

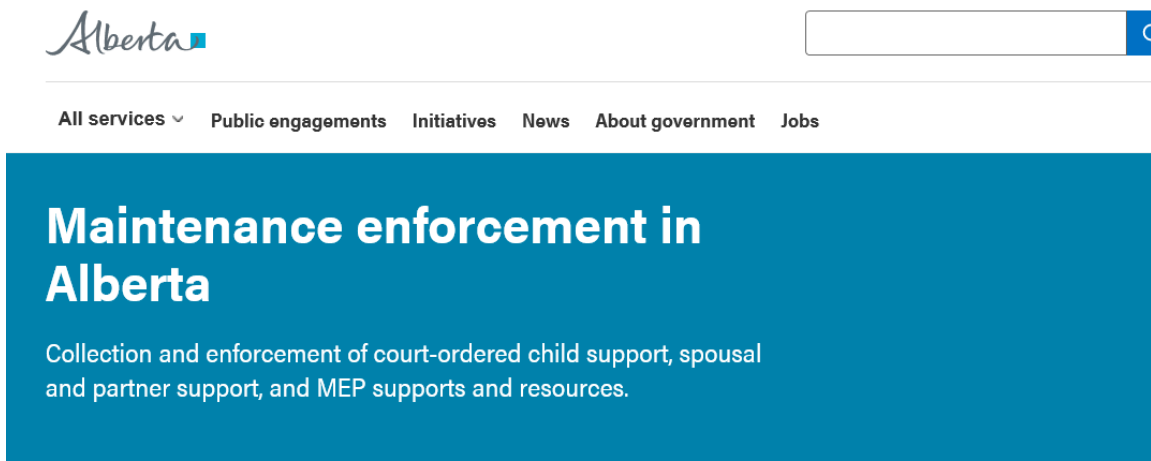
MEP Accounts Online (MAO) – step by step guide

There are 3 sections to this step by step guide:

- A) Logging in for the first time
- B) Forgot your password
- C) Locked out of the system

A) Logging in for the first time

1. Contact MEP staff by phone (**780-422-5555**) to obtain a registration identification number to replace the old 4 digit PIN you used to use to get onto MEP Accounts Online (MAO). You will also receive a new 4 digit PIN to be used to access the interactive phone system. If you are a new client, MEP will issue you a 4 digit PIN and a registration identification number to get onto MAO.
2. To access MAO, go to the MEP website www.alberta.ca/mep
3. Click on “MEP Accounts Online”.



Services and information

[Maintenance Enforcement Program \(MEP\)](#)

Collection of court-ordered child support, spousal and partner support, and enforcement as needed.

[MEP – Forms and guides](#)

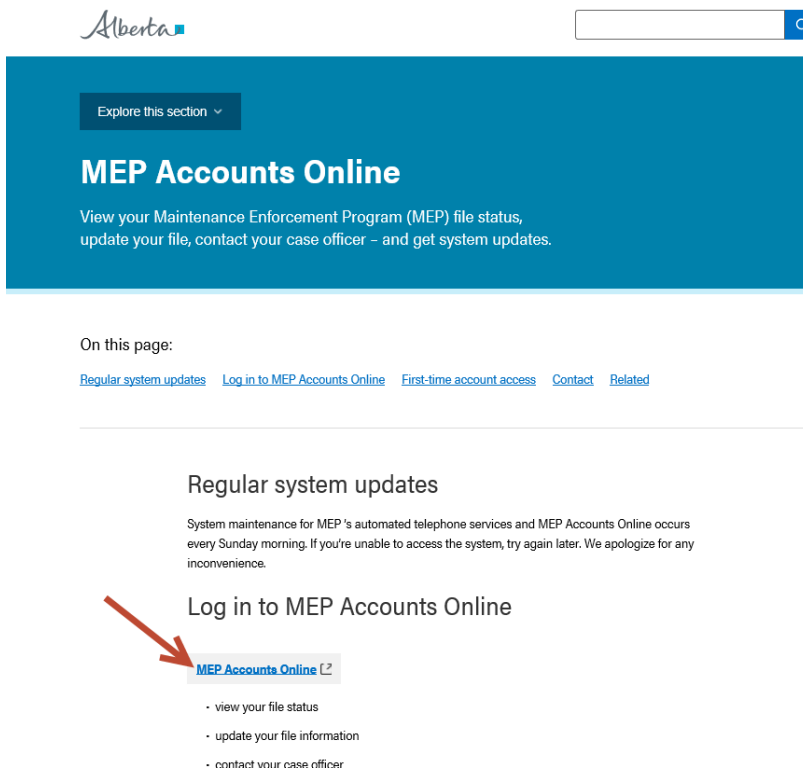
Forms, information sheets, guides, and notices for the Maintenance Enforcement Program (MEP).

