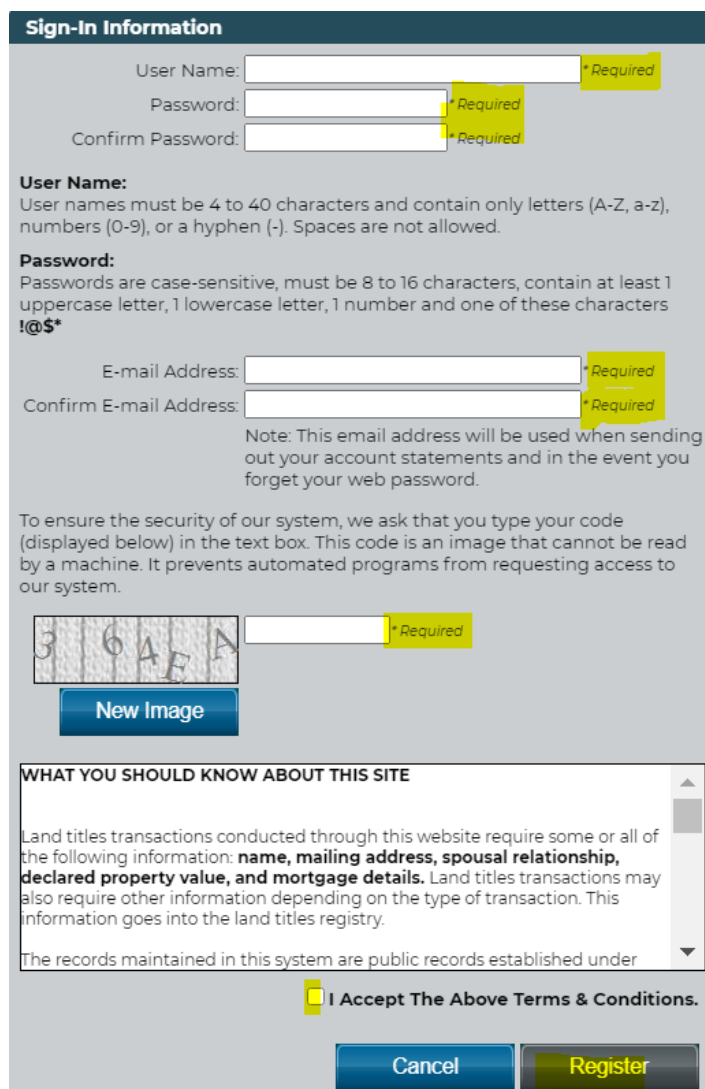
Existing Client Information

Client Number: * Required

Account Number: * Required

Account Password: * Required

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



Sign-In Information

User Name: * Required

Password: * Required

Confirm Password: * Required

User Name:
User names must be 4 to 40 characters and contain only letters (A-Z, a-z), numbers (0-9), or a hyphen (-). Spaces are not allowed.


Password:
Passwords are case-sensitive, must be 8 to 16 characters, contain at least 1 uppercase letter, 1 lowercase letter, 1 number and one of these characters !@*\$

E-mail Address: * Required

Confirm E-mail Address: * Required

Note: This email address will be used when sending out your account statements and in the event you forget your web password.

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.

 * Required

[New Image](#)

WHAT YOU SHOULD KNOW ABOUT THIS SITE

Land titles transactions conducted through this website require some or all of the following information: **name, mailing address, spousal relationship, declared property value, and mortgage details.** Land titles transactions may also require other information depending on the type of transaction. This information goes into the land titles registry.

The records maintained in this system are public records established under

☐ **I Accept The Above Terms & Conditions.**

[Cancel](#) [Register](#)

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

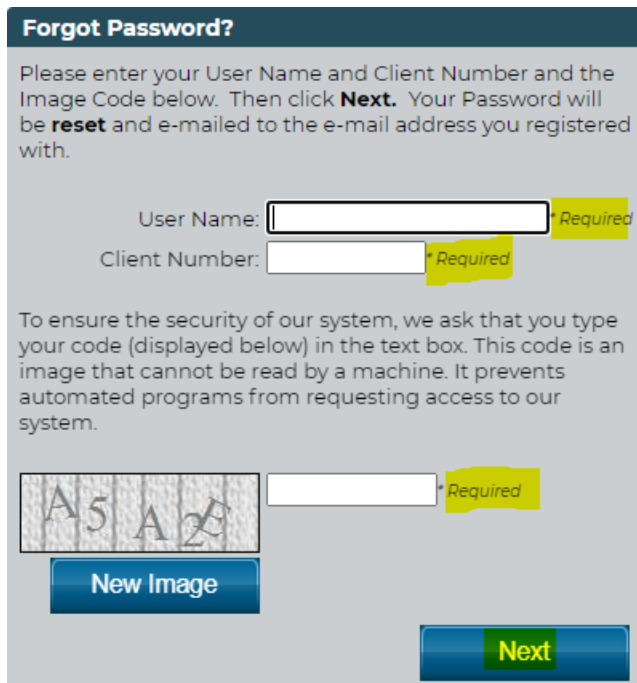
Note: It is strongly recommended that you print this screen and keep it in a safe place, for future reference.

