

## **Case Center/CaseLines: A How to Guide**

**(Information updated as of July 2024)**

### **What is Case Center/ CaseLines?**

Case Center was previously referred to as CaseLines – it is the same online system; it has just been renamed. As these are two names for the same system, we will be referring to it as Case Center for the remainder of this document as the courts are now referring to this system as Case Center.

Case Center is an online document sharing platform that is used to share and present court documents at BOTH in-person and virtual court appearances. Any documents uploaded to Case Center can be viewed by the court and the other parties in your court case.

The Ontario Court of Justice, the Superior Court of Justice, and some third-party organizations have created various resources to assist parties with using Case Center. Throughout this “How to Guide” we will provide you with the links to these resources and we will also provide you with some further information to help guide you in using the platform.

*Please note that a complete list of all the resources referred to in this “How to Guide” is listed at the bottom of this document.*

### **How do I access Case Center?**

[Visit the Case Center website](#)

### **Do I have to use Case Center?**

Whether you must use Case Center or not depends entirely on if the court that your matter is being heard in is using Case Center. If the court is using Case Center, then you **MUST** use Case Center. However, if the court that your matter is being heard in is **NOT** using Case Center then you will not need to use it.

Whether Case Center is being used, and the extent to which it is being used, varies across the province depending on what court your matter is being heard in. There can

be some serious consequences if you do not use Case Center, and your matter is being heard in a court where Case Center is required. You should look up whether the court that your matter is being heard in is using Case Center. You can do this by following such steps:

1. Look at the Practice Directions for the court that your matter is being heard in. The Practice Directions can be found at the following links below. *Please ensure to click the link for the correct level of court that your matter is being heard in. If you do not know what level of court your matter is being heard in, you can look on the first page of any your court documents and it should be noted at the top of the page.*
  - [View the Ontario Court of Justice Practice Directions](#)
  - [View the Superior Court of Justice Practice Directions](#). When visiting this website, please ensure to click the correct jurisdiction/region that your matter is being heard in.
2. If, after you have reviewed the Practice Directions, you still cannot determine whether Case Center is being used in the court that your matter is being heard in, then you should contact the court to confirm whether you should be using Case Center in your matter.

If your matter is in the Ontario Court of Justice, please keep in mind the following:

- Case Center is not currently being used for child protection proceedings; and
- In the Ontario Court of Justice, not every court appearance uses Case Center. So, what this means is that some appearances might require you to use Case Center and other appearances do not. The Ontario Court of Justice has outlined which appearances use and do not use Case Center at sections 2 to 4 of the following notice. [You can view this resource to learn more.](#)

### **How do I Create a Case Center Account?**

The Ontario Court of Justice has created a useful video resource about Case Center, which talks about creating a Case Center account at the 0:00 to 2:58 minute mark of the video. [View the video resource to learn more.](#) *Please note that even though this video has been created by the Ontario Court of Justice, the information outlined in this*

*video can also help those of you who have matters in the Superior Court of Justice and the Unified Family Courts.*

In addition, the following resources provide guidance on creating a Case Center account. Please see below.

### **Ontario Court of Justice Resources**

- [View Case Center for Domestic Family Matters in the Ontario Court of Justice Page](#)
- [View Frequently Asked Questions About Thomson Reuter Case Center for the Ontario Court of Justice Page](#)  
***Refer to sections 1 to 6 of this page***
- [View Case Center: Tips for Unrepresented Litigants Resource](#)  
***Refer to steps 2 to 3 of this resource***

### **Superior Court of Justice Resources**

- [View Case Center in the Superior Court of Justice: A Guide to Requirements Page](#)  
***Refer to section A of this page***
- [View Case Center in the Superior Court of Justice – Quick Tips Page](#)  
***Refer to sections 1 to 4 of this page***

### **Third Party Resources**

- [View the Case Center Help Page](#)  
***Refer to video titled "How to register and find a case"***

We recommend you look at the above resources, but here are some additional tips:

- When you or your ex-partner commences a court proceeding, you should receive an email invitation to Case Center from [noreply@caselines.com](mailto:noreply@caselines.com) or from [casecenter-noreply@thomsonreuters.com](mailto:casecenter-noreply@thomsonreuters.com). In this email it will provide you with a link that will guide you to create a Case Center account that will be automatically linked you to your specific court matter. If you have not received this email, try checking your spam/junk folder as the email may be there.
- If you have created a Case Center account in the past, and now cannot remember your login credentials, you can click the "Forgotten password" link at the Case Center log-in page to reset your credentials.

