

# OVERVIEW OF ODACC'S CUSTOM SYSTEM

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[WWW.ODACC.CA](http://WWW.ODACC.CA) [support@odacc.ca](mailto:support@odacc.ca)



Ontario Dispute Adjudication for Construction Contracts

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[www.odacc.ca](http://www.odacc.ca)

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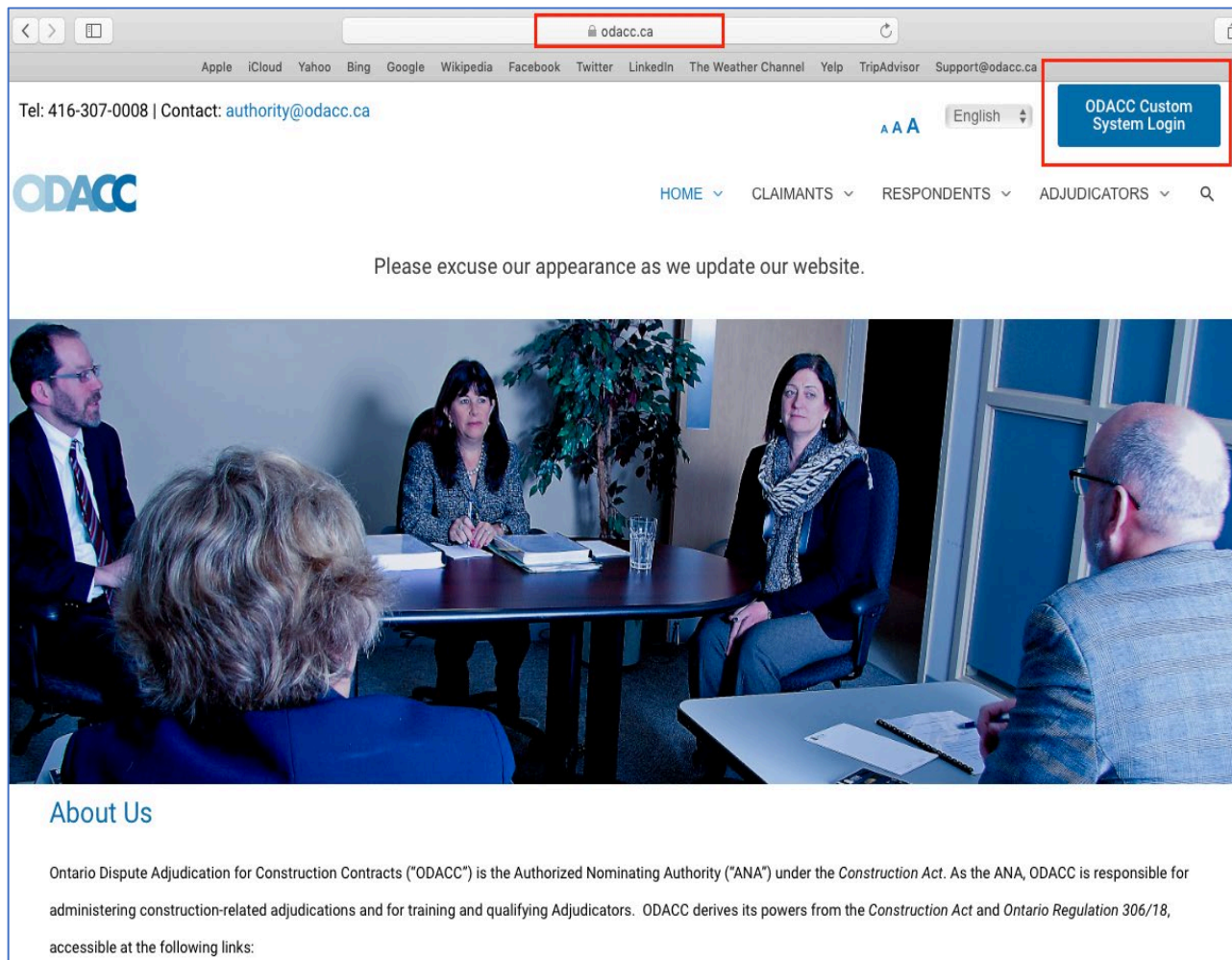
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DISCLAIMER: Please note that nothing in this document shall be considered as legal advice.  
Parties to disputes are advised to consult a lawyer to clarify their legal rights.

## 1. Creating an Account

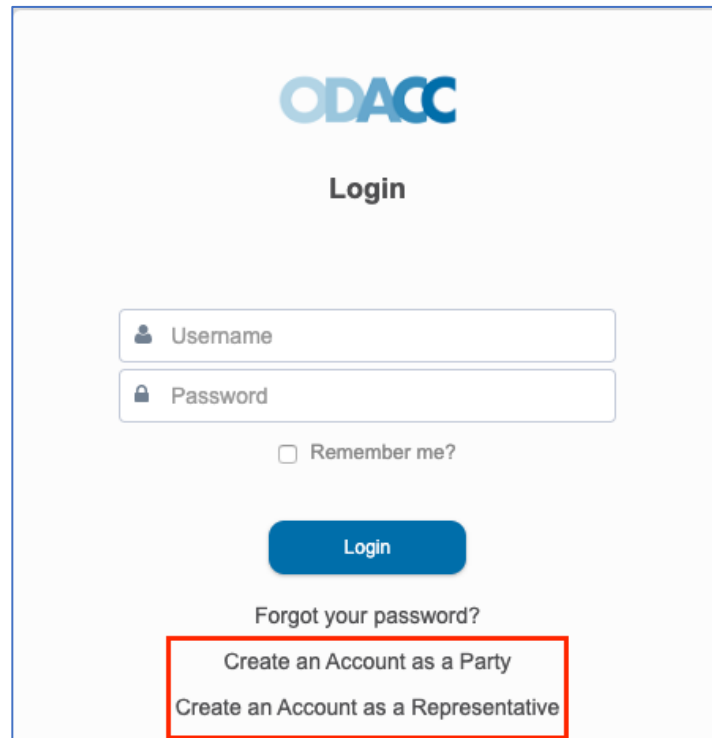
To create an account on ODACC's Custom System, visit [www.odacc.ca](http://www.odacc.ca) and click on the "ODACC Custom System Login" button, as shown at Figure 1 or visit <https://app.odacc.ca/en-CA/Identity/Account/Login?ReturnUrl=%2F>.

Figure 1



Click on “Create an account as a Party” or “Create an account as a Representative”, as shown at Figure 2.

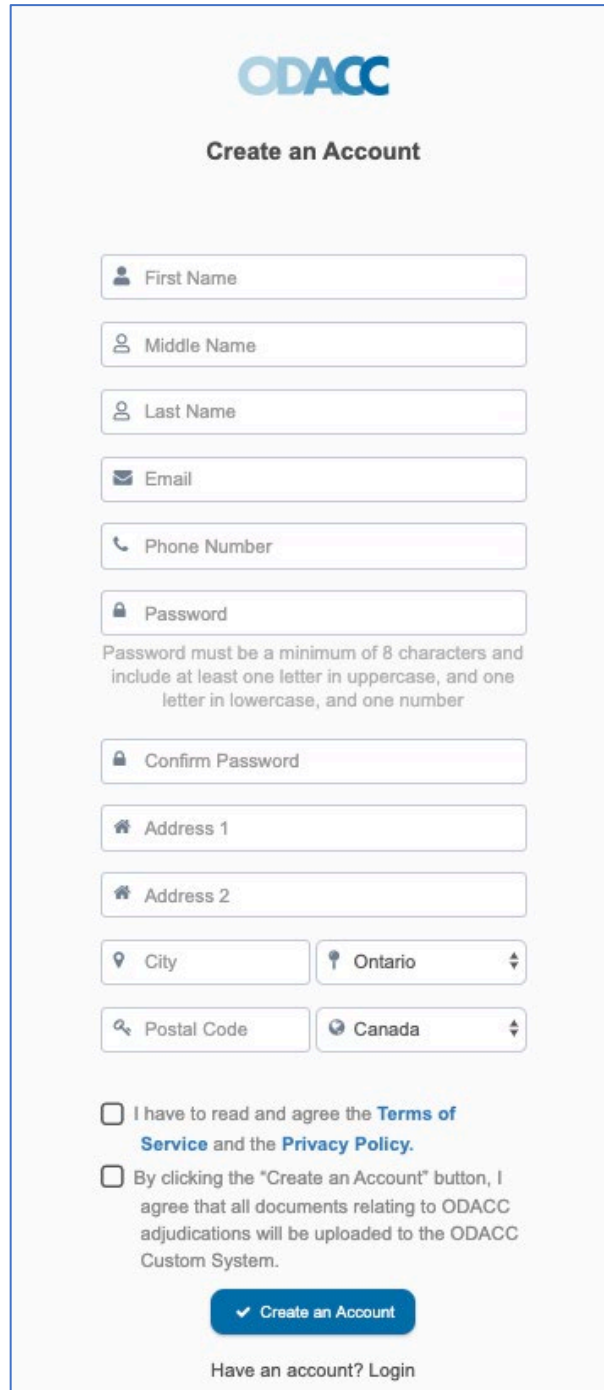
*Figure 2*



The image shows the ODACC login page. At the top is the ODACC logo. Below it is the word "Login". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these is a checkbox labeled "Remember me?". A blue "Login" button is centered below the checkbox. Below the button is the text "Forgot your password?". At the bottom, there are two links: "Create an Account as a Party" and "Create an Account as a Representative". These two links are enclosed in a red rectangular box.

