ReDi Online Application Form FAQs

The following explains how you can address some common issues.

When registering for an account, I receive the message: "This email is already in use."

This means an account has already been created for the email address you provided. If you or your organization has already registered with this address, you'll need to use the password already in use for it. If you don't know the password, click on the link: "Forgot your password?" This will enable you to reset your password.

I can't remember my password.

On the Login sidebar, click the link: "Forgot your password?" It will ask for your email address, and then send you an email with a reset link. Follow the instructions in the email.

I'm getting a red error message on the screen when filling out an application.

This indicates you have an issue with a field on the form, which will be highlighted in red. You may have forgotten to fill in a mandatory field, or the format required is incorrect. For example, the postal code field requires a space (A1A 1A1); if you don't put a space, it will give you an error.

After you fix the error, click "Next Page" to continue. The red box won't disappear until you move to another page.

I can't enter dollar amounts or numbers into the form, and when I tab or click out of the field, it goes blank.

This is probably because you're entering a special character into the field along with the number, for example a dollar sign ($). When asked for an amount or number in a field, only enter the number and nothing else.

I set up my account using an incorrect email address, or I have changed to a new email address.

If you set up an account with a specific email address, all your applications will be associated with that account. To use a different email address, create a new account with it. Then contact the support person indicated on the application form and he or she will be able to move your previous applications to the new address.

I don't see my applications in the Entries and Drafts section.

If the intake is closed:
Applications are only kept during the intake period. After an intake is closed and we have adjudicated, the application forms are purged from our system. However, when you applied you would have gotten an email with your application form filled out. Use this to refer to your previous application.

If the intake is still open:
Ensure you are logging into the system with the correct email. If not, log out and then log into the correct account. If you don't remember the password, review "I can't remember my password" above.

If you started an application form and didn't save the form before exiting, the form may not have saved to your account. Be sure to first fill in the worksheet provided, so that if you lose your work due to computer issues, you can copy and paste from the worksheet.

I clicked the "Back" arrow on the browser before I saved my application.

Form sections auto-save when you click the "Next Page" or "Previous" buttons. You may also click "Save Draft" at any point. However, if you use your browser's "Back" button, the form will not auto-save and you will lose any work not properly saved.

If this happens, there may not be anything we can do to recover unsaved work. If you use the worksheet provided, you can copy and paste back into the unsaved fields.

Like any system, hit the save button anytime you think of it!

How can I print a copy before I submit the application?

You can't print the entire application before submitting. However, after submitting you will be emailed a copy to the email you provided as your login account. You can print that copy and save it for your records. Each time you update your application, you will receive a new email with the latest updated submission.

I didn't receive my submission email after I submitted my application.

After you submit your application, you will be emailed a copy to the email you provided as your login account. Be sure to check the email address you logged in with—not one you may have entered in the application itself.

If you still haven't received the email:
- Check your junk mail folder to be sure it's not in there.
- If you added many attachments, this can hinder the email being sent out, especially if the total size of the attachments is 10 MB. Contact the support person on the application form, and he or she will send the application through.
  - Be sure to shrink your documents to make them as small as possible.

If you still have an issue, contact the support person on the application form and he or she will investigate.

Any other issues?

Some computers use older browsers or operating systems that can cause issues. If you continue to have issues, try a different computer browser. We recommend Internet Explorer.