

# Important notice for all users of propertyline™

With the launch of MPAC's new propertyline™ platform, MPAC is in the process of transitioning all user accounts.

To help provide further clarity and to address any concerns you may have regarding account access, please see the following information below:

## How will I know when my propertyline™ account has been transitioned?

Users will be notified their account has been transferred by receiving an email from propertyline™ with new login credentials. Please sign on once you receive the email to reset your password and set up your profile.

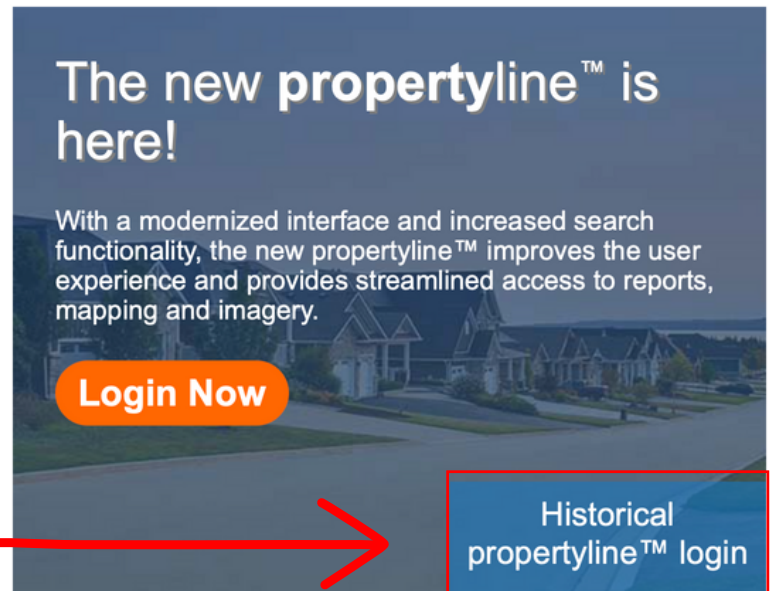
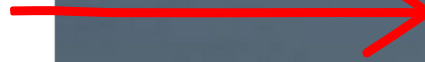
## How do I access the new propertyline™ platform?

Login portals for both the new and historic propertyline™ platforms are available on the homepage of [propertyline.ca](https://propertyline.ca).

Click here to access the **new propertyline platform™**



Click here to access the **historic/legacy propertyline platform™**



## How do I log in to the historic (former) propertyline™ once my new propertyline™ account has been created?

You will be able to access the historic propertyline™ using your existing account credentials. The account set up for you in the new propertyline™ will not affect your historic login details.

## How will I be able to access my past account history, such as invoices and previously purchased reports?

User purchase history associated with the historic propertyline™ e-store will not be transitioned over to your new account. Please ensure to log in to the records view of your historic account between now and **June 30, 2023**, to download any documentation you wish to keep.

## What happens to any existing credits I have not used yet that are attached to my account?

All existing credits transferred over with your account to the new e-store following January 5. If there are any concerns regarding your credits, please email [propertyline@mpac.ca](mailto:propertyline@mpac.ca).

## Where can I go for more information?

Our team offers in-person and virtual training sessions tailored for your business. If you would like to enquire about booking a demonstration and information session on the new propertyline™, or if you have concerns regarding your account access, please reach out to [propertyline@mpac.ca](mailto:propertyline@mpac.ca).