



ServiceOntario

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Services Branch

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Re: OnLand Application Release – Land Registry Offices accepting PIN Corrections, Pre approvals, Overrides and General Queries

Dear Customer:

We are happy to announce that Ontario and Teranet launched the second phase of OnLand December 10th, 2018. This web portal provides customers with remote access to search Ontario's land registration records. Additionally, this online solution now acts as your portal for submissions for PIN corrections, document preapprovals, overrides and general land registration related queries.

Bulletin No 2018-04 – OnLand Phase 2: <https://www.ontario.ca/land-registration/2018-04-onland-application-release>

Over the past couple of years customers submitted land related requests to our centralized email LROclientSubmit@ontario.ca for PIN corrections, pre-approvals of complex documents, overrides and other general land registration queries. Now customers will submit these types of requests through [OnLand](#).

For your reference the web links are shared below for direct access to the forms:

For English: <https://help.onland.ca/en/contact-us/land-registry-request-forms/>

For French: <https://help.onland.ca/fr/contact-us/land-registry-request-forms/>

For PIN corrections and general land related queries use the Change/Correction Request Form and for document pre-approvals or overrides use the Preapproval or Override Request Form. Upon receipt of your submission you will be provided with a reference tracking number.

If you have recently submitted a request through the centralized email your request will be distributed for processing temporarily however all new requests must be submitted through [OnLand](#) using the links above.

For follow-up requests regarding a submission, use the Change/Correction Request Form and select 'Other' for reason, provide the original reference tracking number and outline the reason for your request. Please do not submit your request multiple times and always reference your original reference tracking number.

Thank you for your cooperation.

The Land Registration Support Team