Enter the required information, as shown at Figure 3.

Figure 3



**ODACC**

**Create an Account**

First Name

Middle Name

Last Name

Email

Phone Number

Password

Password must be a minimum of 8 characters and include at least one letter in uppercase, and one letter in lowercase, and one number

Confirm Password

Address 1

Address 2

City

Ontario

Postal Code

Canada

☐ I have to read and agree the [Terms of Service](#) and the [Privacy Policy](#).

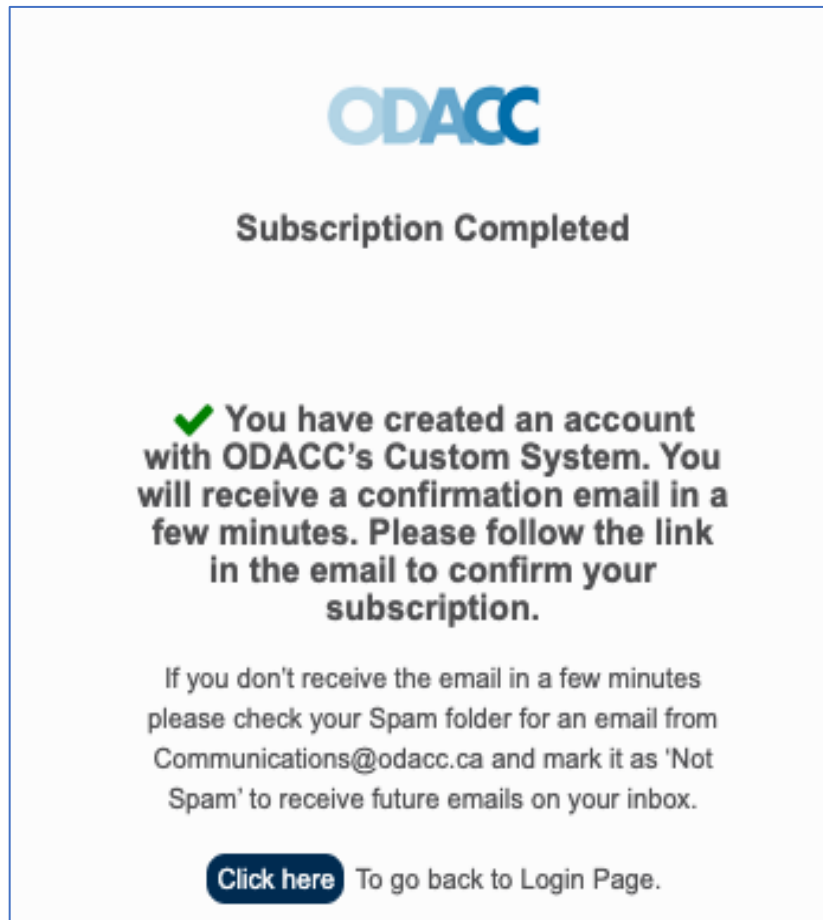
☐ By clicking the "Create an Account" button, I agree that all documents relating to ODACC adjudications will be uploaded to the ODACC Custom System.

[✓ Create an Account](#)

Have an account? [Login](#)

After clicking on “Create an Account”, a confirmation message will appear, as shown at Figure 4, stating that a confirmation email will be sent to the email address provided.

