

THE COMPETITION TRIBUNAL E-FILING SERVICE

Contact | (613) 941-2440 | filing.depot@ct-tc.gc.ca



Competition Tribunal
Tribunal de la concurrence

E-Filing

Dépôt électronique

English

Français

USER'S MANUAL

SUBMIT/RETRIEVE DOCUMENTS

UPDATE YOUR PROFILE

<https://new-e-filing-depot-e.ct-tc.gc.ca/index.htm>

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Getting Started

Introduction

The E-Filing Service is a secure electronic filing system used to file and retrieve case documents.

To use the E-Filing Service, you must comply with the requirements for filing electronic documents and retrieving electronic case documents (e.g. format standards, naming convention and file size limitations) for electronic filings.). Please read this user manual for more information.

Availability of Service

The E-Filing Service is always available; however, technical support and document processing services will be available during the regular business hours, Monday to Friday from 8:30 a.m. to 4:30 p.m. (EST).

The non-availability of the service due to technical failures will not affect statutory and administrative deadlines.

Accessibility

The E-Filing Service is designed to be accessible to all users, including persons with disabilities who use adaptive technologies to receive and disseminate information. It is designed in accordance with Priority 1 and Priority 2 checkpoints of the World Wide Web Consortium (W3C) and the Web Standards for the Government of Canada.

We aim to develop and maintain an accessible website and welcome your comments and suggestions for making this website more accessible. If you have trouble viewing or retrieving the contents or services of this site for accessibility reasons or would like to send us your comments or suggestions, please contact filing.depot@ct-tc.gc.ca.

Hardware & Software Requirements

The hardware and software needed to use the E-Filing Service include the following:

- A personal computer or tablet running a standard platform such as Windows;
- A PDF – compatible word processor text/spreadsheet program;
- Internet service;
- A Web browser such as Internet Explorer, Chrome, Edge, Firefox or Safari. The E-Filing Service application has been tested for optimal use with Internet Explorer, Edge, Firefox and Safari;
- A scanner may be necessary to create PDF documents that are not in a Word processing text/spreadsheet format.

Using the E-Filing Service

To use the E-Filing Service, make sure that you meet all requirements. You can create a user profile on the E-Filing Service web page.

It is mandatory to register a user profile with the E-Filing Service to submit, retrieve or access any documents available of a ongoing proceeding.

Help - Contact Us

If you require assistance navigating or browsing the E-Filing Service website or have a question, you can call us at 613-941-2440 or contact us by e-mail at filing.depot@ct-tc.gc.ca.

Our business hours are from 8:30 a.m. to 4:30 p.m. (EST), Monday to Friday.

Accessing the E-Filing Service

To access the E-Filing Service, follow these steps:

1. Go to the Website <https://new-e-filing-depot-e.ct-tc.gc.ca/index.htm>
2. Select your preferred language. Click the "**English**" button to access the E-Filing Service in English.



E-Filing Service Profile

You must create a personal profile to access case information with the E-Filing Service. After you register this profile, a confirmation page will be displayed. As part of this process, we will contact you to verify and register the information you provided. Once the registration is approved, you will have full access to the E-Filing Service.

