

Frequently Asked Questions

How do I view my new or updated pay to share document?

When you sign in to your MyCreds™ portal, you will be presented with a list of all your documents. Click on the document you would like to open. If this is your first time opening a new document or updated document, you may see a *Payment required* notice. **You must have at least one share credit associated with your document to view your document.** If you see the *Payment required* notice, you must purchase at least one share credit. After at least one share credit is purchased, you can open and view your document at any time until it is updated, even after you use the share credit.

Does opening my document use up my share credit?

No, opening your document to view it does not use up your share credit. Your share credit will stay in your account until you decide to share your document by clicking the blue “Share” button. Viewing does not consume a share credit.

Do I have to purchase a share credit every time I want to view my document?

No, you must purchase at least one share credit the very first time you want to view your document or when the document is updated and you have no share credits associated with the document (ie. zero share credit balance).

Will I still be able to view my document after I use up its share credits?

Yes, if your document has not been updated with new information. If your document has been updated with new information, you will need to purchase at least one share credit to view and share it.

Why can I still view some of my documents without purchasing share credits?

After February 23, 2022, only documents newly added or updated to your MyCreds™ account will require the document to have a share credit associated with it before you can view and share it. You can continue to view and share previously issued documents that have not been updated or new documents with a non-zero share credit balance.

Why do I need to include my address on the payment form?

All purchases made within MyCreds™ will require your residential address and your billing address associated with your payment card to meet Canada Revenue Agency requirements. Your billing address postal code must match the postal code associated with your bank’s payment card, otherwise your payment will be rejected.