# Municipal Support Information System (MSIS)
# External User Guide – Gas Tax

Government of Newfoundland & Labrador

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# 1 MUNICIPAL SUPPORT INFORMATION SYSTEM (MSIS) OVERVIEW

## 1.1 WHAT IS THE MUNICIPAL SUPPORT INFORMATION SYSTEM (MSIS)?

The Department of Municipal Affairs Municipal Support Information System (MSIS) is a modern, web-based application being implemented to support a number of programs currently managed by the Department.  The Capital Works and Waste Management Program areas were implemented in 2013.  In 2016, the Gas Tax Agreement and associated processes will be supported using MSIS.

Gas Tax recipients (municipalities, Inuit Community Governments) can access information related to their Gas Tax allocations, project applications (CIPS), projects, payments, and AERs.  As well, recipients can forward documents to the Gas Tax Secretariat via a document upload utility.

## 1.2 WHAT BROWSER CAN I USE?

Supported browsers for the Gas Tax module include:
- Internet Explorer 9, 11 and Edge
- Chrome v50
- Firefox v46
- Safari (for Windows) v5.1
- Safari (for MAC)

## 1.3 WHAT FILES CAN I UPLOAD?

For each file uploaded via the external interface, a maximum size (5 megabytes) will be enforced to ensure extra-large files do not affect the upload process and make the system unusable.  The following table provides listing of file types to be uploaded.

Table 1 – Allowable File Types to be Uploaded

| File Type | Sample File Extensions |
|---|---|
| Text/plain text | .txt |
| Image files | .gif, .tiff, .tif, .png, .bmp |
| Portable Document Format | .pdf |
| Microsoft Word | .doc, .docx |
| Microsoft Excel | .xls, .xlsx, .csv |
| **NOTE:** The MSIS application checks the content type to ensure the file extension is relevant to the file type. | |

Uploaded files should not contain special characters in the filename (!, @, #, $, %, ^, &, *, (, ), -, <, >, ?, ",
:, ;, etc.). As a guideline, spaces should also be avoided.  Instead of spaces, an underscore can be used.
Other than letter or numbers, this is the only special character that can be used in naming files.  Spaces
are permitted but may cause problems when trying to create a link.

## 1.4    WHO IS ALLOWED TO ACCESS MSIS?

Employees and staff of municipalities and Inuit Community Governments (ICGs) that are eligible to
receive Gas Tax funding are permitted to use MSIS, for the purpose of viewing their Gas Tax information.

Some consultant company employees currently have access to MSIS for the Capital Works program.
These consultants will not have access to the Gas Tax portion of MSIS.  They will continue to be able to
use MSIS for projects under the Capital Works and Waste Management programs.

## 1.5    HOW DO I GET ACCESS TO USE MSIS?

If a staff member of a municipality or ICG is currently using MSIS for the Capital Works or Waste
Management projects, they will automatically have access to the Gas Tax program.

For staff members that do not have access, please contact the Department of Municipal Affairs for
further information:

   *Email*: System Administrator - MA-InfoMgmt@gov.nl.ca

   *Phone*:  1 (709) 729-5498 or 1 (709) 729-5846

   *Fax*:      1 (709) 729-4475 or 1 (709) 729-7491

The application form, which can be accessed at the link below must be completed and sent to the
Department of Municipal Affairs for new users. (Click or copy/paste the URL)

http://www.ma.gov.nl.ca/pdf/msis_external_user_account_setup_request_form_communitiesRSB.pdf

## 1.6    WHAT DO I DO IF I HAVE A PROBLEM OR QUESTION?

The online system is available 7x24, 365 days a year.  There may be a need to complete maintenance on
the system from time to time, and during this time, the system will not be available.  The Department
will provide notice to users of MSIS, if there is a planned outage.

If you require additional information on MSIS, or have questions, please contact the Department during regular business hours (Monday-Friday, 8:30 – 4:30):

