



## Frequently Asked Questions About epost Connect™

### **Can I receive my linear property assessment information electronically?**

Yes. If you have access to the Internet, you can receive your linear property assessment information via epost Connect, Canada Post's web-based service that delivers the mail online. Sign up is free and only takes a few minutes.

### **Is my information safe with epost Connect?**

epost Connect stores your linear property assessment information in one place online, protected by epost Connect's bank-grade encryption and it is the only platform that protects your data under the Canada Post Corporation Act.

### **I don't have an epost Connect account, how do I register for an account?**

Our website has all information and participation forms available here:  
[http://municipalaffairs.alberta.ca/mc\\_property\\_assessment\\_and\\_taxation](http://municipalaffairs.alberta.ca/mc_property_assessment_and_taxation) (scroll to bottom of page)

### **How do I retrieve my epost connect messages from Municipal Affairs once I have signed up?**

Please see the [How to Access My epost Connect Message](#) document on our website

### **If I choose to receive my linear property assessment information electronically via epost Connect™ can I also receive the information by regular mail?**

Yes. Currently you will continue to receive both the USBs and an electronic copy until we are approved by legislation to give you the option of one or the other. When this option is available we will be contacting you.

### **The individual/representative who was responsible for epost Connect is no longer employed by my company/municipality. Is there a way for me to take over the epost Connect account or do I need to create a new one?**

When you sign up for epost Connect we request that you use a general email address that can be accessed by multiple individuals within your organization (e.g. [propertytax@xyzcompany.ca](mailto:propertytax@xyzcompany.ca), rather than [first.lastname@xyzcompany.ca](mailto:first.lastname@xyzcompany.ca)).

If you use a general email address you will not need to create a new epost account when staff or responsibilities change. If you do not have access to the original email for your epost account, you will need to create a new epost account and fill out a new participation agreement form. If the company/municipality contact information changes please let us know via email at [MA.ALPAEmail@gov.ab.ca](mailto:MA.ALPAEmail@gov.ab.ca).

**Where do I find the epost participation agreement form?**

The participation forms are located on our website (scroll to bottom of page):  
[http://municipalaffairs.alberta.ca/mc\\_property\\_assessment\\_and\\_taxation](http://municipalaffairs.alberta.ca/mc_property_assessment_and_taxation)

**How long can I access the information sent to me through epost Connect?**

The epost Connect messages typically expire 270 days from the date sent. We recommend that you save the information for future reference.

**Our company has a tax agent/representative who reviews our linear property assessment information. Can our representative sign up to receive our linear property assessment information through epost Connect?**

There is a tax agent participation agreement form that can be filled out for the agent to receive information through epost Connect. Please note that at this time the only files sent to tax agents are the Request for Information (RFI) documents.

Annual and Amended linear property assessment notices must be sent directly to the assessed persons and municipalities. However, an authorized representative may request a digital copy of the notices after the original has been mailed to the company.

We must have a current Letter of Authorization (LOA) on file for the agent before the sign-up for epost Connect can be activated. The tax agent sign-up form can be found on our website (scroll to bottom of page) [http://municipalaffairs.alberta.ca/mc\\_property\\_assessment\\_and\\_taxation](http://municipalaffairs.alberta.ca/mc_property_assessment_and_taxation).

**How do I benefit by signing up to receive my linear property assessment information through epost Connect?**

With epost Connect, you can access your linear property assessment information online – anytime, anywhere.

**Who should I contact if I need help or have questions about choosing paperless mailing with epost Connect?**

Please contact us at 780-422-8302 for questions or help regarding paperless mailing with epost Connect.