



CAMS Frequently Asked Questions
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For a complete and comprehensive guide to the Court of Appeal Management System (CAMS), including instructions on how to register for an account, how to access and view appeals and how to format and file documents, please review the CAMS Manual located at <https://cams.albertacourts.ca/public-portal/?q=node/405>.

For inquiries about formatting or uploading documents or questions about the payment of filing fees, contact the applicable Registry as follows:

Calgary Registry – Calgary.Registry@albertacourts.ca or 403-297-2206

Edmonton Registry – Edmonton.Registry@albertacourts.ca or 780-422-2416

For inquiries about accounts, access to appeals or technical assistance, email CAMSInquiries@albertacourts.ca.



CAMS Frequently Asked Questions

I. General

What is CAMS?

CAMS (Court of Appeal Management System) is a case management, document management and electronic filing system designed to better serve the administration of justice, litigants, the Bar and the public at large. It automates many of the Court's procedures and permits lawyers and litigants to initiate an appeal, file materials, pay applicable fees and view case information about their appeals including the full text of all filed documents electronically.

Is the use of CAMS and electronic filing mandatory?

Electronic filing was implemented on August 31, 2020. Until February 28, 2021, electronic filing will be optional. Beginning on March 1, 2021, electronic filing will become mandatory unless an exemption from electronic filing is granted by the case management officer.

How do I request an exemption from electronic filing?

A request to be exempt from electronic filing is made by completing and submitting Form A located in the [Court of Appeal of Alberta Practice Direction on Electronic Filing](#).

The case management officer may grant an application for an exemption on any terms or conditions that the case management officer considers appropriate or necessary. Unless the case management officer otherwise directs, an exemption applies only to the appeal number for which it is granted.

Self-represented litigants who are in custody or otherwise not at liberty have an automatic exemption from electronic filing.

What are the minimum hardware and software requirements for CAMS?

You will need the following hardware and software in order to use CAMS and electronically file documents:

- A computer with a standard operating system;
- A scanner to create PDF copies of certain documents, such as lower court orders, photographs and paper exhibits, etc., which may not exist in an electronic format;
- An internet service connection and web browser;
- A word processor program such as Microsoft Word
- A PDF compatible program capable of combining documents and producing:
 - Optical Character Recognition (OCR)
 - Automatic page numbering
 - Hyperlinks
 - Bookmarks

How do I know CAMS is secure?

The CAMS website uses SSL, so data is encrypted between your browser and the CAMS web server. The CAMS server is located in a protected environment and access to it is restricted to the Court of Appeal.

How current is the information in CAMS?

The information and documents in CAMS are extracted directly from the case management and document management systems used and maintained by the Registry. Information is entered on a daily basis and will be available as soon as it is entered. All reasonable efforts will be made to ensure that the information, data and materials in CAMS are as accurate and up-to-date as possible. Any concerns should be directed to the appropriate Registry.

Is CAMS available in the trial courts?

No, CAMS is only available at the Court of Appeal of Alberta.

What are the hours of service?

CAMS is available 24 hours a day, seven days a week with the exception of regularly scheduled maintenance times. However, documents will not be reviewed and technical assistance will not be provided outside of business hours (8:15 a.m. – 4:00 p.m.).

Who do I contact for assistance in using CAMS?

For inquiries about formatting or uploading documents or questions about the payment of filing fees, contact the applicable Registry as follows:

Calgary Registry – Calgary.Registry@albertacourts.ca or 403-297-2206

Edmonton Registry – Edmonton.Registry@albertacourts.ca or 780-422-2416

For inquiries about accounts, access to appeals or technical assistance, email CAMSInquiries@albertacourts.ca.

II. Accounts/Registered Users

Who can become a registered user?

To register for a CAMS account, you must be a lawyer, work in a law firm or be a self-represented litigant with a matter before the Court of Appeal. Accounts are not available to the media or members of the public.

How do I become a registered user?

An application to become a registered user is made by visiting the [CAMS](#) home page, clicking on “To register for an account, click here”, and following the instructions provided. On receipt of an application to become a registered user, the Registrar may approve the application if:

- you provide a valid, individual email address and any other information that may be requested by the Registrar;
- you agree to comply with the [Terms of Use](#) for electronic filing;
- you agree to receive communications and documents from the Registrar by email; and
- the Registrar considers it appropriate to do so.

The Registrar may impose any terms or conditions on a registered user, either when approval is granted or after, that the Registrar considers appropriate or necessary.