[MEP Accounts Online](#)

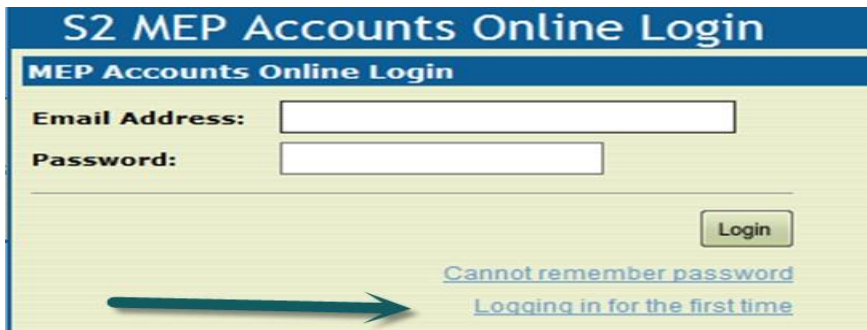
View your Maintenance Enforcement Program (MEP) file status, update your file, contact your case officer – and get system updates.



4. This will take you to the **MEP Accounts Online** page. Click “**MEP Accounts Online**”.



5. This will take you to the **MEP Accounts Online Login** screen. Click “**Logging in for the first time**”.



6. This will take you to the **Register New User** screen. Enter the following:
- one of your **MEP file numbers** (Note: If you file number is only 6 digits, you must add a zero at the beginning of it (e.g. 0123-456))
 - the 8 digit **registration ID number** that MEP gave you (can be entered with or without the dash)
 - your **email address**

- d. a **password** which is a minimum of 7 characters and must include one number, one lower case letter (e.g. b) and one upper case letter (e.g. B) . You can use the help command on the left hand menu for the password rules.
- e. Click on drop down arrow and pick a **Password Recovery Question** and enter the **answer**. Repeat this process until you have completed all 5 questions and answers. You cannot use the same question twice and the answer must be at least 2 characters long.

If necessary, write down your email address, password and the answers to your Password Recovery Questions and keep this information in a secure location.

- f. Click "Save".

S823 Register New User

Register New User

MEP File Number: - If you represent an organization; this data field does not need to be populated.

Registration ID:

Email Address:

Password: For password rules and other help, see (?) on the left.

Re-enter Password:

	Password Recovery Question	Answer
1:	<input type="text"/> ▼	<input type="text"/>
2:	<input type="text"/> ▼	<input type="text"/>
3:	<input type="text"/> ▼	<input type="text"/>
4:	<input type="text"/> ▼	<input type="text"/>
5:	<input type="text"/> ▼	<input type="text"/>

- 7. This will take you to the **MEP Accounts Online Login** screen. Enter the email address and password that you have just set up and click the "**Login**" button. Once you login and can access your account information you can destroy the 7 digit registration ID number that MEP gave you, it is no longer used. You will still need the 4 digit PIN they gave you so that you can access the interactive phone system if you want to call the program.

