

Owner Builder User Manual for the New Home Buyer Protection System

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1 Introduction

The *New Home Buyer Protection Act (NHBPA)* establishes minimum requirements for warranty coverage on new residential construction in Alberta. Under the Act, a building permit cannot be issued unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property.

The *NHBPA* applies to all new homes built where the building permit is applied for after February 1, 2014. In addition to new homes (as defined in the *NHBPA*), the legislation also applies to substantial reconstruction, as well as manufactured homes (includes modular, ready-to, move, etc.).

The purpose of this guide is to provide instruction for the use of the Owner Builder Portal of the New Home Buyer Protection System (NHBPS), including creating an owner builder profile, creating and editing a new home registration with warranty coverage, creating an application for authorization to build without warranty coverage, managing payments, searching registrations, and managing owner builder accounts. This guide is not a resource for interpretation of the legislation. Interpretive bulletins and other resources will be made available as needed. Contact the Residential Protection Program (RPP) for more information (See Table 2 - Residential Protection Program Contact Information).

Note: In the event that the NHBPS is unavailable (e.g., for extended maintenance or upgrade), downloadable forms will be available from the Municipal Affairs website at http://municipalaffairs.alberta.ca/home_warranties_information_for_owner_builders.cfm

so that applications for owner builder authorization can be submitted offline. These include:

- Instructions for Submitting an Application for Authorization
- Application for Owner Builder Authorization
- Mandatory Questionnaire
- Affidavit of Execution

While this user manual is designed primarily to support the online application process, the overall processes described here, the purpose of each form, and the information collected also apply to the offline application process.

2 Using the Owner Builder Portal of the NHBPS

The Owner Builder Portal of the NHBPS is designed specifically for use by individuals who are building homes in which they intend to live. Professional builders who are constructing new homes to be sold to others (e.g., spec homes, custom homes, condominium developments, etc.) must set up a residential builder account and use the Residential Builder Portal to submit new home registrations for approval and inclusion in the Public Registry.

Under the *NHBPA*, owner builders have two options when constructing their homes. They can choose to purchase warranty coverage meeting the requirements specified in the legislation, or they can apply for an authorization for exemption from the requirement to purchase warranty coverage. Both of these options are facilitated by the Owner Builder Portal of the NHBPS.

Note: If you intend to obtain financing for the construction of your home, we strongly recommend that you speak to your financial institution (i.e., mortgage broker) before deciding whether or not you will obtain warranty coverage. Your financial institution may require you to purchase warranty coverage as a condition of financing, so be sure to discuss this issue with them before applying for an application for an owner builder authorization for exemption from the requirement for warranty coverage.

2.1 NHBPS Account Creation through MA Connect

The New Home Buyer Protection System is accessed through MAConnect, the secure portal that enables users external to the Government of Alberta to enter certain online applications run by Municipal Affairs. MA Connect is not a part of the NHBPS but is used to gain access to the system.

In order to enter applications (i.e., owner builder authorizations, new home registrations, rental exemptions) into the NHBPS for processing, an owner builder must create a builder account in the NHBPS. As well, at least one user must be created and associated with that account. Initial account set-up and user creation is done through the NHBPS Access Request Form.

The NHBPS Access Request Form enables **first-time users** of the New Home Buyer Protection System to create their first owner builder account in the system and obtain MAConnect login credentials for an administrative user who will manage the account. Access requests for **additional** users will be done from within the new builder account once it has been created, not through this form.

For information on how to submit requests for additional user access, see section 3 Account Administration on page 29.

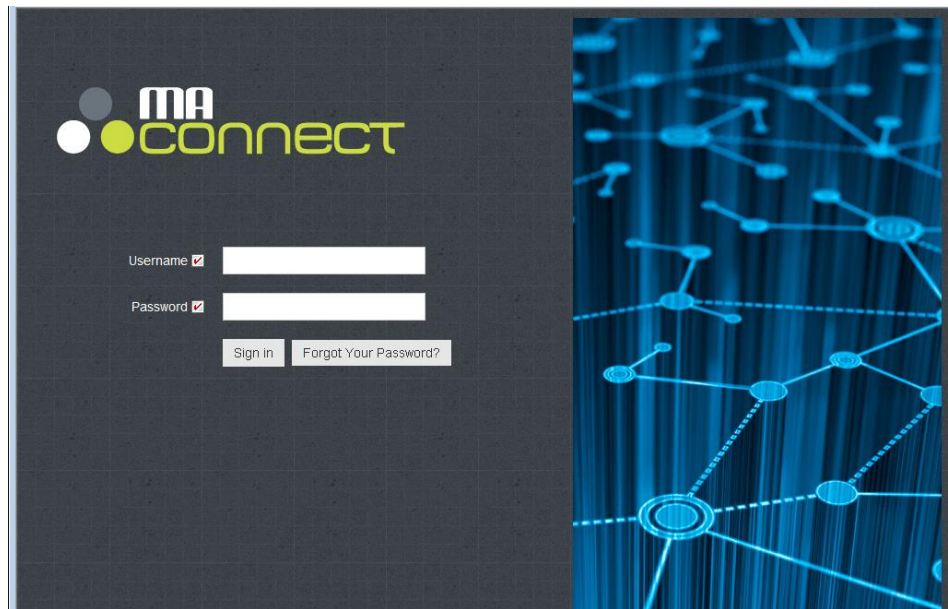
Note: The first and last names provided by the applicant on the NHBPS Access Request form will be used to set up the MA Connect account for the applicant. The applicant's Owner Builder Profile in the NHBPS system will be create using the first and last names from the MA Connect account; that information will be pre-populated and uneditable in the Owner Builder Profile.

2.2 Logging In

To access the NHBPS, you must log in through MA Connect. If you are not already logged in to the system, the NHBPS Owner Builder Portal link will redirect to the MA Connect login screen.

Once you have received your username and password, you will be able to log in to the system and edit your Owner Builder Profile, which will be created based on the information provided in the NHBPS Access Request.

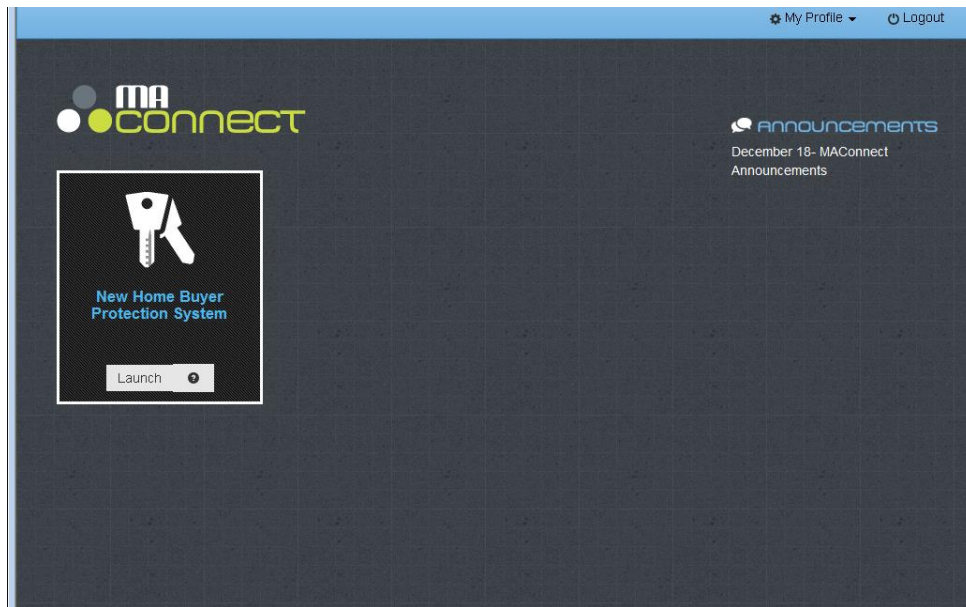
Figure 1 - MA Connect login screen



To log in to the Owner Builder Portal of the NHBPS:

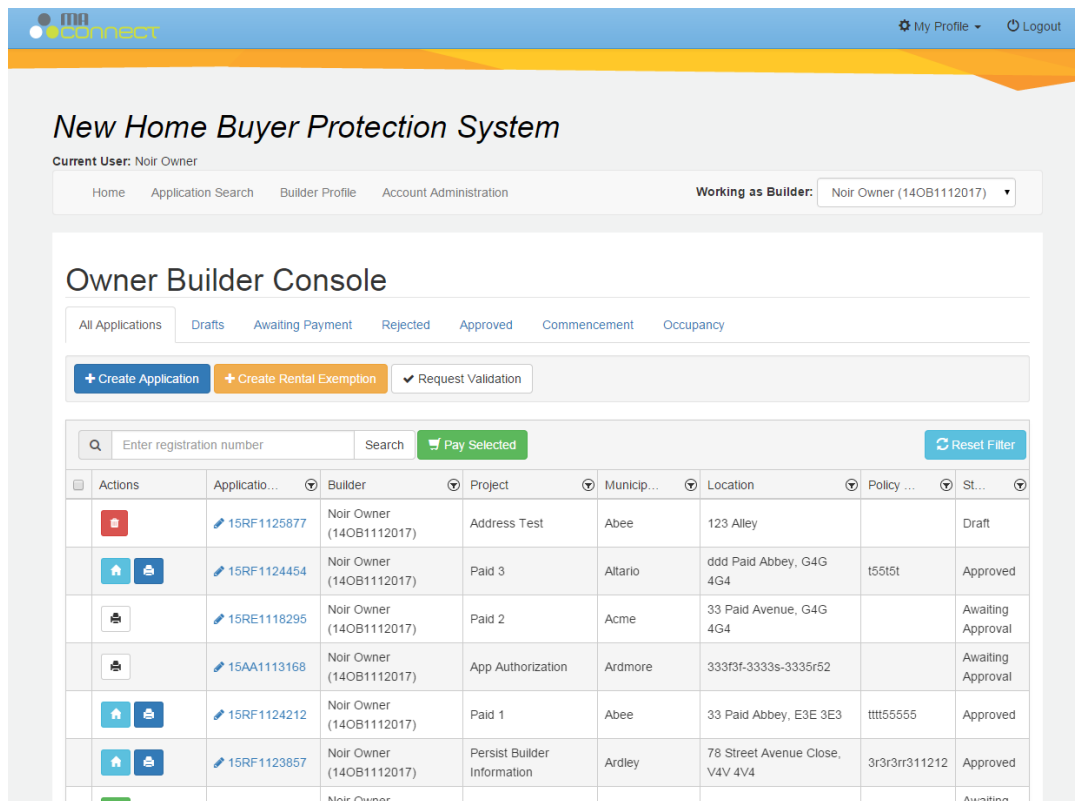
1. Click on the link provided in the email in which you received your access credentials. We recommend saving this link via the bookmark feature of your browser.
2. Enter the username and password provided in the email.
3. Click the **Sign-In** button.
4. Click the **Launch** button in the New Home Buyer Protection System access panel.

Figure 2 - MA Connect application selection screen



- You will be redirected to the Owner Builder Console, which is the landing page (i.e., “Home” page) of the Owner Builder Portal of the NHBPS

Figure 3 – NHBPS Owner Builder Console



2.3 Primary Navigation Menu

The primary navigation menu for the Owner Builder Portal of the NHBPS is a series of links arranged in a row in the upper portion of the page, below the NHBPS banner:

Home – Clicking on the Home menu item takes the user to the Owner Builder Console, where access is provided to the tools for carrying out the primary activities of Owner Builder in the NHBPS. These include creating an application for Owner Builder Authorization, submitting online payments, and entering Occupancy or Commencement dates for homes.

Application Search – Links to an Advanced Search form providing comprehensive search options for finding owner builder authorizations.

Builder Profile – Links to the Owner Builder Profile for the account. The Owner Builder Profile will be editable only if the logged-in user is an administrative user for the account.

Account Administration – Links to user administration tools that allow administrative users to request account access for new users and change roles of existing users.

2.4 Owner Builder Console

The Owner Builder Console uses a tabbed interface to provide access to the tools used by builders to carry out various activities within the system. These include creating and editing new home registrations, creating and editing owner builder authorizations, creating and editing rental exemption applications, payment processing, and entry of policy commencement dates. Each tab provides access to a specific task with the exception of the first tab, All Applications, which displays provides access to all tasks the builder needs to perform.

All Applications - Lists owner builder authorizations.

Drafts - Lists owner builder authorizations that have been saved as drafts (not yet submitted into the NHBPS workflow).

Awaiting Payment - Lists owner builder authorizations for which the processing fee has not yet been paid.

Rejected - Lists owner builder authorizations associated with the account that have been rejected by the warranty provider to whom they were submitted.

Approved - Lists owner builder authorizations associated with the account that have been approved by the Residential Protection Program. Registrar's certificates can be downloaded from this screen.

Commencement - Provides access to the commencement date entry tools for all approved new home registrations associated with the account.

Occupancy - Provides access to the occupancy date entry tools for all approved owner builder authorizations and rental exemptions associated with the account.

2.5 Working with Data Grids

On each tab in the Owner Builder Console, items that require builder action are displayed in a data grid. Although the items listed, columns of information, and available actions may differ from tab to tab, the tabs contain a common set of features for sorting, filtering, and browsing the data.

2.5.1 Sorting

Sorting retains all of the rows of information displayed in the grid but changes the order in which it is displayed. The data in the grid can be sorted by a particular column by clicking on the column label in the top row of the grid.

- Clicking once will sort the data in ascending order; an upward-pointing triangle will appear next to the label.
- Clicking again will sort the data in descending order; a downward-pointing triangle will appear next to the label.
- Clicking a third time will restore the data grid to its default sort order; the triangle will disappear.

2.5.2 Filtering

Filtering displays all rows of information in the grid that meet the filtering criteria and removes all rows that do not meet the filtering criteria. The data in the grid can be filtered by a particular column by clicking on the filtering icon (which looks like a funnel in a circle) that appears at the right of the label for that column. When the icon is clicked, the filtering tool opens.