E-Filing Service Information

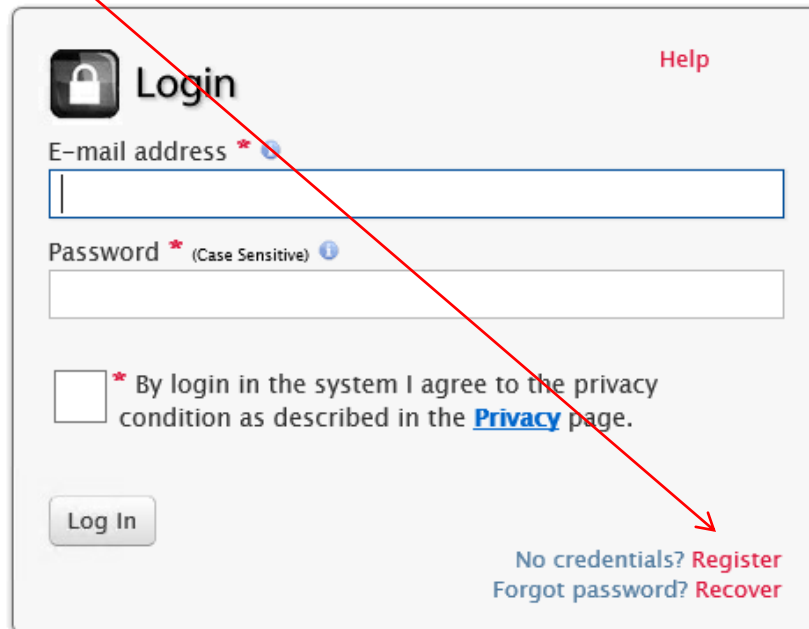
The following information is required to create and register a personal profile:

- First name **(mandatory)**
- Last name **(mandatory)**
- E-mail **(mandatory)**
- Telephone number **(mandatory)**
- Phone (Other)
- Law Firm (if applicable)
- Web Site
- Language preference
- Recovery question
- Recovery answer
- Password

Registering your Profile

To register for a new profile, follow these steps:

1. Click the [Register](#) link on the “Login” Home Page.



The screenshot shows a login form titled "Login" with a "Help" link in the top right. The form contains two input fields: "E-mail address" and "Password" (marked as case sensitive). Below the fields is a checkbox for agreeing to the privacy policy, with a "Privacy" link. A "Log In" button is at the bottom left. At the bottom right, there are two links: "No credentials? Register" and "Forgot password? Recover". A red arrow points from the "Register" link in the first step of the instructions to the "Register" link in the screenshot.

2. Enter your information in the fields.



Register

[Help](#)

First Name * [i](#)

Last Name * [i](#)

E-mail Address * [i](#)

Confirm E-mail Address * [i](#)

Preferred Language

English French Bilingual

Phone (Office) * [i](#)

Phone (Other) [i](#)

Law Firm (if applicable)

Web Site

Recovery Question *

Please select a question... [v](#)

Recovery Answer *

Password must be between 8 and 15 characters with at least one upper case character (A-Z), at least one lower case character (a-z), at least one numerical character (0-9), must contain at least one special character (~!\$^*,-/;.:<=>?_@#) and no resemblance to your e-mail address.

Password * [i](#)

Confirm Password * [i](#)

271264

Enter the characters shown in the picture *

Register

Reset

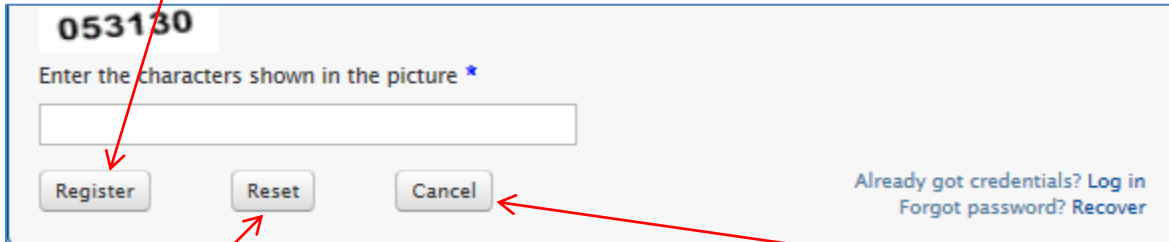
Cancel

Already got credentials? [Log in](#)
Forgot password? [Recover](#)

3. Create and confirm your password. Your password must be between 8 and 15 characters with at least one upper case character (A-Z), at least one lower case character (a-z) and at least one numerical character (0-9); it must also contain at least one special character (~!\$^*,-/;.:<=>?_@#) and bear no resemblance to your e-mail address.
4. Type in the characters shown in the picture (numbers displayed).

5. Click the “**Register**” button to send your personal profile to the for registration and for approval. A confirmation page informing you of the approval process will be displayed and an e-mail will be sent to you.