*E-mail:* gastax@gov.nl.ca
*Phone:*  1-877-729-4393

# 2 USING THE MUNICIPAL SUPPORT INFORMATION SYSTEM (MSIS)

## 2.1 USING MSIS FOR THE FIRST TIME – PASSWORD AND SECURITY QUESTIONS SETUP

1. To start MSIS, type or copy the following in the browser address line:
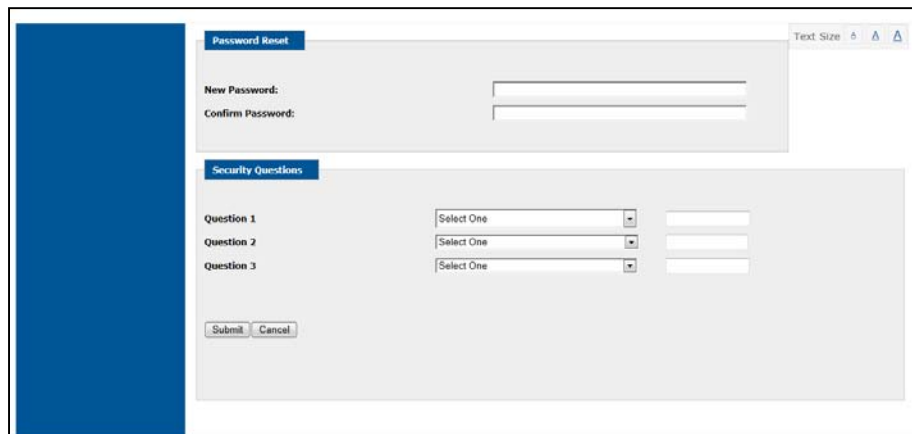   http://msis.gov.nl.ca/MSIS/
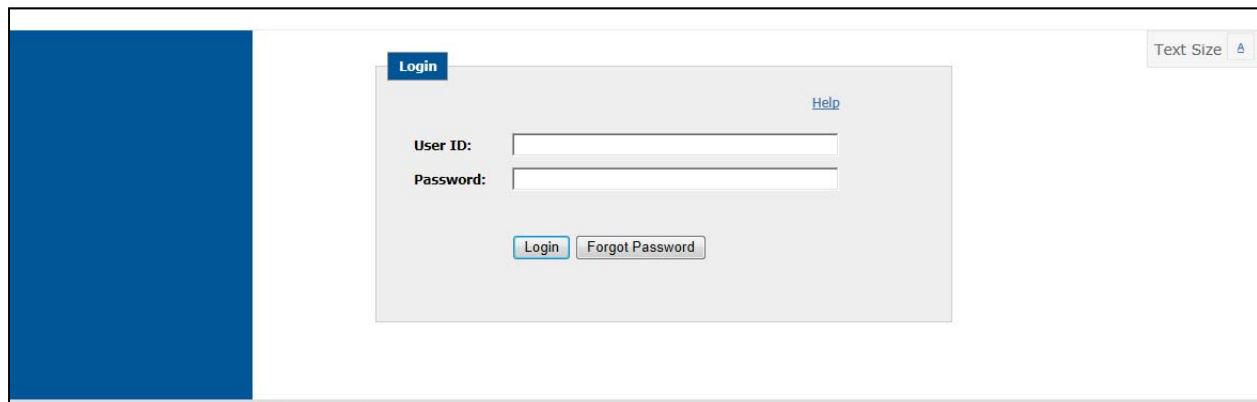
> **HINT:** It is a good idea to save this address in your favorites, so it can be easily retrieved in the future.

The MSIS Login screen is displayed.



2. Enter the User ID and temporary password as provided from Municipal Affairs, and click the Login button.

The following screen is displayed.

3. Upon the initial login with the temporary password provided by the System Administrator, you must set your new password and choose three security questions and indicate answers for those questions. These standard rules must be followed when creating your password"

   a. There must be a minimum of 8 characters and a maximum of 30.

   b. There has to be at least one: capital letter, lowercase letter, and number

   c. Special characters are not allowed.

   d. The password cannot be the same as the previous three passwords.

   e. Passwords must be reset every 60 days.

4. Each security question chosen must be a unique question; you cannot have the same question twice. Each time the user logs into MSIS, as an additional security feature, he/she will be requested to respond to one of the security questions identified on this page.

5. Click the Submit button once the new password and security questions have been entered.

6. You will be asked to confirm your intent to save the record. A response of "Yes" will save the new password and security questions in the system. A response of "No" will not save the password or security questions.

7. The Login screen is re-displayed. From this point on, you should use your newly saved password.

## 2.2 LOGGING ON TO MSIS

1. To start MSIS, type or copy the following in the browser address line:

   http://msis.gov.nl.ca/MSIS/

2. You will be presented with the MSIS Login screen.

3. Enter your User ID and password, and click the Login button.

4. The system will display one of your three security questions.  Enter the correct response.



5. If a question is answered incorrectly you will be presented with another question until a correct response is provided. If the questions presented are incorrectly answered, the user is redirected to the "Login" page which displays the system message: "Due to 3 Invalid Login Attempts - Account is locked - Please Contact Administrator". The system sends an email to the user informing him/her of their locked user account. See below a sample email.

