

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?

Please see the following links on our website:

[Interested in receiving your linear property assessment information electronically?](#)

[epost Connect™ Participation Agreement Instructions and Forms](#)

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 CDs 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. 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, rather than 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 the company/municipality contact info changes please let us know via email at MA.ALPAEmail@gov.ab.ca. You will need to create a new epost account and fill out a new epost participation agreement form if you do not have access to the contact email your epost account was originally signed up with. The participation forms are located on our website:

http://www.municipalaffairs.alberta.ca/documents/as/Participation_Agreement_Instructions_Forms_May_26.pdf

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

The epost Connect messages typically expire 365 days from the date sent. We recommend that you save the information you receive onto your own server for future reference.

Our company has a tax agent/representative who reviews our linear assessment information. Can our representative sign up to receive our linear 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 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 assessees. 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 the last page of the [epost Connect™ Participation Agreement Instructions and Forms](#)

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.