Once the has approved your registration, you will be notified by e-mail and you will have full access to the E-Filing Service.



A screenshot of a registration form. At the top left, the number "053130" is displayed. Below it, the text "Enter the characters shown in the picture *" is followed by a rectangular input field. Underneath the input field are three buttons: "Register", "Reset", and "Cancel". To the right of these buttons, there is a link that says "Already got credentials? Log in" and another link below it that says "Forgot password? Recover". Red arrows point from the text in the instructions above to the "Register", "Reset", and "Cancel" buttons.

*The “**Reset**” button will erase all information previously entered on this page. The “**Cancel**” button will cancel your registration and will take you back to the E-Filing Service home page.

Login to E-Filing Service and Logout

To log in to the E-Filing Service, follow these steps:

- Go to the Website <https://new-e-filing-depot-e.ct-tc.gc.ca/index.htm>
- Select your preferred language. Click the "English" button to access the E-Filing Service in English.



- Enter your e-mail address and password.
- Check the box "By login in the system I agree to the privacy condition as described in the [Privacy](#) page".
- Click the "Log In" button.

The image shows a login form titled "Login" with a lock icon. It includes a "Help" link in red. The form has two input fields: "E-mail address" with a red asterisk and a blue information icon, and "Password" with a red asterisk, "(Case Sensitive)", and a blue information icon. Below the password field is a checkbox with a red asterisk and the text: "By login in the system I agree to the privacy condition as described in the [Privacy](#) page." A red arrow points from the text in the list above to this checkbox. At the bottom left is a "Log In" button. At the bottom right, there are two links: "No credentials? Register" and "Forgot password? Recover", both in red text.

- **Note:** Inactive sessions expire after 30 minutes. You will need to login again.

- Click the “Next” button to continue or the “Cancel” button to exit and go back to the E-Filing Service.

Login and Security Status

Last login

Our records show that ***** was last used on:
7/26/2022 11:00:57 AM (Eastern Time)

If this is incorrect, contact us at filing.depot@ct-tc.gc.ca


Please select the **Logout link to leave the E-Filing and return to the Home Page.**

Click the **Next** button to access the E-Filing.

Next

Cancel

Note: If you entered an invalid password a message will be displayed on the main login page. After **10** unsuccessful login attempts your account will be locked and the Registry will be notified by e-mail. You will need to address an email to (Filing.depot@ct-tc.gc.ca) in order to reactivate your account. Le lien de l’adresse courriel est pour le CITT, svp corriger

 **Login** Help
E-mail address * ⓘ

Password * (Case Sensitive) ⓘ

 * By login in the system I agree to the privacy condition as described in the [Privacy](#) page.

No credentials? [Register](#)
Forgot password? [Recover](#)

(Fields marked with * are mandatory.)

INVALID PASSWORD!
Please check for typos or missing characters and try again.
Need [Help](#) with the Login process?

At your next attempt to log in, the “ **Login and Security Status**” page will indicate the previous login error(s). A reminder to log out when you are not using the service will also be displayed.

✓ Login and Security Status

Last login
Our records show that ***** was last used on:
6/4/2020 7:29:00 AM (Eastern Time)

Our records also indicates that there were 1 unsuccessful logon (access) attempts with your e-mail/password combination on:
6/4/2020 7:42:55 AM (Eastern Time)

If this is incorrect, contact us at filing_depot@ct-tc.gc.ca

****Please select the Logout link to leave the E-registry Service and return to the Home Page.****

Click the **Next** button to access the E-registry Service.

To logout of the E-Filing Service, click the “**LOG OUT**” link.

Competition Tribunal's E-Filing
<https://new-e-filing-depot-e.ct-tc.gc.ca>

Contact Us Help FAQs Français **LOG OUT**

A log out confirmation page will be displayed, and you will be given the opportunity to immediately log in again.

You have successfully logged out of the E-Filing.

You can access our secure E-Filing web site by clicking the button below.

