

Ministry of the Attorney GeneralCourts Services Division
West Region

Supervisor of Court Operations

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July 29, 2020

RE: Expansion of Justice Services Online

Dear Member of the Legal Community,

On August 5, 2020, the Justice Services Online platform (ontario.ca/familyclaims and ontario.ca/page/file-civil-claim-online) will expand to enable the online submission of close to 400 more types of civil and family court documents.

The new services, “Civil Submissions Online” and “Family Submissions Online,” will provide simple and quick ways to electronically submit court documents, at every step in a case, in any new or existing:

- civil action or application in the Superior Court of Justice (SCJ); and
- family proceeding in the SCJ or Ontario Court of Justice (OCJ).

Users can pay court filing fees online securely by debit or credit card. Individuals can also use the system to request a fee waiver certificate or submit documents with an existing fee waiver certificate.

By making it possible to submit most civil and family court documents online, the Ministry is increasing efforts to protect the health and safety of Ontarians by reducing the need to attend a courthouse in person.

The new services complement Civil Claims Online and Family Claims Online and replace some email filing processes established in response to COVID-19. While courthouses will continue to accept in-person filings, we encourage you to use Justice Services Online to file and issue civil and family court documents.

Getting Access

To access Justice Services Online, users are required to create an account using their Ontario ONe-Key ID. ONe-key is a unique electronic credential that allows you to communicate securely with online government services. Setting up your ONe-Key ID is fast and simple. To learn more, visit <https://www.one-key.gov.on.ca/iaalogin/overview.jsp>.

Spread the word

Please find attached an informational poster to share widely with members of your organization and/or your clients.

The Ministry will enhance the service based on user feedback. If you have any questions or would like to provide feedback about the service, please contact Alexey Togunov, Director, Project Implementation Branch at Alexey.Togunov@ontario.ca.

Sincerely,



Jessica Anderson
Supervisor Court Operations

Attachment – JSO Poster