S2 MEP Accounts Online Login

MEP Accounts Online Login

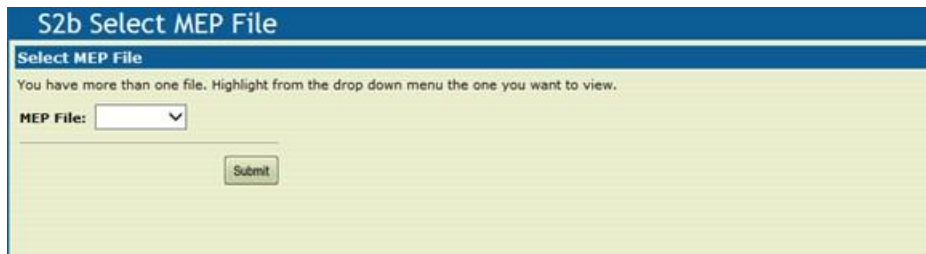
Email Address:

Password:

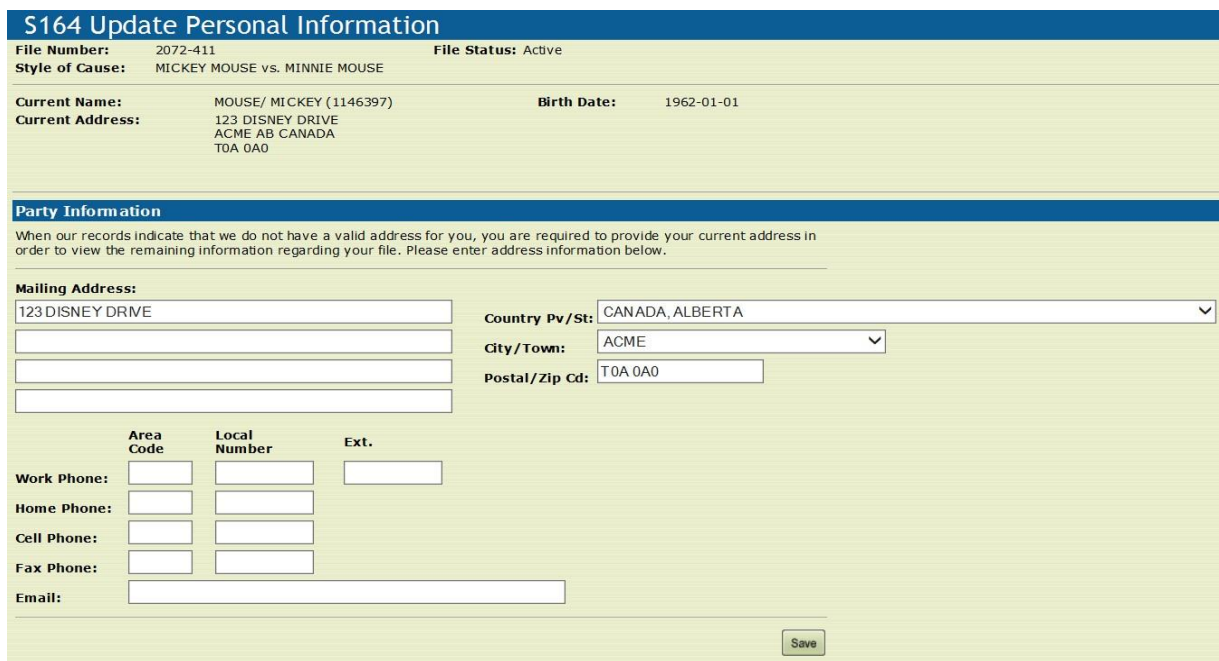
[Cannot remember password](#)
[Logging in for the first time](#)

- 8. If you have more than one MEP file, you will be directed to the **Select MEP File** screen. Click the down arrow and choose the file you wish to view. If you want to view information on your other file(s)

you will have to Log out of this session (see the last line of the menu on the left hand side to log out), log in again, and choose the next file you want to view from the drop down.