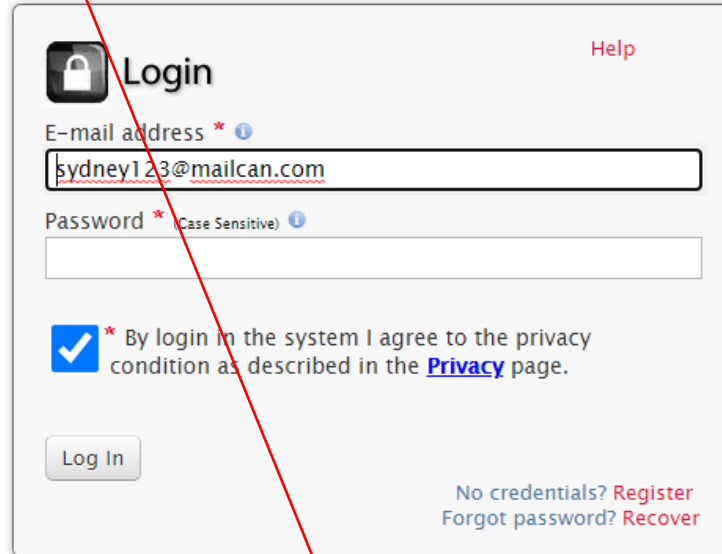
You can also visit the Competition Tribunal's web site at the following link:

<https://ct-tc.gc.ca/>

If you choose to log in again, you will be redirected to the main page, where you will need to acknowledge the privacy statement and enter your e-mail address and password to access the E-Filing Service.

Already Logged in...

If you try to log in using another tab in the current internet browser or using another browser while already logged in, the following message will be displayed.



The screenshot shows a login form with the following elements:

- Header:** A lock icon, the word "Login", and a "Help" link.
- Fields:** "E-mail address" (with an asterisk and an information icon) containing "sydney123@mailcan.com" and "Password" (with an asterisk, "(Case Sensitive)", and an information icon).
- Agreement:** A checked checkbox followed by the text: "* By login in the system I agree to the privacy condition as described in the [Privacy](#) page."
- Buttons:** "Log In" and "No credentials? Register" / "Forgot password? Recover".

A red arrow points from the asterisk on the "E-mail address" field to a red-bordered box below the form.

(Fields marked with * are mandatory.)

Our records indicate that you are logged in!
[Open Sessions](#)

To view your open sessions, click the [Open Sessions](#) link on the "Login" home page.

(Inactive sessions expire after 30 minutes.)

Login and Security Status

Date	From Browser	IP
6/4/2020 7:45:58 AM	Type: IE7 Name/Nom: IE Version: 7.0 Support JavaScript: 3.0::1	

Clear my sessions

To end your sessions (all sessions), click the "**Clear my sessions**" button. You will be redirected to the "**Privacy**" statement page, where you will need to review the statement and click the "**I agree**" button to continue and log in to the E-Filing Service.

Recovering your Password

If you have lost or forgotten your password, follow these steps:

1. Click the [Recover](#) link on the “Login” Home Page.



The screenshot shows the 'Login' page. At the top left is a lock icon and the word 'Login'. At the top right is a 'Help' link. Below the title is an 'E-mail address' field containing 'patrick.blanchard@tc.gc.ca'. Below that is a 'Password' field with masked characters. A checkbox is present with the text: '* By login in the system I agree to the privacy condition as described in the [Privacy](#) page.' Below the checkbox is a 'Log In' button. At the bottom right, there are two links: 'No credentials? Register' and 'Forgot password? Recover'. A red arrow points from the 'Recover' link in step 1 to the 'Recover' link in this screenshot.

2. Enter your e-mail address and type in the characters shown in the picture (numbers displayed).



The screenshot shows the 'Recover Password' page. At the top left is a refresh icon and the text 'Recover Password'. At the top right is a 'Help' link. Below the title is an 'E-mail address' field. Below that is a CAPTCHA image showing the numbers '238363'. Below the image is the text 'Enter the characters shown in the picture *' and an input field. Below the input field is a 'Recover' button. At the bottom right, there are two links: 'Already got credentials? Login' and 'No credentials? Register'. A red arrow points from the 'Recover' button in step 3 to the 'Recover' button in this screenshot.

