

Quick User Guide for Businesses

1. Once your business has received notification of a dispute from the FCAA, have the designated business representative access the service titled “Resolve My Consumer Dispute” through their Saskatchewan Account.
 - a. NOTE: Ensure they have been invited into the business previously and assigned to a location. They will not be able to access the dispute through their “Individual” profile. They will need to select their “Organization” profile to see it.
2. On the tasks page, select “Resolve My Consumer Dispute”.
3. They will be taken to the “My Cases” page. The dispute will appear here.
4. Once the dispute is selected, the business representative will be taken to the “Parties” page. The business representative must confirm they are “Taking charge of the case” by selecting the “Complete Information” button.
5. The business representative will be prompted to confirm their name and confirm they are the official representative of the business. They will then confirm the selection.
6. This business representative will now be the only user able to see the dispute in the business case list.
7. The business representative can then re-enter the case but will now have additional options within it. The system will take the business representative through the provided information page-by-page using the “Next” button at the bottom of the page. The business representative can also navigate through the pages by selecting the different tiles at the top of the page.
 - a. The business representative should review all information provided by the consumer before making a proposal to them.
 - b. The business representative can also communicate directly with the consumer here using the “Message Center”. Communication between the parties is highly encouraged during this phase. If a future Facilitator or Mediator is assigned to the case, they will also be able to review previous communication here.
8. After a counter proposal has been sent by the business, an option to “Request Facilitation” will appear. This option is available to all parties. This will prompt the FCAA to become directly involved in the case. A Facilitator will be assigned to the case and assist the parties with reaching an agreement.
9. If the Facilitator is unable to assist the parties with reaching a resolution, they may request the case proceed to the “Mediation” phase. At this point a Mediator will be assigned to the case and assist the parties with reaching a resolution.



FAQ

Q) I am having trouble creating my Saskatchewan Account. Who do I contact?

A) Please review this video for a guide to creating the Saskatchewan.ca account:

<https://www.youtube.com/watch?v=QqnMDBosjAY&list=PLnJrCcfEygaxSJHxSMiuvymit47kMw1q6&index=3>

If additional assistance is required, please contact OnlineServices@gov.sk.ca.

Q) I have forgotten my Saskatchewan Account password. What do I do?

A) Please review this video for a guide to updating your Saskatchewan Account password:

<https://www.youtube.com/watch?v=VOq0rSJ9wR4&list=PLnJrCcfEygaxSJHxSMiuvymit47kMw1q6&index=4>

Q) The other party has been abusive to me. What do I do?

A) Select the Actions tab and select the “Report Abuse” button. Complete the form and this will notify the FCAA of what has occurred.

Q) I want to speak with someone at the FCAA. What do I do?

A) Please call us at 1 877 880 5550