*Figure 4*



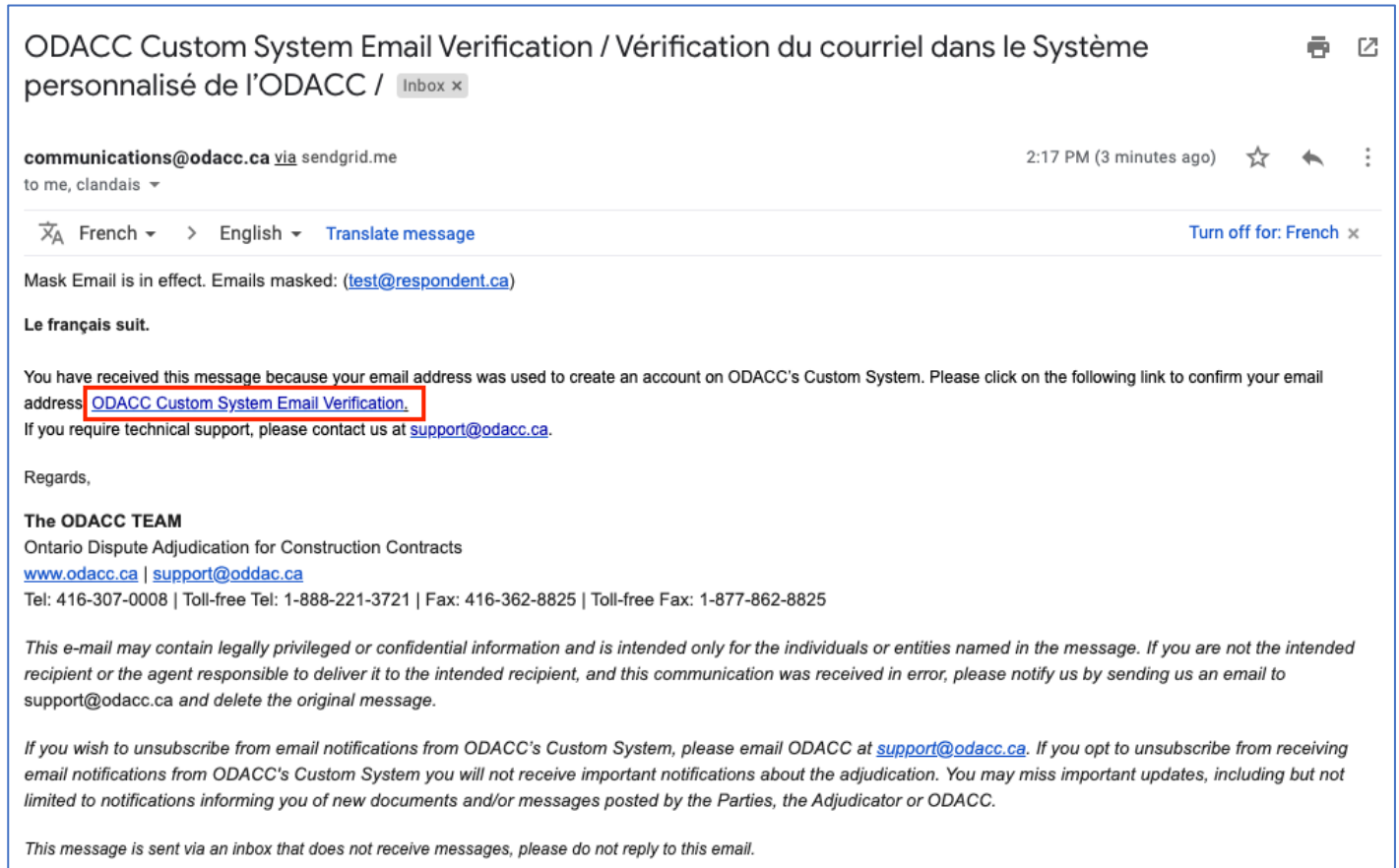


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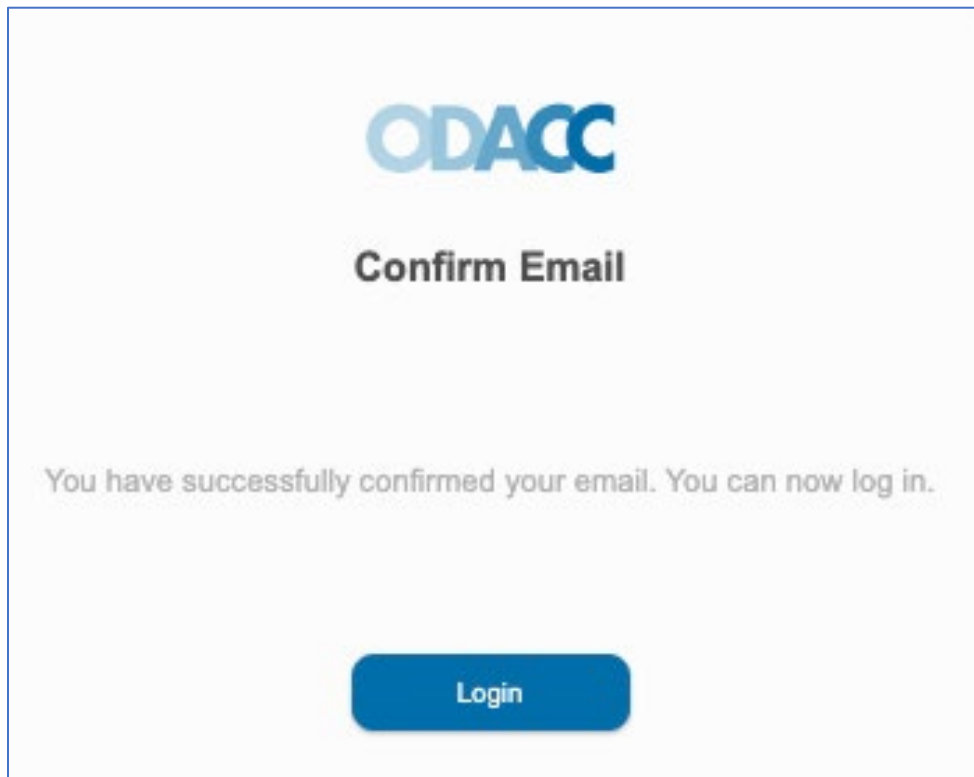
An email will be sent from [communications@odacc.ca](mailto:communications@odacc.ca) to the email address provided.  
Click on the email link, as shown at Figure 5.

Figure 5



After clicking on the email link, the screen shown at Figure 6 will pop-up, confirming that the email was confirmed. You can now log in to ODACC's Custom System, as described at [Login Instructions](#).

*Figure 6*



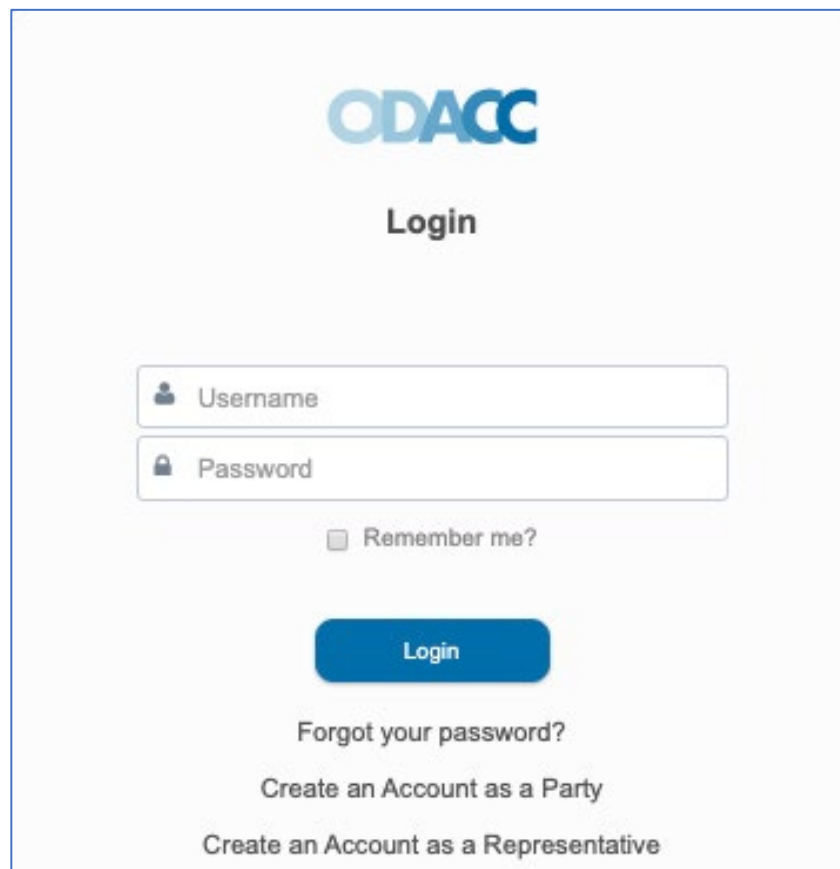


## 2. Login Instructions

To log in to ODACC's Custom System, click on the blue "ODACC Custom System Login" button located on the top right of [www.odacc.ca](http://www.odacc.ca) (refer to Figure 1 above), or visit the following link: <https://app.odacc.ca/en-CA/Identity/Account/Login?ReturnUrl=%2F>.

Enter the email address and password entered when the user account was created, and click on the "Login" button (refer to Figure 7).

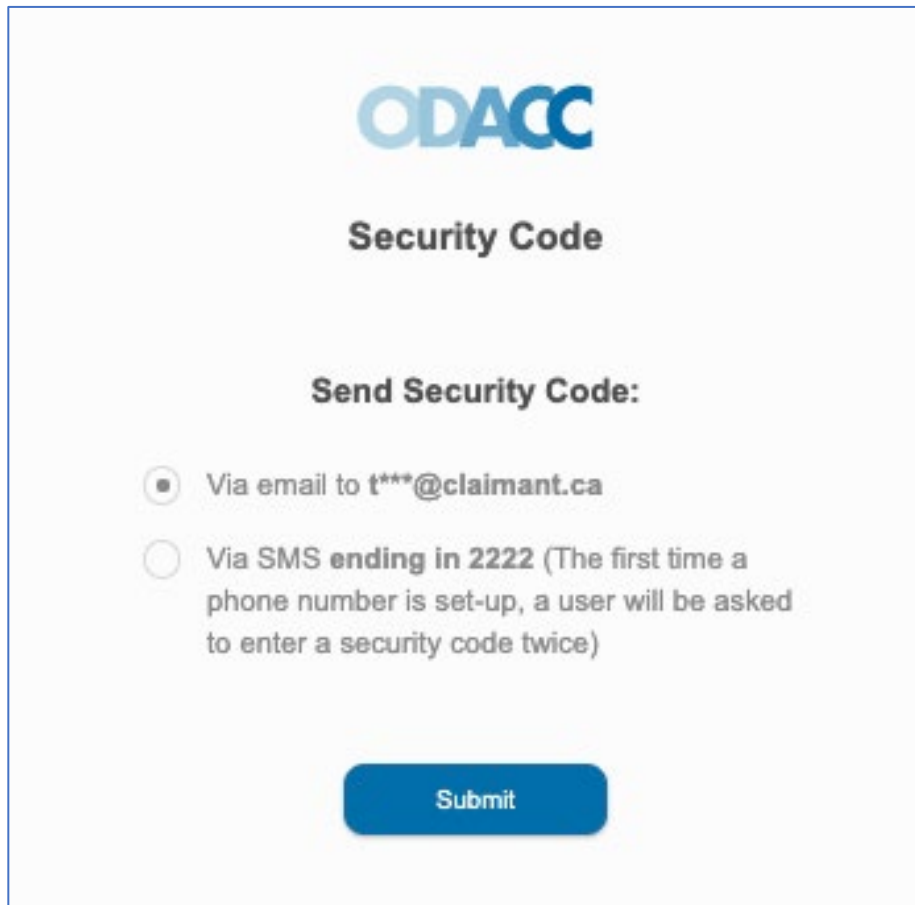
*Figure 7*



The image shows a login form for ODACC. At the top is the ODACC logo. Below it is the word "Login" in bold. There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these fields is a checkbox labeled "Remember me?". A blue "Login" button is centered below the checkbox. At the bottom, there are three links: "Forgot your password?", "Create an Account as a Party", and "Create an Account as a Representative".

To log in, a security code needs to be entered to confirm the identity of the user. A user can request a security code via email or text message, as shown at Figure 8.

*Figure 8*



The image shows a web form for requesting a security code. At the top is the ODACC logo. Below it is the heading "Security Code". Underneath is the section "Send Security Code:". There are two radio button options: "Via email to t\*\*\*@claimant.ca" (which is selected) and "Via SMS ending in 2222 (The first time a phone number is set-up, a user will be asked to enter a security code twice)". At the bottom of the form is a blue "Submit" button.

