

MEP Accounts Online Guide

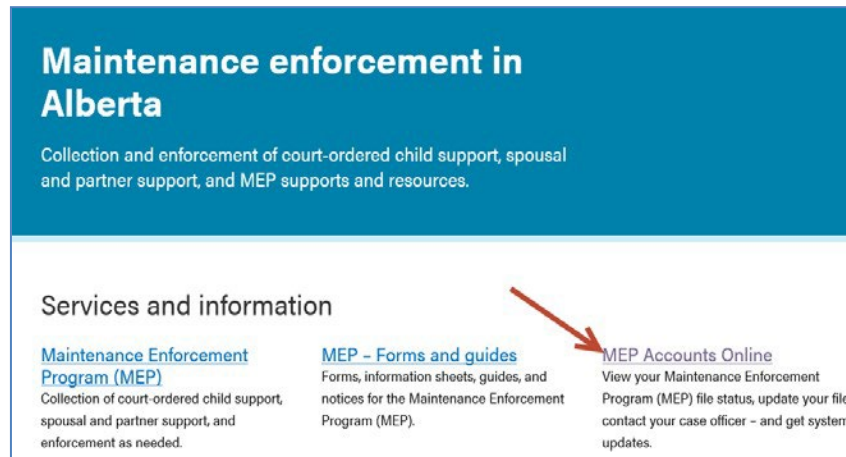
April 2023

Contents

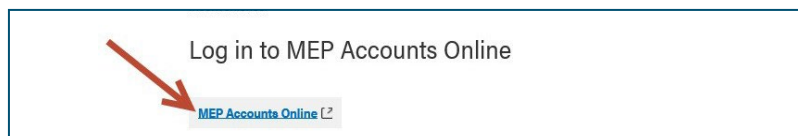
MEP Accounts Online Guide April 2022.....	1
• Logging in For the First Time	3
• How Do I Login To MEP Accounts Online?	5
• What Information Can I Access on MEP Accounts Online?	6
• Update Information	7
• Report Direct Payment	7
• Report Debtor Info	7
• View Collections	8
• View Terms	8
• View Payments	8
• View CSA (Creditor Statement of Account)	9
• View DSA (Debtor Statement of Account)	10
• Creditor/Debtor Yearly File Summary	11
• Request Remittance Forms (No longer available)	11
• Request Call Back	11
• Send Email	11
• Request Child Status Review	12
• Change Password	12
• Change Login Info	12
• Log Out	12
• Forgot Your Password	13
• Locked Out of the System	14
• Five Incorrect Password Attempts	14
• Three Incorrect Password Recovery Questions	14

Logging in For the First Time

- Contact MEP by phone. Call 780-422-5555 in Edmonton. From elsewhere in Alberta, dial 310-0000 first to contact MEP toll-free.
- Speak with a service agent and ask for your 7-digit MEP file number, and your **registration identification number (RIN)**
 - Write down the RIN exactly as it is provided to you – it is case sensitive.
- The service agent will also provide you with your 4-digit PIN which can be used to access the MEP Info Line, to access account information through MEP’s interactive phone system.
- Go to MEP’s website alberta.ca/mep
- Click on [MEP Accounts Online](#)



- On the **MEP Accounts Online** page, click the [MEP Accounts Online](#) button (under 'Log in to MEP Accounts Online')



- On the **MEP Accounts Online Login** screen, click "Logging in for the first time".



- On the **Register New User** screen, enter the following:
 - Your 7-digit MEP file number
 - If you have multiple MEP files, you can enter any one of the file numbers.
 - If your file number is only 5-6 digits, add zero(s) at the beginning of it to make it 7 digits (e.g. if your file number is 123-456, enter 0123-456)
 - Your 8-digit **registration ID number (RIN)** (can be entered with or without the dash)
 - The RIN is only needed the first time you set up your account.
 - Your email address
 - A **password**
 - Minimum of 7 characters
 - Must include one number, one lower case letter and one upper case letter.
 - Use the “help” button (?) on the left hand menu for the password rules.



 **Keep your password in a secure location, and do not share it with anyone else.**

- Five (5) **Password Recovery Questions**
 - Click on drop down arrow, select a question, and enter the answer.
 - The answer must be at least 2 characters long.
 - Repeat this process until you have completed all 5 questions and answers.
 - You cannot use the same question twice.