- If you did not receive a Case Center invitation email, and you have determined that the court your matter is being heard in is using Case Center, then you should create a Case Center account and follow the steps outlined in the video to search for your matter on Case Center. If you have followed all the steps and still cannot access your court matter on Case Center, then you should contact the court and ask them to add you to your matter on Case Center. When you contact the court, you should provide them with the following information:
  - Your full name;
  - The name of your matter (for example Smith v Jones);
  - Your court file number (it is located the top righthand side of all your court documents); and
  - Your email address.
- If the court requires you to use Case Center, the judge will expect you to problem-solve any issues you are having with Case Center in advance of your court appearance. While this might take some time, and can be a stressful process, it is important that you take the time to problem-solve any issues you are experiencing with Case Center in advance of any court appearances.
- Additionally, it might take some time for the court staff to respond to your emails/phone calls if you are having issues with Case Center. As such, it is best practice, to register for Case Center and check that you have access to your matter as soon as possible and not the day of your scheduled court appearance.

### **Can I File my Materials by Uploading them to Case Center?**

NO.

Case Center is NOT a method by which you can file your materials with the court. Instead, it is just a platform that allows your court materials to be viewed by the judge at your court appearance.

Before you can upload your materials to Case Center you MUST first file those documents with the court, either in-person or online. For more information about filing your court materials you can refer to the Luke's Place "[Family Court Operations and Services Guide](#)" resource.

## **Are my Documents Automatically Uploaded to Case Center?**

NO.

Regardless of how you file your documents with the court (whether you have filed in-person or electronically), your documents are **NOT** automatically uploaded to Case Center. Instead, you must upload your own materials to Case Center AFTER you have filed them with the Court.

Some courts in Ontario offer help to self-represented litigants by uploading their documents to Case Center on their behalf, however, this is different for every courthouse. You should not assume the courthouse will be uploading your materials to Case Center on your behalf unless they have advised you that they will be doing so.

## **How do I upload my materials to Case Center?**

The Ontario Court of Justice has created a useful video resource about Case Center, which talks about uploading your materials to Case Center from the 2:58 to 4:23 and 10:07 to 14:58 minute mark of the video. [View the video resource for more information.](#) *Please note that even though this video has been created by the Ontario Court of Justice, the information outlined in this video can also help those of you who have matters in the Superior Court of Justice and the Unified Family Courts.*

In addition, the following resources provide guidance on uploading document to Case Center. Please see below.

### **Ontario Court of Justice Resources**

- [View Case Center for Domestic Family Matters in the Ontario Court of Justice Page](#)
- [View Frequently Asked Questions About Thomson Reuter Case Center for the Ontario Court of Justice Page](#)  
*Refer to section 10 of this page*
- [View Case Center: Tips for Unrepresented Litigant Resource](#)  
*Refer to steps 4 to 5 of this resource*

### **Superior Court of Justice Resources**

- [View Case Center in the Superior Court of Justice: A Guide to Requirements Page](#)

***Refer to section B of this page***

- [View Case Center in the Superior Court of Justice – Quick Tips Page](#)  
***Refer to sections 5, 11 and 12 of this page***
- [View Consolidated Provincial Practice Direction for Family Proceedings at the Superior Court of Justice Page](#)  
***Refer to section B of this page***

**Third Party Resources**

- [View the Case Center Help Page](#)  
***Refer to video titled "How to upload case materials" and "How to upload documents from a request" from this page***

We recommend that you look at the above resources, but here are some additional tips:

- You will have access to the following sub-bundles on Case Center:
  - The Orders and Endorsements sub-bundle;
  - The Pleadings sub-bundle; and
  - The event sub-bundle (there might be multiple of these as your case goes on. For example, you might have sub-bundles for motions, a case conference, a settlement conference, trial, etc.).
- When uploading your materials, do NOT upload your materials into the "Master Bundle." Instead, upload the documents into the sub-bundle that has been created for your upcoming appearance. For example, if you have an upcoming Case Conference there should be a sub-bundle created that is labelled "Case Conference – July 1, 2024, at 2:00PM". If you cannot see the bundle for your upcoming court appearance, you can contact the court and ask that a bundle be created.
- Before uploading anything to Case Center you should determine if you are the Applicant or the Respondent in your court matter. If you do not know who you are, then you can find this information by looking at the first page of any of your court documents and seeing which party you are listed as. If you are the

Applicant than you should be uploading documents into the "Applicant Documents" section of the sub-bundle and if you are the Respondent, you should be uploading documents into the "Respondent Documents" section of the sub-bundle. Do not upload your materials to the other party's folders.