**From:** Municipal Affairs [mailto:MA_NoReply@gov.nl.ca]
**Sent:** Wednesday, July 31, 2013 12:08 PM
**To:**
**Subject:** Email Lockout

Your account in the Municipal Information Support System (MSIS), the online service offered by the Department of Municipal Affairs, has been locked due to multiple successive login failures.

If you have not recently accessed the account, it is possible that there was an attempt by others to access your account, in which case please contact the support team at *1-709-729-5498* to inform them.

If you have further issues logging in, please contact support at the above number.

## 2.3    FORGOT MY PASSWORD?

1. If the user forgets their password, he/she will be able to click on the "Forgot Password" button to reset their password. If the "Forgot Password" button is selected, the user is requested to enter his/her User Name. To reset the password, the user must select the "Reset Password" button.

2. Once the "Reset Password" button is selected, the user's password is sent to the registered email address for the user. The email will be similar to the email shown below.



**From:** Municipal Affairs [mailto:MA_NoReply@gov.nl.ca]
**Sent:** Wednesday, July 31, 2013 11:26 AM
**To:**
**Subject:** Email Lockout

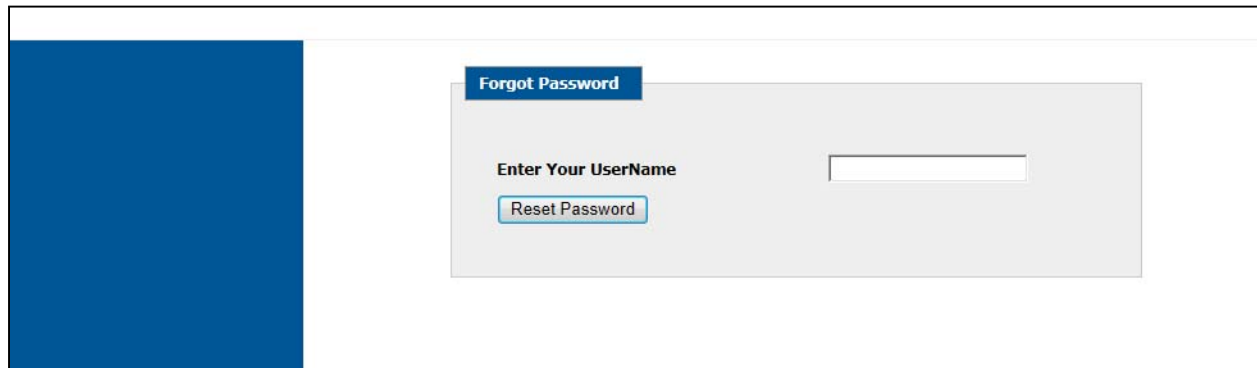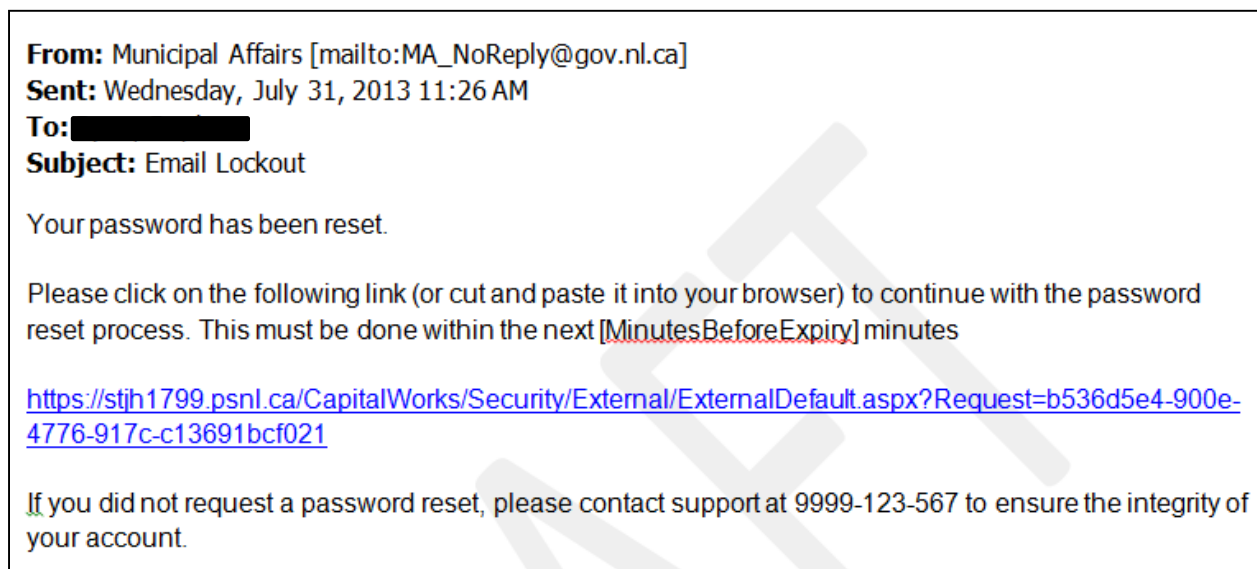Your password has been reset.

