



Ontario Labour Relations Board

Frequently Asked Questions

❖ E-Filing

1. What is E-Filing?

Electronic filing or E-filing is the ability to file forms and submissions online with the Ontario Labour Relations Board (“OLRB”).

2. Who can use E-Filing?

Anyone can E-file with an internet connection and a valid email address. Review the section below on System Requirements.

3. How much does E-Filing cost?

There is no cost to e-file.
Construction industry referrals of grievances continue to require a fee payment regardless of the method of filing.

4. When can I use E-Filing?

You can file your form or submissions online 24 hours a day, seven days a week. In accordance with the OLRB’s Rules of Procedure a filing received after 5.00 p.m. will be deemed to be filed on the next business day, unless otherwise accepted by the OLRB or the Registrar.

5. Is E-Filing mandatory?

No. E-Filing is only one of the options for filing submissions/forms.
If E-Filing is not your preferred method, you can continue to file forms with the OLRB using alternative methods (such as fax, courier, mail, hand delivery) as permitted by the OLRB Rules of Procedure.

6. Can I e-mail my forms or submissions to the Board?

No. Forms and submissions may be filed with the OLRB by a variety of methods including the Board’s e-filing system, but not by e-mail.

7. Is the OLRB E-filing system encrypted?

The e-filing system is not encrypted nor is it mandatory. Accordingly, you may wish to consider filing your form and any documents by another method permitted under the OLRB's Rules.

8. Can a Representative (legal or not) E-file on behalf of a client?

Yes. There is a section in the forms for the party's contact person to be identified.

9. Where can I find the Forms and in what format are they?

Forms are available in English and in French in PDF format and can be found on the [OLRB website](#). Alternatively, you can request a paper copy of the forms from the OLRB offices located at 505 University Ave., 2nd Floor, Toronto, ON M5G 2P1, Tel number (416)326-7500 Toll-free: 1-877-339-3335 Hearing Impaired (TTY): 416-212-7036

❖ System Requirements for E-filing

10. What are the technical requirements for using E-Filing?

You must have an internet connection and a valid email address and up-to-date Adobe Acrobat in order to submit your form online.

11. Can I complete the form using my mobile device such as smartphone or tablet?

No. Currently, the version of Adobe Acrobat used on mobile devices is incompatible with the OLRB E-filing system.

12. What is the software required to view and complete the PDF forms online?

Download and complete the OLRB forms using ONLY an up-to-date version of Adobe Acrobat.

Do not complete the forms within your Internet browser as you may encounter some of the following issues:

- You may not be able to attach documents, print or submit the form.
- You will lose the information you completed if you leave the form and browse to other web pages in the same browser window.
- The 'back' or 'forward' buttons on your browser will close the form and delete all of your entered information.

If the form opens in your internet browser, save it, then close the form that is open in the browser and then reopen your saved form using Adobe software.

The latest version of Adobe reader is available for free and can be downloaded from the following website: <http://www.adobe.com/products/acrobat/readstep.html>.

13. How do I check which version of Adobe Acrobat I am using?

Open Adobe Acrobat, click on 'Help' from the menu bar and then click on 'About Adobe Acrobat'

❖ Printing the Form

14. Can I print a Blank Form and complete it by hand?

Yes. To print a blank form **use only** the 'Print Blank Form' button located at the top right corner of the form

15. Is there a difference between the 'Print' buttons on the form? Which one should I use and when?

Yes. The different Print buttons print the form in different ways and to different points in the form.

- 'Print Blank Form' Button is used to print a blank form and expands all hidden sections. This blank form is the one to complete by hand.
- The Print button on the 'Documents to be Delivered' page prints the form up to the 'Documents to be Delivered' page. The form should be printed using this button when you are printing a copy to be delivered to the other parties in the proceeding (and before completing the Certificate of Delivery).
- The Print button located at the bottom of the 'File with the Board' page prints the entire form. This button is used to print the entire completed form, including the completed Certificate of Delivery, to be filed with the OLRB or for your records.

16. Can I print the attachments using the 'Print' buttons located within the form?

No. Any documents attached to the form will not be printed by the 'Print' buttons. Attached documents should be opened and printed separately.

17. Other than the 'Print' buttons in the form, can I print another way?

No. Do not use other printing options such as File > Print, Adobe print icon, CTRL P or other 'print' buttons located within the form. This will result in printing an incomplete form.

