

## Serving Evidence by Using a File Hosting Service

### Residential Tenancy Branch

Under Rule 3.10.6 of the Rules of Procedure, landlords and tenants can serve digital evidence to the other party during a dispute resolution proceeding by providing a link to the evidence stored on a File Hosting Service, like Google Drive or Microsoft OneDrive.

This information sheet provides guidance to landlords and tenants on serving evidence using a file hosting service.

### Providing a Hyperlink to Evidence on a File Hosting Service

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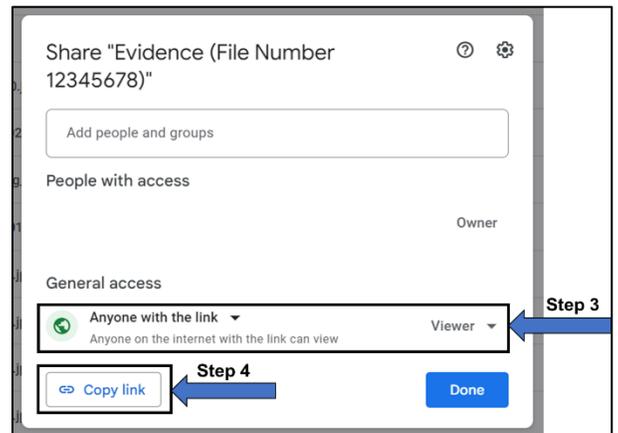
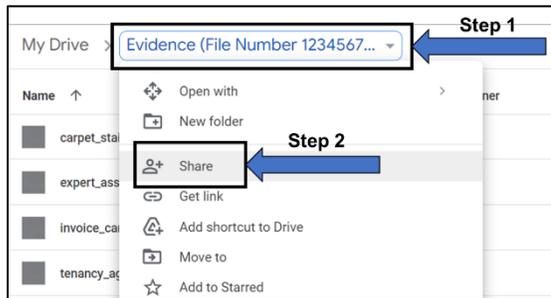
- If a party would like to provide a hyperlink to evidence on a File Hosting Service to the other party, they must provide it in a method of service approved under the legislation.
- These service methods include providing it in person, sending it via ordinary or registered mail, attaching it to the door, or sending it over email if an email address has been provided as an address for service.
- The following are two examples of parties serving a hyperlink to evidence:
  - A landlord drafted a letter that includes in it the hyperlink to the evidence and any instructions the tenant may need to access the evidence. The landlord posted a copy of the letter on the tenant's door.
  - A tenant sent an email to their landlord's email address that had previously been provided as an address for service. The email contained the hyperlink and instructions for accessing the evidence.
- A party providing a hyperlink to evidence must confirm with the other party that they can access the evidence before the dispute resolution hearing.
- A party cannot submit digital evidence to the Residential Tenancy Branch or Service BC by providing a hyperlink to evidence stored on a File Hosting Service. Parties must either submit their evidence online, or provide it on a USB memory stick, CD, or DVD.

### Permissions Settings in File Hosting Service

- Rule 3.10.7 requires that the party providing a link to a copy of evidence stored on a file hosting service ensures that the settings are set so the other party can only view and download the evidence, not edit it.
- If the party providing the evidence does not use the correct settings, the arbitrator may or may not consider the evidence during the proceeding.
- There are tutorials on how to adjust the settings in Google Drive and Microsoft OneDrive on the next page.

## Google Drive

1. After you have uploaded your evidence to Google Drive and organized it in a folder, click the dropdown arrow next to the folder name.
2. In the dropdown menu, click "Share."
3. In the window that opens, change the General Access section from "Restricted" to "Anyone with the link." Ensure the column on the right is set to "Viewer."
4. Click "Copy link."



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## Microsoft OneDrive

1. After you have uploaded your evidence to Google Drive and organized it in a folder, click "Share" at the top of the page.
2. In the window that opens, click "Anyone with the link can edit" at the bottom of the window.
3. Ensure "Anyone with the link" under "Who would you like this link to work for?" is selected. Under "Other settings," change "Can edit" to "Can view." Then click "Apply."
4. Click "Copy."