**ODACC**

**Security Code**

**Send Security Code:**

☒ Via email to t\*\*\*@claimant.ca

☐ Via SMS ending in 2222 (The first time a phone number is set-up, a user will be asked to enter a security code twice)

**Submit**

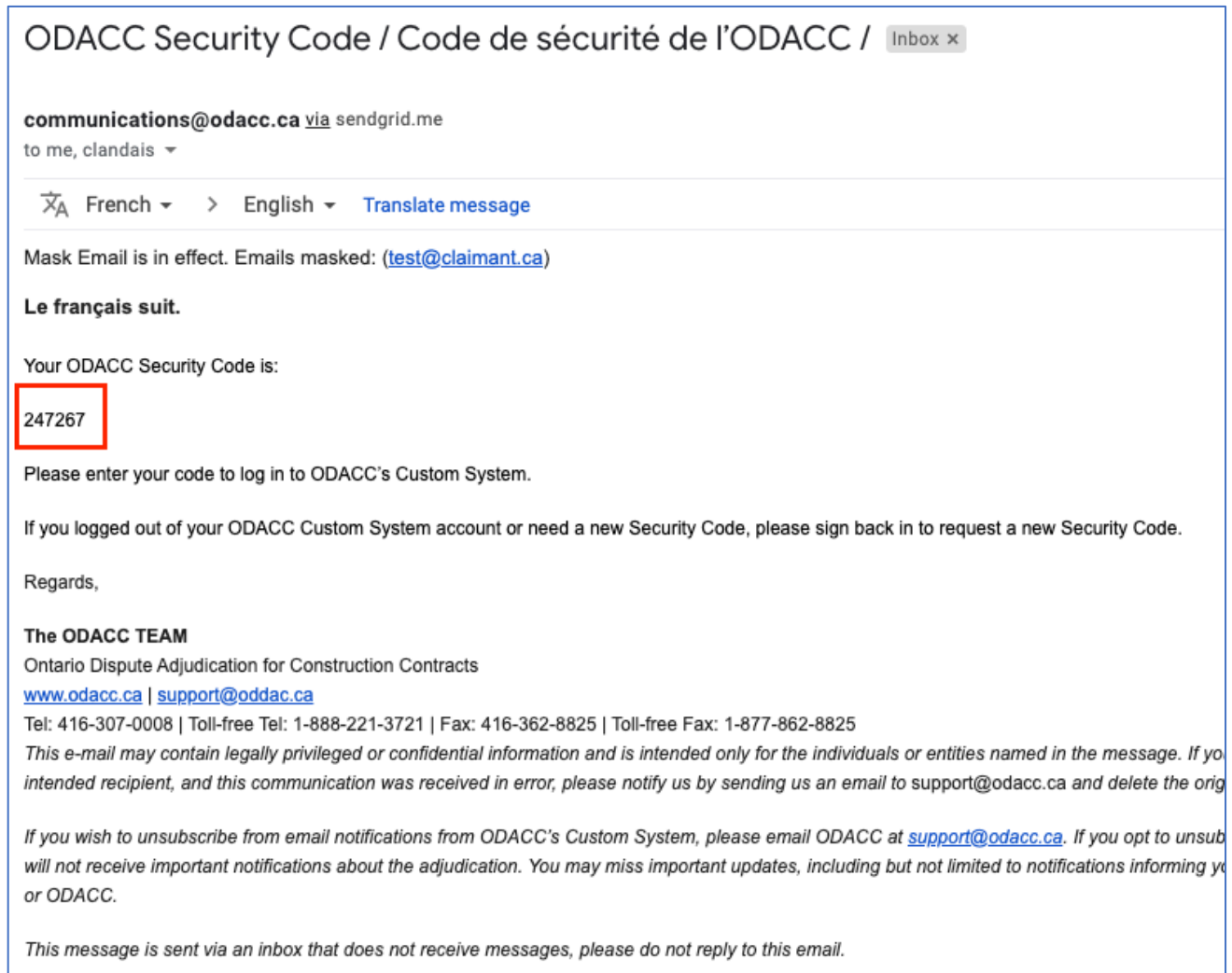


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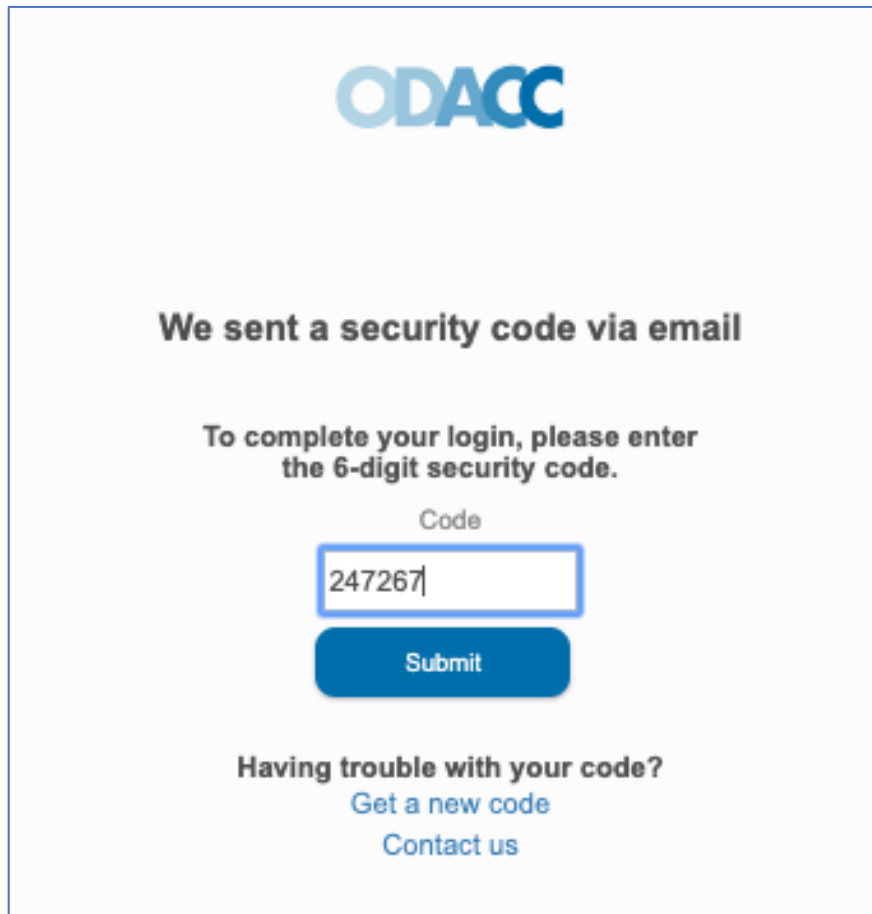
After requesting a security code, the user will receive a six-digit security code via email or text message. A copy of the email is shown below at Figure 9.

Figure 9



Enter the security code on the screen, as shown at Figure 10, and click the “Submit” button.

