

Guide to creating a Justice Services Online account

1. Visit the [Civil Claims Online Filing Service homepage](#). Click the **File or view your claim** button.

File your civil claim now

You'll need to create an online account before you begin – if you don't have one, sign up now.

Once you've started using the online service, your session will expire if your system is inactive for 15 minutes. **Your information will be saved.**

Before you start, make sure all forms are complete and saved as PDFs to be uploaded.

[File or view your claim](#)

When you hear back

If you file your claim on a weekday – between 8:30am and 5pm – you will receive an email from the court right away – unless an unexpected system outage occurs.

This email will include your Statement of Claim or Notice of Action with an attached court seal, the assigned court file number and the date it was issued. The court seal means you can move forward with your claim.

If you file your claim outside regular business hours, you will receive an email with your issued claim dated the next business day.

You will be guided to the ONE-key ID sign-in page.

Log in to ONE-Key account (or register for a ONE-Key account)

2. If you already have a ONE-key ID account, enter your details.

You will be taken to the All Services from A to Z page, which alphabetically lists all services available to ONE-key users. Follow the directions under Step 5.

If you do not already have a ONE-key ID account, click “Sign up now!”

Ontario **ONE-key** Français

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Sign in

Sign in with your ONE-key ID

New to ONE-key?
A ONE-key account gives you secure access to Ontario Government programs and services. [Learn more](#)

Don't have a ONE-key ID? [Sign up now!](#)

ONE-key ID:

Password:

Sign in

[Can't access your account?](#)

3. Create your ONE-key ID and password by completing the form on the ONE-key account Registration page. Click the **Sign up** button.



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ONE-key Account Registration

Create your ID and Password (*) indicates a mandatory field

* Choose your ONE-key ID:

* Password:

* Confirm your password:

* I accept the [Terms and Conditions of Use](#) and I have reviewed the [Notice of Collection](#)

Need assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097

Password Recovery Info (*) indicates a mandatory field

If you forget your password you can create a new one, after answering a set of security questions. Create your own set of security questions and answers below.

* Security Question 1: -- Select a question --

* Question 1 Answer:

* Security Question 2: -- Select a question --

* Question 2 Answer:

* Security Question 3: -- Select a question --

* Question 3 Answer:

Optional ID Recovery Info

By providing your email address you can recover your ONE-key ID in case you forget it. You can enter your email address at a later date if you do not want to provide it now, via the [Change Account Recovery Info](#) option.

Email Address:

[Cancel](#)

You will be guided to a new page confirming your registration.

4. Click the **Continue** button.



You will be directed to the All Services from A to Z page, which alphabetically lists all services available to ONE-key users.

Register for a Justice Services Online account

5. Locate and click on “Justice Services Online”.



Français

You will be guided to the Registration page for Justice Services Online.

6. To proceed, agree to the terms of use by selecting the box indicating that you have read and agree to the above statements, and click the **Next** button.



Justice Services Account Registration

Welcome to justice services online

Terms of use

MAG Justice Services Online

Terms of Use

By accessing this Website and the Portals offered by the Ministry of the Attorney General, you are agreeing to these Terms of Use. Each time you use the Justice Services Online Website and Portals you indicate your acknowledgment and acceptance of the terms and conditions below, which may be revised periodically without notice. If you do not accept these terms and conditions, do not use the website and Portals.

Who we are

When we say "we", "us" or "our", we mean the Ontario Ministry of the Attorney General ("MAG") and Her Majesty the Queen in Right of Ontario (or more commonly known as the Government of Ontario). We are not the Ontario courts.

Acceptable use of this Website and our Portals

We require you to follow several simple rules when accessing or using this website and our Portals. You must not:

- a. use this Website or our Portals in violation of any law, rule or regulation;
- b. interfere with or disrupt this Website or Portals or interfere with any of our computer systems, servers, networks, databases, software, hardware or equipment used by or for this website and/or the linked Justice Services Online websites or platforms;
- c. interfere with the use or enjoyment by others of this website and/or Portals;
- d. introduce code which is disruptive or harmful to this website or to the Portals;
- e. attempt to gain unauthorized access to our computer systems, servers, networks, databases, software, hardware or equipment, including to: user-restricted areas of this website and/or Portals; logins and passwords of others; or personal information and personal accounts of others.

Additional Terms of Use for particular Portals or transactions

Through this website we may provide you with access to linked websites and our Portals or transactions. Additional or different terms of use may apply to those Portals or transactions. You should carefully review the terms and conditions that apply before obtaining the particular service, using the particular Portal or completing a transaction. Where these Terms of Use are different from the terms and conditions in a particular Portal or service, those terms and conditions will apply to the extent of the difference.


