

# Q&A

## Questions and Answers about the Client Website

### **Why is the Agency giving housing co-operatives access to a client website?**

The Agency is combining co-ops' data in new ways that are bringing about a better understanding of individual co-ops' operations. Co-ops themselves are benefitting from having access to this information in electronic form, so that it is easy to analyse and share. Client access to a password-protected website means that housing co-op members, managers and board members with an Internet connection can go to one place for Agency information that concerns their co op.

More and more, housing co-ops are using the Internet to file documents, market their units and find up-to-date information about maintenance issues. The Agency's client website is part of this trend.

The Agency wants to make it easy for you to stay informed and find the documents you need. So we've helped in the best way we know of by giving you on-line access to information relevant to your co-op.

### **What do co-ops see on the client website?**

Co-op managers, senior volunteers and newer members can all find something of interest. [News and Updates](#) shares news items from various sources relevant to your program, your province, and more.

[Agreements](#) lets you view and download legal agreements, such as your operating agreement with CMHC.

[Agency Reports](#) presents your Annual Information Returns and other Agency reports. This is where you'll find your Risk Assessment, Compliance, and Co-op Data Reports, Co-op Inspection Reports and Plain-Language Financials.

[Resources](#) gives you quick access to useful forms and reference documents. This is where you'll find a link to our client-service standards, for example.

More information will be available over time.

### **How does my co-operative get access to the client website?**

To log on to the system, go to the Agency's public website at [www.agency.coop](http://www.agency.coop). Click on the client login button at the bottom of the screen on the right. When you arrive at the Welcome page for the client website, enter your username and password.

### **How does my co-op get or change a password?**

In December 2006, or soon after we began to work with that co-op, the Agency provided each of its clients with a unique username and password.

Your board of directors can change your password at any time by making a written

request through the web contact on the login page.

For security reasons, the Agency will send the new password to the co-op's designated contact.

**Who in my co-op should have access to the client website?**

The co-op's username and password can be widely shared with members or reserved for key staff or volunteers, as your board decides.

**Will my co-op's information be secure?**

The Agency's information system is on a secure web server, accessible only to authorized users. Each co-op has its own password and there is no private information on the site about any co-op member.

Co-ops can protect their privacy by keeping their contact information current. This will ensure that messages and information from the Agency go where they should.

**Is there another way I can keep informed?**

All co-ops with e-mail access receive a copy of the Agency's e-bulletin to ensure that they are getting up-to-date information. The e-bulletin contains short news items of interest to Agency clients.

We also encourage individual members and directors to visit our website and sign up to receive their own e-mailed copy. The Agency will not share your personal e-mail address.

*Updated August 2011*