



Ministry of Government Services
ServiceOntario

Policy and Regulatory Services
Branch

Bulletin No. 2012-02

**Extended Access to the
Electronic Land
Registration System**

DATE: FRIDAY MARCH 9, 2012

On Sunday April 1, 2012 at 9:00 a.m. the Ministry and Teranet will introduce extended hours to perform electronic searches, create electronic documents and perform administrative functions which include maintaining accounts and docketing and creating reports. Access to the Electronic Land Registration System will now be available through Teraview on weekends and statutory and government holidays and extends the hours of availability during the weekdays.

Teraview Availability

Teraview users will be able to perform these functions during the following Eastern Standard Times (EST):

- Monday to Thursday 4:00 a.m. till midnight,
- Friday 4:00 a.m. to 9:00 p.m.
- Saturday 9:00 a.m. to 6:00 p.m.
- Sunday 9:00 a.m. to 9:00 p.m.

Document registration and resubmission of corrected documents will continue to be available during the hours of 8:30 a.m. to 5:00 p.m. local time Monday to Friday excluding Statutory and Government Holidays. If registration or resubmission is attempted outside of these hours it will be prevented and the system will display the notification message '*Registration time is outside of normal business hours*' or '*Cannot register on a holiday*'.

The Ministry of the Attorney General Writs database will continue to be available during the hours of 8:00 a.m. to 8:00 p.m. EST Monday to Friday excluding Statutory and Government Holidays. If access to the Writs database is attempted outside of these hours it will be prevented and the system will display the notification message '*You are attempting to access Writs outside of Writs access hours of service. Hours of Service can be found at www.teranetexpress.ca*'.

If access to Teraview is attempted during the hours it is unavailable, the system will display a notification message that it is unavailable. If access to Teraview is attempted while the system is in the process of starting up in the morning or users are still logged into Teraview when the system shuts down, the system will display a notification message that you have lost your Teraview connection. Prior to contacting Customer Service please refer to the Teraview Availability hours listed above to determine when the system will be available.

Affected Teraview Reports

The Deposit Account Activity Report and the Electronic Registration Report:

These reports will be prepared nightly when the system is down and will be available the following morning. If the reports are not available when requested, Teraview will display a notification message '*Reports of this type are still being prepared*'. These reports should be available by 8 a.m. Monday through Friday and 9 a.m. Saturday and Sunday. If they are not available please contact Teranet Customer Service Centre.

Account Summary Statement:

The account summary will continue to be available on the second business day of each month. This monthly statement will contain information for the previous month.

Customer Support

The Ministry will continue to provide customer support during the hours for registration of 8:30 a.m. to 5:00 p.m. EST Monday to Friday excluding Statutory and Government Holidays.

Teranet will continue to provide customer telephone support during the hours of 8:00 a.m. to 6:00 p.m. EST Monday to Friday excluding Statutory and Government Holidays.

If you require support outside of these hours, you may e-mail Teranet at: info@teraview.ca and they will respond to your request once support is available.

Teranet will also continue to provide document and plan requests by courier during the hours of 9:00 a.m. to 5:00 p.m. EST Monday to Friday excluding Statutory and Government Holidays.

Exceptions to Teraview Extended Hours

There may be occasions where Teraview will not be available for the extended hours due to planned or emergency system maintenance. These occasions should be rare and will be communicated with as much notice as possible through a Teraview newsletter.

More information on these changes will be included in newsletters that will be posted on Teranet's website at www.teranetexpress.ca

Original signed by Kate Murray

Katherine M. Murray
Director of Titles