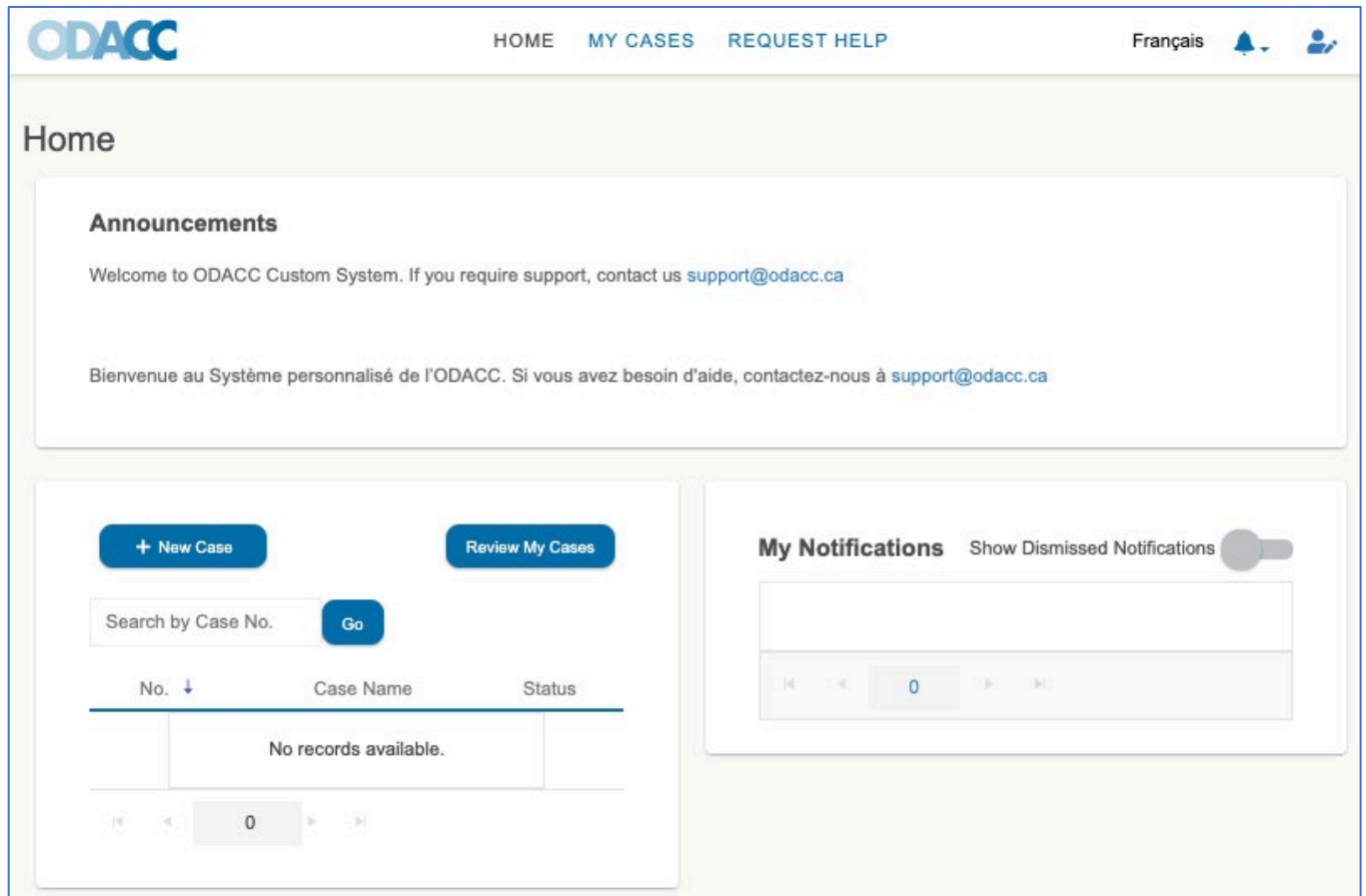
*Figure 10*



The image shows a web interface for ODACC. At the top is the ODACC logo. Below it, the text reads: "We sent a security code via email". This is followed by the instruction: "To complete your login, please enter the 6-digit security code." Below this instruction is a text input field labeled "Code" containing the number "247267". A blue "Submit" button is positioned below the input field. At the bottom, there is a link "Having trouble with your code?" which leads to "Get a new code" and "Contact us".

After entering the security code, the user will be re-directed to the home page of ODACC's Custom System, as shown at Figure 11.

Figure 11

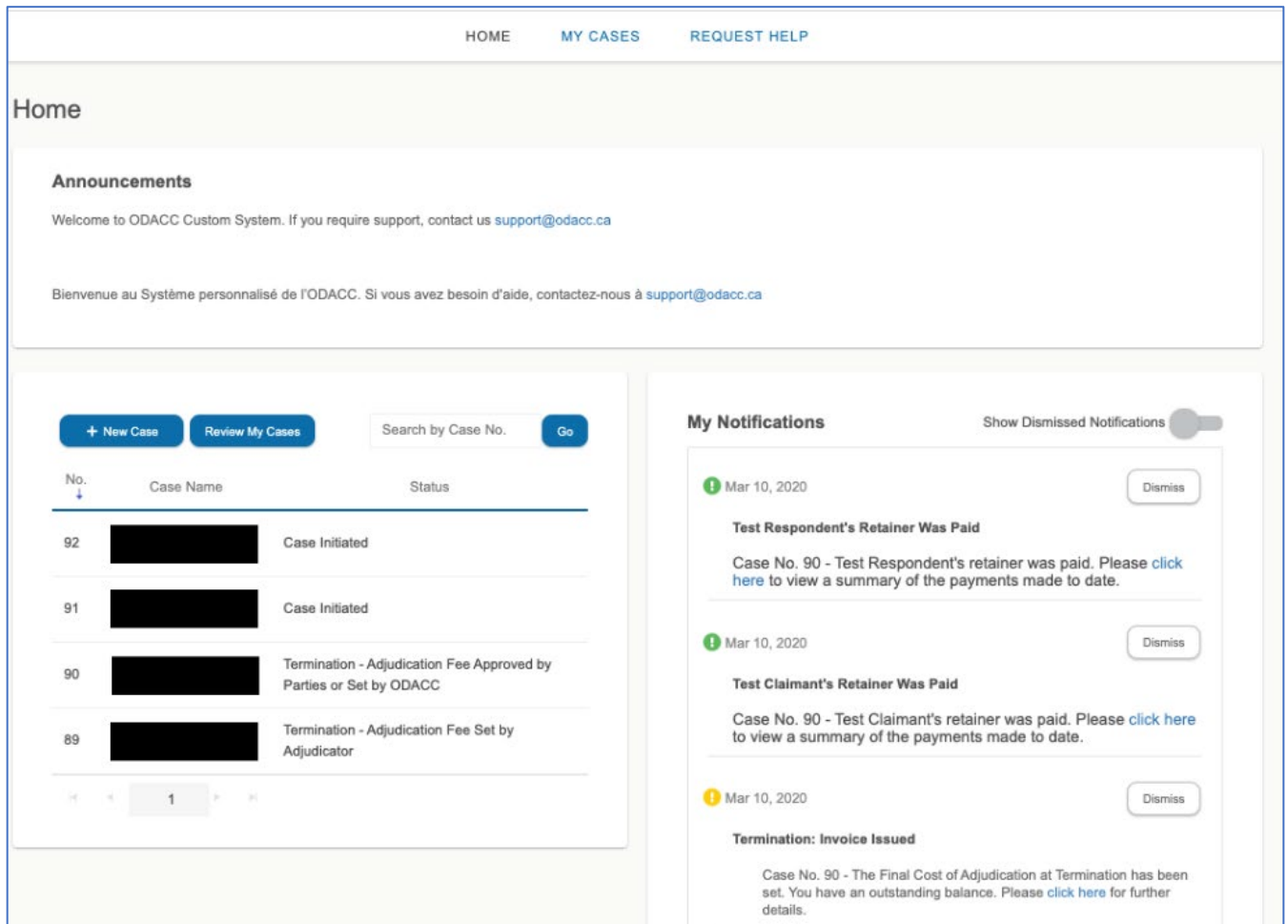


### 3. Home Page of ODACC's Custom System

The Home page of ODACC's Custom system contains the following features (refer to Figure 12):

- A list of adjudications that the user is a Party to, organized by case number;
- A "+ New Case" button that enables a user to commence a new adjudication by filling out a Notice of Adjudication (See instructions in separate document available at <https://odacc.ca/en/claimants/commencing-an-adjudication/>); and
- A list of notifications for all the adjudications the user is a Party to. As adjudications progress, new notifications will appear. Examples of notifications might include reminders of the due date for the Claimant to submit its documents or notice that an Adjudicator has consented to adjudicate.

Figure 12



The screenshot shows the Home page of the ODACC Custom System. At the top, there are navigation links: HOME, MY CASES, and REQUEST HELP. Below the navigation bar, the page is titled "Home".