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"/>

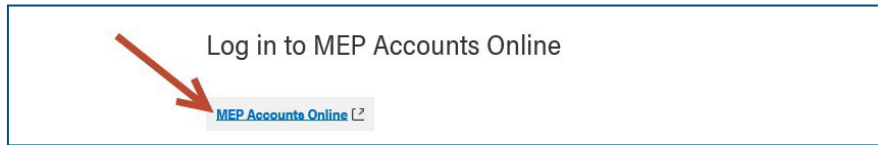
- Click “Save”
- This will take you to the MEP Accounts Online Login screen. Refer to How Do I Login To MEP Accounts Online on the next page for further information.

How Do I Login To MEP Accounts Online?

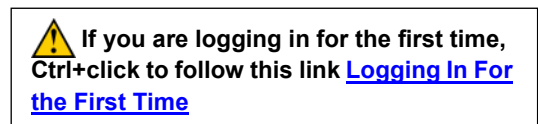
- Go to MEP's website alberta.ca/mep
- Click on MEP Accounts Online



- On the **MEP Accounts Online** page, click the [MEP Accounts Online](#) button (under 'Log in to MEP Accounts Online')



- On the MEP Accounts Online Login screen, enter the email address and password you used to set up your account and click **“Login”**.




- 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.
 - To view another MEP file, you must log out, then log in again.

- You will automatically be directed to the **Update Personal Information** screen.
 - You cannot proceed without providing an address.
 - Update any information that has changed and click **“Save”**.
 - Do not enter an email address
 - If none of your personal information has changed, click **“Save”**.

What Information Can I Access on MEP Accounts Online?



 For help on any screen, click the question mark in the upper left corner of the screen (under the Alberta Justice logo)

Use the menu on the left hand side of the screen to access information on your account.

Recipient (Creditor) Menu



Payor (Debtor) Menu



Update Information

- Update your mailing address and phone numbers.
- Do NOT enter an email address.

Party Information

When our records indicate that we do not have a valid address for you, you are required to provide your current address in order to view the remaining information regarding your file. Please enter address information below.

Mailing Address:

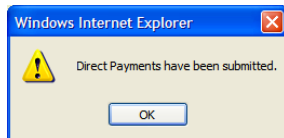
Country Pr/St: CANADA, ALBERTA
City/Town: ACME
Postal/Zip Cd: T0A 0A0

Work Phone:
Home Phone:
Cell Phone:
Fax Phone:
Email:

Save

Report Direct Payment

- Recipients (creditors) only.
- Use this screen to report direct payments (maintenance payments you received outside of MEP – directly from or on behalf of the payor).
- Remember – direct payments must be reported within 7 days of when you received the payment to avoid a \$51.50 penalty
- Enter up to 6 direct payments, then click submit. A pop-up box will confirm 'Direct Payments have been submitted'.



- MEP will adjust your file within 14 days.

\$175 Report Direct Payments

File Number: [REDACTED] **File Status:** [REDACTED]
Style of Cause: [REDACTED] vs. [REDACTED]

Report Direct Payments

If you wish to claim payments you received directly from the debtor, please enter the exact date in the format specified (e.g. 20020115) and the exact dollar amount (e.g. 322.11) in Canadian funds. Do not enter any amounts that you have previously reported to us if they have already been adjusted.

	Date (YYYYMMDD)	Amount (999999.99)
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"/>
6.	<input type="text"/>	\$ <input type="text"/>

Failure to report any direct payment as required may result in a penalty charged to the creditor or the inability of MEP to take collection action.

Submit

Report Debtor Info

- Use this screen to report information about the payor. MEP will review the information and take action if appropriate.
- Enter information in at least one field and click "Submit". A pop-up will display, stating "Debtor Information has been submitted". Click "OK" to close the pop-up, and the screen will re-display as blank.

Debtor Information

To provide new information on the Debtor such as a change of address, bank information and new employer, fill out the form below and click on submit.

