



## Guide: MPAC's Online Portal to Direct School Support

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As part of its modernization efforts to enhance operational efficiency, MPAC is improving the school support information collection process.

To support the information collection process, MPAC has launched an online portal to allow property owners or tenants registered with MPAC to designate their school support on the online portal.

Individuals can still change their school support via the traditional method of using the Application for Direction of School Support (ADSS) Forms.

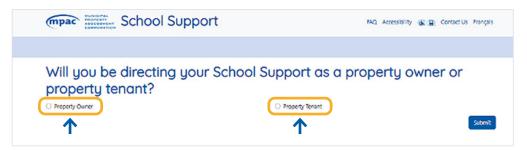
More information about changing school support can be found at this link: mpac.ca/en/MakingChangesUpdates/ChangingYourSchoolSupport

The following guide provides instructions that will lead you through the steps required to aid a property owner or tenant through the school support online portal.

#### Overview

A property owner or tenant registered with MPAC can update their school support designation online through **mpac.ca**. The online portal is a substitute for the Application to Direct School Support form that the school boards use during registration.

- **Step 1:** From the **mpac.ca** homepage, navigate to the **school support** page and click on the school support online portal.
- **Step 2:** From the online portal home page, select your status as either a **Property Owner** or **Property Tenant**.



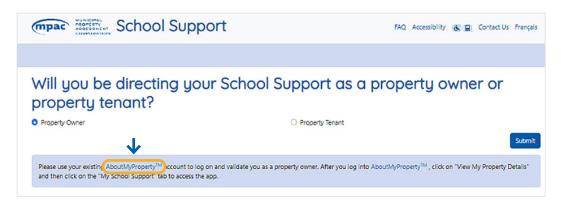


<u>Instructions for Property Owners</u> <u>Instructions for Tenants</u>

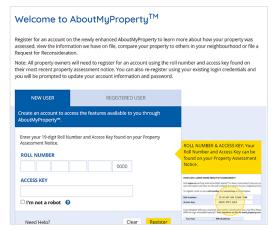


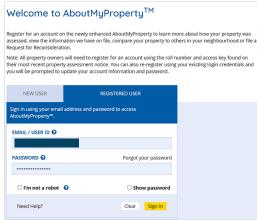
#### If you are a Property Owner...

**Step 3:** Select **"Property Owner"** on the School Support Homepage. You will be directed to **AboutMyProperty** to verify you are a property owner. Click on the AboutMyProperty link.

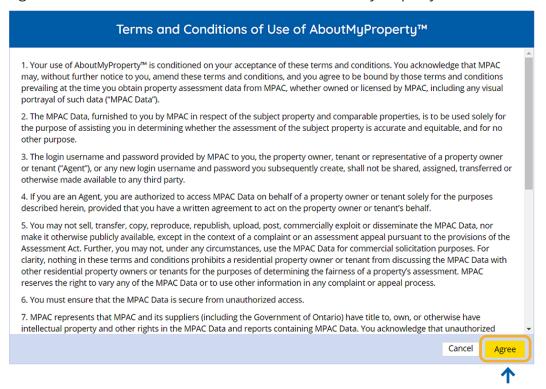


**Step 4:** Sign into **AboutMyProperty**. If you do not know your roll number or need help as a new user, you can contact MPAC's Customer Contact Centre Toll Free **1 866 296-6722** or TTY **1 877 889-6722**.

