

How to Submit Applications and Other Documents to the RTDRS

Residential Tenancy Dispute Resolution Service (RTDRS)

The Residential Tenancy Dispute Resolution Service (RTDRS) is no longer accepting applications or documents in person at front counters. Parties must submit their applications and other RTDRS-related documents using one of the following methods:

Preferred Option – eFiling Service

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).

How to Create an RTDRS eFiling Service Account

1. Go to the RTDRS eFiling Service
Visit: <https://rocs.alberta.ca/>
2. Create an Account (if you don't already have one)
 - On the RTDRS eFiling Service home page, click “**Create Account.**”
 - Fill out the form on the “**Create User Account**” page by providing the following information:
 - Email address – enter a valid email address that you can access.
 - Password – create a secure password.
 - Name – enter your first and last name.
 - Telephone number(s) – provide phone numbers where you can be reached directly by RTDRS.
 - Mailing address – enter your complete address.

3. Verify Your Account

- After submitting your information, you will receive an email to confirm your account setup.
- Open the email and follow the verification instructions.
- Once verified, you can sign in and begin using the RTDRS eFiling Service.

RTDRS eFiling Service Dashboard

When you log into the RTDRS eFiling Service, you will first see your dashboard. The dashboard is your main homepage where you can easily access and manage all your applications, forms, and case information.

History – View a record of all the forms you have submitted through the eFiling Service.

My Cases – Access details about your existing cases. You can also upload evidence and submit additional requests and forms related to your case.

Pending Forms – Open and continue working on application forms you started but have not yet submitted.

Apply – Begin and file a new application with the RTDRS.

Submitting an application

1. From your dashboard, select “**Apply.**”
2. Choose the application type you wish to file.
3. If you are acting on behalf of the applicant, you must select “**Applicant’s Representative**” on Step 1 of the application form. This allows you to enter your information as the representative, along with the applicant’s information.

Failing to complete this section may cause delays or issues during the hearing, as the Tenancy Dispute Officer will not have complete information about who will be attending.
4. You can include more than one applicant or respondent in a single application.

<https://www.alberta.ca/residential-tenancy-dispute-resolution-service>

To add an applicant: On Step 1 of the application, click the orange **“Add Applicant”** button near the bottom of the page.

To add a respondent: On Step 2 of the application, click the orange **“Add Respondent”** button near the bottom of the page.

5. Complete the online application form. If you cannot move to the next page, it is likely because a required field has not been filled out. Please review the form and ensure that all fields marked with a red asterisk (*) are completed before continuing.
6. Upload all required documents and evidence.
7. When you are ready to submit, you will be redirected to the **MyAlberta eServices** site to pay the application filing fee.
8. Once payment is successful, close the **MyAlberta eServices** tab to return to the RTDRS eFiling Service.
9. Your application will appear under the **“History”** tab.

Application Status

- Once you complete and submit your application, it will appear under the **“History”** tab.
 - The Status column will show **“Ready”** when your application has been sent.
 - The status will change to **“Transferred”** once the RTDRS has received your application.
- Applications listed under the **“My Cases”** tab have already been processed by the RTDRS.
 - Here, you can upload additional documents, such as declarations of service or other supporting evidence, to your existing case.

You are the respondent: How to Access Your Case and Upload Defence Evidence

1. Call RTDRS to obtain your access code. If you are a respondent, call the RTDRS at 403-297-2861 or 780-644-4330 to obtain the access code needed to verify your eFiling account.
2. Create an RTDRS eFiling account. Once you receive your access code, create an account on the RTDRS eFiling Service. Refer to the instructions on

the first page of **“How to Create an RTDRS eFiling Service Account”**

3. Go to **“My Cases”**
4. Click on the green tab that says **“Add Cases”** and enter the access code to link the case to your account.
5. Click the **“Upload Documents”** icon next to the case and upload your defence evidence.

Uploading Additional Evidence

- You can only upload additional evidence to an active case.
- Go to **“My Cases”** and select the case you want to add evidence to. Click the **“Upload Documents”** icon.

Uploading Other Documents or Requests

1. Log in to your eFiling account and go to **“My Cases.”**
2. Select **“Upload Document”** beside the applicable case.
3. Choose the file(s) from your computer and add a short, clear description in the comment area.
4. Allow at least one business day for processing before the document appears in the case file.

Important: You will not be able to view submitted evidence through the portal. Always keep copies of everything you upload for your own records.

Other Submission Options

As an alternative to eFiling, RTDRS applications and other forms can be completed as a fillable PDF and then printed: <https://www.alberta.ca/rtdrs-forms-documents>

Fax

Fax your completed application form, evidence, or other RTDRS forms to 780-644-2266.

Mail or Courier

Deliver your application, evidence, or other RTDRS forms to an RTDRS mailing address:

Edmonton Office

44 Capital Boulevard
Main Floor, 10044 108 Street NW
Edmonton, Alberta T5J 3S7

<https://www.alberta.ca/residential-tenancy-dispute-resolution-service>

Calgary Office

Suite 900, Central Park Plaza
340 12 Avenue SW
Calgary, Alberta T2R 1R9

If you submit an application by fax or mail, the RTDRS will email you a link to pay for the filing fee online with a credit card. If you do not have an email address or a credit card, you must mail or otherwise deliver a cheque to the RTDRS for the filing fee made payable to the Government of Alberta. Applications without the fee cannot be processed.

If You Do Not Have Access to the Internet

Access the RTDRS eFiling Service through your local public library. Libraries provide free access to computers, scanners, and the internet. Documents can be printed for a fee. Library staff may be able to help you with use of the equipment.

Need More Information?

Visit our website: [alberta.ca/residential-tenancy-dispute-resolution-service](https://www.alberta.ca/residential-tenancy-dispute-resolution-service)

Call us: Phone: 780-644-3000

<https://www.alberta.ca/residential-tenancy-dispute-resolution-service>