To filter the data grid:

1. Click on the filtering icon in the appropriate column. The filtering tool will open.
2. Select the appropriate filtering rule (e.g., “Starts with,” “Is equal to,” “Is not equal to,” “Contains”).
3. Enter the constraining data that completes the rule. For some columns, data will be entered in a text field; for others, data will be entered by making a selection from a dropdown list.
4. Click the **Filter** button to filter the grid.

To remove a filter from a single column:

1. Click on the filtering icon in the column containing the applied filter. The filtering tool will open.
2. Click the **Clear** button.
3. When the filtering tool is closed the filter will no longer be applied to the grid, and any removed data will be restored.

To remove all filters and restore all data to the grid:

1. Click on **Reset Filter** button.
2. All filters will be cleared and the data grid will be restored to its default state.

Filtering examples:

To find all registrations with a status of “Awaiting Confirmation”, click the filter icon in the “Status” column, select “Is” as the filtering rule, and select “Awaiting Confirmation” as the constraining data.

To find all registrations submitted by builder “ABC Inc.”, click the filter icon in the “Builder” column, select “Is equal to” as the filtering rule, and enter “ABC Inc.” as the constraining data.

To find all registrations submitted by builders whose company name starts with “ABC”, click the filter icon in the “Builder” column, select “Starts with” as the filtering rule, and enter “ABC” as the constraining data.

To find all registrations submitted in 2015, click the filter icon in the “Registration ID” column, select “Starts With” as the filtering rule, and enter “15RF” as the constraining data.

2.5.3 Browsing

Data grids containing more than ten rows of information are split into pages containing a maximum of ten rows per page. Page browsing controls can be found at the bottom left of the data grid. The controls provide the ability to jump to any page, as well as move forward and backward through the pages of the grid. The total number of items in the grid, as well as the numerical range of items you are viewing, can be found in the bottom right of the data grid.

- **To move to any page in a data grid**, click on the number of the page in the browsing controls.
- **To move ahead one page in the grid**, click on icon to the right of the numbered links in the browsing controls (a right-facing triangle).
- **To move to the last page in the grid**, click on icon furthest to the right in the browsing controls (a right-facing triangle with a vertical line).
- **To move back one page in the grid**, click on icon to the left of the numbered links in the browsing controls (a left-facing triangle).
- **To move to the first page in the grid**, click on icon furthest to the left in the browsing controls (a left-facing triangle with a vertical line).

2.6 Editing an Owner Builder Profile

The Owner Builder Profile for your NHBPS account will be created automatically when your NHBPS Access Request is approved. Your Owner Builder Profiles can be edited in the NHBPS by the Administrative User for the account.

Note: When an application for owner builder authorization is created in the NHBPS, the person whose information is entered in the Owner Builder Profile as Account Owner will be designated as the Primary Applicant by default. The Primary Applicant can be changed on the application if necessary; changing the Primary Applicant on an application will not affect the Owner Builder Profile. Co-applicants (i.e., persons who share the title of the proposed property with the Primary Applicant) must be added to the application but will not appear in the Owner Builder Profile.

Figure 4 - Owner Builder Profile

The screenshot shows the 'Builder Profile' form with two tabs: 'Details and Addresses' (selected) and 'Primary Contact'. The form contains the following sections and fields:

- First Name*:** Text input field containing 'Mike'.
- Last Name*:** Text input field containing 'O'Brian'.
- Builder Type*:** Radio buttons for 'Residential' and 'Owner' (selected).
- Physical Address:**
 - Address Line 1*:** Text input field containing '567 Testing Avenue'.
 - Address Line 2:** Text input field containing 'Address Line 2'.
 - City*:** Text input field containing 'Edmonton'.
 - Province*:** Dropdown menu showing 'Alberta'.
 - Postal Code*:** Text input field containing 'A1A 2B2'.
- Mailing Address:**
 - Radio buttons for 'the same' (selected) and 'different'.
 - Address Line 1*:** Text input field containing '1234 Testing Street'.
 - Address Line 2:** Text input field containing 'Address Line 2'.
 - City*:** Text input field containing 'Edmonton'.
 - Province*:** Dropdown menu showing 'Alberta'.
 - Postal Code*:** Text input field containing 'A1A 2B2'.

At the bottom right of the form are 'Reset' and 'Update' buttons.

To edit an Owner Builder Profile:

1. Click **Builder Profile** in the primary navigation menu.
2. The Builder Profile screen will be displayed. Required fields are marked with an asterisk (*).
3. The Builder Profile will be pre-populated with the information entered in the NHBPS Access Request Form.
4. The **Details and Addresses** tab contains owner builder account information, as well as physical and mailing addresses, and is pre-populated from the NHBPS Access Request.
5. **Builder** and **Builder Type** will be prepopulated based on the MA Connect account information and cannot be edited or changed within the NHBPS.
6. **Physical Address** and **Mailing Address** are editable.

7. The **Account Owner** tab contains the information entered in the Account Owner section of the NHBPS Access Request form and is editable. Changes made to the information on this tab will not alter the Owner Builder Account name or the account owner's MAConnect user profile information.
8. Click the **Save** button to update the profile or click the **Cancel** button to reset the form to its original state without saving your changes.

Note: The **Current Address** section of your profile should contain your current physical and mailing addresses, not the address of the home you intend to build (unless it will be built on the site of your current home).

2.7 Creating an Owner Builder Authorization

Owner builders who wish to obtain an owner builder authorization for exemption from the warranty coverage requirement must create and submit an Application for Owner Builder Authorization before building their new home. Submitting the online application through the NHBPS is the first part of the process of applying for owner builder authorization. To complete the application, parts of the online application must be printed, signed, and submitted to the NHBPO.

To apply for an owner builder authorization:

1. Complete and submit the online **Application for Owner Builder Authorization**. If more than one individual are applying for the authorization (i.e., if more than one individual shares the title of the proposed property), each co-applicant must be added to the online application and provide answers for the mandatory questionnaire.
2. Download and print the submitted application, including each co-applicant's questionnaire.
3. Each co-applicant (including the primary applicant) must sign their completed questionnaire.
4. An Affidavit of Execution sworn by a witness in front of a Commissioner of Oaths must be obtained for each co-applicant (including the primary applicant).
5. Send the printed application, signed questionnaires, and sworn affidavits to this address:

New Home Buyer Protection Office
 Alberta Municipal Affairs
 16th Floor, Commerce Place
 10155-102 Street
 Edmonton, Alberta T5J 4L4

If payment was not made online, a cheque, certified cheque, or money order in the amount of \$750 payable to the Government of Alberta must be included in the application package.

Note: The 15-item mandatory questionnaire is a critical part of the application. A completed and signed questionnaire must be provided for the primary applicant and each co-applicant. The mandatory questionnaire is an essential component in determining whether or not the qualifications for owner builder authorization have been met. Your application will not be processed until all documents (application, questionnaire and affidavit) have been received by the New Home Buyer Protection Office.