Income Source:

Address:

Banking:

Other Assets:

Submit

View Collections

- View current collection actions in place on your file.
 - For information about historical collection actions, contact MEP by using the Send Email or Request Call Back options.
- Confidential information is not disclosed on this screen (e.g. employer, bank, specific real or personal property) for the protection of the payor (debtor).

S167 Collection Actions Taken	
File Number:	██████████
File Status:	Active
Style of Cause:	JOHN ALEXANDER DOE vs. JANE ANNE DOE
Active Collection Actions	
This screen only displays active collection actions on your file.	
Issue Date	Collection Action Description
2019-05-02	Motor Vehide Suspension
2019-03-21	Motor Vehide Restriction
2016-12-05	Federal Support Deduction Notice
2014-02-04	Credit Bureau
2012-08-01	Federal License Denial
2012-01-11	Personal Property Registry

- For more information about each collection action, refer to the collection information sheet(s) which are available on the MEP's website at alberta.ca/mep.

View Terms

- View upcoming ongoing (e.g. monthly) support amounts on your file.
 - Ongoing support amounts do not appear here until the first charge has been applied.
- One-time charges do not show on this screen. To see upcoming one-time charges, refer to the Summary section on your DSA or CSA.

Active Orders and Terms					
This screen only displays orders with active terms. MEP Terms indicate what payment arrangements are in place for arrears. This results from a review of a Statement of Finances.					
Court Code	Court File Number	Judgment Date	Term Type	Amount	Cycle
CALGARY COURT OF QUEEN'S BENCH	FLG ██████████	2006-03-13	MAINTENANCE	765.00	MONTHLY
			SUPPORT	1000.00	MONTHLY

View Payments

- View pending payments, including pre-authorized withdrawals and post-dated cheques.
- The **Date** indicates the earliest release date of the payment. Funds may be held longer if MEP is holding all funds, or if there are no arrears or charges owing.
- Seeing a payment here does not guarantee the recipient will receive the payment. Payments may be disbursed to a number of different creditors, including the government, refunded to the payor, be returned by the bank, or even applied to another MEP file.
- Payment Methods include: pre-authorized withdrawal, bank draft, cheque, or preferred cheque.

Payment Methods/Pending Money			
Pending payments will be released as soon as they are cleared by the bank.			
Date	Amount	Cycle	Payment Method
2012-01-13	2007.49		PREFERRED CHEQUE
2012-01-26	838.20		PREFERRED CHEQUE

View CSA (Creditor Statement of Account)

- Recipients (creditors) only.
- Use this screen to view the charges, payments, and adjustments made on your file.
- The Statement Start Date defaults to January 1st of the current year unless the file was registered within the current year. To change the date, enter a new Statement Start Date and click "Apply".
- You can view your own statement or Party 99 (maintenance that has been subrogated to the Crown if you have received income support benefits).
 - Use the Select Party drop-down list to select which statement to view, and click "Apply".
- **Print:** The CSA will print as you see it on your screen.
- **Request Statement from MEP:** The request will be based on the information you see on your screen. Enter the desired Statement Start Date, select the correct party and click "Apply" before requesting a statement.

- This screen shows **enforceable** balances only. If your file has **unenforceable arrears** (for example, a court ordered payment arrangement that does not have a default clause, or there is a stay of enforcement on arrears), look in the File Summary section.

File Summary - DOE/ JANE ANNE	
Closing Interest Subtotal:	0.00
Closing Unenforceable Principal Balance:	18609.79
Closing Unenforceable Interest Balance:	317.43
Creditor/Recipient Service Fees:	
Reimbursements:	

- Adjustments on your file are indicated with a collapsed line. Click the black triangle (left of the Description) to see the comments related to the adjustment.

