

# SENDING MESSAGES ON ODACC'S CUSTOM SYSTEM

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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.



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## 1. Introduction

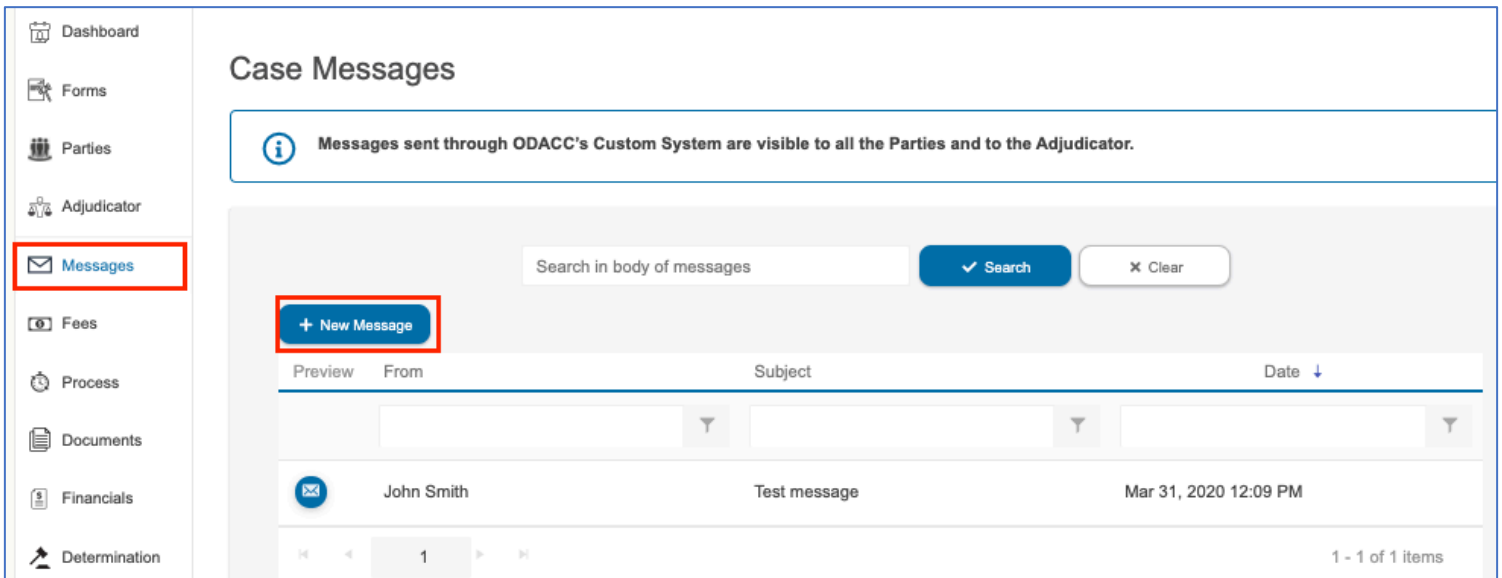
ODACC's Custom System contains a "Messages" page (see Figure 1 on next page) that allows the Parties, Representatives, the Adjudicator, and ODACC to message one another. If a message is sent through ODACC's Custom System, everyone who can access the adjudication will be able to view the message. After a message is sent through ODACC's Custom System, an email will be sent to all individuals who have access to the adjudication, advising that a new message is available on ODACC's Custom System.

If the Parties wish to communicate in private, they should do so outside of ODACC's Custom System. Please note that all messages to the Adjudicator should be copied to all parties as it is not appropriate for a Party to send a private message to the Adjudicator.

## 2. Sending Messages

To send a message, a user of ODACC’s Custom System should open the “Messages” tab and click on the “New Message” button, as shown at Figure 1.

Figure 1: Messages Tab



The user should then enter the subject of the message and the body of the message and click on “Send”. The sent message will appear at the bottom of the Messages tab, as shown at Figure 1.

### 2.1 Attaching Documents

If a Party wishes to attach a document to a message, the document should be uploaded through the “Documents” tab, as described at [Supporting Documents](#).

### 2.2 Sending Messages to a Respondent who has not Responded to the Notice of Adjudication

If a message is sent on ODACC’s Custom System, before the Respondent completes the Response to Notice of Adjudication, the Respondent will receive an email from [communications@odacc.ca](mailto:communications@odacc.ca) after the message is sent. The email will contain the subject line of the message. The body of the email will direct the Respondent to ODACC’s Custom System to view the message.

### 3. Receiving Messages

When a new message is sent through ODACC’s Custom System, all individuals who have access to the adjudication will receive an email from [communications@odacc.ca](mailto:communications@odacc.ca). The email will contain the subject line of the message, and the body of the message will state that a new message is available on ODACC’s Custom System.

To open the message, a user of ODACC’s Custom System should log in to the system, open the adjudication and click on the Messages tab. The message can be opened by clicking on the blue envelope, as shown at Figure 2.

Figure 2: Opening a Message