We recommend the following best practices when applying for an owner builder authorization:

1. If you intend to obtain financing for the construction of your new home, discuss your options for obtaining warranty with your financial institution (i.e., mortgage broker) before applying for an owner builder authorization.
2. Read the 15-item mandatory questionnaire carefully before completing and submitting the application. Contact the NHBPO if any of the applicants do not understand any of the questions.
3. Ensure that you have collected all of the information necessary to complete the application, including the full name, date of birth, driver’s license number, phone number, and email address for all applicants.
4. Be sure to verify that online payments for new registrations are processed successfully by the payment system. Until payment has been processed successfully, applications for authorization cannot be approved by the Registrar or published in the Public Registry.

If you have any questions during the application process, call the New Home Buyer Protection Office at 1-866-421-6929.

Figure 5 – Part 1: Applicants, top

The screenshot shows the 'New Home Buyer Protection System' interface. At the top, it says 'Current User: master builder' and 'Working as Builder: New Rome Builders'. The main heading is 'New Home Registration'. Below this, there are three sections: 'Application Information', 'Builder Information', and 'Building Information'. Each section contains several input fields and dropdown menus. At the bottom, there are two checkboxes for additional information.

Application Information		
Application ID	Status	Application Date
<input type="text"/>	Draft	<input type="text"/>

Builder Information		
Builder Name	User Name	Phone
New Rome Builders	<input type="text"/>	<input type="text"/>
Email		
<input type="text"/>		

Building Information		
Building ID	Project Name	Building Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Construction Type	Building Type	
New Construction	Single-Family Detached	
Construction Method	Municipality	
Site-Built	<input type="text"/>	

This building is a condominium or part of a condominium development.
 This building will have an additional 2 years building envelope coverage.

To create an application for an owner builder authorization for exemption:

1. On the **All Applications** tab, click the **Create Application** button.
2. A dialog window will open asking if you intend to build your new home with warranty coverage.
3. If your intent is to build your new home without warranty coverage, click the **No** button in the dialog. The **Application for Owner Builder Authorization** form will be displayed. Required fields are marked with an asterisk (*).
4. **Part 1 - Applicants** collects information about the primary applicant and all co-applicants associated with the application. Enter **Primary Applicant** information as needed. When the application is created, information from the Account Owner tab of the Owner Builder Profile will be used to populate some fields in the **Primary Applicant** section. These fields are editable, so the information can be changed if the account owner is not the primary applicant.
5. Complete the **Questionnaire** for the primary applicant. All questions must be answered. More than one answer can be provided for questions that are answered with checkboxes.

Figure 6 – Part 1: Applicants, bottom

12. I have made a false or misleading statement in a previous application for an authorization.

Yes
 No

13. I have been subject to the following actions under the *New Home Buyer Protection Act*:

Compliance Order
 Monetary Penalty
 Conviction of an offence under the *New Home Buyer Protection Act*
 None of Above

14. I have not been ordinarily resident in a new home for which another person was issued owner builder an authorization in the previous 3 years

Yes
 No

15. I do not meet all of the criteria for an owner builder, and an explanation is attached to this document.

Yes
 No

Please Note: Your Application for Owner Builder Authorization will not be considered complete until the original downloadable completed application, including the completed sworn Affidavit of Execution, has been received by the New Home Buyer Protection Office.

[Save As Draft](#) [Cancel Changes](#) [Next >](#)

Submission Instructions
The Submit button above sends the online version of your application to the NHBPO, you will then view your fee summary page where you can confirm your fees and download the form so you may complete your application.

Payment Information
You may pay online or off line, please Submit and proceed to the Fee Summary page.
THE FEE FOR APPLICATION FOR OWNER BUILDER AUTHORIZATION IS NON REFUNDABLE

Privacy Statement
The collection of personal information is necessary to support the New Home Buyer Protection Program. The collection is authorized under section 33(c) of the Alberta Freedom of Information and Protection of Privacy (FOIP) Act and will be managed in accordance with the privacy provisions in the Act. If you have questions regarding the collection of your personal information, please send your inquiry to the New Home Buyer Protection Office, 16th Floor, Commerce Place, 10155 - 102nd Street, Edmonton, AB, T5J 4L4 or telephone to 1-866-421-6929.

6. On the **All Applications** tab, click the **Create Application** button.
7. A dialog window will open asking if you intend to build your new home with warranty coverage.

Figure 7 - Co-Applicant data entry screen

8. When all applicants have been entered, click on **Part 2 - Current Home**.
9. In the **Physical Address** section, enter the physical address of the primary applicant.
10. If the primary applicant's physical address and mailing address are the same, ensure that the radio button labelled **the same** is selected.

Figure 8 - Part 2: Current Home

14. If anyone over the age of 18 will be residing in the home other than the primary resident and/or co-applicants, they must be listed in the **Ordinarily Resident Adults** section of the application. The data entry fields for this section are hidden by default. To add an ordinarily resident individual, click the **Add Ordinarily Resident Adult** button. Enter the required information. Additional residents can be added by clicking the **Add Ordinarily Resident Adult** button again.
15. When the location and resident information has been entered and verified, click on **Part 4 – Contractor Information**.

Figure 9 - Part 3: New Home, Ordinarily Resident Adults

Ordinarily Resident Adults

An Ordinarily Resident Adult is anyone over 18 years of age residing in the home. You must identify all ordinarily resident adults.

[+ Add Ordinarily Resident Adult](#)

Legal Given Name	Middle Name	Last Name	Phone	Email	Date of Birth	
<input type="text"/>					null	<input type="button" value="x"/>

No items to display

Please Note: Your Application for Owner Builder Authorization will not be considered complete until the original downloadable completed application, including the completed sworn Affidavit of Execution, has been received by the New Home Buyer Protection Office.

[Previous](#) [Save As Draft](#) [Cancel Changes](#) [Next](#)

16. All subcontractors who will participate in the construction of the proposed property must be included on the application. To add a subcontractor, click the **Add New Contractor** button. Enter the appropriate information about the subcontractor. Additional subcontractors can be added by clicking the **Add New Contractor** button again.

Figure 10 – Part 4: Contractor Information

Application for Owner Builder Authorization

Part 1 Applicants | Part 2 Current Home | Part 3 New Home | **Part 4 Contractor Information** | Part 5 Verification

Required fields are marked with *.

Subcontractors who will be involved in building new the home.

[+ Add new Contractor](#)

Trade	Business Name	Address	Phone
<input type="text"/>			

Please Note: Your Application for Owner Builder Authorization will not be considered complete until the original downloadable completed application, including the completed sworn Affidavit of Execution, has been received by the New Home Buyer Protection Office.