3. Click the “**Recover**” button. A new “**Recovery Question**” screen will be displayed.
4. Enter the answer to the recovery question you selected during your E-Filing Service registration and type in the characters shown in the picture (numbers displayed).

5. Click the **“Submit”** button. An e-mail informing you that a request to recover your E-Filing Service password was made will be sent to you, and a new **“Reset Password”** screen will be displayed.
6. Enter your new password and type in the characters shown in the picture (numbers displayed).
Your password must be between 8 and 15 characters with at least one upper case character (A-Z), at least one lower case character (a-z) and at least one numerical character (0-9); it must also contain at least one special character (~!\$^,-/:;<=>?_@#) and bear no resemblance to your e-mail address.

7. Click the **“Submit”** button. A confirmation page informing you that your password has been successfully changed will be displayed, and an e-mail will be sent to you.

You have successfully changed your password.

You can now access again our secure E-registry Service web site by clicking the **E-registry Service Login** button below.
(Remember to use your newly created password)

[E-registry Service Login](#)

Updating your Profile

You can update and manage your profile by clicking the « **UPDATE your Profile** » button on the E-Filing Service home page.



To modify your profile, follow these steps:

1. Select **Option 1 – Modify your profile** and click the “**Modify**” button.

Update your Profile

(Inactive sessions expire after 30 min)

You can update your profile with the following 2 options:

** Before you can **modify** or **remove** your profile, you will have the chance to cancel your choice.*

OPTION 1	OPTION 2
<p>Modify your profile</p> <p>i.e. to make modifications to your E-registry Service profile.</p> <p>This action will modify the information in our database associated with your profile.</p> <p><input type="button" value="Modify"/></p>	<p>Remove your profile</p> <p>i.e. to erase your profile entireley from the E-registry Service.</p> <p>This action will remove the information in our database associated with your profile.</p> <p><input type="button" value="Remove"/></p>

2. Update any or all the fields in your profile.
Note: Your e-mail address cannot be modified.
3. Type in the characters shown in the picture (numbers displayed).

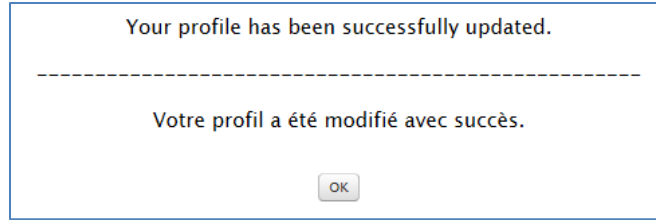
Modify your Profile

You can make changes and modifications to your Competition Tribunal E-Filing profile on this page. Please update any or all of the fields below and click the **Modify** button.

(Fields marked with * are mandatory.)

* First Name	Pat	
* Last Name	Testing Account	
* E-mail	sydneycomputing@mailcan.com	
Language	English <input checked="" type="radio"/> French <input type="radio"/> Bilingual <input type="radio"/>	
* Phone (Office)	61 38889999	
Phone (Other)		
Law Firm		
Web Site		
* Recovery Question	In which city were you born? Select to change your recovery question. ▼	
* Recovery Answer	mtl	
<p>Password must be between 8 and 15 characters with at least one upper case character (A-Z), at least one lower case character (a-z), at least one numerical character (0-9), must contain at least one special character (~!\$%^*,-/;.:<=>?_@#) and no resemblance to your e-mail address.</p>		
Old Password		
New Password		
Confirm New Password		
352122		
* Enter the characters shown in the picture		
Modify	Reset	Cancel

4. Click the **“Modify”** button to update your profile information. A confirmation page informing you that your profile has been successfully updated will be displayed, and an e-mail will be sent to you.
- *The **“Reset”** button will erase any new information entered on this page before being updated. The **“Cancel”** button will cancel the update and will take you back to the **UPDATE your Profile** home page.