What is the difference between a Law Firm account and a Self-Represented Litigant account?

User accounts fall under one of two categories: Law Firm Users and Self Represented Litigants. Litigants who are not represented by a lawyer should be registered as a Self-Represented Litigant account. Lawyers should register as a Law Firm account. However, if a Law Firm will have multiple users within the firm, that firm can be assigned a Law Firm Administrator account which will enable the holder of that account to create and manage individual accounts for other users within the law firm without having to obtain approval from the Registrar. Before a lawyer

registers for an account, he or she should first determine whether their law firm already has a Law Firm Administrator account. See further information below.

What is a Law Firm Administrator account?

A Law Firm Administrator account is a law firm user account with the following elevated privileges:

- the ability to create and manage accounts for other users within that law firm; and
- the ability to grant (or remove) access to that firm's appeals to other users within that law firm.

For information on how to create and manage accounts for others and how to share access to appeals with other law firm users, see the section entitled "Law Firm Administrator Account" located in the [CAMS Manual](#).

If you do not know if your law firm has a Law Firm Administrator, or if you do not know the name of your Law Firm Administrator, please email CAMSInquiries@albertacourts.ca.

How does a law firm obtain a Law Firm Administrator account?

First, a member of the law firm who will be a law firm administrator must become a registered user. That person does not necessarily have to be a lawyer and can be an assistant, paralegal or other support staff.

Then, the holder of that account must email CAMSInquiries@albertacourts.ca to request that the account be elevated to a Law Firm Administrator Account. This step should be completed before any other members of the law firm register for an account.

Can law firms have multiple Law Firm Administrator accounts?

Yes. However, the number of Law Firm Administrator accounts should be kept to as few as possible.

How do I know if my account is a Law Firm Administrator account?

If your account has been elevated to a Law Firm Administrator account, you will have access to the menus entitled "Manage/Add Users" and "Manage Appeal Access" at the top of the CAMS home page.

How long does it take to become a registered user and how will I know my request has been approved?

When you submit a request to become a registered user, you will receive an email acknowledgement of that request. Best efforts will be made to review and approve the request on the same day that the request is received (provided the request is received during business hours). When your request is approved, you will receive another email with log in instructions. Emails will be sent from CAMSInquiries@albertacourts.ca. Please ensure that your spam filters do not block this email address.

Is there a fee to become a registered user?

There is no fee to become a registered user.

What do I need to know about account passwords?

A password does not expire, and you may change it at any time by logging into your account and navigating to My Account > Account. If you forget your password, you can request a new one on the log in screen under the “Request new password” tab.

III. Access to an Appeal/Court File

What is accessible in CAMS?

Lawyers, support staff and self-represented litigants who are registered users can access their appeals, the electronic court file and information about their appeals including documents, deadlines, hearing dates, outcomes and more.

How do I get access to my appeals and the electronic court file?

If you are the initiating party (i.e., you filed a Notice of Appeal or an Application for Permission (Leave) to Appeal electronically in CAMS), you will automatically have access to the appeal and the electronic court file by logging in to your account and clicking on “My Appeals”.

It is important to remember that automatic access is given only to the user who was logged in when the commencement document was filed. If that user was a legal assistant, then the lawyer on that file will not have automatic access. In that case, the lawyer (and anyone else in the law firm that requires access to the appeal), should request that access through their Law Firm Administrator. If you do not know if your law firm has a Law Firm Administrator, or if you do not know the name of your Law Firm Administrator, please email CAMSInquiries@albertacourts.ca.

In all other cases (e.g., you are a self-represented respondent, counsel for the respondent, the appeal was filed before August 31, 2020, etc.), you must first become a registered user and

then request access to the appeal. Follow the steps set out in the “Request Access to an Appeal” section of the [CAMS Manual](#).

Once I have access, how do I view the appeal and the electronic court file?

The appeal and the electronic court file can be viewed by logging into your account and then selecting “My Appeals” on the left-hand side of the page. To view the details of each appeal, select “View Summary” from the “Select Action” drop-down menu. To view a document, expand the Documents section and simply click the View button. For further information, see the “View My Appeals” section of the [CAMS Manual](#).

Any document filed by a party who has been granted an exemption from electronic filing will be filed in paper. Will copies of those documents be electronically accessible?

Yes. If a document is filed in paper form, the Registrar may convert the document into electronic form, in which case the Registrar is not required to retain the paper form of the document. Once converted into electronic form, the document will be available in CAMS.