9. This will take you to the **Update Personal Information** screen. Update your address and phone number if anything has changed and click "Save". If nothing has changed, click "Save".



10. If you need help on any screen, click the question mark in the upper left hand corner of the screen to access helpful hints.



11. You can use the menu on the left hand side of the screen to access information on your account.

If you are a creditor, your choices will be the following:



If you are a debtor, your choices will be the following:



12. When you are finished, click **Log Out** at the bottom of the menu on the left hand side.
13. If you have another MEP file, log back in and click the next MEP file number that you want to access.
14. If you have a Child Support Recalculation Program (RP) file, you can access information regarding that file by going to the RP website (www.alberta.ca/child-support-recalculation) and click on **Recalculation Info Online** on the page.

Alberta

All services ▾ Public engagements Initiatives News About government Jobs

① Some areas in northern Alberta remain under evacuation order or notice due to wildfire activity. [Learn more.](#)

[Home](#) → [Life events](#) → [Divorce and separation](#) → [Child, spousal and partner support](#) → Child Support Recalculation

Child Support Recalculation

Recalculation of court-ordered child support to maintain a fair standard of support.

Services and information

[Recalculation Info Online](#)

View your Child Support Recalculation Program file status, update your file, send documents – and get system updates.

[How to register](#)

Follow these steps to register for the Child Support Recalculation Program.

[How it works](#)

The Child Support Recalculation Program recalculates court-ordered child support based on parents' current income tax information.

[First-time account access](#)

Obtain a personal registration ID number to access your Child Support Recalculation Program account information.

[Am I eligible](#)

Find out who can register with the Child Support Recalculation Program.

[Recipient information](#)

Learn how the Child Support Recalculation Program can help recipients of child support.

15. This will take you to the **Recalculation Info Online** page and click on “**Recalculation Info Online**”

Alberta

Explore this section ▾

Recalculation Info Online

View your Child Support Recalculation Program file status, update your file, send documents – and get system updates.

On this page:

[Regular system updates](#) [Log in to Recalculation Info Online](#) [First-time account access](#) [Contact](#)

① We are currently experiencing technical difficulties with clients viewing INCOME INFO – FOR SHARING documents in RIO.
We apologize for any inconvenience this may cause.

Regular system updates

System maintenance for Recalculation Info Online occurs every Sunday morning. If you're unable to access the system, try again later. We apologize for any inconvenience.

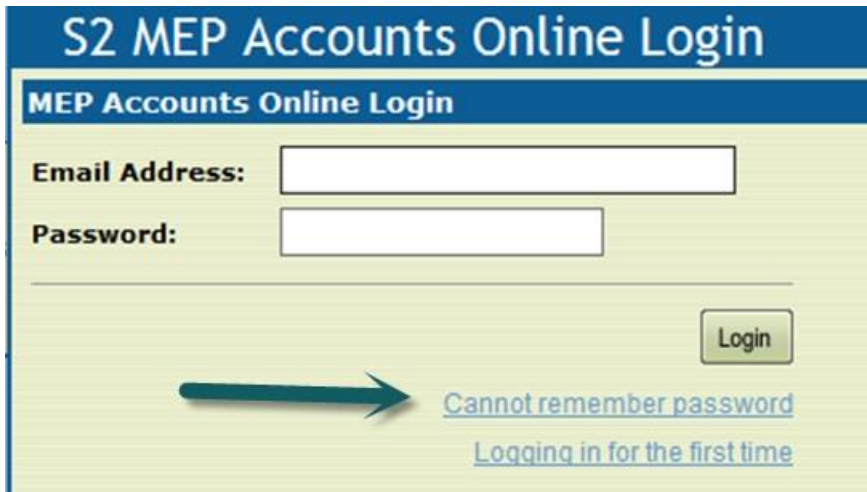
Log in to Recalculation Info Online

[Recalculation Info Online](#) ↗

· view your file status

B) Forgot your password

1. If you forget your password that you set up above, go to the MAO login page as in step 4 above.
2. Enter your email address and then click on “Cannot remember password”.