**Announcements**

Welcome to ODACC Custom System. If you require support, contact us [support@odacc.ca](mailto:support@odacc.ca)

Bienvenue au Système personnalisé de l'ODACC. Si vous avez besoin d'aide, contactez-nous à [support@odacc.ca](mailto:support@odacc.ca)

**My Cases**

Buttons: + New Case, Review My Cases

Search by Case No. [Go]

| No. | Case Name  | Status   |
|-----|------------|--|
| 92  | [Redacted] | Case Initiated   |
| 91  | [Redacted] | Case Initiated   |
| 90  | [Redacted] | Termination - Adjudication Fee Approved by Parties or Set by ODACC |
| 89  | [Redacted] | Termination - Adjudication Fee Set by Adjudicator                  |

Page 1 of 1

**My Notifications**

Show Dismissed Notifications [Toggle]

- Mar 10, 2020** [Dismiss]
 

**Test Respondent's Retainer Was Paid**

Case No. 90 - Test Respondent's retainer was paid. Please [click here](#) to view a summary of the payments made to date.
- Mar 10, 2020** [Dismiss]
 

**Test Claimant's Retainer Was Paid**

Case No. 90 - Test Claimant's retainer was paid. Please [click here](#) to view a summary of the payments made to date.
- Mar 10, 2020** [Dismiss]
 

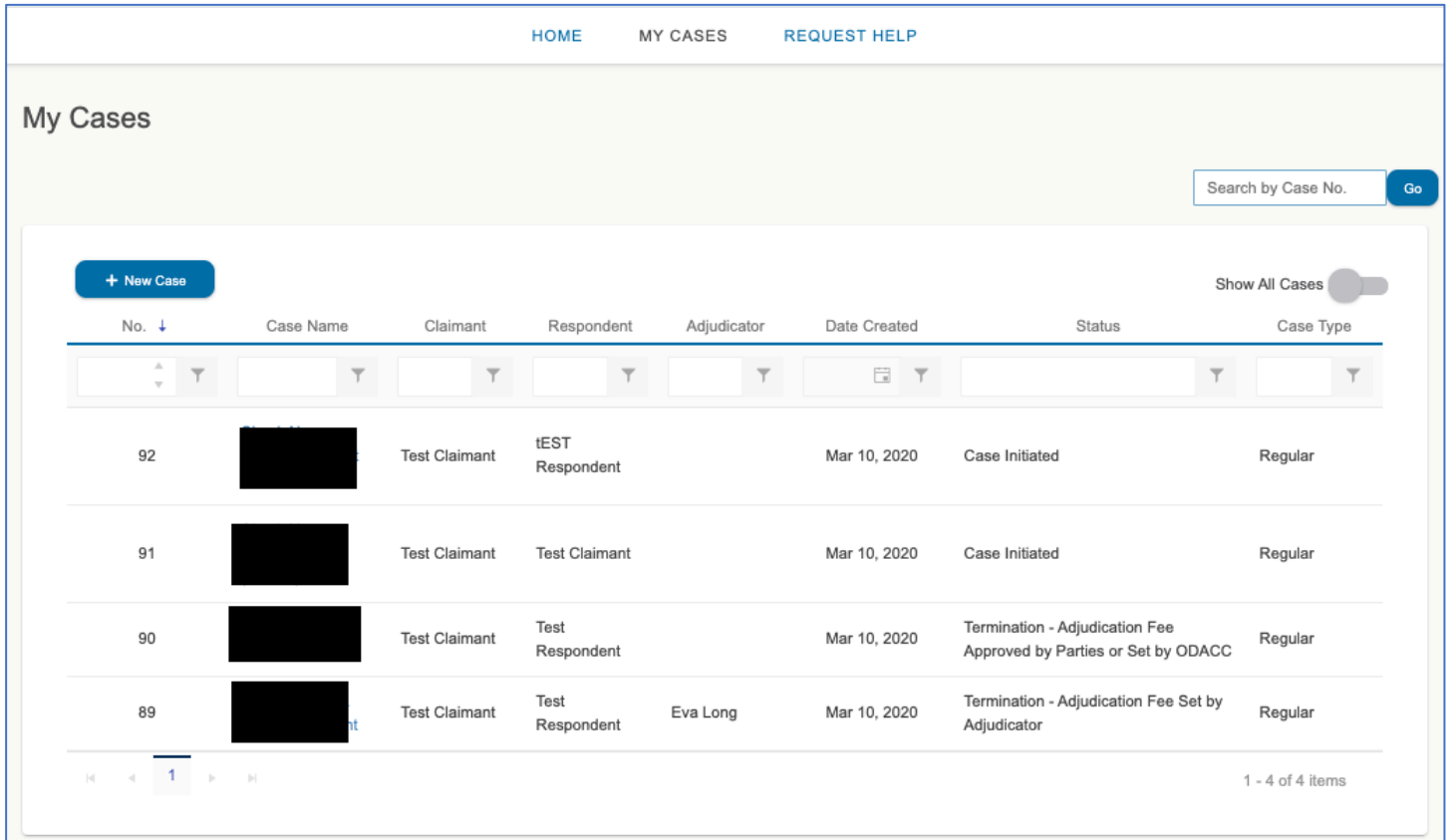
**Termination: Invoice Issued**

Case No. 90 - The Final Cost of Adjudication at Termination has been set. You have an outstanding balance. Please [click here](#) for further details.

## 4. My Cases

A user of ODACC's Custom System can access a list of all the adjudications that he or she is a Party to by clicking on "MY CASES", as shown at Figure 13.

Figure 13

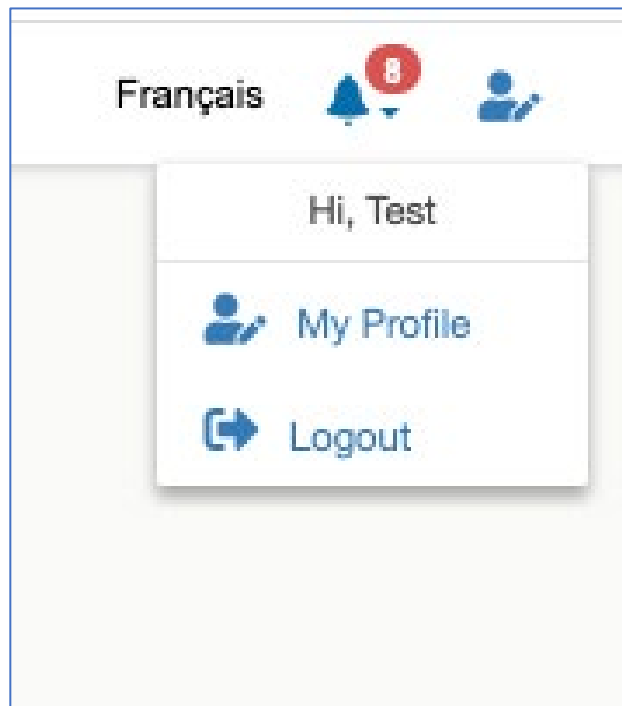


| No. ↓ | Case Name  | Claimant      | Respondent      | Adjudicator | Date Created | Status   | Case Type |
|-------|------------|---------------|-----------------|-------------|--------------|--|-----------|
| 92    | [REDACTED] | Test Claimant | tEST Respondent |             | Mar 10, 2020 | Case Initiated   | Regular   |
| 91    | [REDACTED] | Test Claimant | Test Claimant   |             | Mar 10, 2020 | Case Initiated   | Regular   |
| 90    | [REDACTED] | Test Claimant | Test Respondent |             | Mar 10, 2020 | Termination - Adjudication Fee Approved by Parties or Set by ODACC | Regular   |
| 89    | [REDACTED] | Test Claimant | Test Respondent | Eva Long    | Mar 10, 2020 | Termination - Adjudication Fee Set by Adjudicator                  | Regular   |

## 5. My Profile

A user of ODACC's Custom System can change the settings of his or her profile by clicking on the person icon at the top right of ODACC's Custom System, as shown at Figure 14.

*Figure 14*



After clicking on the icon, the user will be redirected to the "My Profile" screen, as shown at Figure 15.