Please click on the following link (or cut and paste it into your browser) to continue with the password reset process. This must be done within the next [MinutesBeforeExpiry] minutes

https://stjh1799.psnl.ca/CapitalWorks/Security/External/ExternalDefault.aspx?Request=b536d5e4-900e-4776-917c-c13691bcf021

If you did not request a password reset, please contact support at 9999-123-567 to ensure the integrity of your account.

3. Once the email is sent to the user, the user will have a limited time to respond as specified in the email. The user must follow the link as instructed in the email to complete the reset password process.
4. The user will be presented with the password reset page to enter his/her new password. The password must be entered a second time to confirm the password previously entered.
5. Note: If the user does not respond to the email in the specified timeframe, the user must follow the "Forgot Password" process again.

## 2.4   NAVIGATING THE MSIS APPLICATION

### *Web Application*

It is important to make use of the navigation mechanisms contained within MSIS rather than those of the web browser. The user should only use buttons/hyperlinks available on the application page/screen,

the left sidebar menu and the application tabs (where available) located near the top of the application to navigate to/from the various MSIS application pages.

> **IMPORTANT:** *Use of the **ENTER** and/or **BACKSPACE** keys as well as the **back button** in the browser should be avoided because these keys may cause unpredictable application behavior.*

### *Timeout*

After a time of inactivity (30 minutes) in the system, the user will be logged out.  A period of inactivity refers to an action (i.e. click of a button, tab, etc.) performed on the page/screen and not the entry of data in a field.

> **IMPORTANT:** *To prevent loss of information, all users should save their work on a regular basis.*

# 3 VIEWING GAS TAX INFORMATION

## 3.1 LEFT-HAND MENU BAR

Once logged on to MSIS, you will be presented with the Recipient Dashboard, including this menu bar on the left side of the page.

**CapitalWorks:** The Capital Works portion of MSIS becomes available

**Gas Tax:** The Gas Tax Recipient Dashboard is displayed

**Upload Documents:** Displays the portion of the system to upload electronic documents and send them to Municipal Affairs (see below for instructions on how to use)

**Change Password:** The screens to change your current password are displayed

**Logout:** Closes the MSIS application
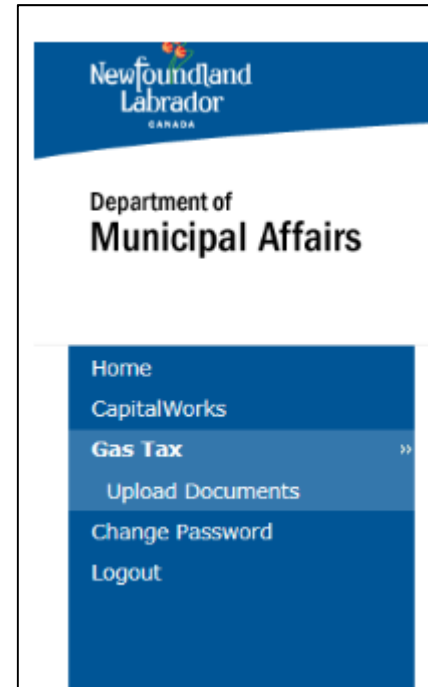
## 3.2 RECIPIENT DASHBOARD

The Recipient Dashboard is the main page, and includes the following sections:

- **Recipient Information**: The municipality / ICG name and region
- **Municipal Allocation Summary:** information related to your Gas Tax allocations
- **Other Funding:** information related to Waste Management allocation, and Water/Wastewater allocation
- **Compliance Summary:** the municipality / ICG compliance status in the system
- **Projects:** the list of Gas Tax projects on file with Municipal Affairs for the municipality / ICG
- **Allocations / Payments Summary:** information on the payments already issued or scheduled to be paid.
- **AER:** Summary information on AERs submitted to the Department.

See below for more information on each of these sections.