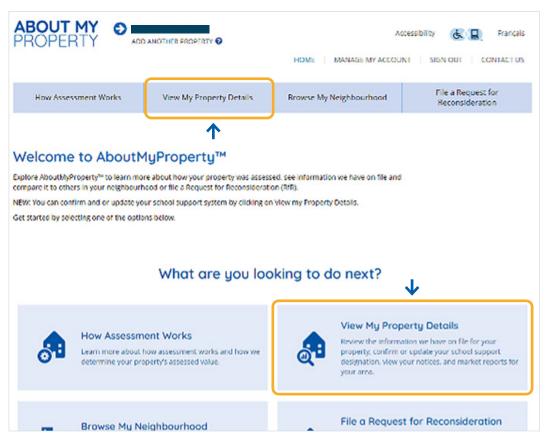




**Step 5:** Agree to the Terms and Conditions of Use of AboutMyProperty.

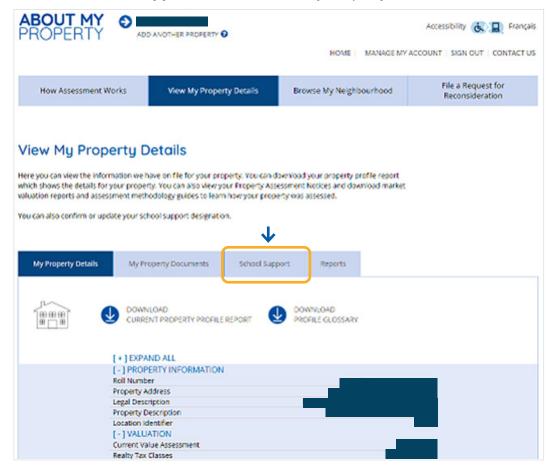


#### **Step 6:** Click on the "View My Property Details" tab.

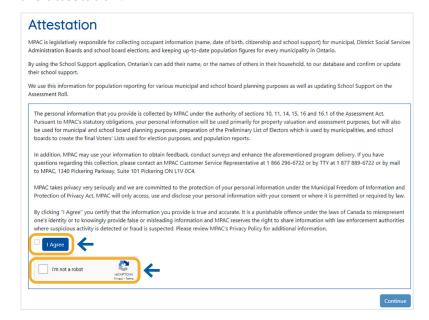




Step 7: Select the School Support tab under View My Property Details.



**Step 8:** You will automatically be redirected to the School Support Online Portal. Agree to the attestation.





#### **Step 9:** Agree to the Terms and Conditions of Use of School Support.

#### Terms and Conditions of Use of School Support

- Your use of School Support is conditioned on your acceptance of these terms and conditions. You acknowledge that MPAC may, without further notice to you, amend these terms and conditions, and you agree to be bound by those terms and conditions prevailing at the time you obtain property assessment data from MPAC, whether owned or licensed by MPAC, including any visual portrayal of such data ("MPAC Data").
- The MPAC Data, furnished to you by MPAC in respect of the subject property and comparable properties, is to be used solely for the purpose of assisting you in determining whether the assessment of the subject property is accurate and equitable, and for no other purpose.
- 3. If you are an Agent, you are authorized to access MPAC Data on behalf of a property owner or tenant solely for the purposes described herein, provided that you have a written agreement to act on the property owner or tenant's behalf.
- 4. You may not sell, transfer, copy, reproduce, republish, upload, post, commercially exploit or disseminate the MPAC Data, nor make it otherwise publicly available, except in the context of a complaint or an assessment appeal pursuant to the provisions of the Assessment Act. Further, you may not, under any circumstances, use the MPAC Data for commercial solicitation purposes. For clarity, nothing in these terms and conditions prohibits a residential property owner or tenant from discussing the MPAC Data with other residential property owners or tenants for the purposes of determining the fairness of a property's assessment. MPAC reserves the right to vary any of the MPAC Data or to use other information in any complaint or appeal process.
- 5. You must ensure that the MPAC Data is secure from unauthorized access.
- 6. MPAC represents that MPAC and its suppliers (including the Government of Ontario) have title to, own, or otherwise have intellectual property and other fights in the MPAC Data and reports containing MPAC Data. You acknowledge that unauthorized disclosure of the MPAC Data could reasonably be expected to significantly prejudice the competitive position of MPAC and/or its suppliers.
- 7. The MPAC Data is provided on an "as is" and "where available" basis. While MPAC strives for accuracy, MPAC and its suppliers make no guarantee, warranty, representation or condition of accuracy, completeness, usefulness for your purpose or intent to provide updates, fines, maintenance or support. MPAC and its suppliers expressly disclaim all warranties; representations or conditions, express or implied, You assume all risks as to the results and performance of the MPAC Data.
- MPAC and its suppliers will not be liable to you for any loss or damage including, without limitation, lost revenue, profit or savings, lost or damaged data or other commercial or economic loss, or for any indirect, incidental or consequential damages.
- 9. To the maximum extent permitted by applicable law, you will indemnify and hold harmless MPAC and its suppliers from and against any and all claims, actions, damages or losses which may be alleged against MPAC and its suppliers in respect of any breach of these terms and conditions or your use of the MPAC Data.
- 10. Subject to any professional obligations of retention, you agree to destroy all records of MPAC Data promptly upon completion of the use of the MPAC Data for the permitted purposes. Furthermore, you agree to immediately notify MPAC in the event that your Agent ceases to act for you.
- 11. Upon giving you reasonable notice, MPAC reserves the right to terminate your access to, and use of. MPAC Data in MPAC's sole discretion, including where you and/or your agent are in breach of these terms and conditions or in violation of applicable laws. In the event that your access is terminated for any reason, you agree to immediately destroy all records of MPAC Data that you may have in your custody or control, subject to any professional obligations of retention, where you are an Agent.
- 12. The personal information that you provide is collected by MPAC under the authority of sections 10, 11, 14, 15, 16 and 16.1 of the Assessment Act. Pursuant to MPAC's statutory obligations, your personal information will be used primarily for property valuation and assessment purposes, but will also be used for municipal and school board planning purposes, preparation of the Preliminary List of Electors which is used by municipalities and school boards to create the final Voters' Lists used for election purposes, and population reports.
- In addition, MPAC may use your information to obtain feedback, conduct surveys and enhance the aforementioned program delivery. If you have questions regarding this
  collection, please contact an MPAC Customer Service Representative at 1 866 296-6722 or by TTY at 1 877 889-6722 or by mail to MPAC, 1340 Pickering Parkway, Suite 101
  Pickering ON LTV 0C4.
- 14. MPAC takes privacy very seriously and we are committed to the protection of your personal information under the Municipal Freedom of Information and Protection of Privacy Act. MPAC will only access, use and disclose your personal information with your consent or where it is permitted or required by law.
- Accessible formats and communication supports are available upon request. If you have accessibility needs and require accommodation due to disability, please contact MPAC's Customer Contact Centre or use MPAC's Accessibility Feedback Form.