Creditor Statement of Account						
Within the next 31 days the following terms are scheduled to become due:						
2020-01-01 Maintenance 400.00/Monthly						
2020-01-15 Maintenance 400.00/Monthly						
2020-01-23 Section 7 Expenses 750.00/One Time						
Transaction Date	Effective Date	Ref. Nbr.	Description	Charges	Paid Out	Total Balance
2019-12-23	2019-12-15		UNENFORCEABLE INTEREST	-317.43		0.00
2019-12-23	2019-12-15		UNENFORCEABLE ARREARS JV#: 3451974 JV Type: J70 INCREASE UNENFORCEABLE ARREARS Comments: STAY OF ENFORCEMENT ON ARREARS PER ORDER DATED 20191215 / STAY EXPIRES IN 9 MONTHS	-18609.79		317.43
2019-12-23	2019-12-15		CORRECTION JV#: 3451960 JV Type: J2x CHARGE DECREASE Comments: ORDER DATED [XXXXX] REDUCED 'M' FROM \$1200/MTH DUE 15TH TO \$400 DUE EACH 1ST & 15TH AS OF MAY2019	-400.00		18927.22
2019-12-23	2019-11-15		CORRECTION	-400.00		19327.22
2019-12-23	2019-10-15		CORRECTION	-400.00		19727.22
2019-12-23	2019-09-15		CORRECTION	-400.00		20127.22
2019-12-23	2019-08-15		CORRECTION	-400.00		20527.22
2019-12-23	2019-07-15		CORRECTION	-400.00		20927.22
2019-12-23	2019-06-15		CORRECTION	-400.00		21327.22
2019-12-23	2019-05-15		CORRECTION	-400.00		21727.22
2019-12-13	2019-12-01	30871428	INTEREST	38.95		22127.22
2019-12-01	2019-12-01	30816141	MAINTENANCE	1200.00		22088.27

- View **Interest** details by selecting the Reference Number on any interest charge on the statement.
 - Interest = 'Duration in Days' X 'Daily Interest Rate' X 'Balance Subject to Interest'

S1052 Interest Calculation Detail						
File Number: [REDACTED]			File Status: Active			
Style of Cause: JOHN ALEXANDER DOE vs. JANE ANNE DOE						
Interest Calculation Period: November 2019 - DOE/ JANE ANNE						
Period	Duration in Days	Interest Block for Period	Daily Interest Rate	Balance Subject to Interest	Balance Exempt to Interest	Calculated Interest for Period
2019-11-01 to 2019-11-30	30	No	0.00006027	21540.79	278.48	38.95
Interest Calculated for Period			38.95			
Interest Previously Calculated for Period			0.00			
Required Interest Adjustment			38.95			

View DSA (Debtor Statement of Account)

- Payors (debtors) only.
- Use this screen to view the charges, payments, and adjustments made on your file.

- The Statement Start Date defaults to January 1st of the current year unless the file was registered within the current year. To change the date, enter a new Statement Start Date and click "Apply".

- **Print:** The DSA will print as you see it on your screen.
- **Request Statement from MEP:** The request will be based on the information you see on your screen. Enter the desired Statement Start Date and click 'Apply' before requesting a statement.

- This screen shows **enforceable** balances only. If your file has **unenforceable arrears** (for example, if a court ordered payment arrangement that does not have a default clause, or there is a stay of enforcement on arrears), look in the File Summary section.

MIMS ONLINE - Debtor Statement of Account	
File Summary	
Opening Enforceable Balance as of 2019-01-01:	25773.77
Closing Enforceable Balance Due:	7818.64
Closing Interest Subtotal:	153.60
Closing Unenforceable Principal Balance:	18609.79
Closing Unenforceable Interest Balance:	317.43

- Adjustments on your file are indicated with a 'collapsed line'. Click the black triangle (left of the Description) to see the comments related to the adjustment.