## MUNICIPAL ALLOCATION SUMMARY

**Municipal Allocation Summary**

| A<br>Total Amount of Allocation | B<br>CIP Approved Amount | C<br>Payments to Date | D<br>Amount Owing Recipient Over the Full Allocation<br>(A - greater of B or C) | E<br>Amount CIP Owed from the Recipient for the Full Allocation<br>(A-B) | F<br>CIP in Progress |
|---|---|---|---|---|---|
| $178,649.40 | $132,838.99 | $123,838.99 | $45,810.41 | $45,810.41 | $15,000.00 |

| | |
|---|---|
| **Total Amount of Allocation** | The sum of the community's eligible Gas Tax Municipal allocations, from 2006-07 to the end of the current agreement. |
| **CIP Approved Amount** | The current value of all approved CIPs on file with the Department.  This includes amendments to existing projects. |
| **Payments to Date** | The sum of all payments made to-date to the municipality / ICG |
| **Amount Owing Recipient over the Full Allocation** | The total amount of funding the municipality / ICG is still eligible to receive under the Gas Tax Program |
| **Amount CIP owed from the Recipient** | The total value of CIPs that must be submitted by the municipality / ICG to access the full allocation available under the Gas Tax program. |
| **CIP in Progress** | The value of CIPs (requested Gas Tax Funding Amount) that have been submitted by the municipality / ICG and are pending a final decision. |

## OTHER FUNDING

**Other Funding**

| Allocation Type | CIP In Progress | CIP Approved |
|---|---|---|
| Waste Management | $0.00 | $0.00 |
| Waste/Waste Water | $0.00 | $0.00 |

| | |
|---|---|
| **Allocation Type** | Waste Management and Water / WasteWater |
| **CIP in Progress** | The value of CIPs (requested Gas Tax Funding Amount) that have been submitted by the municipality / ICG under the allocation type pending a final decision. |
| **CIP Approved** | The current value of all approved CIPs on file with the Department.  This includes amendments to existing projects. |

## COMPLIANCE SUMMARY

| | Amount Held | Compliant? | Reason (if not Compliant) |
|---|---|---|---|
| **Compliance Summary** | | | |
| | $9,000.00 | No | For details, please contact the Gas Tax Secretariat |

| | |
|---|---|
| **Amount Held** | The sum of all payments that are eligible to be paid, but are being held by the Department because the municipality / ICG is not compliant |
| **Compliant?** | Indicates whether or not the community is compliant |
| **Reason (if not Compliant)** | A description of why the community is not compliant. May request the municipality / ICG to contact the Department for detail information. |

## PROJECTS

| Project # | Title | Description | Gas Tax Funding | Status | Allocation Type |
|---|---|---|---|---|---|
| **Projects** | | | | | |
| 1-2013-2724 | Municipal Building Retrofit | Supply and installation of new energy efficient lighting in the Community Centre. Estimated Completion Date 12/1/2013 | $16,822.08 | Approved | Municipal |
| 1-2012-2241 | Road Upgrade | Upgrade Turn Road for access to new pump house. Actual Completion Date 14-Dec-12 | $8,640.00 | Approved | Municipal |
| 1-2011-1973 | Municipal Building Retrofit | Chimney, insulation, heaters. Actual Completion Date 2-Mar-12 | $28,643.77 | Approved | Municipal |
| 1-2009-502 | Road Upgrade | Upgrade Mill Road - 0.6km Actual Completion Date 24-Aug-09 | $23,976.00 | Approved | Municipal |
| | | Upgrade Powers Road - | | | |

| | |
|---|---|
| **Project #** | The number assigned to the project by the Department. The project number is a hyperlink, meaning when clicked, another screen is displayed providing detail project information as well as any associated project amendments. |
| **Title** | The Gas Tax project title |
| **Description** | The Gas Tax project description |
| **Gas Tax Funding** | The project's requested amount or current approved amount, depending on whether or not the CIP has been approved |
| **Status** | The project status. Possible values are: Received, Submitted (the CIP is entered in |

| | |
|---|---|
| | the system), Under Review (pending a decision from the Gas Tax Committee), Approved, Rejected, Deferred, Cancelled, Closed |
| **Allocation Type** | Possible values are: Municipal, Waste Management, or Water / WasteWater |