S2 MEP Accounts Online Login

MEP Accounts Online Login

Email Address:

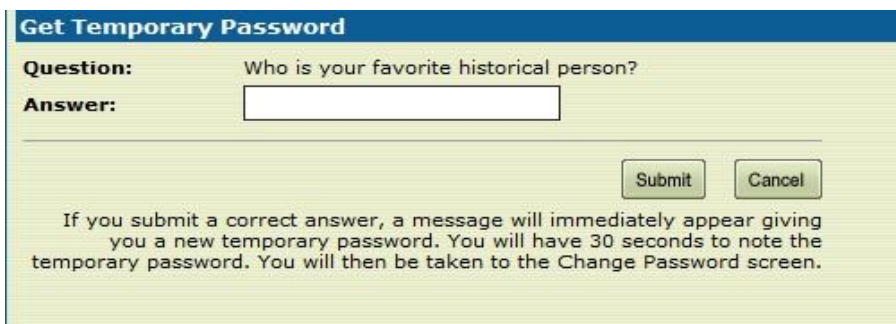
Password:

Login

[Cannot remember password](#)

[Logging in for the first time](#)

3. This will take you to the **Get Temporary Password** screen. Before you answer the question, **have a pen and paper ready as the temporary password will appear on the screen for only 30 seconds** once you answer the question correctly. Answer the question and click “Submit”. If you do not answer the question correctly, it will give you 2 more chances. If you answer all 3 questions wrong, you will have to call MEP (780-422-5555) to unlock your account. See section **C) Locked out of the system** below for further instructions.



Get Temporary Password

Question: Who is your favorite historical person?

Answer:

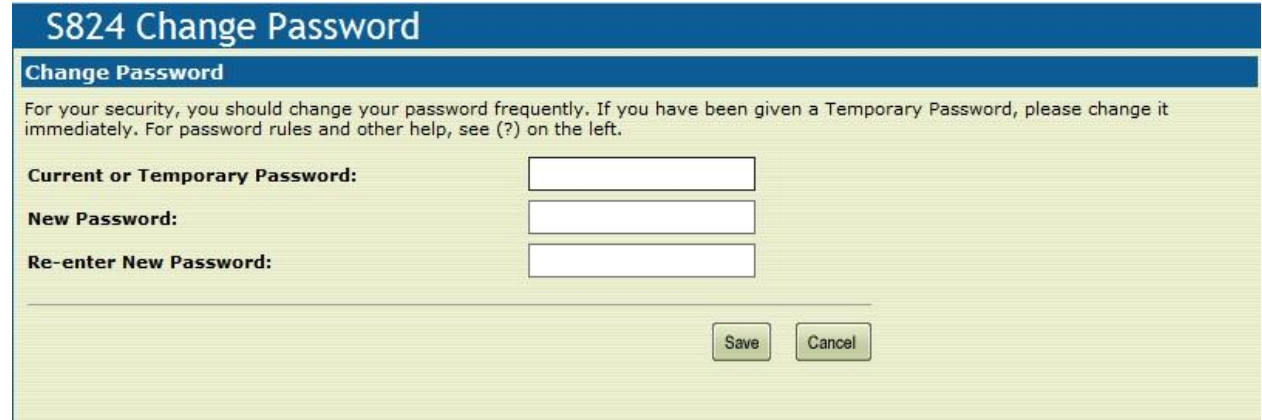
Submit Cancel

If you submit a correct answer, a message will immediately appear giving you a new temporary password. You will have 30 seconds to note the temporary password. You will then be taken to the Change Password screen.

4. Write down your temporary password carefully, it has to be entered **exactly** as you see it (some upper case and some lower case letters).



