RTDRS eFiling User Tips

Residential Tenancy Dispute Resolution Service (RTDRS)

What is the RTDRS eFiling Service?

The RTDRS eFiling Service is an online filing portal. Users can create an account and submit applications, evidence and all other RTDRS documents and requests using the portal. You can also track and view the status of your case(s).

Creating an Account

To create a RTDRS eFiling Service account, go to the eFiling Service link at www.rtdrs.alberta.ca

You will need to submit your full name, a valid email address and a unique password.

You will receive a verification email before you can access your account.

Issues Logging In

If you are having issues logging in or if you have forgotten your password, select the "Forgot Password" option on the RTDRS eFiling Service portal login page.

Once you change your password, open the eFiling Service **directly** from the link on the RTDRS website.

If the eFiling Service appears to be stuck or frozen, restart your browser and log back into the site.

Submit an Application

When you log into the RTDRS eFiling Service, you will be taken to a dashboard that will give you options on what you can do.

History: View a history of submitted forms.

My Cases: Access information about existing cases.

Pending Forms: View saved forms.

Apply: File new applications.

To submit an application online:

1. Select the word "Apply" on the dashboard home page.

2. Select the application type that you wish to file.

3. Complete the application form.

4. Upload all documented evidence listed in the application form.

5. Once you are ready to submit your completed application form, you will be redirected to the MyAlberta eServices site to pay the $75 application fee.

6. Once payment has been successfully made, close the MyAlberta eServices tab to return to the RTDRS eFiling Service.

The application form will be added under the History tab.

All information fields must be filled-in before submitting an application for an RTDRS hearing. However, you do not need to complete the full application in one sitting as the system will allow you to save your progress until you are ready to finalize. Partially completed applications are in the 'Pending Forms' section.

Reference Number

After you submit your application, you will receive a confirmation email with an application reference number (example: QQQ number). If you did not receive an email from the RTDRS, please look in your junk folder.

Applications are typically processed within 3 business days. If your application has not been processed within this time frame, please call 780-644-3000 to speak to an Information Officer.

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Application Status

Once you complete and submit your application, the application will appear under the History tab. The status beside your application will show as "Ready" when it is sent, and as "Transferred" when the RTDRS has received your application.

Applications that appear under the "My Cases" tab have been processed and are ready for you to upload additional documents, such as declarations or additional evidence, as below.

Uploading Additional or Defence Evidence

You can only upload evidence to an active case.

Go to "My Cases" and locate the case to which you would like to upload evidence. Click on the "Upload Documents" icon beside the case.

If you are the respondent, you will need to contact the RTDRS toll-free by dialing 310-0000, then 403-297-2861 or 780-644-4330, for the access code that you will require to verify your eFiling account.

When uploading your evidence:

1. Format and size
   When uploading electronic evidence, please use the following file types where possible:

   > pdf
   > jpeg
   > mp4 or mov for video
   > mp3 for audio

   Before uploading, please:

   - reduce the MB size of videos, if they are large
   - use short, specific video clips, if possible
   - reduce the size of each photo image to less than 1 MB
   - convert all documentary evidence into 1 document (for example: do not upload 10 pieces of evidence individually, instead convert the 10 pieces of evidence into one document with 10 pages)

Other acceptable formats include: txt, rtf, doc, docx, xps, jfif, gif, png, dib, xls, and xlsx.

More information on evidence is available in the RTDRS Evidence tip sheet.

2. Label evidence
   Documents which will are uploaded as evidence must be clearly identified, for example, 'Landlord's damage photographs' or 'Tenant's inspection reports'. You should keep the description short as long descriptions may cause issues in processing the evidence.

Each document uploaded may be up to 10 MB. The entire evidence package must not exceed 100 MB. Before uploading, please:

• reduce the MB size of videos, if they are large

• use short, specific video clips, if possible

• reduce the size of each photo image to less than 1 MB

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Uploading Documents or Requests

While logged in your eFiling account, navigate to the 'My Cases' tab.

Select "Upload Document", which will appear beside the applicable case.

When prompted, browse through your computer files for the desired documents to submit. You should use accurate short descriptions in the comment area.

Allow at least one full business day for processing before expecting documents or evidence submitted to appear on the RTDRS case file.

You will not be able to view submitted evidence, as the RTDRS eFiling Service is not intended for document storage and retrieval. It is important that you keep a copy of each piece of evidence you submit for your personal records.

Representatives

If you are representing the applicant, you **must** select the "Applicant's Representative" option (on Step 1 of the application form) when completing your online application. This option allows you to add information regarding yourself (as the representative), along with the information of the actual applicant.

If you do not complete this mandatory section, it will cause issues and delays during your hearing as the Tenancy Dispute Officer will not have the complete information of who will be attending the hearing.

Add Applicant or Respondent

You can include more than one applicant or respondent to each application.

To add an applicant: On Step 1 of the application, select the orange button near the bottom of the page that says, 'Add Applicant'.

To add a respondent: On Step 2 of the application, select the orange button near the bottom of the page that says, 'Add Respondent'.

If you wish to add an applicant or respondent after submitting your application, you will need to complete and submit the Updating Application Information/Adding a Claim Form.

Payment

The filing fee for all RTDRS applications is $75.

1. Once you are ready to submit your completed application form, you will be redirected to the MyAlberta eServices site to pay the $75 filing fee.
2. Once payment has been successfully made, you will be returned to the RTDRS eFiling Service.
3. You will see a message indicating that your application has been successfully submitted to the RTDRS. The application form will be added to your Case History.

Financial Assistance for Filing Fees

If the filing fee is a financial difficulty, you may apply to the RTDRS to waive the fee.

You must provide 3 months' proof of income, either as pay stubs or as a printout of your bank account.

Applicants may apply for a waiver of the filing fee by completing the RTDRS Fee Waiver Form (PDF, 98 KB) then submitting it to the RTDRS.

For more information on the RTDRS process, please visit the RTDRS website at www.rtdrs.alberta.ca

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