❖ Save Form

18. Can I save the form directly from the OLRB website without viewing it?

Yes. You can save a form from the OLRB website without viewing it by right-clicking on the hyperlinked form title, selecting "Save As" and then saving the blank form to your computer.

19. How can I save the form?

You can save the blank form after viewing it or a partially completed form or a fully completed form by using one of the following 3 methods:

- 1) Click on any 'Save' button **within** the form; or
- 2) Click on the small disk icon that appears in Adobe Acrobat; or
- 3) Go to File >Save As

20. Can I save the form if I have partially completed it?

Yes. You may save the form any time. Refer to question 'How Can I Save the Form?'

21. Can I save the completed form without losing any information entered?

Yes. You may save the form at any time. Refer to question 'How Can I Save the Form?'

22. Can I save the form and re-use it in the future

Although the forms can be saved, it is recommended that you download the form directly from the OLRB website each time to ensure that you are using the most current version as the forms are updated on a regular basis.

❖ Attaching Documents

23. How do I Include supporting documents when I E-file a form?

Attach supporting documents to the form by uploading them into the 'Attached Documents' section of each form.

The file name must contain ONLY letters 'A-Z' or 'a-z', numbers '0-9', underscore '_' or dash '-'. If other characters are used, the form and attachment(s) will not be successfully submitted.

24. Is there a size limit on the documents that can be attached to the E-form?

The maximum size of attachments is 7MB. The size of your attachments is calculated directly on the form so you will know when you are approaching the maximum size permitted.

25. Is there any limit on the number of the documents that can be attached to the E-form?

No. There is no limit on the number of the documents that can be attached to the E-form provided the total size of all the attached documents is less than or equal to 7MB.

26. Can the attached documents be password protected?

No. Any document submitted online should not be password protected.

27. What are the different file formats that can be attached to an E-Form?

The different file formats that can be attached are:

Images: .jpg, .jpeg, .bmp, .png, .tif, .tiff, .gif

Spreadsheets: .xls, .xlsx, .csv, .ods

Structured Documents: .htm, .html

Word/text/PDF documents: .doc, .docx, .txt, .pdf, .rtf, .odt, .xps, .pptx, .ppt, .msg

28. Why do I get an error message when I am trying to attach a document in a permitted format?

You might get an error message if you are attempting to attach a document that is still open. Close the document and then attach. Or the error message might be because you have exceeded the maximum attachment's size limit.

❖ Contact Information - Part A of the form

29. How do I complete the contact information for each party and their Representatives, if any?

Provide the full contact information of all the parties in the proceeding, and any Representatives/Contact persons.

If your chosen representative is not a member of the Law Society of Upper Canada or does not fall within an exception pursuant to the Law Society Act or the by-laws of the Law Society of Upper Canada, the OLRB may not permit that person to represent you.

30. How do I add/delete multiple parties or Representatives/contact persons?

If you are completing the form electronically: Click the 'Add' button in the applicable section and complete all the contact information.

If you wish to delete a party click the '-' minus sign.

In instances where there are multiple individuals from the same organization (for example, multiple union representatives or multiple lawyers at the same law firm), you are not required to complete an additional contact section for any subsequent individual. You can simply add their name, email address and phone number in the 'Additional Contact Information' box.

❖ **Certificate of Delivery**

31. What is the purpose of the Certificate of Delivery?

You must fill out the Certificate of Delivery in order to certify when and by what method the documents identified in the form were delivered to each of the parties.

You must complete the 'Certificate of Delivery' for each party separately.

32. When do I Complete the Certificate of Delivery?

After you have delivered the form and any required documents, you must complete the Certificate of Delivery.

33. How to Complete the Certificate of Delivery Electronically?

- For each party to whom the form and documents have been delivered, you must complete the delivery information separately.
- Use the 'Add' button to add an additional section to the Certificate of Delivery for additional parties as required.
- Go to 'File with the Board' page and print or save the completed form with completed Certificate of Delivery for your records.

❖ **Submit - E-filing your form**

34. Can I submit the form online if I do not have a valid email address?

No. You must provide a valid email address in order to file electronically. If you do not have a valid email address, file a paper copy of the form using an alternative method permitted by the OLRB's Rules of Procedure.