## ALLOCATIONS/PAYMENTS SUMMARY

**Allocations/Payments Summary**

| Payment | Amount | Paid | Committed | Funds Available |
|---|---|---|---|---|
| 13B | $7,631.85 | $0.00 | $0.00 | $7,631.85 |
| 13A | $7,631.86 | $0.00 | $0.00 | $7,631.86 |
| 12B | $7,140.64 | $0.00 | $0.00 | $7,140.64 |
| 12A | $7,140.65 | $0.00 | $0.00 | $7,140.65 |
| 11B | $7,140.64 | $0.00 | $0.00 | $7,140.64 |
| 11A | $7,140.65 | $0.00 | $0.00 | $7,140.65 |
| 10B | $6,893.50 | $0.00 | $4,909.38 | $1,984.12 |
| 10A | $6,893.50 | $2,802.88 | $6,893.50 | $0.00 |
| 09B | $6,893.50 | $6,893.50 | $6,893.50 | $0.00 |
| 09A | $6,893.50 | $6,893.50 | $6,893.50 | $0.00 |

| | |
|---|---|
| **Payment** | The payment number from the Gas Tax program |
| **Amount** | The allocation amount available per the Gas Tax Agreement |
| **Paid** | The portion of allocation that has been paid |
| **Committed** | The portion of allocation that is committed to be paid because of approved CIPs |
| **Funds Available** | The portion of allocation amount that is available to the municipality / ICG upon submission and approval of a CIP(s) |

## AER

**AER**

| Calendar Year | Reporting Year | Date Received | Status | Type | Allocation Type |
|---|---|---|---|---|---|
| 2015 | 2015 | 2016-04-05 | Submitted | AER | Municipal |
| 2014 | 2014 | 2015-04-30 | Cleared | AER | Municipal |
| 2013 | 2013 | 2014-05-07 | Cleared | AER | Municipal |

| | |
|---|---|
| **Calendar Year** | The calendar year associated with the AER or Adjustment |
| **Reporting Year** | The calendar year in which the AER or Adjustment is included on federal reporting |
| **Date Received** | The date the AER/Adjustment was received from the municipality / ICG |
| **Status** | Possible values are: Received, Submitted, Cleared |
| **Type** | Possible values are: AER or Bank Statement |
| **Allocation Type** | Possible values are: Municipal, Waste Management, or Water/WasteWater |

## 3.3 PROJECT DETAILS

Clicking on the Project # in the Projects table on the Dashboard will open this screen – the Project Details screen. From this page, users can view additional information related to the Project.
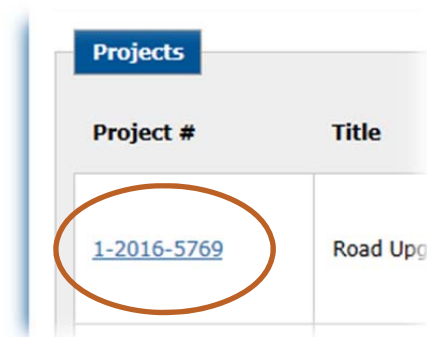


Information displayed includes:

- Project Status:
  - Project Status: Received, Submitted, Approved, Rejected, Deferred, Closed, Cancelled
  - Construction Status – reported from last AER
  - Estimated Project Cost – from CIP application
  - Gas Tax Funding Spent – reported on last AER
  - Outcomes Received – whether or not Outcomes have been reported for this project
- Contact Information – from CIP Application
- Project Information – as submitted on CIP Application
- Proposed Project Financing – from CIP Application.
  - This section also displays the current Approved Gas Tax Funding amount, which includes all approved amendments processed for the project.
- Supporting Documents
  - A list of documents in the system related to the project.

## Newfoundland Labrador
### Department of
### Municipal Affairs

» Gas Tax » Project Details

| Home |
| CapitalWorks |
| Gas Tax |
| Upload Documents |
| Change Password |
| Logout |

| Project Details | Amendments |

Text Size A A A

### Project Status

| Project Status | Decision Date | Construction Status | Estimated Project Cost | Gas Tax Funding Spent | Outcomes Received |
|---|---|---|---|---|---|
| Approved | 2016-06-07 | Not Started | $9,000.00 | $0.00 | No |

### Contact Information

| | |
|---|---|
| Contact Name: | John Doe |
| Contact Phone: | 709-727-1589 |
| Contact Email: | john.doe@bellaliant.ca |

### Project Information

| | |
|---|---|
| Project Number: | 1-2016-5222 |
| Allocation Type: | Municipal |
| Project Title: | Community Centre Upgrade |
| Project Category: | Recreational Infrastructure |
| Project Description: | Construct a wheelchair ramp for the Community Centre. |
| Short Description: | Construct a wheelchair ramp for the Community Centre. |
| Is signage required for this project? | No |
| How will this project provide a beneficial impact on your community?: | Recreation Facilities accessible to all residents |
| Does this project relate to infrastructure owned by the Municipality/ICG? | Yes |
| Estimated Project Start Date: | 2016-06-20 |
| Estimated Project Completion Date: | 2016-07-08 |