5.3 Forgot password.

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

The screenshot shows a web interface with two main sections. The top section is titled "Sign-In" in a dark blue header. Below the header, there are five input fields: "User Name:" (with a "* Required" label), "Password:" (with a "* Required" label), "Client Number:" (with a "* Required" label), "Account Number:", and "Account Password:". Below these fields is a checkbox labeled "Remember User Name, Client Number And Account Number." which is checked. A note below the checkbox states: "NOTE: User names and Passwords may not include spaces." At the bottom of this section is a "Sign-In" button and a link that says "I agree to the Terms and Conditions". The bottom section is titled "Forgot Password" in a dark blue header. Below this header, there is a link that says "Click here if you forgot your 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

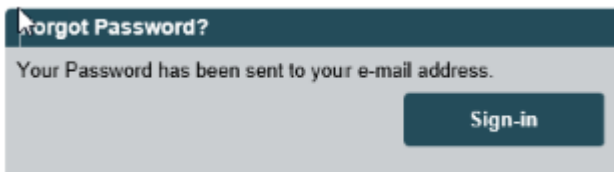
To ensure the security of our system, we ask that you type your code (displayed below) in the text box. This code is an image that cannot be read by a machine. It prevents automated programs from requesting access to our system.

 *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.


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.

 *Required*

[New Image](#)

[Next](#)

5.5 Changing password

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

[Yukon Land Titles Help](#) [Welcome ygtest](#) [\(Logout\)](#)

Welcome to the Yukon Land Titles Portal!

Land Titles Search

- [Quick Search](#)
- [Register of Titles](#)
- [General Register](#)
- [Daybook Inquiries](#)

Plans

- [Plan Search](#)
- [Support Documents](#)

2. Select **Change Password** from the side menu.
3. Enter **Old Password**. Then enter **New Password & Confirm New Password**. Click **Next**.

Change Password Information

Please complete the fields below to change your Password.

Password:
 Passwords are case-sensitive, must be 8 to 16 characters, contain at least 1 uppercase letter, 1 lowercase letter, 1 number and one of these characters !@\$.

Old Password: * Required

New Password: * Required

Confirm New Password: * Required

[Next](#)

4. Confirmation will appear.

Change Password Confirmation

Your Password has been changed.

5.6 Changing email address

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

Change E-mail Information

If you want to change your e-mail address, enter a new e-mail address and confirm e-mail address.

Current e-mail address: doejane@yukon.ca

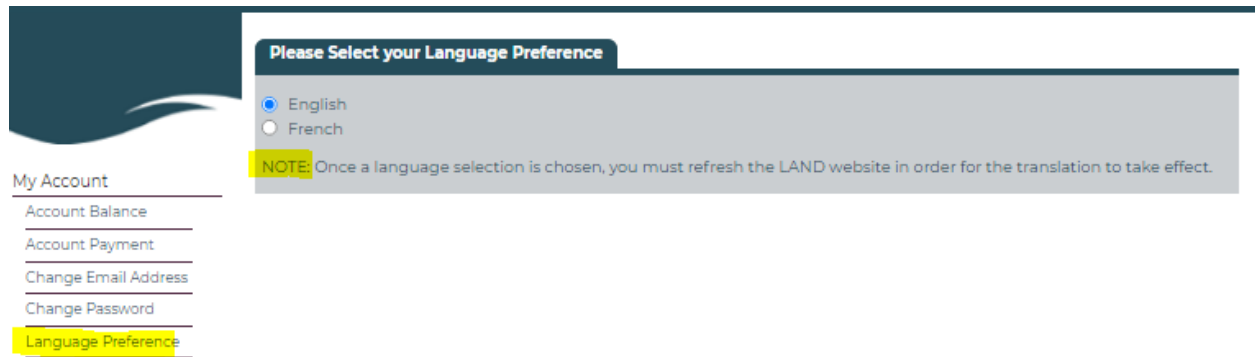
New e-mail address: * Required

Confirm e-mail address: * Required

[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.



