

## Quick User Guide for Consumers

1. To begin a dispute with a business, sign in to your Saskatchewan Account and select the “Resolve My Consumer Dispute” service.
2. On the tasks page select “Resolve My Consumer Dispute.”
3. You will be taken to the “My Cases” page.
4. In the top right-hand corner of the screen, select the button titled “Open A New Case.”
5. You will be taken to the “Parties” page. The contact information associated with your Saskatchewan Account will be displayed here.
6. Search for the business in the dispute using the “Search Business” option.
  - a. For the business name, look at any documentation you may have received from them as part of the transaction. For example, a receipt or bill of sale.
  - b. If you are unable to locate the business in the search, you may select the “Enter Business Details Manually” button to proceed.
7. Once the business has been selected and confirmed, select the “Next” button at the bottom of the page.
8. Complete the “Problem Description” section. When completing this section, be sure to clearly define the problem. Select the “Save Problem Description” button. Review the information and select “Next.”
9. Complete the “Describe Resolution” section. When completing this section, ensure the resolution you seek is clear to the business and that it is something they can provide. Select the “Generate agreement preview” button.
10. Review the agreement closely and select “Save Proposal.” Review the provided information carefully and select “Next.”
11. Upload all applicable documents to the case using the “Add Document” button. Ensure to upload receipts or a bill of sale to show the transaction took place. Once all documents have been uploaded select the “Next” button.
  - a. Documents can be uploaded at any time during this process. Documents can only be removed during the negotiation phase. Once the case proceeds beyond this, documents can no longer be removed.



12. Review all the provided information. If a change needs to be made, you may use the “Previous” button to navigate back to the page and make the change. When ready to make the submission select the “Submit Case” button and confirm the submission.
13. The case will be reviewed by the FCAA and moved to the negotiation phase. This is where the business will review your proposal and make contact through the message center if needed.
14. If a Facilitator is required, you may select the “Request Facilitation” button after the business has submitted a counter proposal. The FCAA will assign a facilitator to the case who will attempt to help the parties find a resolution.
15. If the Facilitator feels the case needs to go further, they may request Mediation. If this happens you will be notified by the facilitator and provided with further information.

## FAQ

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### **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 Account:

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

If additional assistance is required, please contact [OnlineServices@gov.sk.ca](mailto: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=VOqOrSJ9wR4&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