

**Ministry of the
Attorney General**

Court Services Division
Operational Support Branch

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November 28, 2018

Dear Member of the Legal Community,

RE: Enhancement of the civil claims online filing service

I am pleased to inform you that the civil claims online filing service (Ontario.ca/civilclaims) has been enhanced in response to feedback from legal associations and users.

This enhancement follows the spring 2018 expansion of the service, which enabled some defence documents and proof of service for documents to be filed online. For a current list of documents that can be filed online, please visit Ontario.ca/civilclaims.

Improving the user experience

As of November 26, 2018, users are able to:

- preview uploaded documents prior to submission;
- search online transactions by the case name;
- save the confirmation screen page;
- record parties' contact information more quickly by reducing the data entry required; and
- input six-digit phone extensions.

Additional enhancements include:

- the relocation of the Save plaintiff/defendant buttons to facilitate navigation; and
- the automatic addition of plaintiff and defendant email addresses from the initial online submission into the court's case management system.

Share your feedback

The ministry will continue to enhance the service based on user feedback. I invite you to share this update and encourage your members to provide their feedback by completing the Rate Our Service survey on the portal or emailing civilclaimsonline@ontario.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Vaia Pappas".

Vaia Pappas
Director, Operational Support Branch
Court Services Division