Can I access my appeal and the electronic court file even if I have been granted an exemption from electronic filing?

Yes. First, you must become a registered user and then email CAMSInquiries@albertacourts.ca to request access to the appeal. Follow the steps set out in the “Request Access to an Appeal” section of the [CAMS Manual](#).

If I cease acting for a party, will my access rights to the appeal and the electronic court file terminate?

Yes. The Registrar will revoke a registered user’s access to an appeal and the electronic court file upon being notified or becoming aware that the user ceases to act for a party to an appeal. It is your responsibility to advise the Registrar promptly if you are no longer counsel of record.

Can access to an appeal and the electronic court file be revoked?

Yes. The Registrar may revoke a registered user’s account if that user fails to use the electronic filing portal in accordance with, or otherwise breaches, the terms of use or any term or condition imposed by the Registrar, or for any other reasons that the Registrar considers appropriate (e.g., a lawyer becomes suspended or ceases employment with a law firm). If a registered user’s account is revoked, all access to the appeal and the electronic court file is also revoked.

If a file is closed, will I still have access to it?

Yes. Once access to a file has been granted, that access will continue even after the file is closed, unless the Registrar has revoked that access.

Is the list of appeals in “My Appeals” searchable? Can I search for only active (or only closed files)?

Yes. See the “View My Appeals” section of the [CAMS Manual](#).

V. Filing Document & Payment of Fees

What documents can be electronically filed?

Notices of appeal, appeal records, transcripts, factums, extracts of key evidence, application materials, correspondence and all other documents related to both criminal and civil appeals can be electronically filed.

Can I electronically file videos or other types of media?

No. All documents must be in PDF in order to be filed electronically. If you need to file a photo or video file or another document in a format other than a PDF (e.g., JPEG, MP3, MP4, etc.), send it on a USB or CD to the Registry and ensure that it can be easily viewed or played using a standard Windows Media Player.

Are there any formatting requirements or procedural rules concerning electronic filing?

Yes. The [Court of Appeal of Alberta Practice Direction on Electronic Filing](#) should be reviewed. All documents filed electronically must adhere to the formatting requirements set out in that Practice Direction. For assistance with and instructions on the formatting requirements, see the [CAMS Manual](#).

Is there a size limit to my document?

Yes. Documents cannot exceed 100 MB. If your document was created using a scanner, the settings on your scanner can impact the size of your document. See the “Compress a PDF File” section of the [CAMS Manual](#) for tips on reducing the size of your document. If your document exceeds 100MB, the document must be divided into parts, each less than 100 MB, and each part must be submitted separately. Alternatively, the document may be submitted to the applicable Registry office on a CD or USB.

When I electronically file a document, does the file name of the document matter?

No. It does not matter how you named your document when you saved it. Once the document is uploaded and approved, the Registry will verify and select the correct document name.

When I hyperlink to an authority, must I hyperlink each occurrence of that authority?

No. You need only include a hyperlink in the Table of Authorities.

What do I do if a hyperlink to an authority is not available?

If a hyperlink to an authority is not available, you will need to include a copy of it as part of the document to which it applies, and then add a bookmark to that authority.

If I receive an exemption from electronic filing, have the filing requirements changed?

If an exemption from electronic filing is granted, the content, format, filing and other requirements of the *Alberta Rules of Court* apply except that only one paper copy is required to be filed, and it must be an unbound copy containing no staples or binding other than easily removable clips or rubber bands.

When I upload a document, how will I know if it has been received and accepted for filing?

When you upload a document for filing, you will receive an email acknowledging the receipt of that document. When your document has been approved and filed (and once any applicable filing fees are paid), you will receive another email with instructions on how to view the filed document. Emails will be sent from CAMSInquiries@albertacourts.ca. Please ensure that your spam filters do not block this email address.

If my document is not accepted for filing, or if it is filed “on conditions” or “non-compliant”, will I be advised of the reason for rejection/conditions/non-compliance?

Yes. When you upload a document for filing, you will receive an email acknowledging the receipt of that document. If the document is not accepted for filing, or if it was filed “on conditions” or “non-compliant”, you will receive another email providing instructions on how to view the Mandatory Requirements and Check/Return form which will set out the reason for the rejection/conditions/non-compliance. If further clarification is required, contact the applicable Registry office.

If my document has been filed “non-compliant”, can I fix it and re-file it?