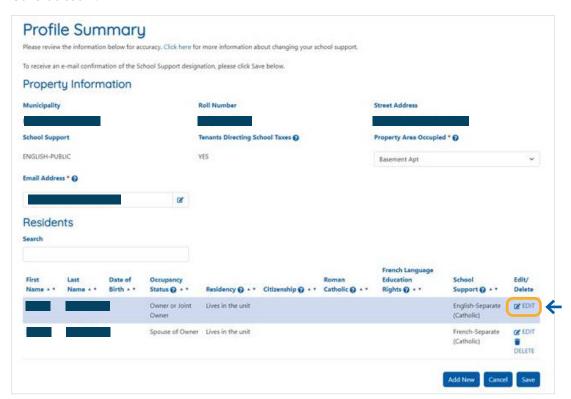




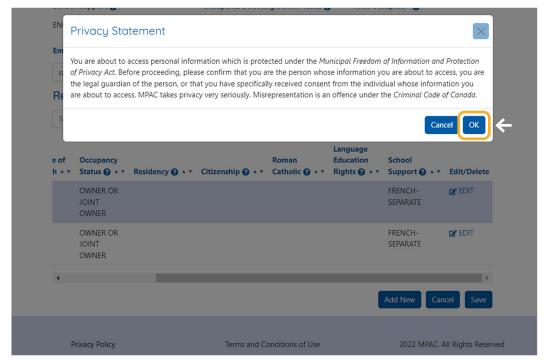




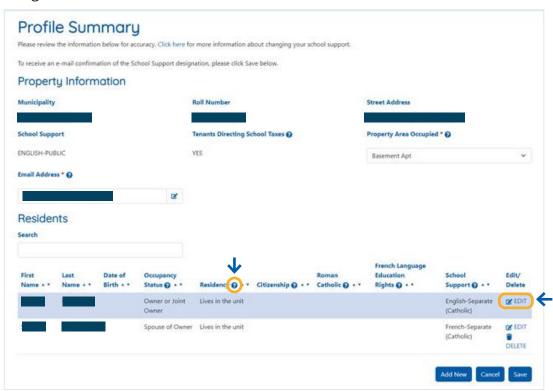
**Step 10:** This brings you to your **Profile Summary** page which identifies your current school support designation. Please navigate through the page by **selecting the edit button**.



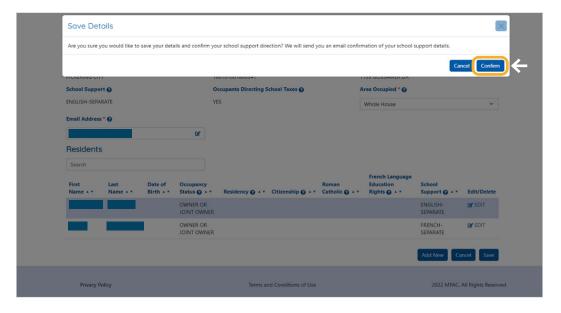
**Step 11:** Acknowledge the Privacy Statement by clicking on **"OK"**.