Debtor Statement of Account						
Within the next 31 days the following terms are scheduled to become due:						
2020-01-01 Maintenance 400.00/Monthly						
2020-01-15 Maintenance 400.00/Monthly						
2020-01-23 Section 7 Expenses 750.00/One Time						
Transaction Date	Effective Date	Reference Number	Description	Charges	Received	Total Balance
2019-12-23	2019-12-15	19547413	▶ UNENFORCEABLE INTEREST - OTHER	-317.43		7818.64
2019-12-23	2019-12-15	19547412	▶ UNENFORCEABLE ARREARS - OTHER JV#: 3451974 JV Type: J70 INCREASE UNENFORCEABLE ARREARS Comments: STAY OF ENFORCEMENT ON ARREARS PER ORDER DATED 20191215 / STAY EXPIRES IN 9 MONTHS	-18609.79		8136.07
2019-12-23	2019-12-15	19547399	▼ CHARGE REDUCTION - OTHER JV#: 3451960 JV Type: J2x CHARGE DECREASE Comments: ORDER DATED [XXXXX] REDUCED 'M' FROM \$1200/MTH DUE 15TH TO \$400 DUE EACH 1ST & 15TH AS OF MAY2019	-400.00		26745.86
2019-12-23	2019-11-15	19547398	▶ CHARGE REDUCTION - OTHER	-400.00		27145.86
2019-12-23	2019-10-15	19547397	▶ CHARGE REDUCTION - OTHER	-400.00		27545.86
2019-12-23	2019-09-15	19547396	▶ CHARGE REDUCTION - OTHER	-400.00		27945.86
2019-12-23	2019-08-15	19547395	▶ CHARGE REDUCTION - OTHER	-400.00		28345.86
2019-12-23	2019-07-15	19547394	▶ CHARGE REDUCTION - OTHER	-400.00		28745.86
2019-12-23	2019-06-15	19547393	▶ CHARGE REDUCTION - OTHER	-400.00		29145.86
2019-12-23	2019-05-15	19547392	▶ CHARGE REDUCTION - OTHER	-400.00		29545.86
2019-12-14	2019-12-01	30893377	▶ DEFAULT PENALTY	40.00		29945.86
2019-12-13	2019-12-01	30871429	▶ INTEREST	7.87		29905.86
2019-12-13	2019-12-01	30871428	▶ INTEREST	38.95		29897.99
2019-12-01	2019-12-01	30816141	▶ MAINTENANCE	1200.00		29859.04

- If there are multiple recipients on your file, you will see one interest charge per recipient each month.
- View **Interest** details by selecting the Reference Number on any interest charge on the statement.
 - Interest = 'Duration in Days' X 'Daily Interest Rate' X 'Balance Subject to Interest'

S1052 Interest Calculation Detail						
File Number:		File Status: Active				
Style of Cause: JOHN ALEXANDER DOE vs. JANE ANNE DOE						
Interest Calculation Period: November 2019 - DOE / JOHN ALEXANDER						
Period	Duration in Days	Interest Block for Period	Daily Interest Rate	Balance Subject to Interest	Balance Exempt to Interest	Calculated Interest for Period
2019-11-01 to 2019-11-30	30	No	0.00006027	4352.04	145.73	7.87
Interest Calculated for Period			7.87			
Interest Previously Calculated for Period			0.00			
Required Interest Adjustment			7.87			

Creditor/Debtor Yearly File Summary

- The Yearly File Summary includes a File Summary and Statement of Account for a single calendar year.
- Enter the year you want the information for, and click Apply to view online; Print; or Request Statement from MEP to have MEP mail a copy to you.

S1051 Debtor Yearly File Summary
File Number: [REDACTED] File Status: Active
Style of Cause: JOHN ALEXANDER DOE vs. JANE ANNE DOE

MIMS ONLINE - Debtor Yearly File Summary

Statement Display Parameters
Year: 2018 [Apply] [Print] [Request Statement from MEP]

Request Remittance Forms (No longer available)

- Remittance forms are no longer available. Instead, clearly write your 7 digit MEP Account Number on your payment. If paying at the bank, write your account number down and keep it somewhere handy, to provide to the bank teller. This ensures your payment is applied to the correct MEP account.

~~**S166 Request Remittance Forms**
File Number: [REDACTED] File Status: Active
Style of Cause: JOHN ALEXANDER DOE vs. JANE ANNE DOE~~

Remittance Forms
To request payment slips that will be mailed within two business days click the button below. Please note that payment slips cannot be faxed.

[Request Remittance Form]

Request Call Back

- Request a call from your case officer.
- Calls are returned in the order in which they are received.
- The Call time defaults to 8:00 am and 9:00 am. You can select a different preferred time by using the drop-down list.
 - Case officers will attempt to call during the time you indicate; however, due to high volumes, they may call at a different time than what you selected, during business hours.

Request Call Back
This service queues a request to us to call you back.

Name: [Text Field]

Phone: ([]) [] - [] Extension: [Text Field]

Call: 08:00 AM [v] and: 09:00 AM [v] [Red Arrow]

[Submit]

Send Email

- Send MEP a secure email.
- MEP Accounts Online cannot accept email attachments. If you have attachments, please send them to MEP by mail, fax, or email to albertamep@gov.ab.ca. Please write your 7-digit MEP file number on your document.

