Frequently Asked Questions: MTO Procedures

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1. Where can I get client address information from?

In order to acquire a free miner's address details you must search MTO. Instructions are available in our MTO Help Guide.

Note: For individual free miners, the phone or email information is only available if the free miner has indicated that it is public information (not confidential). Corporate free miners address information is fully available to the public.

2. I can't use a computer; can you tell me whom I can hire to do my computer work?

Mineral Titles Branch does not maintain a list of companies with these services. It is up to you to ask or hire someone to help you with your computer work. You might contact a regional mining association to see if they are aware of anyone.

3. I was in the middle of making a payment in MTO and the system crashed. Is there a tracking system to let me go back to where I was originally or do I have to start over from the beginning?

If the Mineral Titles Online system has a service interruption while in the middle of an event registration or payment a client can sign back on to MTO with their user id and password and perform a search of the affected tenures to see if the registration was completed. If the payment event was successfully completed an event number for the transaction will be displayed. In addition, the date of the claims will have changed if exploration and development work or payment instead of exploration and development work have been registered. If the date of the claims is unchanged and an event number is not registered use the MTO Help Guide to search for a payment receipt.

If a transaction is not listed please [contact](#) Mineral Titles Branch before restarting the transaction. When restarting the transaction you will have to start from the beginning.

4. **How do I change my contact information and email address?**

Your contact information (phone number, address, email, etc.) can be updated by logging into Mineral Titles Online (MTO). [Step-by-step instructions](#) are available in the [MTO Help Guide](#).

Please note that the Mineral Titles Online (MTO) registry uses the email address you supply in the confidential email field for sending auto-generated event confirmation emails.

5. **I forgot to print the confirmation page for my Statement of Work (SOW). How can I reprint this page so I can include it with my assessment report?**

You cannot go back and print the exact confirmation page; however, you should receive an auto-generated email confirmation of your event registration that contains similar information. You can also view your SOW details by [searching](#)the Event Number in Mineral Titles Online. Instructions are available from the [MTO Help Guide](#).

6. **What source of time does the clock in MTO use?**

Refer to the [MTO Help Guide.](#)