You can now edit the **Residency**, **Citizenship**, **Roman Catholic**, **French Language Education Rights and School Support fields**. If you hover your mouse over the "?" next to the titles, a more in-depth explanation of the field is provided. Once you have made the desired changes, please save your changes using the "Save" button.

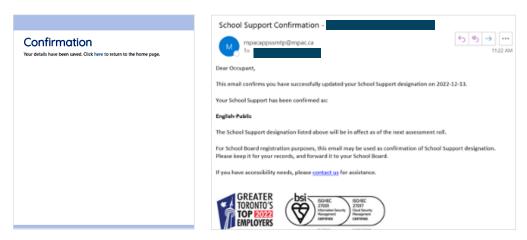


**Step 13:** You will be asked to confirm your school support changes. Once you select confirm an email will be sent to your email on file.





An example of the confirmation email is below.

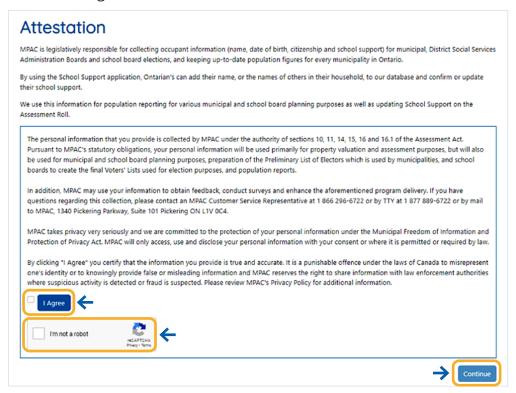


#### If you are a **Property Tenant...**

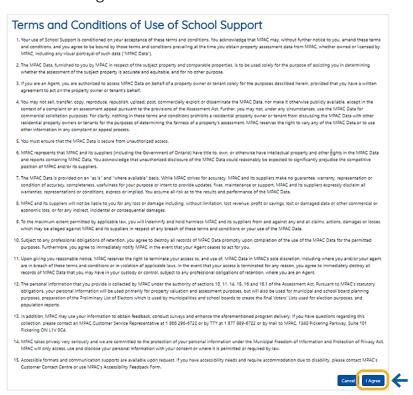
#### **Step 3:** Please select "**Property Tenant**" then select submit.



#### Step 4: Review and agree to the attestation and check the "I'm not a robot" box.



#### **Step 5:** Review and agree to the Terms and Conditions of Use of School Support.

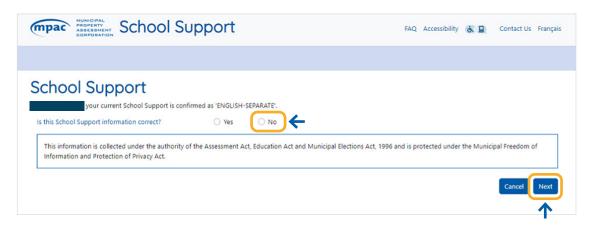




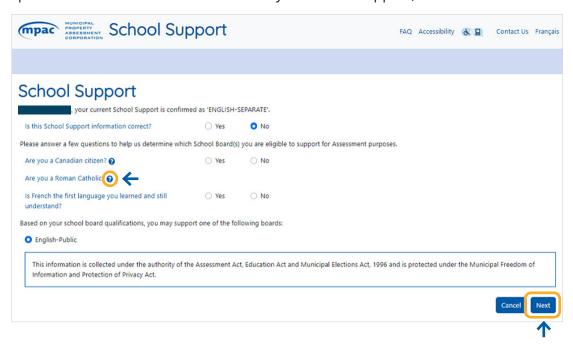
**Step 6:** Search for your current school support designation using your name, date of birth, municipality, and address. You can also search by roll number. Once you enter in your information, please select search. If your name is not currently associated with a property, please call MPAC's Customer Contact Centre to register as a tenant.