[Previous](#) [Save As Draft](#) [Cancel Changes](#) [Next](#)

17. All subcontractors who will participate in the construction of the proposed property must be included on the application. To add a subcontractor, click the **Add Contractor** button. Enter the required information. Additional subcontractors can be added by clicking the **Add Contractor** button again.
18. When all available subcontractor information has been entered, click on **Part 5 – Verification**. A summary of the information entered in the application will be displayed. Missing information required to submit the application will be identified.
19. To enter missing information or modify the application before submission, click on the appropriate tab and make the necessary changes or additions. The **Submit** button will not appear until all missing information is provided.
20. When all information has been provided and verified, click the **Submit** button. The application will be moved to “Awaiting Payment” status in the NHBPS workflow.
21. The Owner Builder Authorization application will not be processed by the NHBPO until payment has been made. Payment may be made online through the Payments tab of the Residential Builder Portal or by cheque, money order, or bank draft. For information about the online payment process, see section **Error! Reference source not found. Error! Reference source not found.** on page **Error! Bookmark not defined.**
22. Click the **Download Application** button to generate a printable version of the form. The printable version will include the mandatory questionnaires for all applicants, as well as the Affidavit of Execution and instructions for completing the application process. **Do not skip this step**, as the questionnaires and affidavits must be signed and included in the application package.

After the fee payment for an application has been successfully processed, the application will be routed to the NHBPO for approval. Approved applications will be displayed on the Public Search Registry.

Note: Applications for owner builder authorization are not auto-approved by the NHBPS. All applications for owner builder authorization are manually reviewed by NHBPO staff. This process will take **up to 14 business days starting from the time your completed manual application is received** (including the Affidavit of Execution).

2.8 Payments

Owner Builder Authorization, New Home Registration, and Rental Exemption applications will not be processed by the Residential Protection Program until the application processing fees have been paid. Application fee payments can be made online through the NHBPS or “offline” through the submission of a cheque or money order made payable to the Government of Alberta. Both online and offline payment transactions are started through the payment tools located within the NHBPS.

The payment tools in the NHBPS can be accessed from the **All Applications** tab or the **Payments** tab. Applications with a payment status of “Awaiting Payment” or “Payment in Progress” are displayed on both the **All Applications** and **Payments** tabs by default; the filtering tools enable access to applications with other payment statuses, such as “Paid” or “Declined”, as well as transaction records for refunds.

For applications with a status of “Awaiting Payment”, the Actions column of the data grid will include the **Pay Now** icon (a dollar sign on a green background). For applications in all other payment statuses, the Actions column of the data grid will include the **Payment Inquiry** icon (an eye on a white background).

2.8.1 Online Payment

Online payment can be made for Owner Builder Authorization have a status of “Awaiting Payment”. If you have added warranty to your Owner Builder Authorization, the fee for your application cannot be paid online until warranty confirmation for the registration has been completed by the selected warranty provider; if you have not chosen to add warranty the fee for your Owner Builder Authorization can be paid online as soon as the application is submitted. A data grid containing all applications in “Awaiting Payment” status can be found on the **Awaiting Payment** tab of the Owner Builder Console.

To pay an application processing fees online:

1. Click **Home** in the primary navigation menu.
2. Click on the **Pay Now** icon (a dollar sign) in the Actions column for the application either on the All Application tab or within the Payments tab.

3. An invoice will be displayed containing a summary of your application, including the total payment required.

IMPORTANT: Before making an online payment, please ensure that the pop-up blocker of your web browser is turned off. If the pop-up blocker is on, the MyAlberta eServices window will not open, and payment cannot be submitted.

For Google Chrome users:

- Settings → Advanced → Privacy and Security → Content Settings → Popups
- Set Popups to "Allowed".

For Safari users on the Mac OS:

- Go to Safari → Preferences → General → Security
- Ensure "Block pop-up windows" is not checked.

For Microsoft Edge users:

- Click on the "Settings and more" icon (three dots in the upper right corner of the browser).
- Go to Settings → View advanced settings → Block pop-ups
- Set "Block pop-ups" to "Off".

4. Click the **Pay Online** button to open the online payment form.
5. Read the text in the pop-up window; click **Continue** to proceed with the transaction.
6. Online payment will be made through the **My Alberta eServices** website. The Order Details including your fee payment will be filled out automatically.
7. Click the **Go to Secure Checkout** button on the form. **DO NOT** click the **Continue Browsing** link.

Figure 11 - Online payment form

Vehicle Registration & Renewal Reminders [Sign Up](#) Contact Sign in

MyAlberta eSERVICES Go Order \$750.00

Agriculture & Land Culture & Recreation Education Legal Matters & Documents Work & Industry Vehicles & Transport Specialty Plates Magento Upgrade Test Category

Order Details

ITEM	PRICE	QUANTITY	SUBTOTAL
Property Registration Payment	\$750.00	1	\$750.00

ORDER DETAILS

Invoice Number: 24IV07340455
 Builder Name: OB IMAM (24OB06157236)
 Email Address: OBIMAM@GMAIL.COM
 Registrations: 24AA1593917

[Remove Item](#)

Order Summary

Subtotal \$750.00
Order Total \$750.00

[Go to Secure Checkout](#)

[< Continue Browsing](#)

- Use the **Guest Checkout** option. Enter your email address in the **Email** field of the **Guest Checkout** section. **DO NOT** click the **Login to your MyAlberta Digital ID** link.

Secure Checkout

Sign in

Already registered with Alberta.ca Account?

[Alberta.ca Account](#)

[MyAlberta Digital ID for Business](#)

Order Summary

Subtotal \$750.00
Order Total \$750.00

1 ITEM IN YOUR ORDER ✓





Guest Checkout

Enter your email to proceed as a guest

Email *

- The Billing Address section will not be pre-populated. Provide all required information and click **Submit**.

Accepted payment methods:

Credit Card    

Billing Address

Enter your billing address as it appears on your billing statement.

First Name *

Last Name *

Address * Unit, Apt, Suite (optional)

City *

Country * State/Province * Zip/Postal Code *

Phone

- Enter the appropriate payment card information in the **Card Details** section.
- Check the box to accept the terms and conditions.
- Click the **Place Order** button.

Card Details

Enter your credit card details.

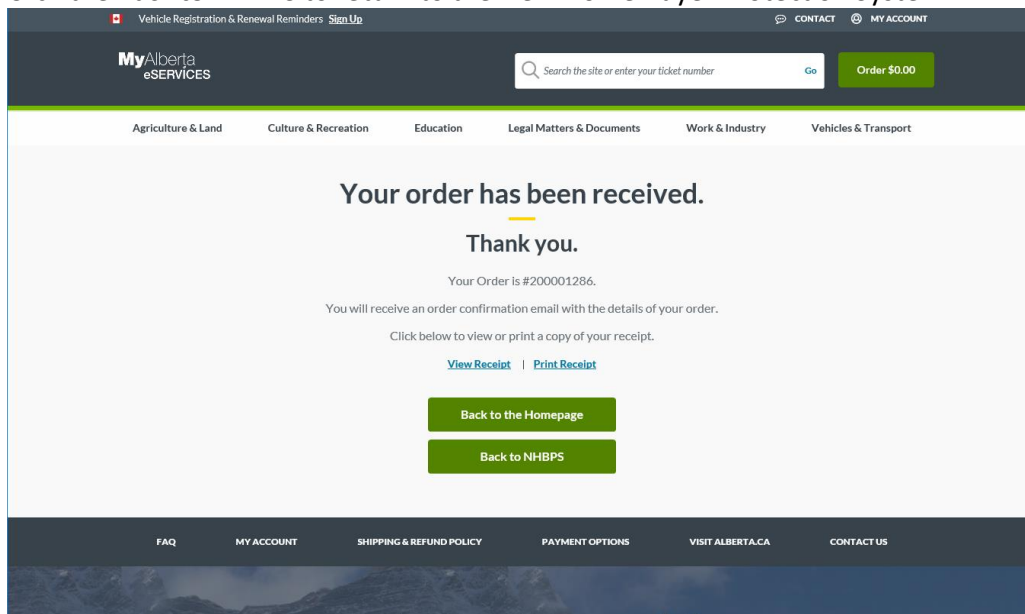
Credit Card Number *

Name on Card * Expiration Date * CVC *

You must accept the terms and conditions in order to place an order.