...

I have read and agree to the terms of use*

Exit

Next

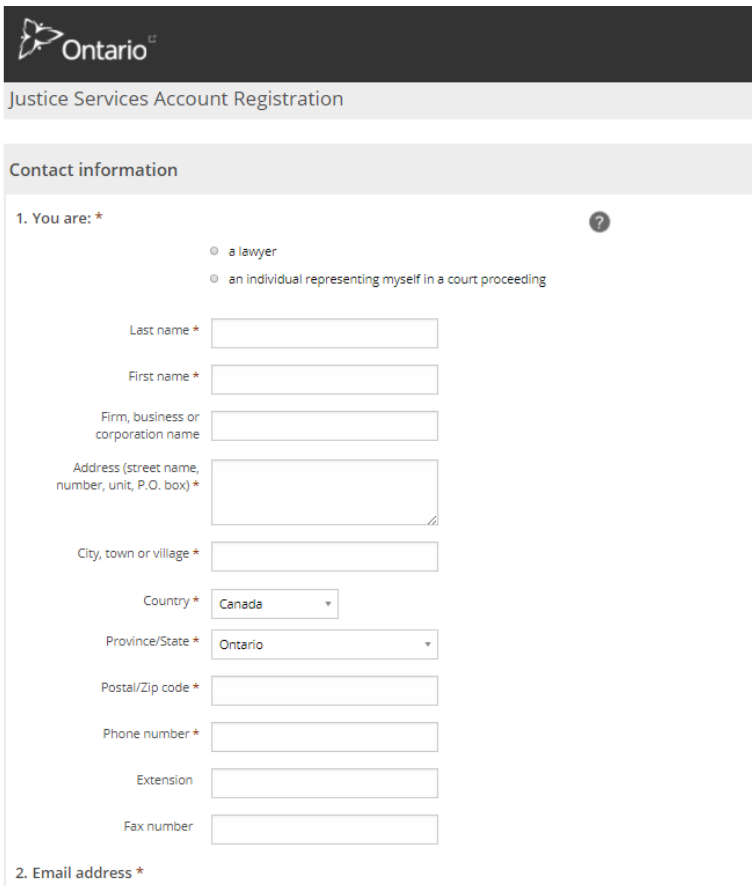
[Contact us](#)  [Accessibility](#)  [Terms of use](#) 

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You will be guided to the Contact information page.

7. Select whether the account is for a lawyer or for an individual representing themselves in a court proceeding.

If you are a non-lawyer assisting a lawyer the account should be created for the lawyer, using the name and details of the lawyer.