### Proposed Project Financing

Will this project receive (or has the project received) funding from other Provincial/Federal programs?    No

| Gas Tax Funding | Municipal Funding | Provincial Funding | Federal Funding | Other Funding | Estimated Project Cost |
|---|---|---|---|---|---|
| $8,000.00 | $1,000.00 | $0.00 | $0.00 | $0.00 | $9,000.00 |

Current Approved Gas Tax Funding:    $8,000.00

### Supporting Documents

Resolution of Council

Cost Estimate

Disclaimer/Privacy

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## 3.4 AMENDMENTS

In addition to the Project Details, a second tab, called Amendments, is also available. To access a list of amendments on file for the project, click on this tab.
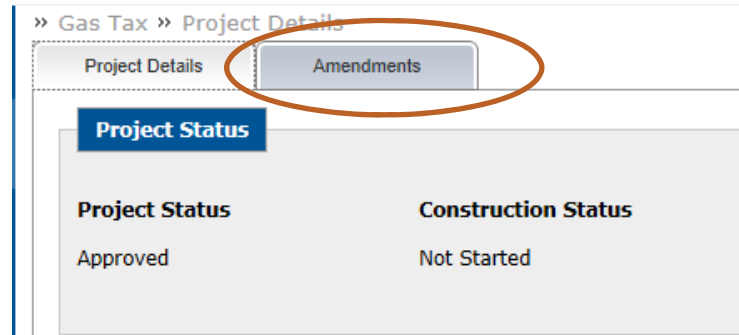


The following screen is displayed, listing all amendments on file.
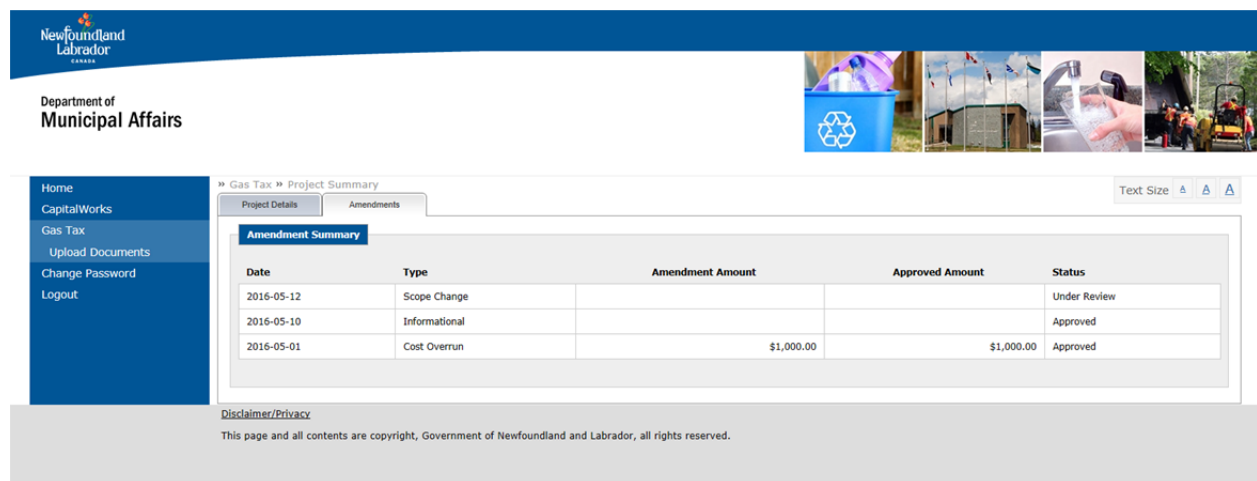


| Date | The date the Amendment was entered in the system |
|---|---|
| Type | The type of amendment.  Possible values are: Informational (change to non-financial project information), Scope Change, Cost Overrun, and Cost Decrease. |
| Amendment Amount | The value of the amendment, if it is a cost overrun or cost decrease. |
| Approved Amount | If the amendment is approved, the amount that was approved. |
| Status | Possible values are: Under Review, Approved, Rejected |

# 4 UPLOADING DOCUMENTS
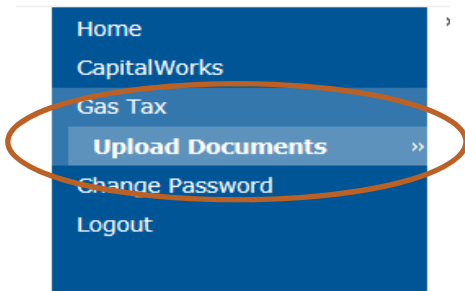
The MSIS application allows users to upload project-specific documents directly to the Department. These can include Resolution of Council, Cost Estimate, AERs, CIPs, etc.