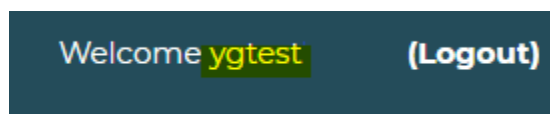
The screenshot shows a web interface with a dark blue header. On the left, a 'My Account' menu lists: Account Balance, Account Payment, Change Email Address, Change Password, and Language Preference (highlighted in yellow). On the right, a modal box titled 'Please Select your Language Preference' contains two radio buttons: 'English' (selected) and 'French'. Below the buttons, a yellow-highlighted note states: 'NOTE: Once a language selection is chosen, you must refresh the LAND website in order for the translation to take effect.'

6 Financial interactions

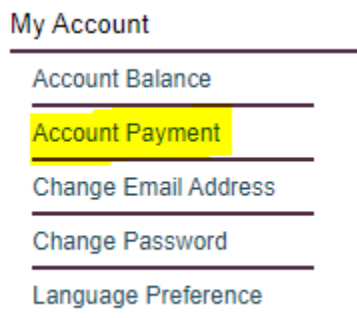
Log in to the portal using your login information.

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**



Payment Information						
Account #	Type	Status	Balance	Interest	Total	Payment Amount
100004162	Permanent - Accounts Receivable	Open	\$0.00 CAD	\$0.00 CAD	\$0.00 CAD	\$ 0.00

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.

Please Enter Credit Card Information

☐  ☐ 

Card Number:: Card Security Code:

Name on Card:

Expiry Date:



Submit

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.

Please Enter Credit Card Information

☐  ☐ 

Card Number: Card Security Code:

Name on Card:

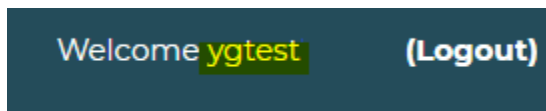
Expiry Date:

Submit

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**.

The screenshot shows a web interface for 'Account Balance'. On the left is a 'My Account' menu with 'Account Balance' highlighted in yellow. The main content area has a tab 'Account Balance' and displays account details for 'Doe, Jane' at '0000 New Test Street, New Test, Yukon Y1A0H0'. Below this is an 'Account Information' section with a table. The table has columns: Number, Type, Status, Balance, Interest, Total, and Other Information. It contains one record with the number 100001125, type 'Permanent - Accounts Receivable', status 'Open', and balances of \$1,208,279.00 CAD. The 'Other Information' column contains links for 'Last Account Statement' and 'Financial Transactions', with the latter highlighted in yellow. A '1 Record' indicator is at the bottom of the table.

Number	Type	Status	Balance	Interest	Total	Other Information
100001125	Permanent - Accounts Receivable	Open	\$1,208,279.00 CAD	\$0.00 CAD	\$1,208,279.00 CAD	Last Account Statement 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.

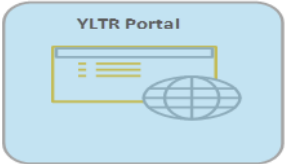
Type: Type of transaction

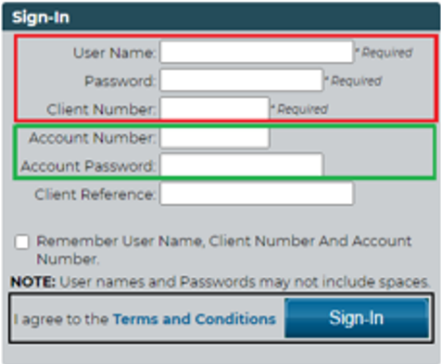


Amount: Red is the amount charged to the account. Blue is a payment or refund into the account.


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.