35. What happens if I submit the form electronically multiple times?

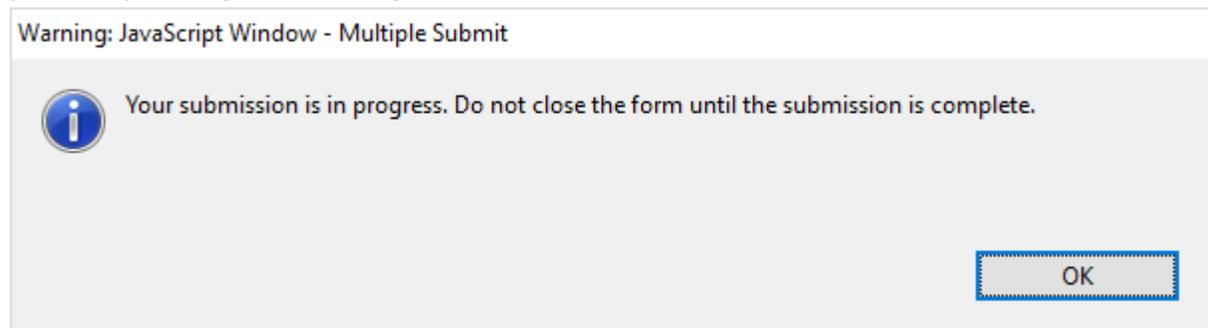
Only file your form once. If the OLRB receives your form more than once, it will only accept the first form received.

36. Will the OLRB return my electronically submitted form back to me?

No. Save a copy of your form and all attachments prior to submitting as the OLRB will not return them to you.

37. What happens after I click submit?

You will be getting a final reminder message to print or save your form. When you decide to proceed, you will get this message.



Do not close your form at this point or your submission will be interrupted. Wait until you get a confirmation that the submission is successful.

38. How do I know if my form has been E- filed successfully?

After submitting the form, a confirmation message will be displayed on your computer screen. This confirmation message will be the indication of your successful submission.

You will also receive an email at the email address you provided in the 'File with the Board' page, which will confirm that the OLRB has received your submission. This email will include a confirmation number. If you do not receive a confirmation email within one hour, please contact the OLRB during business hours.

39. Is the confirmation number in the confirmation email the same as the OLRB's Confirmation of Filing?

No. The number in the confirmation email is only a notification that your form has been submitted successfully to the OLRB. If your form is an initiating application, the OLRB will issue a Confirmation of Filing to all parties with an OLRB File Number.

❖ Referral of Grievances in the Construction Industry - Payment

40. What are the accepted methods of payment in order to e-file forms relating to the referral of grievances - Form A-86 or Form A-87

If you are filing Form A-86 or A-87 electronically, you may pay by Visa, MasterCard or Interac.

41. Can I submit the Grievance form electronically without making payment?

No. The form cannot be submitted electronically without payment. When you click on the ‘Submit’ button, you will be taken to the payment page. Once the payment is successful, you will receive a confirmation email.

❖ Electronic Submissions form – Form A-108

42. What is the Electronic submissions form – A-108?

The new ‘Electronic Submissions Form’ – Form A-108 allows parties to attach and file submissions, letters or other material electronically.

43. What should the Electronic Submissions Form - A-108 form NOT be used for?

Form A-108 is NOT to be used to file OLRB forms (such as an applications/responses/interventions), any forms where original signatures are required, membership cards or Books of Documents/Authorities. Forms will not be processed if attached to the Submission Form A-108.

❖ Technical Difficulties?

44. What if I am experiencing technical difficulties?

If you are experiencing technical difficulties, it could be as a result of one of the following;

- You are not connected to the internet. Check your internet connection
- You have not opened the form using Adobe Acrobat and the document might be opened in your browser instead. Save the form and open with Adobe Acrobat.
- You are not using an up-to-date Adobe Acrobat. Download the latest Adobe Acrobat Reader from the following website: <http://www.adobe.com/products/acrobat/readstep.html>.

45. What should I do if I can’t submit the form electronically?

If you can open the form and complete it electronically but are unable to submit it, then print your completed form and file it in a method permitted by the OLRB. Report the issue to OLRB.

If you cannot print a blank form for any reason, you may contact the OLRB by phone (416-326-7500), toll-free 1-877-339-3335 or by mail (505 University Avenue, 2nd Floor, Toronto, ON M5G 2P1) and the OLRB will send you the requested form.