To access the Upload feature, click on Upload Documents link on the left-hand Blue Menu Bar. The Documents page is displayed, listing all documents that have been uploaded by the Community. The list includes:

- o the type of document (CIP, cost estimate, etc)
- o the filename, and
- o the date the document was uploaded.

| Document Summary | | |
| --- | --- | --- |
| **Document Type** | **File Name** | **Date Uploaded** |
| CIP | GT Payments 1.xls | 2016-05-18 |
| CIP - Word doc | Capital,Works Application.doc | 2016-05-18 |
| Cost Estimate | cashflow 2014.xls | 2016-05-18 |
| Resolution of Council | App3.PNG | 2016-05-18 |
| AER | Document.rtf | 2016-05-16 |
| AER Image (.tif) | back.tif | 2016-05-16 |
| CIP | back.bmp | 2016-05-16 |
| CIP Image (.png) | back.png | 2016-05-16 |
| Cost Estimate (.xlsx) | Project 040346 Implementation steps.xlsx | 2016-05-16 |
| Resolution of Council | CR 24 - Document Upload revised.doc | 2016-05-16 |

Add Document

1. To add a new document, click on the Add Document button on the Document summary page. The Document Details section is displayed at the bottom of the page.

2. In the Document Type field, enter the type of document.  This can be Cost Estimate, Resolution of Council, CIP, etc.

3. Click on the Browse… Button.  The Windows "Choose File to Upload" window will open, and from here, navigate to where the file exists on your computer, click on the file name, and click the Open button.   The Document Details page is redisplayed with your Document Type and Filename fields completed.
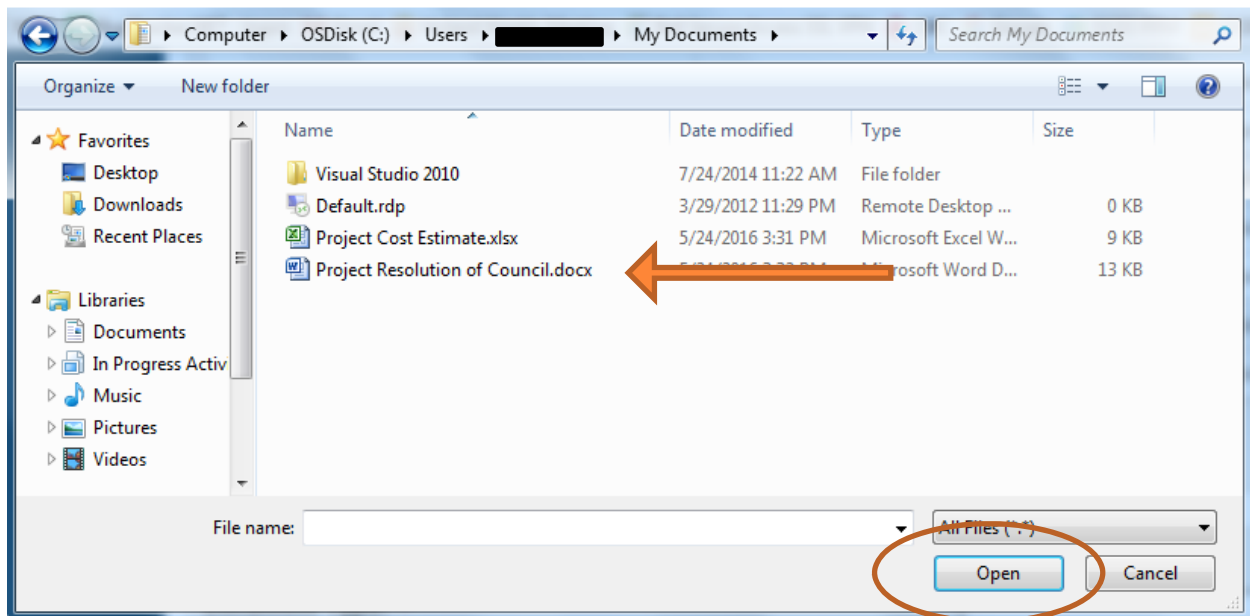


4. Confirm the correct file name appears in the File text box.

5. Click Submit.   The file will be uploaded to MSIS, and the file will appear in the list of uploaded documents at the top of the page.

**IMPORTANT:**  *Allowable file types for upload include: text/plain text (.txt), image files (.gif, .tiff, .tif, .png, .bmp), Portable Document Format (.pdf), Microsoft Word (.doc, .docx), and Microsoft Excel (.xls, .xlsx, .csv).*

*A maximum file size of 5 megabytes is enforced for document uploads.*