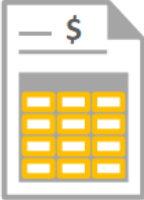

1. Occasional user who wants to search in the portal.

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



 **Client Account**

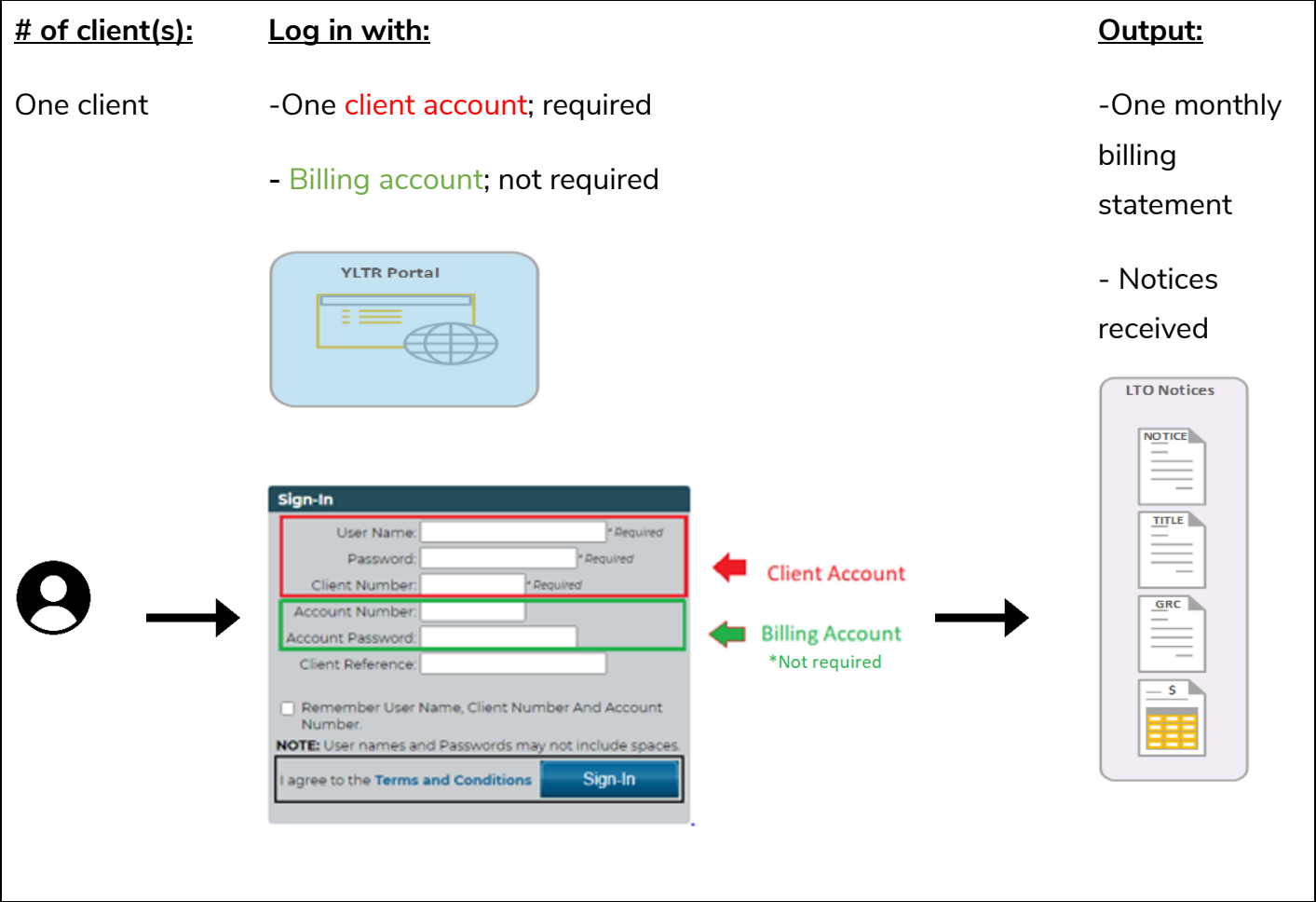
 **Billing Account**
*Not required



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	<div>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.</div> <div>Billing account credentials are not required for log in.</div>
Notices	<div>Client accounts used only for searching the Registry will not receive notices.</div> <div>The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered.</div>

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



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	<p>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.</p> <p>Billing Account credentials are not required for log in.</p>

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

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

of client(s):

Multiple,
individual
clients

Log in with:

-Individual **client account**; required


and

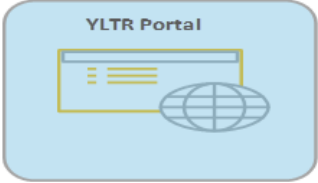
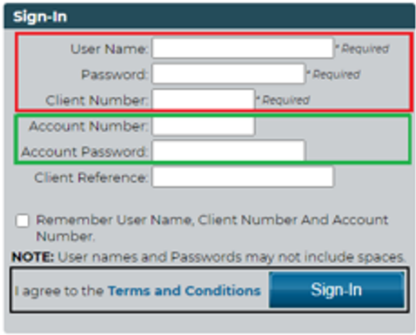
-One **billing account**; required

Output:

-One monthly
billing statement


-Individual notices



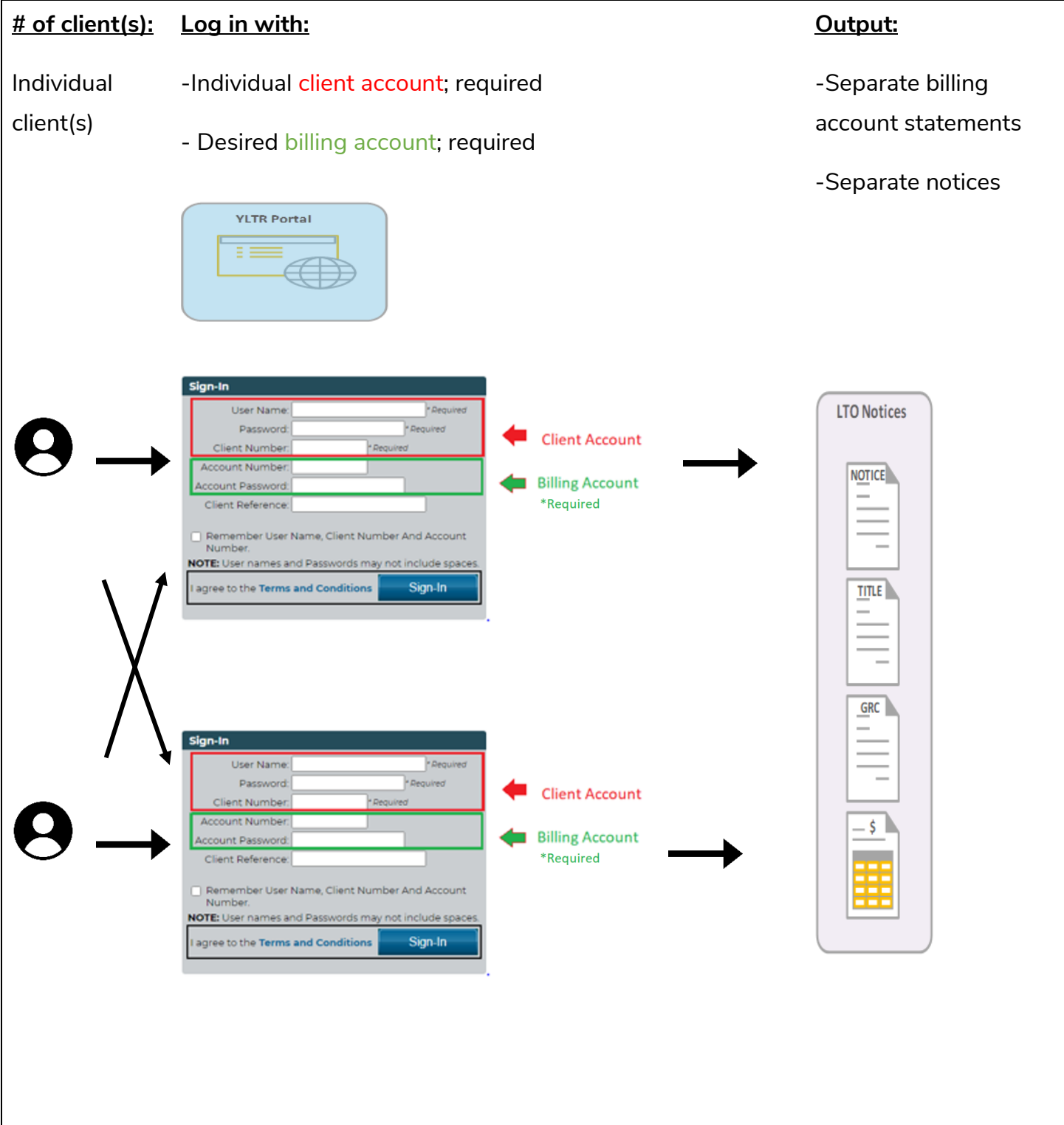
Client Account

Billing Account
*Required



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	<p>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.</p> <p>All individual clients can charge to the same billing account.</p> <p>Billing account credentials are required to log in.</p>
Notices	<p>A notice is sent to the email or mailing address associated with the document submitter’s client account.</p> <p>The Yukon Lands Titles Registry creates a notice when a document submitted to the Land Titles Office is registered.</p> <p>Changes to the notice delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca</p>
Billing account statement	<p>Statement is sent to the email address specified by the client when the account is created in the search portal.</p> <p>A monthly statement is only sent if there is a balance or activity on the account for that month.</p> <p>Changes to the statement delivery address are requested by emailing the Land Titles Office at ltosupport@yukon.ca</p>

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.



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.

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

8Request 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.

9Support

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