Yes, provided the document is re-filed within two business days. Email the revised document to the applicable Registry as follows:

Calgary Registry – Calgary.Registry@albertacourts.ca

Edmonton Registry – Edmonton.Registry@albertacourts.ca

Ensure that your email identifies the appeal number, style of cause, the name of the revised document and the date that the document was filed “non-compliant”. If appropriate, the Registry will replace the original document with the revised document and confirm by return email.

When I upload a document, how long will it take for the Registry to review it?

Documents submitted for electronic filing will be reviewed as soon as practically possible, dependent on court workload and staffing. The Registry operates on a “first in, first out” basis and will not prioritize electronic filings. Keep in mind that a document submitted after 4:00 p.m. Mountain Time will not be reviewed until the next business day.

When I upload a document, is it considered “filed” on the date that I submitted it?

A document received electronically on or before 4:00 p.m. Mountain Time on a day on which the Registry is open will be considered submitted on the day that it is received. A document received electronically after 4:00 p.m. Mountain Time, or on a day when the Registry is not open, will not be considered to be submitted until the next business day. If a document is accepted for electronic filing, it will be filed on the day that it is considered submitted.

How will I receive documents from the Court?

When the Court prepares correspondence, judgments and other documents for the parties, you will receive an email notification providing instructions on how to view the document. Emails will be sent from CAMSInquiries@albertacourts.ca. Please ensure that your spam filters do not block this email address. If further clarification is required, please contact the applicable Registry

If there is a technical problem with CAMS, how will it affect my deadlines?

Filing a document electronically does not alter any filing deadline set by the *Alberta Rules of Court*, an order of the Court or a direction of a case management officer. It is strongly recommended that documents be submitted in advance of any deadline to allow sufficient time to address any technical issues.

A registered user who is unable to submit a document for filing electronically due to a technical problem should contact the applicable Registry office for assistance and, if necessary, the case management officer for direction. Problems with your equipment, hardware or software, or other problems within your control, will generally not excuse a late filing.

Although CAMS permits registered users to submit documents for filing electronically 24 hours a day, users should be aware that assistance with technical problems will not be available outside of regular business hours (8:15 a.m. to 4:00 p.m.).

If I file a document electronically, must I also send a paper copy to the Registrar?

No. With the exceptions of affidavits, if a document is filed electronically, a paper copy need not be filed. If an affidavit is filed electronically, the original of that affidavit must be filed with the Registrar within 15 days after the electronic copy is filed.

If I file a document electronically, am I still required to effect service on the other parties?

Service must be effected in accordance with the *Alberta Rules of Court*. CAMS does not impact or replace service requirements. Absent an agreement to the contrary, any rule in the *Alberta Rules of Court* that requires a paper copy of a document to be served must be followed.

How will document signatures be handled for electronic filing?

Most documents, including factums and memorandums of argument, do not require signatures. With the exception of affidavits, documents filed solely with an electronic (i.e., scanned) signature will be accepted for filing. Affidavits with a scanned signature will be accepted for electronic filing; however, the original of that affidavit (with the original signature) must be filed with the Registrar within 15 days after the electronic copy is filed.

How do I know my electronic documents are secure and that others cannot tamper or change them?

All documents filed electronically must be submitted in PDF format and as such are “read only”. While Registry staff can change data in the case management system (e.g., to correct data entry errors), neither Registry staff nor other parties can alter a filed document within the system.

When filing electronically, how do I pay the applicable filing fees?

When you upload a document for filing, you will receive an email acknowledging the receipt of that document. That email will include a link to pay the applicable filing fee. You must immediately pay the filing fee by clicking on the link (or copying and pasting it into your browser). Payment can be made using a valid credit card (Visa, Mastercard or American Express) or by online debit.

After your payment has been processed, a receipt will be sent to the email address that you provided during the checkout process. It is important to know that your document will not be processed until payment is made. For further information on payment of fees, see the “Payment of Fees in Civil Matters” section of the [CAMS Manual](#).

How will I know the payment was processed on my credit card?

You will immediately receive confirmation of payment by email. Please note: Even though payment is taken, this does not mean your documents have been accepted for filing. Once your documents have been accepted for filing, you will receive another email with instructions on how to view the filed document.

Will my credit card information be stored in CAMS?

No. No credit card information is stored in CAMS.

If my document is rejected, will the filing fee be refunded?

Yes. If a filing fee was collected for a document that was not accepted for filing, a refund will be issued to your credit card.

How do I pay if I have received an exemption from electronic filing?

If you have received an exemption from electronic filing, the Registrar will continue to accept payment by way of cash, certified cheque, money order or credit card at the counter when you file your documents.