S354 Send Email
File Number: [REDACTED] File Status: Active
Style of Cause:

Send Email
If you require an email response, please enter your email address for us to send the reply to. If attachments are required, click on the link below.

Reply Email Address: *Required in order for MEP to send a response [Text Field]

Subject: [Text Field]

Email Message Text: [Text Area]

Send e-mails with attachments to alberta_mep@gov.ab.ca

[Send]

Request Child Status Review

- Request a Child Status Review if your child's status has or may have changed (for example, they are over the age of majority and no longer in school, or they are no longer in the recipient's care and control).
- MEP will send the recipient a Child Status Form to determine if it is appropriate to continue enforcing support for a child. MEP will inform both parties of the results of the review.

Change Password

- Use this screen to update your password
 - Enter the temporary password
 - Enter and re-enter your new password
 - Click "Save".
- Password rules:
 - Minimum of 7 characters
 - Must include one number, one lower case letter and one upper case letter.
 - Use the "help" button (?) on the left hand menu for the password rules.



Keep your password in a secure location, and do not share it with anyone else.

Change Login Info

- Use this screen to update your login email address and/or your password recovery questions/answers.
- For your security, you must enter your password in order to update this information.



Your answers are case sensitive. Keep your exact responses in a secure location, and do not share them with anyone else.

Password Recovery Question	Answer
1: What was the make and model of your first car?	Ford Taurus
2: Where were you New Year's 2000?	Bar
3: What is your favorite song lyric?	AlreadyT here
4: What was the most memorable day in your life?	Becoming a parent
5: Who is a famous, living person you would most like to meet?	Slash

Log Out

- To ensure security of your MEP file information, log out at the end of your session.
- If you have other MEP files, you must log out, then log back in and choose another MEP file during the login process.

Forgot Your Password

On the MEP Accounts Online Login screen, enter your Email Address, and Click 'Cannot Remember Password'

- This will take you to the **Get Temporary Password** screen. You must answer one of your password recovery questions correctly to get your temporary password.

⚠ Before you click Submit, have a pen and paper ready – or be ready to take a screenshot. The temporary password is case-sensitive and appears on the screen for only 30 seconds.

- Answer the question and click "Submit".
- If you answer 3 questions incorrectly, contact MEP at 780-422-5555 to unlock your account. **Ctrl+click to follow this link** to refer to [Locked Out of the System](#).
- Make note of the Temporary Password.

- When the password disappears it will take you to the **Change Password** screen.
 - Enter the temporary password
 - Enter and re-enter your new password
 - Click "Save".

⚠ Keep your password in a secure location, and do not share it with anyone else. ⚠

- This will take you back to the **MEP Accounts Online Login** screen.
- Enter your email address and new password and click "Login".

- If you did not have time to write down the temporary password that popped up on the screen, click "Cancel" on the **Change Password** Screen to cancel the process and start again from the MEP Accounts Online Login screen.

Locked Out of the System

You can be locked out of MEP Accounts Online if:

- You entered your password incorrectly 5 times in a row, or answered password recovery questions incorrectly 3 times in a row.

Five Incorrect Password Attempts

- Your account will be locked for 30 minutes if you enter your password incorrectly 5 times in a row.
- After 30 minutes, try again, or use the Cannot Remember Password feature (**Ctrl+click to follow this link** to refer to [Forgot Your Password](#)).
- If you cannot remember your password or the answers to your password recovery questions, follow the 'Three Incorrect Password Recovery Questions' instructions below to contact the MEP for a temporary password.

Three Incorrect Password Recovery Questions

- Your account will be disabled if you attempted to reset your password using the 'Cannot remember password' feature and answered 3 password recovery security questions incorrectly in a row.
- You can also follow the instructions below if your account was disabled due to 5 incorrect password attempts.
 - Contact MEP at 780-422-5555 to get your account unlocked and get a temporary password.
 - Using your temporary password, follow the [Forgot Your Password](#) instructions to re-set your password.
 - You may wish to review or update your Password Recovery Questions. **Ctrl+click to follow this link** to refer to [Change Login](#) Info.