

CaseLines Support Chart		
	Lawyers, Legal Representatives, Law Students, Legal Assistants	Self-Represented Litigants
CaseLines Support Page (Self-Help Support)	<p style="text-align: center;">The Support Page is found at the following address: https://ontariocourts.caselines.com/Home/ContactUsCaOntario</p> <p style="text-align: center;">SCJ Notice: https://www.ontariocourts.ca/scj/notices-and-orders-covid-19/supplementary-notice-september-2-2020/caseline-tips/</p> <p style="text-align: center;">OCJ Notice: https://www.ontariocourts.ca/ocj/caselines/</p> <p style="text-align: center;">**Notices include videos, tips and Q&A material to assist with using CaseLines**</p>	
General & Operational Support (Tier 1)	<p style="text-align: center;">Contact their professional associations for the names of Superusers.</p> <p style="text-align: center;">OBA training (for fee): https://www.oba.org/Professional-Development-Resources/Caselines/Case-Training-Options</p>	<p style="text-align: center;">Contact the CSD Contact Centre** at 1-800-980-4962</p> <p style="text-align: center;">or through email at info.Caselines@ontario.ca</p>
Technical Issues relating to the CaseLines Platform (Tier 2)	<p style="text-align: center;">Contact the CaseLines Support team by phone: 1-800-290-9378</p> <p style="text-align: center;">decsupport@thomsonreuters.com</p> <p style="text-align: center;">CaseLines Tier 2 Support is available during the business hours of</p> <p style="text-align: center;">8:00 a.m. to 5:00 p.m. (Monday – Friday)</p>	