

Property Online Client Guide

Financial/Account Contact

The Financial Contact or Account Contact is the person within your company who has been designated as the contact person for your Property Online account. The Financial Contact has access to invoices and the ability to add, remove or change users and company information.

If the Financial Contact for your company changes you must notify us in writing and have the new Financial Contact sign and submit a *Query User Agreement*.

Adding Users

To add users to your account you need to fill out the appropriate user agreement and fax or email it to us. For general searching use the *Query User Agreement*, surveyors should use the *PDCA User Agreement* and lawyers should use the *Authorized Lawyer Agreement*. Provincial and Municipal clients please use the *Provincial Query User Agreement*. All agreements are available on our website under the "How do I Subscribe?" link.

All agreements should have your company's designated Financial Contact listed as the contact in Section A of the user agreement.

Removing Users

To remove users from your account complete and submit the *Disable User Request* form. The form is available on our website under the "How do I Subscribe?" link. It is important to notify us of any changes to the status of users under your account, it is your responsibility to ensure that your users understand the terms and conditions of the agreement; you are liable for any breach of the agreement that they commit.

Login Issues

If a user under your account has forgotten their password, or cannot login to POL please ask them to contact us through the 'Ask Property Online A Question' link. The link is on the POL homepage or you can copy and paste the following into your web browser:
<https://linns.gov.ns.ca/PolHelpLine/POLHelpLine>

Monthly Subscription Fee Payment

The monthly subscription fee for Property Online is \$99.65 plus tax for the first five hours of search time. Additional search time is charged at a rate of \$19.93 plus tax per hour.

Monthly subscription fees are due 30 days from the invoice date.

Viewing Property Online Invoices

Only the Financial Contact has the ability to see Property Online invoices. To see the invoices log in to Property Online, scroll down and click on "View Property Online Invoices" under the **Account Administration Options** header.

E-submission Fee Payment

E-submission fees must be paid out of a trust account per Nova Scotia Bar Society (NSBS) regulations. If you have questions about the requirements on a trust account please contact NSBS.

E-submission fees are withdrawn from your trust account at night on the day your document is registered. It is the responsibility of the firm to reconcile their trust account.

Viewing E-Submission Payment Notices

Only the Financial Contact has the ability to see E-submission payment notices in Property Online. To see the notices log in to Property Online, scroll down and click on "View E-Submission Pre-Authorized Payment Notices" under the **Account Administration Options** header.

Changing Bank Account Information

To change the bank account information we have on file for your company it is necessary to complete and submit a Pre-Authorized Debit (PAD) Agreement. There are two types of PAD Agreements, one for monthly Property Online subscription fees, the other for E-Submission fees. When submitting a change please check the box at the top of the agreement titled "change to existing."

Change of Address

To change your mailing address please send notice in writing to Property Online Billing. Be sure to include your company name, client identification number, effective date and your name (financial contact).

Canceling Your Account

To cancel your account please submit the *Account Cancellation Form* which is available on our website under the "How do I Subscribe?" link. Accounts are cancelled on the last business day of the month in which the cancellation form is received. Property Online subscription fees are applicable to the month in which the account is cancelled.

Questions?

If you need technical assistance please contact 'Ask Property Online a Question' using the following link: <https://linns.gov.ns.ca/PolHelpLine/POLHelpLine>

If you have a question regarding the administration of your account please contact Property Online Billing by email at POL_Billing@gov.ns.ca, or by phone at (902)424-8343.

All agreements and forms are available online in the 'Subscribe to Property Online' section of the Property Online Homepage: www.nspropertyonline.ca