Cancelling your Profile

To cancel your profile, follow these steps:

1. Click the « **UPDATE your Profile** » button on the E-Filing Service home page.



2. Select **Option 2 – Remove your profile** and click the “**Remove**” button.

Update your Profile

(Inactive sessions expire after 30 min)

You can update your profile with the following 2 options:

** Before you can **modify** or **remove** your profile, you will have the chance to cancel your choice.*

OPTION 1	OPTION 2
<p>Modify your profile</p> <p>i.e. to make modifications to your E-registry Service profile.</p> <p>This action will modify the information in our database associated with your profile.</p> <p>Modify</p>	<p>Remove your profile</p> <p>i.e. to erase your profile entirely from the E-registry Service.</p> <p>This action will remove the information in our database associated with your profile.</p> <p>Remove</p>

***This action will remove the information associated with your profile from the database.**

A confirmation page informing you that your profile has been successfully updated will be displayed.

Your profile has been successfully removed.

You are now disconnected from the E-registry Service.

The Administrative Tribunals Support Service of Canada has removed all information associated with your previously registered profile. If you need to access the web site in the future, you will need to register for a new profile.

[E-registry Service Login](#)

You can visit the public web site of the Administrative Tribunals Support Service of Canada at the following link:
www.atssc-scddata.gc.ca

Submitting Documents

How to Submit Documents

You can submit documents by clicking the « **SUBMIT documents** » button on the E-Filing Service home page.



More than one document can be submitted at a time. The E-Filing Service is always available; however, technical support and document processing will be available during the regular business hours, Monday to Friday from 8:30 a.m. to 4:30 p.m. (EST).

To submit documents, follow these steps:

Submit documents

1 – Select a Case from the list below.

2 – Click the **Browse** button. Select your file (one at a time). Click the **Attach** button to add it to the table below.

(You can submit more than one document. Repeat this process as many times as needed.)

3 – Review the list of your documents.

You can remove unwanted documents by "deselecting" the «**Selection**» check box located to the right of the document. Consequently the document will not be transmitted to the Tribunal.

Name	Selection
------	-----------

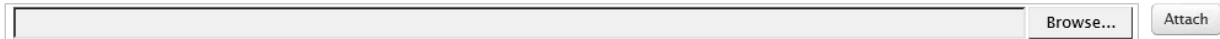
4 – Enter an optional message in the text area below.

5 – Click the **Submit** button to send your document(s).

1. Select the Case for which you wish to submit documents.

2. Select the document(s) to attach to your submission. Click the **“Browse”** button. Select your files – one at a time. Click the **“Attach”** button to add it to the list of files to transfer. You can submit more than one document. Repeat this process as many times as needed. All documents submitted through E-Filing Service are automatically sent.

2 – Click the **Browse** button. Select your file (one at a time). Click the **Attach** button to add it to the table below.



The image shows a horizontal input field with a 'Browse...' button to its right and an 'Attach' button further to the right. Red arrows from the text above point to the 'Browse...' and 'Attach' buttons.

(You can submit more than one document. Repeat this process as many times as needed.)

3. Review the list of your documents. You can remove unwanted documents by “deselecting” the **« Selection »** check box located to the right of the document. Consequently, the document will not be transmitted.

3 – Review the list of your documents.

You can remove unwanted documents by “deselecting” the **«Selection»** check box located to the right of the document. Consequently the document will not be transmitted to the Tribunal.

Name	Selection
confidential.pdf	<input checked="" type="checkbox"/>

4. Enter a message (Optional).

4 – Enter an optional message in the text area below.



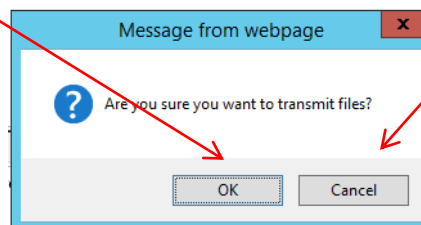
5. Send your files to the by clicking the **“Submit”** button.