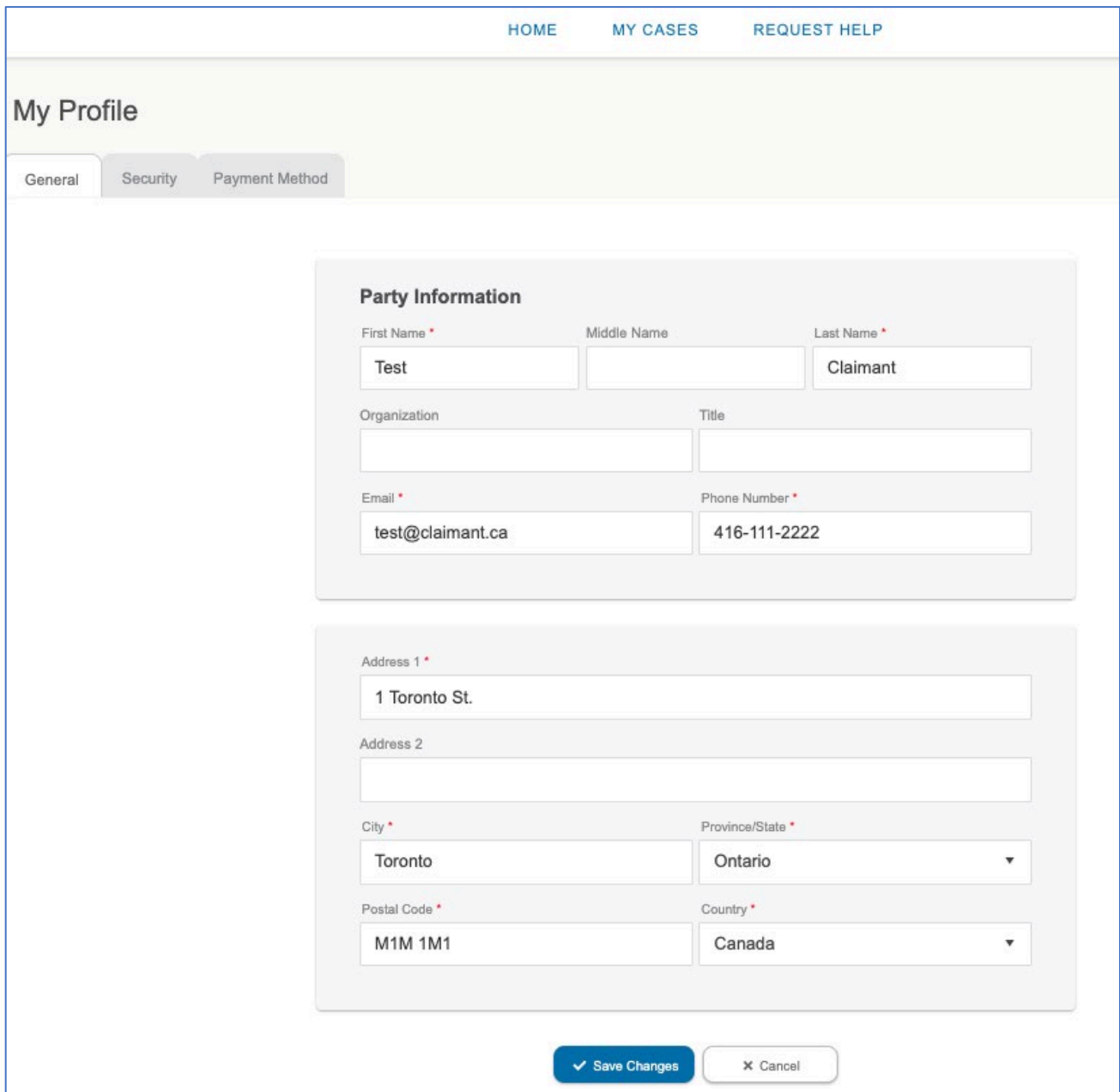
### 5.1 Updating Contact Information

On the "General" tab of "My Profile" (refer to Figure 15), a user can update his or her name, email address, phone number and address.



Personal information that is listed under “My Profile” is not linked to the personal information that is displayed in the “Parties” tab of the adjudications that the user is a Party to. The information that is listed under “My Profile” is the user’s login details. If the user wishes to modify his or her contact information on a specific adjudication, that user should send a message to ODACC through the messages tab of ODACC’s Custom System (for instructions, refer to <https://odacc.ca/en/claimants/supporting-documents/>).

Figure 15



The screenshot displays the 'My Profile' page of the ODACC system. At the top, there are navigation links: HOME, MY CASES, and REQUEST HELP. Below these, the 'My Profile' section is highlighted. Underneath, there are three tabs: General, Security, and Payment Method. The 'General' tab is active, showing two main sections: 'Party Information' and 'Address'.

**Party Information:**

- First Name \***: Test
- Middle Name**: (empty)
- Last Name \***: Claimant
- Organization**: (empty)
- Title**: (empty)
- Email \***: test@claimant.ca
- Phone Number \***: 416-111-2222

**Address:**

- Address 1 \***: 1 Toronto St.
- Address 2**: (empty)
- City \***: Toronto
- Province/State \***: Ontario (dropdown menu)
- Postal Code \***: M1M 1M1
- Country \***: Canada (dropdown menu)

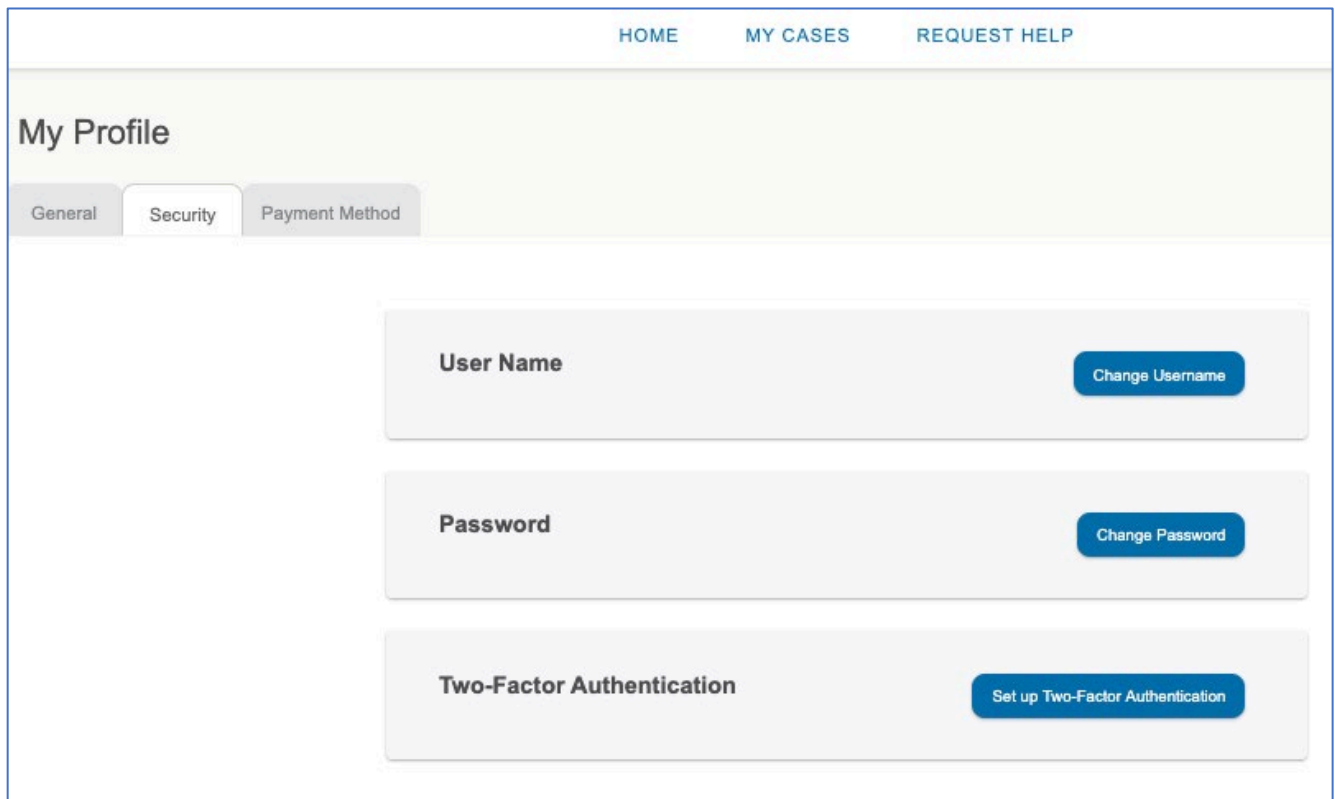
At the bottom of the form, there are two buttons: 'Save Changes' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

## 5.2 Updating a User's Username, Password and Phone Number

On the “Security” tab of “My Profile”, as shown at Figure 16, a user of ODACC’s Custom System can update:

- i. The user name used to log in, which is the user’s email address;
- ii. The password; and
- iii. The phone number used to request a security code for login, as explained at [Login Instructions](#).