By submitting this form you agree to the Terms & Conditions presented in the waiver. [Read Terms & Conditions](#)

13. When your transaction has been submitted, you will be provided with an order number and links to view your invoice and print your receipt.
14. Click the **Back to NHBPS** to return to the New Home Buyer Protection System.



15. **Payment Status** for the application will be “Payment in Progress”. Payment processing could take up to 60 minutes to complete. If, after one hour, the payment status is still “Payment in Progress” or has reverted to “Awaiting Payment”, contact the Residential Protection Program at 1-866-421-6929 or RPP@gov.ab.ca.
16. A payment receipt from MyAlberta eServices will be emailed to the address provided on the **Guest Checkout**

Confirmation Receipts can be downloaded for fee payments that were completed successfully.

To download the receipt for a successful payment transaction:

1. Click **Home** in the primary navigation menu.
2. Click on the **Payments** tab.
3. Click on the **Filter** icon (a funnel) at the right of the heading in the **Payment Status** column.
4. Check the “Paid” box in the list of payment statuses.
5. Click the **Filter** button at the bottom of the list.
6. The data grid will include applications with a Payment Status of “Paid” (to include only applications with a Payment Status of “Paid”, uncheck all of the boxes in the payment status list before filtering).
7. Find an application included in the transaction for which you want to print the receipt.
8. Click the **Payment Inquiry** icon (an eye on a white background) in the Actions column.
9. Click the **Print Receipt** button. The receipt for the transaction will be generated in PDF format. You will be prompted to open or save the receipt. The receipt will include all registrations included in the transactions.

Invoices can be downloaded using a similar process.

To download the invoice for a payment transaction:

1. Click **Home** in the primary navigation menu.
2. Click on the **Payments** tab.
3. If you would like to download an invoice for a transaction with a status other than “Payment in Progress”, click on the **Filter** icon (a funnel) at the right of the heading in the **Payment Status** column.
4. Check the appropriate box(es) in the list of payment statuses.
5. Click the **Filter** button at the bottom of the list.
6. The data grid will include applications with the selected statuses.
7. Find an application included in the transaction for which you want to print the invoice.
8. Click the **Payment Inquiry** icon (an eye on a white background) in the Actions column.
9. Click the **Print Invoice** button. The invoice for the transaction will be generated in PDF format. You will be prompted to open or save the invoice. The invoice will include all registrations included in the transactions.

After the fee payment for an application has been successfully processed, the RPP approval process will be carried out. The approval process will not be completed for registrations which are awaiting payment. Approved registrations will be displayed on the Public Search Registry.

(<http://homewarranty.alberta.ca/public-registry/>).

2.8.2 Offline Payment

Offline payment (i.e., payment by cheque or money order) can be made for Owner Builder Authorization, New Home Registration, and Rental Exemption applications that have a status of “Awaiting Payment”. Before sending an offline payment to the RPP, the offline payment transaction must be made in the NHBPS. This enables the RPP to anticipate receiving the offline payment and prevents accidental duplicate payments.

To pay application processing fees offline:

1. Click **Home** in the primary navigation menu.
2. Click the **Payments** tab.
3. There are three options for making offline payments:
 - a. **To pay for a single application**, click on the **Pay Now** icon (a dollar sign) in the **Actions** column for the registration or application.
 - b. **To pay for more than one item**, click on the checkbox in the selection column for each item to be included in the payment transaction. Click the **Pay Selected** button.
 - c. **To pay for all items** in the shopping cart with a status of “Awaiting Payment”, click on the checkbox at the top of the selection column; this will select all available items in the grid. Click the **Pay Selected** button.
4. An invoice will be displayed containing a summary of all items selection for the transaction, including the total payment required.

5. Click the **Pay Offline** button to open the online payment form. A dialog box will open with a reminder regarding the processing time for offline payments. Click **Pay Offline** to continue or click **Cancel** to return to the invoice screen without submitting the transaction.
17. If **Pay Offline** was clicked to confirm and submit the transaction, the Payment Processing screen will be displayed, containing a notification that the payment is being processed. The Payment Processing screen will include a summary of all items included in the transaction. To print an invoice for the transaction, click the **Print Invoice** button.
18. To return to the Payments tab, click the **Back to Task List** button. All applications included in the transaction will be set to “Payment in Progress” status. The status of the applications will be updated when the RPP receives and process the offline payment.

IMPORTANT: To avoid unnecessary delays, ensure that, after submitting a transaction for an offline payment in the NHBPS, the actual payment (i.e., cheque or money order) is sent to the address on your invoice and made out to the Government of Alberta. Applications paid for offline will not be approved by the RPP until the payment is received and processed. The RPP is not responsible for approval delays caused by a builder’s failure to send in a payment.

Applications included in an offline payment transaction will remain in the status of “Payment in Progress” until the RPP receives and process the offline payment. If the payment is declined (e.g., insufficient funds in a chequing account), the payment will be declined, and the applications will be put back into “Awaiting Payment” status. If the payment is successful (e.g., the RPP was notified that the cheque cleared the bank), the applications will be given a status of “Paid”. In most cases, the application will be approved shortly afterward.

While an offline payment is in “Payment in Progress” status (i.e., between the submitting of an offline payment and the processing of the payment by the RPP), the payment can be cancelled.

To cancel an offline payment:

1. Click **Home** in the primary navigation menu.
2. Click the **Payments** tab.
3. Find an application included in the transaction that you want to cancel.
4. Ensure that the Payment Status is “Payment in Progress”. If the status is “Paid”, the transaction cannot be cancelled. Contact the RPP if further action is needed.
5. If the Payment Status is “Payment in Progress”, click the **Payment Inquiry** icon (an eye on a white background) in the Actions column. The invoice screen for the transaction will open.
6. Click the **Cancel Payment** button to cancel the payment. This will cancel payment for the entire transaction; payment cannot be cancelled for a single application on a transaction including more than one application.
7. When the cancellation is processed, the applications included in the transaction will be put in the status of “Awaiting Payment”. This could be between 5 and 15 minutes. A screen refresh (or moving to another tab in the system) may be required to make the change visible.

