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- ## Reset your Landonline password (/kb/197)

  How to reset your password for Landonline and set up password reset security questions.

  Landonline

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  There are times when certain windows in Landonline disappear from view.

  Landonline

- ## Upcoming Landonline 3.9 & 3.10 releases (/news/2013-02/upcoming-landonline-39-310-releases)

  During 2013 we are anticipating 2 Landonline releases. The Landonline 3.9 release is a mini release that is scheduled to go live in April subject to successful testing.

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- ## Post Registration Searches upon registration of an e-dealing – who receives them (/kb/182)

  There is occasionally some confusion over who receives the e-dealing Registration Confirmation notices and Post Registration Searches after an e-dealing has been registered.

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- ## Easement Certificate (EC) instrument type to be removed from Landonline Workspace (/news/2013-02/easement-certificate-ec-instrument-type-be-removed-landonline-workspace)

  Easement documents are sometimes incorrectly lodged in Landonline under the instrument type Easement Certificate (EC) instead of Easement Instrument (EI).

  Land Titles

- ## Depicting the relationship between a non-primary parcel and its underlying parcel (/kb/188)

Rule 10.4.2(e)(i) of the Rules for Cadastral Survey 2010 requires a Diagram of Parcels to depict the spatial relationship between each non-primary parcel and its entire underlying parcel.

Survey

- **Unlicensed surveyors undertaking redefinition surveys (/kb/189)**

  LINZ has received some enquiries about unlicensed surveyors undertaking cadastral surveys such as redefining or reinstating cadastral boundaries.

Articles referenced within this issue

Reset your Landonline password (/kb/197)

How to reset your password for Landonline and set up password reset security questions.

To be able to reset your own password, you'll need to set up some security questions - just to make sure we know it's you resetting your password.

Set up security questions

1. Log in to Landonline and from the Maintain user screen and click on the **Security questions** button in the bottom left corner of the screen.
2. Choose 5 questions from the list and enter your answers.
3. Save your answers. [**Note:** Answers are limited to 100 characters and are not case sensitive. Some characters are not allowed, eg. macrons].
4. You'll then be sent to the Maintain user screen where you need to check the email address selected for password recovery. If you're associated with multiple firms, this will be your default email address.
5. Edit the email address field if needed.

Maintain your security questions

You can change your security questions at any time, by going to the *Maintain user* screen and clicking on the **Security questions** button in the bottom left corner of the screen.

Reset your password

1. Go to the Landonline login screen.
2. Select **Reset forgotten password**.
3. If you have not set up security questions (as above) you'll need to call us on 0800 665 463.
   If you have set up security questions, you will be prompted to answer 2 randomly-selected questions from the 5 you have set up.
4. Type your answers and press **Submit**. Remember, answers are not case sensitive. If you answer 3 questions incorrectly, your account will be locked and you'll need to call us on 0800 665 463.
5. If you are able to answer 2 security questions successfully, you'll receive an email containing a temporary password. The email address will be the default address associated with your Landonline account. You can edit your email address choice from the *Maintain user* screen, under *My details*.
6. Your temporary password will expire after 24 hours. After that time, you'll need to go through steps 1 to 5 again.

Know your password and want to change it?

Here's how to change your current password (//www.linz.govt.nz/kb/471)

Related Content

- Landonline password guidelines (/kb/346)

Resetting Landonline window positions (/kb/196)

There are times when certain windows in Landonline disappear from view.

This most commonly occurs when a user is working across dual monitors and then reverts to a single monitor.

The Landonline window disappears because the last known position of the window is saved to a configuration file when you exit Landonline. If you revert to a single monitor from dual monitors, the computer continues to recognise the position of the Landonline window outside of the single monitor.

To view the window again, you need to 'reset screens to their default size and position' via the option provided in your Landonline preferences, and then log out of Landonline so that the settings are saved. When Landonline reopens, all windows will be drawn to their original positions.

Landonline users can reset the missing windows to their default size and position by following these steps:

- Login to Landonline
- Double-click on the My Details icon in Landonline Workspace
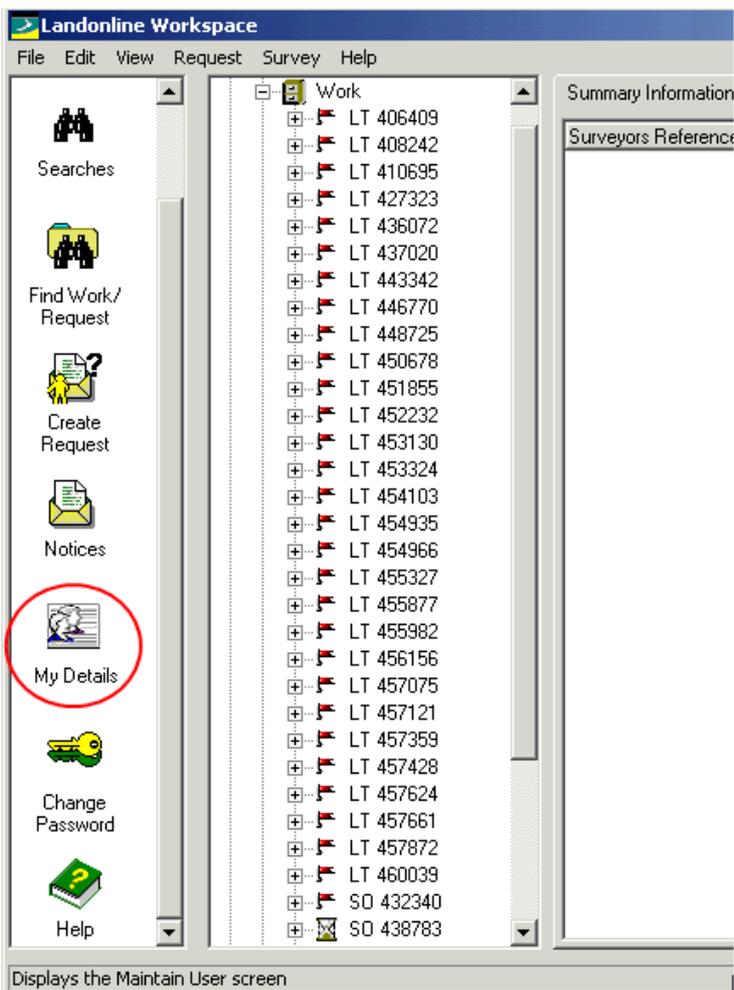
- Click on the Preferences tab in the Maintain User screen
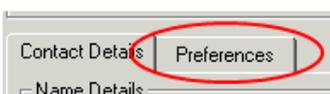
- Check the box next to Reset screens to their default size and position