Figure 16

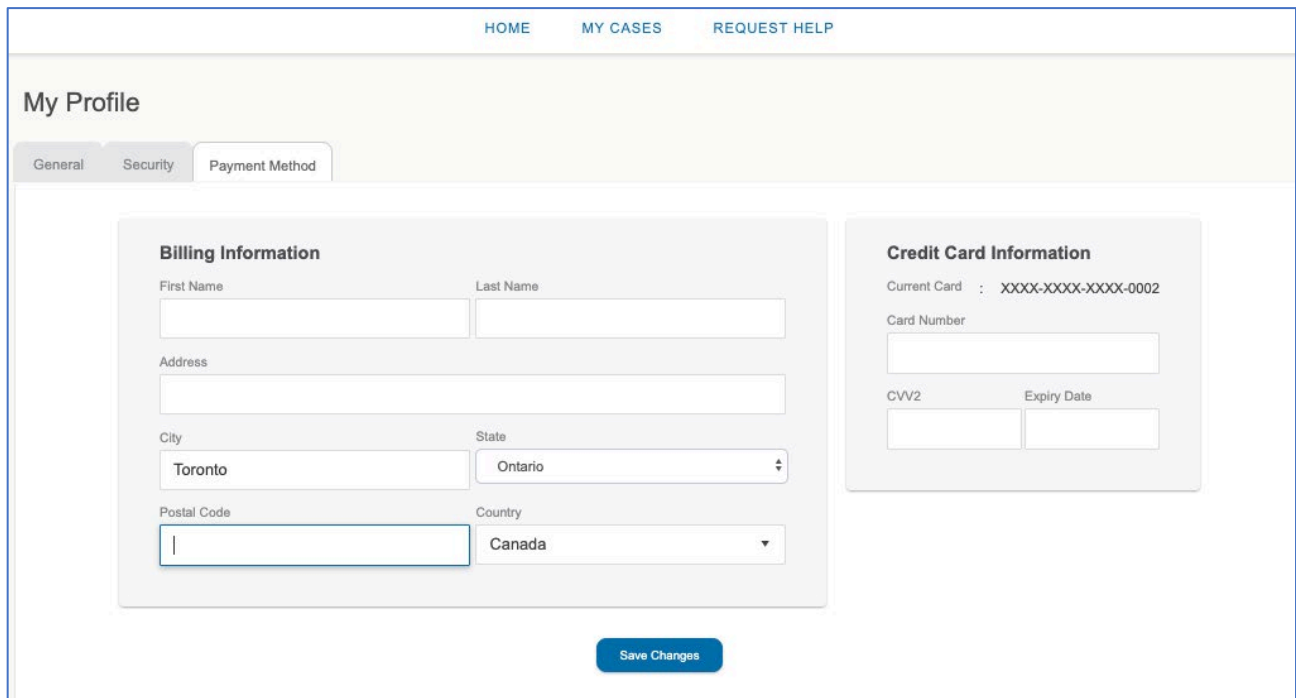


The username (email address) or phone number under the security tab is not linked to the personal information that is displayed in the “Parties” tab of the adjudications that the user is a Party to. The information that is listed under “My Profile” is the user’s login details. If the user wishes to modify his or her contact information on a specific adjudication, that user should send a message to ODACC through the messages tab of ODACC’s Custom System (for instructions, refer to <https://odacc.ca/en/claimants/supporting-documents/>).

### 5.3 Payment Method

On the “Payment Method” tab of “My Profile”, as shown at Figure 17, a user of ODACC’s Custom System can update his or her credit card information. The information will be displayed when a user then tries to make a payment, as described at Fees, Retainers and Payments, available at <https://odacc.ca/en/claimants/payments/>.

Figure 17



HOME MY CASES REQUEST HELP

**My Profile**

General Security **Payment Method**

**Billing Information**

First Name Last Name

Address

City State

Toronto Ontario

Postal Code Country

Canada

**Credit Card Information**

Current Card : XXXX-XXXX-XXXX-0002

Card Number

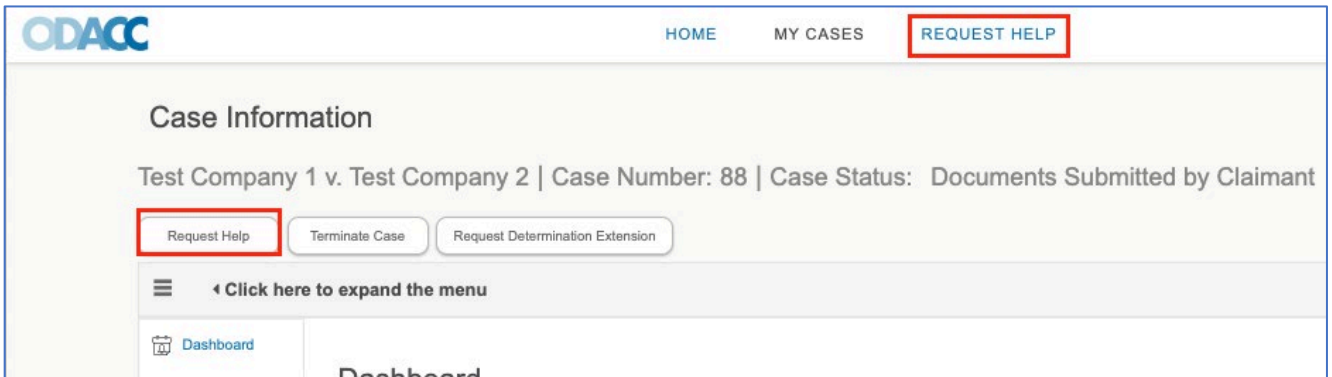
CVV2 Expiry Date

Save Changes

## 6. Help

To request technical support, please click on the “Request Help” button, as shown at Figure 18 and send ODACC a message (Figure 19). ODACC will respond within 24 hours. For immediate assistance, please call us at 416-307-0008.

Figure 18



ODACC HOME MY CASES **REQUEST HELP**

**Case Information**

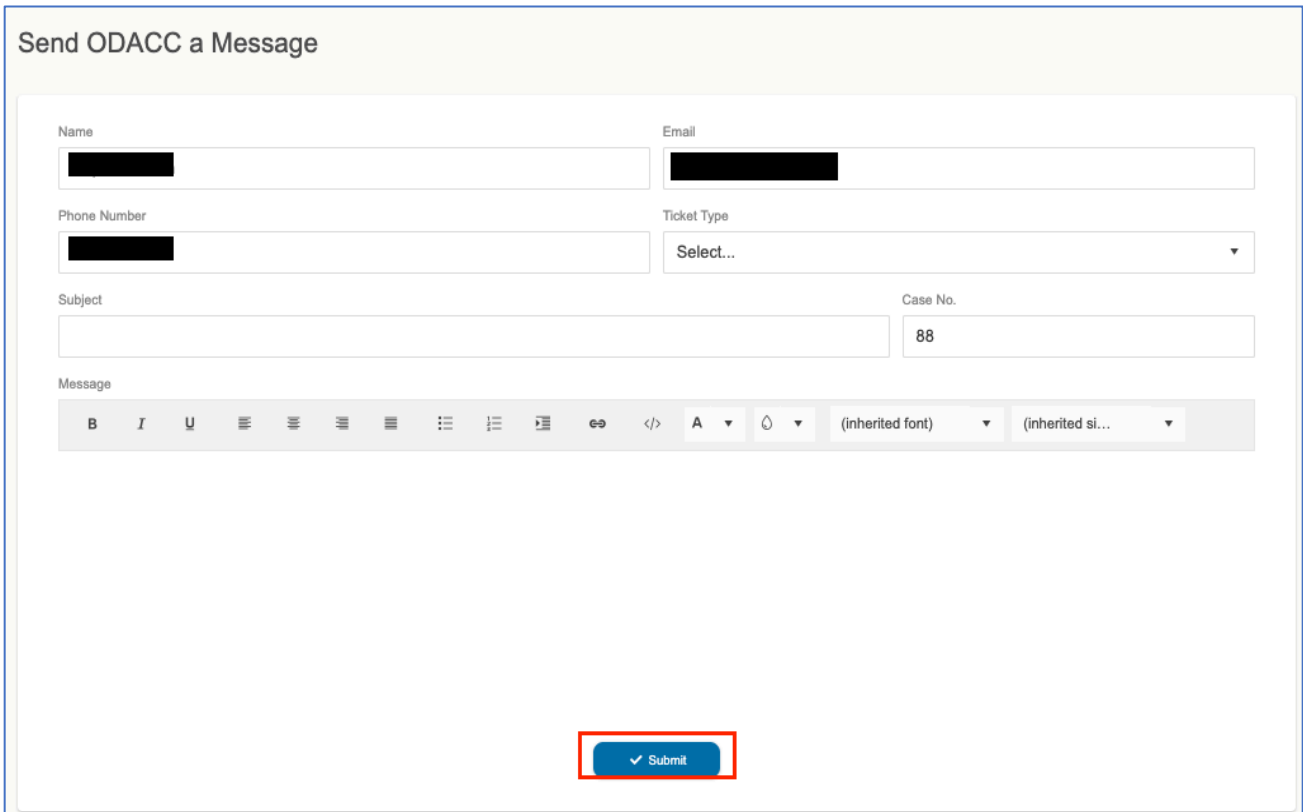
Test Company 1 v. Test Company 2 | Case Number: 88 | Case Status: Documents Submitted by Claimant

**Request Help** Terminate Case Request Determination Extension

Click here to expand the menu

Dashboard

Figure 19



**Send ODACC a Message**

Name  Email

Phone Number  Ticket Type

Subject  Case No.

Message

**B I U** [List Icons] [Link Icon] [Code Icon] **A** [Font Color Icon] [Background Color Icon] (inherited font) (inherited si...)

**Submit**