2.8.3 Financial Reporting

The NHBPS provides builders with the ability to generate a downloadable report of financial transactions for processing fees of applications the builder has submitted. The report generates spreadsheets compatible with Microsoft Excel and similar programs.

To generate a financial report:

1. Click **Reports** in the primary navigation menu to open the NHBPS reporting tools.
2. Currently, builders have access only to the Financial Report, which will be selected by default in the **Report Name** dropdown list.
3. If the logged in user is associated with more than one builder organization, those organizations will be listed in the **Available Builders** list.
 - a. To generate a report for a single builder, click on that builder, then click the right-arrow button (second from the top) between the two builder lists.
 - b. To generate a report for all builders, click the top button (“Add All”) between the two builder lists.
 - c. To remove a builder from the **Selected Builders** list, click on that builder, and then click the left-arrow button (third from the top) between the two builder lists.
4. If the logged in user is associated with only one builder organization, that builder will be automatically added to the **Selected Builders** list.
5. To set the date range for the report, click the calendar icon under Start Date and select a date, and then click the calendar icon under End Date. The Financial Report will include transactions processed during the period from the start to end dates.
6. Click the **Generate Report** button. When the report is ready, you will be prompted to open or save the report.

2.8.4 Payments Made by Warranty Providers

The NHBPS provides warranty providers with the ability to pay application processing fees warranty on behalf of their client builders for New Home Registration applications on which they have confirmed. If a warranty provider pays for a registration on behalf of a builder, the builder will see the change in the payment status of the registration and be able to see the transaction record for the payment. However, the builder will not be able to view the transaction details or download the invoice or receipt. If the builder clicks in the “Payment Inquiry” icon for a transaction made by a warranty provider, a message indicating that the fee was paid by the warranty provider will be displayed. Similarly, warranty providers will be able to see transaction details, invoices, and receipts only for payments made by the warranty provider.

2.9 Verifying Warranty Coverage Status for a Building Permit

Under the *New Home Buyer Protection Act*, a building permit cannot be issued unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property. A number of options for verifying warranty coverage or exemption are available to permit issuers. They can request that the builder provide a printed copy of the Registrar’s proof of coverage or exemption; they can use the New Home Buyer Protection Public Registry search online; or they can combine both options.

After a registration has been approved by the RPP, it will become visible on the Public Search Registry. As well, builders will be able to download a certificate of approval bearing the Registrar’s signature and seal; this certificate can be presented to permit issuers as verification of warranty coverage. Builders should contact their permit issuer before applying for a building permit in order to find out the preferred method of verification. As a best practice, we recommend always downloading and printing the Registrar’s certificate when a new home registration is approved. Only the builder of a property can download and the Registrar’s certificate; permit issuers and your warranty provider do not have access to the certificate.

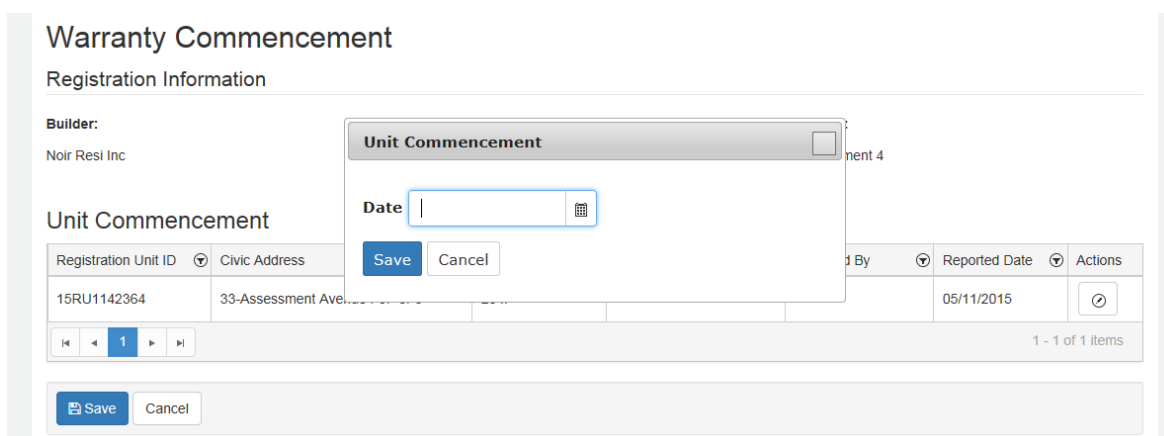
To download a Registrar’s certificate:

1. Click **Home** item in the primary navigation bar.
2. Click on the **Approved** tab on the Owner Builder Console screen.
3. Enter the Application ID in the **Search** tool located above the list of approved applications and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
4. Click on the **Download Certificate** icon (a printer on a dark blue background) in the Actions column for the appropriate application.
5. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.

2.10 Entering Warranty Commencement Dates

The NHBPS provides builders with the ability to provide warranty coverage commencement dates for common property policies and unit policies for new home registrations they have entered into the system. Warranty providers and New Home Buyer Protection staff have the ability to enter warranty coverage commencement dates into the system on behalf of builders. Once a commencement date has been provided for a common property or unit policy, the date can be changed **only** by Residential Protection Program staff. If a commencement date must be changed, a request should be submitted by email to the Residential Protection Program.

Figure 12 - Warranty Commencement tool



Note: Commencement dates should be entered into the system only if the warranty coverage on the building or unit has actually commenced. Commencement triggers, such as occupancy or transfer of title, are specified in the *New Home Buyer Protection Act*. Before entering a commencement date into the system, contact your warranty provider to determine that coverage has actually commenced and that the date is accurate.

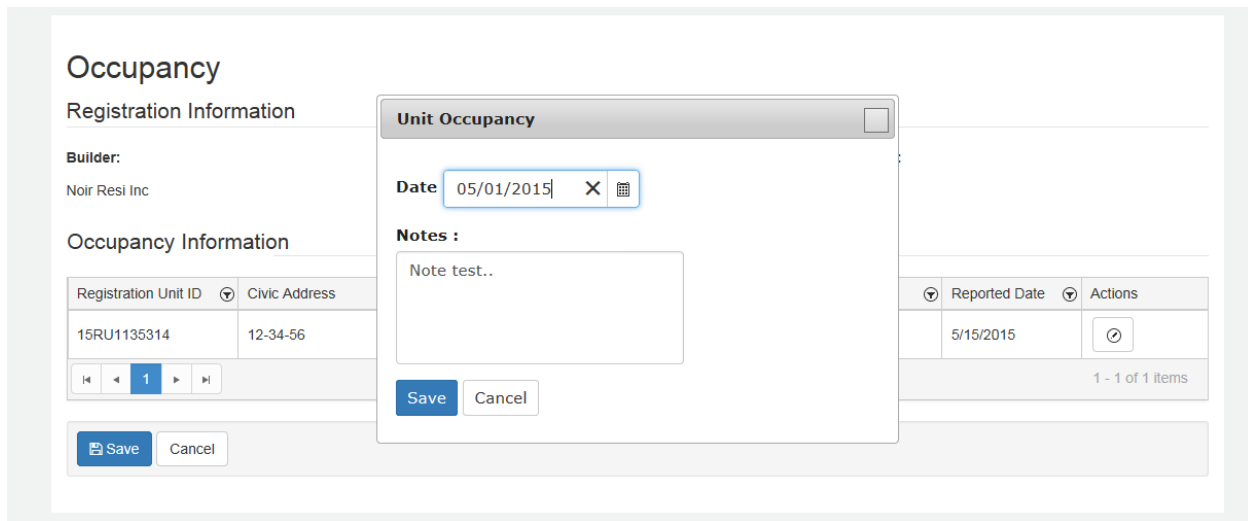
To enter or modify commencement dates:

1. Click on the **Commencement** tab on the Residential Builder Console.
2. Enter the Application ID in the **Search** tool located above the list of registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
3. To view the full registration form before rejecting coverage, click the **View/Edit** icon (the pencil) or the hyperlinked form ID in the Registration ID column for the appropriate registration. We suggest viewing the registration in a new tab or new window.
4. To open the Warranty Commencement tool, click on the **Commence Warranty** icon (a house on a light blue background) in the **Actions** column for the appropriate registration.
5. To enter the common property policy commencement date, click on the calendar icon in the **Commencement Date** field in the Common Property section of the tool; this field will only be available for buildings identified as condominiums. Select the correct Month and Year, then click on the correct day in the displayed calendar page.
6. To enter unit policy commencement dates, click on the **Set Commencement Date** icon (a pencil) in the Actions column of the appropriate unit. The Unit Commencement tool will open.
7. Click on the calendar icon in the **Date** field. Select the correct Month and Year, then click on the correct day in the displayed calendar page.
8. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Commencement tool without saving your changes.

2.11 Entering Occupancy Dates

The NHBPS provides builders with the ability to provide occupancy dates of rental properties for which they have submitted rental exemptions in the system. New Home Buyer Protection staff has the ability to enter occupancy dates into the system on behalf of builders and to modify occupancy dates if necessary. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit was occupied.

Figure 13 - Occupancy tool



To enter or modify occupancy dates:

1. Click on the **Occupancy** tab on the Owner Builder Console.
2. Enter the Application ID in the **Search** tool located above the list of registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
3. To open the Occupancy tool, click on the **Occupancy** icon (a house on a dark blue background) in the **Actions** column for the appropriate registration.
4. To enter or modify the occupancy date, click on the **Set Occupancy Date** icon (a pencil) in the **Actions** column. The Unit Occupancy tool will open.
5. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit in the building was occupied.
6. Click on the calendar icon to the right of the **Date** field. Select the correct Month and Year, then click on the correct day in the displayed calendar page. Once the occupancy record is saved, **Date** can only be modified by Residential Protection Program staff.
7. To enter notes regarding the occupancy date, click in the **Notes** field and enter text as appropriate. Only one note is saved per commencement date, so be careful not to overwrite information that must be retained. Once the commencement record is saved, **Notes** can only be modified by Residential Protection Program staff.
8. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Occupancy tool without saving your changes.

2.12 Application Search

The Application Search tool provides a variety of options for searching for a new home registration or a rental exemption application. Builders can search by Street Address, Legal Land Description, Lot/Block/Plan, Registration Form ID, Registration Unit ID, Status, Project, or Policy Number. Builders may use whatever search option is most convenient based on the information available.

Figure 14 – Application Search screen

To search for an application:

1. Click on **Application Search** in the primary navigation bar.
2. Use the **Search For** checkboxes to filter the search results by application type.
3. Use the **Search By** dropdown menu to select a search method.
4. Enter the appropriate information in the fields provided.
5. When all available information has been entered, click the **Search** button.
6. The results screen will show all entries matching the selection criteria.

When searching by **Status**, a dropdown list containing all of the available status options will be provided. Information on the meaning and use of each status is provided in Table 1 - Registration Status options.

Table 1 - Registration Status options

Status	Explanation
Approved	The registration has been approved by the RPP.
Awaiting Approval	The file has been sent to RPP staff for manual approval (1%).
Awaiting Compliance Assessment	The registration has been approved and is awaiting a scheduled assessment by a RPP Program Officer.
Awaiting Warranty Confirmation	The registration is waiting for the warranty provider to confirm the commitment to provide coverage.
Awaiting Payment	The registration fee has not yet been paid.
Cancelled	The registration form was cancelled by the Builder.
De-Enrolled	The warranty provider has withdrawn the

Status	Explanation
	conditional warranty coverage on the unit.
Denied	This applies to Owner Authorizations that have been denied by the RPP.
Draft	This applies to incomplete registrations that have not been submitted into the approval workflow.
Validation Pending	Registration is waiting for validation by warranty provider.
Warranty Rejected	The registration has been rejected by the warranty provider.

3 Account Administration

The tools found in the Account Administration section of the Owner Builder Portal enable users designated as account administrators to perform the following tasks:

- Request the addition of new users to an existing owner builder account.
- Remove an existing user’s access to an existing owner builder account.
- Designate an existing user as Account Administrator for an existing owner builder account or take away the Account Administrator role from an existing user.

The following sections explain how to carry out these tasks.

3.1 Adding a New User to an Existing Builder Account

The following process will submit a request for the creation of a new user who will be associated with an existing builder account designated by the account administrator.

To add a new user to an existing builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **Request New User** button.
4. A blank new user request form will be displayed.
5. Fill out the form with the appropriate information for the new user. Required fields are marked with *.
6. Select the appropriate **User Role** for the new user. Builder accounts can have no more than two account administrators.
7. Click the **Submit for Approval** button to send the request to the RPP or click **Cancel** to close the form without submitting the request (the data will not be saved).
8. An email notification will be sent once the request has been processed.

3.2 Remove an Existing User from an Existing Builder Account

The following process will submit a request for to remove an existing user from an existing builder account.

To remove an existing user from an existing builder account:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The Organization User List will display all existing users for the owner builder account.
4. Click the **Remove** icon (an **X**) in the Options column for the user to be removed.
5. The Remove Organization Access window will open.
6. Verify that the correct user has been selected.
7. Enter the reason for requesting the user’s removal.
8. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
9. An email notification will be sent once the request has been processed.

3.3 Changing an Existing User’s role

The following process will submit a request for to change an existing user’s role in the owner builder account.

To change an existing user’s role:

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The Organization User List will display all existing users for the owner builder account.
4. Click the **Modify** icon (a pencil) in the Options column for the user to be removed.
5. The Request Application Role Change form will be displayed.
6. Select the appropriate **User Role** for the user.
 - a. Builder accounts must have at least one account administrator.
 - b. Builder accounts can have no more than two account administrators.
7. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
8. An email notification will be sent once the request has been processed.

4 Learn More

For more information about MA Connect and the New Home Buyer Protection System, contact the Residential Protection Program.

Table 2 - Residential Protection Program Contact Information

Website:	www.HomeWarranty.alberta.ca
Information Line:	1-866-421-6929
Email:	RPP@gov.ab.ca