

Paper Documents

As of December 7, 2020, there will be online enhancements available in Teraview to allow for paper documents to be submitted online. If you have more than 20 documents to submit in a day or the submission has a file size greater than 23.5 MB, please contact ServiceOntario at 1-888-278-0001 to make arrangements prior to submission.

“Paper documents” to which this process applies includes:

- (1) Documents where the affected property is under the Registry Act;
- (2) Documents where the affected property is under the Land Titles Act but the data in the document is over the electronic registration system limits (e.g. number of PINs) and therefore cannot be registered electronically;
- (3) The document type is considered one of the exception document types that the Director of Titles has permitted or required to be registered in paper.

Note: Plans, Applications for Absolute Title, Applications for First Registration under the Land Titles Act, Condominium Declarations and Descriptions as well as related amendments and terminations are excluded from this process.

Submission

All paper documents in pdf format must be submitted by way of Teraview for Teraview users and OnLand for those users not authorized to submit documents via Teraview. Documents that can be submitted electronically may not be submitted in paper pdf format. If the paper document required preapproval, provide the preapproval number in the additional information section of the submission form.

Note: Selecting the wrong document type will lead to the document being cancelled and the need to resubmit the correct type.

Evidence

Evidence in pdf format can also be submitted for indexing via Teraview by selecting the Evidence type document.

Teraview

Select New Instrument type: “Paper Registration Request” and complete the applicable fields.

Select the statement below and import the paper document to be submitted for registration. Users can submit 5 documents along with supporting materials within one request.

Note: If a paper document contains 800 or more PINs, it must be submitted in a single request. Also, a request with multiple documents must contain less than 800 PINs in total.

30000 The document to be registered is: (Import Complete Document)

If supporting material such as an execution certificate needs to be submitted, select the statement(s) below and import the material.

30001 Supporting material 1, if any (Import, eg writ certificate)

30002 Supporting material 2, if any (Import)

30003 Supporting material 3, if any (*Import*)

30004 Supporting material 4, if any (*Import*)

30005 Supporting material 5, if any (*Import*)

Signatories

A Paper Registration Request is created and electronically signed for completeness by a Teraview account holder acting on behalf of the submitter.

Corrections

If a document requires corrections, LRO staff will contact the customer using the contact information provided on the Paper Registration Request. The document will be returned via the Return for Correction feature in Teraview. In this regard, clients should be available for contacting after making a submission.

Corrections to the document must be made by the customer. **Under no circumstances will LRO staff be making any amendments to the documents.**

Once the amendments to the document have been made, the amended document will be returned to the LRO staff via Teraview.

Registration

Documents submitted via Teraview will be registered in the order in which the user has identified in the submission. Where two or more documents need to be registered in relative priority to each other, they should be submitted in the order they are to be registered.

Staff will confirm the last registration number if identified in the Paper Registration Request. If the number on the PIN(s) does not match the last number provided in the request, staff will contact the customer prior to registration.

If required, execution certificates provided must be current at the date of submission. Staff will confirm the results and contact the customer prior to registration, if they do not match.

Upon successful registration of the document(s), a scanned copy of the stamped registration(s) will be emailed to the customer using the email address provided on the Paper Registration Request.

If a registration number of a submitted document needs to be inserted into a subsequent document, the subsequent document must not be submitted until the user has received the registration number of the prior document and inserted the number into the subsequent document. LRO staff will not insert this number for the user and will not return such documents as a correction.

Payment/Refund

Payment for paper submissions will use the current Teraview ERBA functionality. Refunds will follow the current process.

Confirmation of Submission

Upon a successful submission, the submitter will receive 2 file numbers. One with the prefix UU which is for the individual paper documents included in the request and the other with the prefix VV is for the Paper Registration Request.

Note: These numbers ARE NOT the registration numbers of the paper documents.