First Name		Last Name
Date of Birth		Municipality
mm/dd/yyyy	0	
Area Occupied		
	~	
Property Location/	'Address	
By Address	O By Roll Number	
Street Number		Street Name
Unit Number		

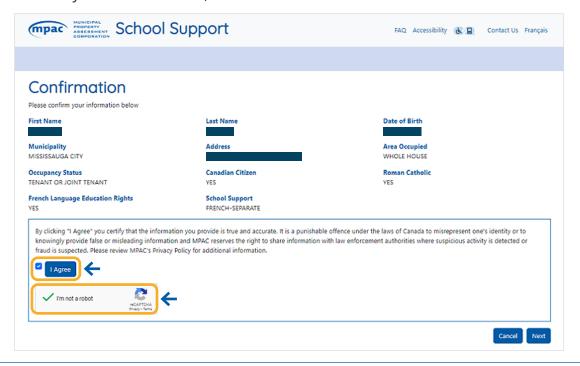
Step 7: If found, your current school support designation is displayed on the screen. Please confirm if your school support information is correct. If your school support information does not reflect the board, you wish to direct school support please select "No" to the posed question, then select "Next".



You may update your personal information. Based on the answers provided to the posed questions, the boards you are eligible to support will become options. If you wish to learn more about what citizen, Roman Catholic and French language rights are, you can hover over the "?". Once you complete the questions and select the school board you wish to support, select "Next".

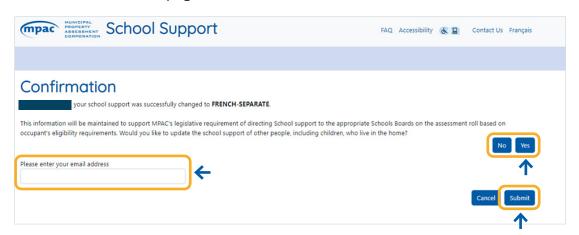


**Step 9:** You will be presented with an overview of you school support direction. If the information reflects the changes you wish you make, please select "I Agree", confirm you are not a robot, and click on "Next".

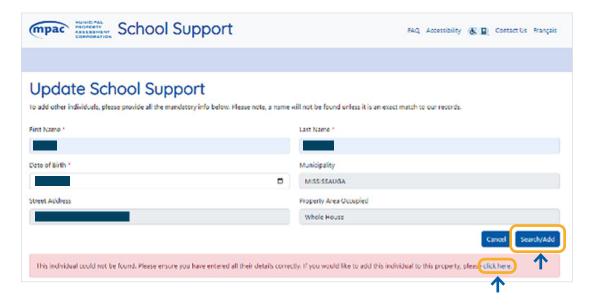




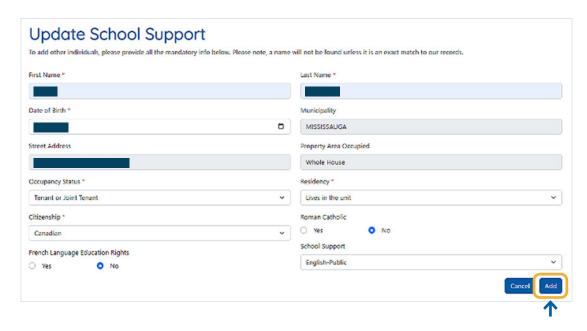
# You have now successfully updated your school support. You can either continue to update the school support of other people who live in the same home or provide your email to submit. If you submit the form with your email address your process is complete. If you indicated you want to update the school support designation of other people who live in the same home as you, you will be redirected to another page to do so.



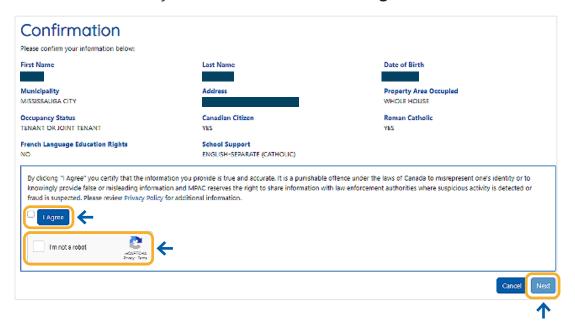
### Step 11: Search using the information of the person whose school support you want to update. If the person you are updating is not registered with the address, you can select "Click Here" to add new individuals to the property.



**Step 12:** Once you have navigated to the next page, you can provide the information and designate the individuals school support. Select "Add".



Step 13: You can now confirm your information and select "I Agree" and "Next".





**Step 14:** If multiple school boards are selected, the below will pop-up. A household must agree on one school board to designate their support for. The drop-down menu will provide all the options available based on the tenants' rights indicated on previous screens. Note: for the purposes of school board elections, each individual school board preferences will be honored.



**Step 15:** You can now enter your email address and submit your school support information.



You will receive a confirmation page and a confirmation email.