5 – Click the **Submit** button to send your document(s).



The image shows two buttons: 'Submit' on the left and 'Cancel' on the right. A red arrow points from the text above to the 'Submit' button.

6. Click the **“OK”** button to transfer your files to the or click the **“Cancel”** button if you wish to review and/or revise your submission.



Note: if you click the “Cancel” button on the “Submit Documents” page, all information entered on this page will be erased and you will return to your E-Filing Service main page.

5 - Click the **Submit** button to send your document(s).

Submit

Cancel

After submitting your documents, a confirmation page listing the documents you have submitted will be displayed. The confirmation page also shows the date and time of your submission. A copy of this confirmation will be e-mailed to you. You will also receive a confirmation e-mail once the Registry has processed your document

E-registry Service – Submit Document Confirmation / Confirmation du dépôt de documents

You have successfully submitted the following documents
Vous avez soumis avec succès les documents suivants

Document Name Nom du document	confidential.pdf
Case Name Nom du cas	caseName 1

Submitted to / Soumis au
The Administrative Tribunals Support Service of Canada Service canadien d'appui aux tribunaux administratifs

on / le 2020-06-04 at / à 11:31 AM (Eastern time / heure de l'Est)

E-registry Service Home / Retour page d'accueil

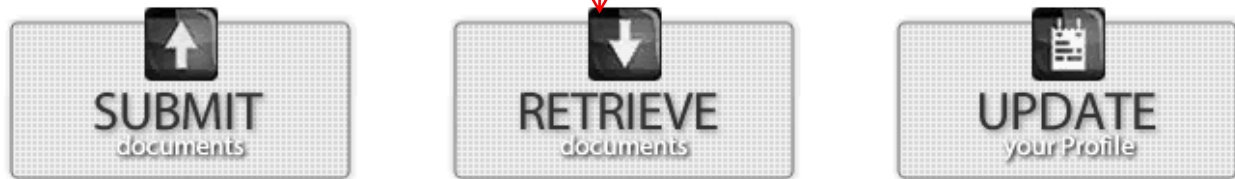
Retrieving Documents

How to Retrieve Documents

The « **RETRIEVE documents** » function allows users who have registered a profile with the E-Filing Service to retrieve case documents served upon them. Only users who have an approved registered profile and who have been associated to a specific case have access to documents available for retrieval.

When documents are made available for retrieval, an e-mail notification will be sent immediately to the e-mail address provided on your registered profile.

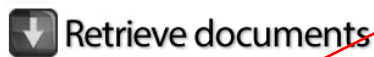
You can retrieve documents by clicking the « **RETRIEVE documents** » button on the E-Filing Service home page.



Viewing Documents

To view a document the first time, click the “**New**” button located on the left side of the document name. It is recommended that you save all documents you retrieve before viewing them.

(inactive sessions expire after 30 minutes.)

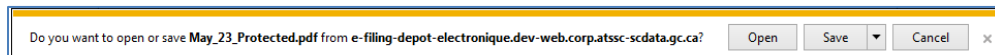


2 documents

Action	Document Name	Case Name	Document Type	Uploaded on
New	file_with_spaces_in_the_filenameé_PROTECTED.pdf	caseName 1	Communication	2020-06-04
New	confidential.pdf	caseName 1	Bulletin Index	2020-06-04

By default the documents are available for (10) calendar days.

Following this period, you will need to contact the National Joint Council at e-filing-core-admin-depot-electronique@tribunal.gc.ca if you require documents.



To retrieve a previously opened document, click the “**Retrieved**” button located on the left side of the document name.

2 documents

Action	Document Name	Case Name	Document Type	Uploaded on
Retrieved	file_with_spaces_in_the_filenameé_PROTECTED.pdf	caseName 1	Communication	2020-06-04
New	confidential.pdf	caseName 1	Bulletin Index	2020-06-04