Reset screens to their default size and position ☑

- Click **OK**

Note: you will need to log out of Landonline for the changes to take effect.

Upcoming Landonline 3.9 & 3.10 releases (/news/2013-02/upcoming-landonline-39-310-releases)

During 2013 we are anticipating 2 Landonline releases. The Landonline 3.9 release is a mini release that is scheduled to go live in April subject to successful testing.

The main item in this release will be the self service password reset functionality (//www.linz.govt.nz/node/8928) which was begun but not completed in time for inclusion in 3.8.

The release will however include a limited number of items which were small enough to include in the time available. These include fixes to navigation issues with conveyancer's A&I forms and fixes to scaling problems for spatial window users.

The actual go live date for the 3.9 release will be confirmed closer to the time, and a full list of items and detailed information included in that release will be published on the Landonline website (//www.linz.govt.nz/land/landonline/landonline-releases-and-system-updates) at the time of the release.

The next routine maintenance release is now the Landonline 3.10 release and is tentatively scheduled for October/November 2013. This will include some of those items voted on by customers late last year.

For conveyancers this will include the ability to release all instruments in a dealing that the logged in firm is responsible for in a single action, and improving the management of dealings in the workspace tree view.

For surveyors we are working to improve the online plan layout with a view to incorporating some of the features that currently exist in the off line plan generation functionality.

For TA users we are working to make supporting documents viewable to TA users and adding file references to 'My Messages'.

Again, further information on the 3.10 release will be provided closer to the release date.

Post Registration Searches upon registration of an e-dealing – who receives them (/kb/182)

There is occasionally some confusion over who receives the e-dealing Registration Confirmation notices and Post Registration Searches after an e-dealing has been registered.

This can happen when the person submitting the dealing is not also the primary contact for the role responsible for submitting the dealing.

When an e-dealing is registered:

- The Post Registration Search is sent to the user who submitted the dealing.
- The Registration Confirmation notice is sent to the Primary contact for the role responsible for submitting the dealing.

Easement Certificate (EC) instrument type to be removed from Landonline Workspace (/news/2013-02/easement-certificate-ec-instrument-type-be-removed-landonline-workspace)

Easement documents are sometimes incorrectly lodged in Landonline under the instrument type Easement Certificate (EC) instead of Easement Instrument (EI).

Section 43 of the Land Transfer (Computer Registers and Electronic Lodgement) Amendment Act 2002 changed the way easements are created under section 90A of the Land Transfer Act 1952 (the LTA), from easement certificate to easement instrument. The Land Transfer Regulations 2002 introduced new forms in relation to easement instruments (Forms 3 and 4). In response to the 2002 changes in legislation and regulations, LINZ created a new Landonline instrument type - Easement Instrument (EI).

Given these changes in the LTA, customers no longer need to use the Landonline Easement Certificate (EC) instrument. While we initially retained this instrument type to allow the entry of any easement certificates created prior to the change, LINZ has historically accepted documents lodged as Easement Certificate (EC) instruments where an Easement Instrument form has been imaged.

Now, to reduce the use of the incorrect Easement Certificate (EC) instrument, LINZ intends to remove this instrument from Landonline Workspace. We will advise the date of this change, but in the meantime we encourage you to select the correct instrument type when preparing dealings in Workspace.

Depicting the relationship between a non-primary parcel and its underlying parcel (/kb/188)

Rule 10.4.2(e)(i) of the Rules for Cadastral Survey 2010 requires a Diagram of Parcels to depict the spatial relationship between each non-primary parcel and its entire underlying parcel.

This requires the Diagram of Parcels to depict sufficient boundaries (and in some cases all of the boundaries) of the underlying parcel to ensure that the relative location and extent of the non-primary parcel as it relates to the entire underlying parcel is clear and unambiguous.

Users of these diagrams may not be experts in interpreting plan data. Therefore, the title diagrams must be sufficient to enable these users to readily recognise how the non-primary parcel impacts on its underlying parcel. Some easement/covenant-only CSDs lodged with LINZ have depicted the non-primary parcel in relation to a single underlying parcel boundary. While this locates the non-primary parcel in respect to an underlying parcel boundary, it does not depict the non-primary parcel's relative location and extent in relation to the entire underlying parcel.

One way of complying with this rule is to depict the non-primary parcel and the whole underlying parcel in a separate smaller scale location diagram.

Unlicensed surveyors undertaking redefinition surveys (/kb/189)

LINZ has received some enquiries about unlicensed surveyors undertaking cadastral surveys such as redefining or reinstating cadastral boundaries.

LINZ has recently published online some guidance on the application of the Cadastral Survey Act 2002 to this issue.

Refer to Unlicensed surveyors undertaking redefinition surveys. (//www.linz.govt.nz/survey-titles/cadastral-surveying/offences-relating-to-cadastral-surveys/restrictions-unlicensed-surveyors)