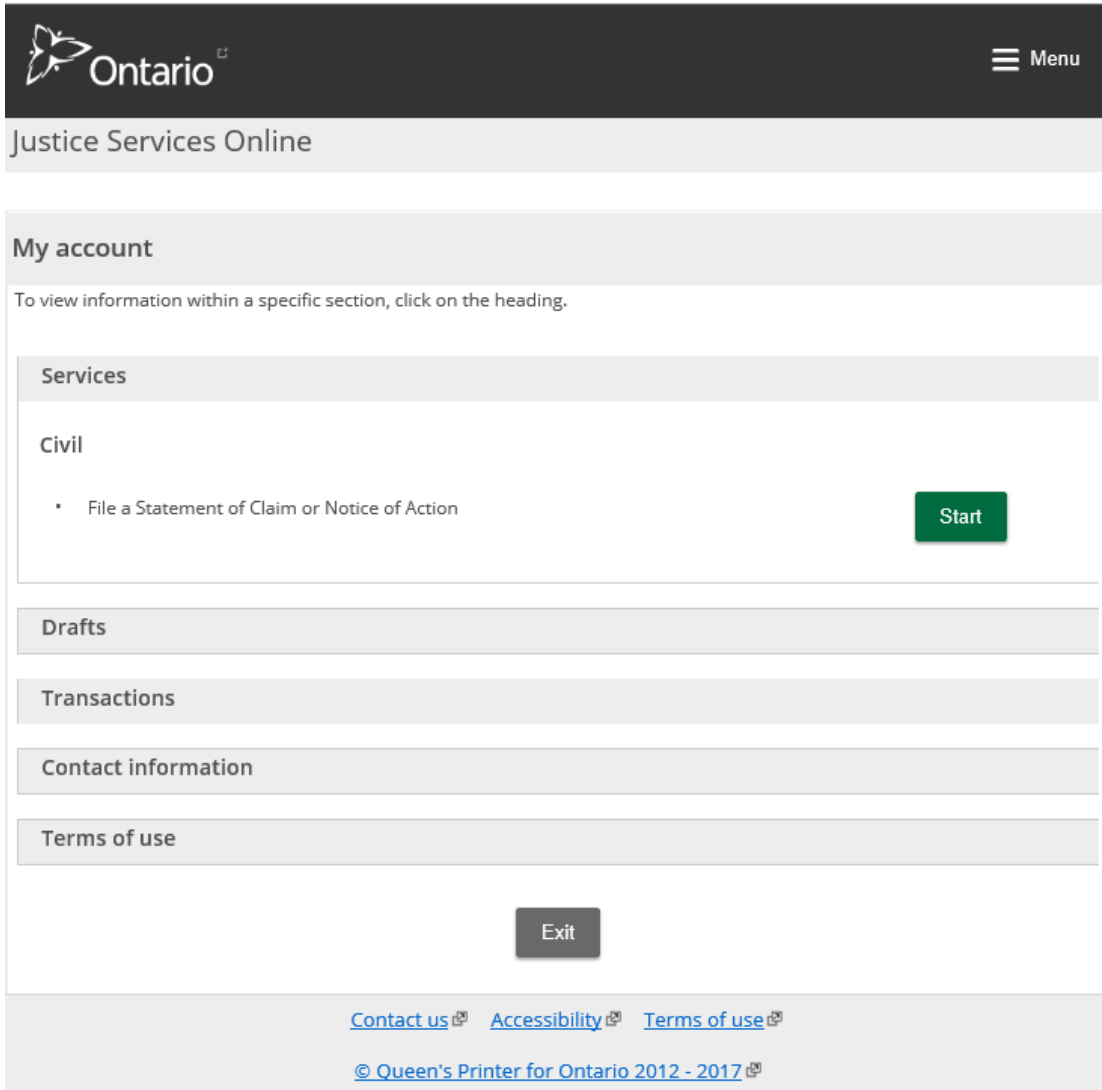


The screenshot shows the 'Contact information' section of the Ontario Justice Services Account Registration process. At the top left is the Ontario logo. Below it is the page title 'Justice Services Account Registration'. The main heading is 'Contact information'. The first step is '1. You are: *', which includes two radio button options: 'a lawyer' and 'an individual representing myself in a court proceeding'. A help icon (?) is visible next to the question. Below the options are several text input fields: 'Last name *', 'First name *', 'Firm, business or corporation name', 'Address (street name, number, unit, P.O. box) *', 'City, town or village *', 'Country *' (with a dropdown menu showing 'Canada'), 'Province/State *' (with a dropdown menu showing 'Ontario'), 'Postal/Zip code *', 'Phone number *', 'Extension', and 'Fax number'. The second step is '2. Email address *'.

8. Complete the remaining fields, and then click the **Confirm registration** button.

You have now set up your Justice Services Online account profile, and will be guided to the Justice Services Online home page.

To submit documents to start a civil claim, click the **Start** button under Services.



The screenshot shows the Justice Services Online account profile page. At the top, there is a dark header with the Ontario logo and a 'Menu' button. Below the header, the page title 'Justice Services Online' is displayed. The main content area is titled 'My account' and includes a sub-heading 'To view information within a specific section, click on the heading.' There are five main sections: 'Services', 'Drafts', 'Transactions', 'Contact information', and 'Terms of use'. The 'Services' section is expanded to show 'Civil' with a sub-item 'File a Statement of Claim or Notice of Action' and a green 'Start' button. At the bottom of the main content area, there is a grey 'Exit' button. The footer contains links for 'Contact us', 'Accessibility', and 'Terms of use', along with the copyright notice '© Queen's Printer for Ontario 2012 - 2017'.

Using the new features of the Civil Claims Online Filing service

- To view your transactions (a list of the documents which you submitted online for filing and a list of your drafts), click on “Transactions”.
- To view your saved drafts, click on “Drafts”.
- To view the terms of use, click on “Terms of use”.
- To view or edit your contact details for the account, click on “Contact information”.

Note: Contact information that is updated through this account will only be reflected on future online filings. The contact information which you provided for all previously submitted filings will remain the same.

If you need to change your contact information on existing court files, please file a written, signed and dated change of address with the court/office(s) and identify all court file numbers affected.