- 5. When the password disappears it will take you to the **Change Password** screen. Enter the temporary password you wrote down from the last step and then enter and re-enter the new password you want to use and click "Save".



- 6. This will take you back to the **Login** page, enter your email address and the new password you created and click "Login".



- 7. If you did not have time to write down the temporary password that popped up on the screen, click on "Cancel" on the **Change Password** Screen,

S824 Change Password


Change Password

For your security, you should change your password frequently. If you have been given a Temporary Password, please change it immediately. For password rules and other help, see (?) on the left.

Current or Temporary Password:

New Password:

Re-enter New Password:



- This will take you back to the **MEP Accounts Online Login** screen. Enter your email address and click “Cannot remember password” and you can go through the process again to get a temporary password (steps 2-6).

S2 MEP Accounts Online Login

• 9010 - Change Password has been cancelled.

MEP Accounts Online Login

Email Address:

Password:

[Cannot remember password](#)
[Logging in for the first time](#)

C) Locked out of the system

- If you can't remember your password and are unable to answer 3 password security questions in a row, your account will be disabled and you must call in (780-422-5555) to have your account unlocked.

S822c Get Temporary Password

• 9018 - Login account has been disabled. Please contact program staff.

Get Temporary Password

Question: Who is your favorite historical person?

Answer:

If you submit a correct answer, a message will immediately appear giving you a new temporary password. You will have 30 seconds to note the temporary password. You will then be taken to the Change Password screen.

2. You can also be locked out of the system if you try to enter your password 5 times in a row incorrectly. You will be locked out for 30 minutes. You can wait and try again after 30 minutes has passed and use the "Cannot remember password" on the MAO login or you can call MEP to unlock your account.
3. Once you have obtained a temporary password from MEP staff, go to the **MEP Accounts Online Login** screen and enter your email address and the temporary password MEP gave you.

S2 MEP Accounts Online Login

MEP Accounts Online Login

Email Address:

Password:

[Cannot remember password](#)

[Logging in for the first time](#)

4. This will take you to the **Change Password** screen where you will use your temporary password again to reset your password.

S824 Change Password

Change Password

For your security, you should change your password frequently. If you have been given a Temporary Password, please change it immediately. For password rules and other help, see (?) on the left.

Current or Temporary Password:

New Password:

Re-enter New Password:

5. If you were locked out because you could not remember the answer to the **Password recovery questions**, once you are back in MAO, go to the left hand menu and choose **Change Login Info**. Enter your password and it will show your email address, questions and answers that you previously set up. You can change your email address and/or select new questions and answers and click "Save". *If necessary, write down your email address, password and the answers to your Password Recovery Questions and keep this information in a secure location.*

- Update Information
- Report Debtor Info
- View Collections
- View Terms
- View Payments
- View DSA
- Debtor Yearly File Summary
- Request Remittance Forms
- Request Call Back
- Send Email
- Request Child Status Review
- Change Password
- Change Login Info
- Log Out

S825 Change Login Information

Change Login Information

This screen allows you to change the email address you use to login or your Password Recovery Questions and Answers, or both of these things. To change your password instead, use the "Change Password" link.

Need help? See (?) on the left.

Password:

Email Address:

	Password Recovery Question	Answer
1:	What is your brand and favorite kind of ice cream? <input type="text" value="chocolate"/>	<input type="text" value="chocolate"/>
2:	Who is your favorite historical person? <input type="text" value="Churchill"/>	<input type="text" value="Churchill"/>
3:	Where were you when you first heard about 9/11? <input type="text" value="work"/>	<input type="text" value="work"/>
4:	Who is a memorable person from your childhood? <input type="text" value="Mrs. Smith"/>	<input type="text" value="Mrs. Smith"/>
5:	Where were you New Year's 2000? <input type="text" value="Toronto"/>	<input type="text" value="Toronto"/>

Save