

How to use your Tribunals Ontario Portal account to send evidence for your hearing

The Tribunals Ontario Portal is the online system for the Landlord and Tenant Board (LTB). You can use the Portal to send evidence to the LTB for your hearing.

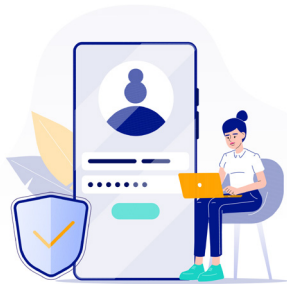
To learn more about the Portal, visit stepstojustice.ca/toptips.



Check your deadlines to send evidence

You must send your evidence to the LTB:

- at least **7 days** before your hearing
- at least **5 days** before your hearing if the evidence is a response to your landlord



Create your evidence

Your evidence needs to be:

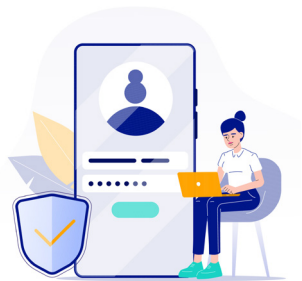
- readable
- less than 2GB in size
- saved in a separate file for each accepted file format, for example:
 - documents: PDF, DOC, DOCX, TXT
 - pictures: JPG, JPEG, PNG, GIF, TIF
 - audio or video: MP3, MP4, AVI, MOV
 - text messages: MSG

There is more about collecting evidence for an eviction hearing at stepstojustice.ca/eviction-prep.

Upload your evidence

To send your evidence to the LTB:

1. select **Documents, Evidence & Requests**
2. select **+Add file documents** under **File to upload**, click on **Select file** and choose the file you want



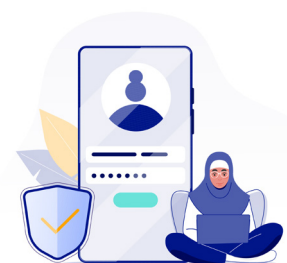
3. under **About**, type a short description for your evidence. For example: "Tenant evidence"
4. under **What type of file is it?**, choose **Evidence & Submissions**
5. under **Please Confirm**, check the box. This confirms that your documents are not about settlement negotiations with your landlord.
6. select **Save**

Your document should now be added to your case. Make sure that you can see it under **Documents, Evidence & Requests**.



After your evidence is uploaded

- The portal will generate an evidence ID number for each file. **Use this number to locate your evidence during the hearing.**
- You must also send copies of the uploaded evidence to your landlord.



Get help

Tribunals Ontario has a help guide if you have problems making a Portal account: tribunalsontario.ca/en/tribunals-ontario-portal/help.

You can also contact Tribunals Ontario for help: tribunalsontario.ca/lrb/tribunals-ontario-portal/contact.

Or a community organization might be able to help you. To find help in your area, call **211** or visit **211ontario.ca**.

You can find more information about housing law at stepstojustice.ca. This is general legal information for people in Ontario, Canada. It's not intended to be used as legal advice.

Cette publication est également disponible en français.