- In the "Pleadings" sub-bundle you should be uploading your pleadings (this would be forms such as a Form 8: Application, Form 10: Answer, Form 15: Motion to Change, Form 15B: Response to Motion to Change) and general document (this would be forms such as a Form 35.1 Affidavit, Form 13/13.1 Financial Statements, Net Family Property Statement).
- You should be uploading your Form 6C: Affidavits of Service to Case Center. You should upload the Form 6C: Affidavit of Service into the same sub-bundle as the document that the Form 6C: Affidavit of Service is proving was served. So for example if your Form 6C: Affidavit of Service says you served your Form 8: Application you would upload that Form 6C: Affidavit of Service into the "Pleadings" sub-bundle with the Form 8: Application; or if your Form 6C: Affidavit of Service says you served your Form 17A: Case Conference Brief you would upload the Form 6C: Affidavit of Service into the sub-bundle created for the Case Conference along with your Form 17A: Case Conference Brief.
- Do not upload documents to Case Center that have not been filed with the court.

### **When do I need to upload my materials to Case Center?**

Your documents should be uploaded to Case Center at least 5 days **BEFORE** your scheduled court appearance. However, for some court appearances the court will have written an Endorsement providing filing deadlines that are within 5 days of the court appearance – in this instance you would upload your materials to Case Center on the day you filed them with the court (even if it is within 5 days of your scheduled court appearance).

The courts should create a sub-bundle for your event at least 5 days before the scheduled court appearance – if do not see the sub-bundle for your upcoming event on Case Center then it is recommended that you contact the court and ask that the sub-bundle be created.

### **What format do my materials need to be in when I upload them to Case Center?**

All documents uploaded to Case Center should be in PDF format.

The only documents that should be uploaded in word format are draft Orders.

### **Do my documents need to be labelled/named in a certain way?**

YES.

The courts have specific instructions about how they want you to label your documents before uploading them to Case Center. The naming methods are slightly different depending on whether your matter is being heard in the Ontario Court of Justice or Superior Court of Justice so please ensure to review the appropriate resources below for the court that your matter is being heard in.

#### **Ontario Court of Justice Resources**

- [View Case Center for Domestic Family Matters in the Ontario Court of Justice Page](#)  
*Refer to the section "Naming Protocol" of this page*

#### **Superior Court of Justice Resources**

- [View Consolidated Provincial Practice Direction for Family Proceedings at the Superior Court of Justice Page](#)  
*Refer to section 3 of this page*

### **What happens if I do not upload my materials to Case Center?**

The consequences for not uploading your materials to Case Center in advance of your scheduled court appearance vary depending on which court your matter is in. In some courts if your materials are not uploaded to Case Center the judge will not review your materials in advance of the court appearance which means that either your scheduled court appearance will be adjourned to another day, or the judge might hear the case without reviewing your materials.

It is therefore extremely important to take all the necessary steps to ensure your documents are properly uploaded to Case Center if required by the court.

### **How do I review materials that have been uploaded to Case Center?**

The Ontario Court of Justice has created a useful video resource about Case Center, which talks about reviewing your materials on Case Center and how to use Case Center during a court appearance from the 14:58 to 47:45-minute mark of the video. Please



keep in mind that this video goes into some detail about the various tools that are available to anyone using Case Center– not all these skills and tools are mandatory to know, rather this video is showing you the various tools available to you if you feel comfortable using them. [View the video resource for more information.](#)

The following resources also provide information on how to use and operate Case Center during a court appearance:

### **Ontario Court of Justice Resources**

- [View Case Center for Domestic Family Matters in the Ontario Court of Justice Page](#)
- [View Frequently Asked Questions About Thomson Reuter Case Center for the Ontario Court of Justice Page](#)  
*Refer to sections 11 to 15 of this page*
- [View Case Center: Tips for Unrepresented Litigants Resource](#)  
*Refer to step 6 of this resource*

### **Superior Court of Justice Resources**

- [View Case Center in the Superior Court of Justice: A Guide to Requirements Page](#)  
*Refer to section B of this page*
- [View Case Center in the Superior Court of Justice – Quick Tips Page](#)  
*Refer to sections 6.1 to 10 and 14 of this page*

### **Third Party Resources**

- [View the Case Center Help Page](#)  
*Refer to videos in the sections "How to Prepare for your Case" and "How to Present your Case" of this page*

### **How do I find the Log-in Details for Virtual Court Appearances on Case Center?**

Case Center allows parties to access the video conference link for any virtual court appearances directly from the Case Center website. This means that most courts will not email you the video link to the virtual court appearance, instead, it is expected that you will find the link on your own through Case Center.

The Ontario Court of Justice has created a video resource which visually shows you how you can access the Zoom link to any upcoming virtual court appearances at the 3:02 to 3:40 minute mark of this video. [View the video resource for more information.](#)

The following resources also provide information on how to find the video link for any virtual court appearances:

### **Ontario Court of Justice Resources**

- [View Frequently Asked Questions About Thomson Reuter Case Center for the Ontario Court of Justice Page](#)  
*Refer to section 9 of this page*

### **Superior Court of Justice Resources**

- [View Case Center in the Superior Court of Justice – Quick Tips Page](#)  
*Refer to sections 13 of this page*

### **Third Party Resources**

- [View the Case Center Help Page](#)  
*Refer to video "How to view hearings dates and details" of this page*

If the video link has not been posted a few days before your scheduled court appearance, it is suggested that you contact the court and ask to be sent the link to your upcoming virtual court appearance.

## **How Do I Find an Endorsement/Order from a Court Appearance on Case Center?**

If your matter is being heard in a court that is using Case Center, the court staff may provide you with a copy of the Endorsement and/or Order from your court appearance by uploading it to Case Center instead of emailing it to you.

You can locate the Endorsement and/or Orders by looking at the "Orders and Endorsements" sub-bundle in Case Center. If the Endorsement and/or Order is upload to Case Center, you should receive an email (to the email address associated with your Case Center account) advising you that a document has been uploaded.

You can download Endorsements and Orders in one of the following two ways.

### **Option one for downloading Endorsements and Orders:**

1. When on the Case Center home page select "Review Evidence."
2. On the left-hand side of the screen, you will see the name of your case (for example Smith v Smith). Underneath the name of your case, it will tell you what sub-bundle of documents you are viewing. If it does not say "75: Orders and Endorsements" then click the blue button that says "change". A list of the available sub-bundles will pop up on the screen. Select "75: Orders and Endorsements".
3. You are now in the Orders and Endorsements sub-bundle on Case Center. All the uploaded Endorsements and Orders will be listed on the right-hand side of the page. If more than one Endorsement and/or Order has been uploaded, you can view the different Endorsements and Order by clicking through the navigation pane on the left-hand side of the webpage.
4. If you want to download a specific Endorsement and/or order you can click "Download" at the top of the page in the grey pane. A drop-down menu will appear. Click "Download Document" to download the Order or Endorsement that is showing on the page.

### **Option two for downloading Endorsements and Orders:**

1. When on the Case Center home page select "Update Case."
2. Click on the "Index" button at the top of the page.
3. You will be directed to a new page where you will click "Select Bundle" and then in the drop-down menu select "75: Orders and Endorsements".
4. All the Orders and Endorsements that have been uploaded in your matter will be listed. Click the "PDF" button next to the Order and/or Endorsement you want to view, and a PDF version of the Order or Endorsement will download directly to your device.

### **Additional Resources/Help:**

### **Operational Support:**

The Ministry of the Attorney General's Court Services Division offers telephone support if you encounter issues with using and operating Case Center from Monday to Friday from 8:30AM to 5:00PM (EST) by:

- Phone at 1-800-980-4962; or
- Email at [info.CaseCenter@ontario.ca](mailto:info.CaseCenter@ontario.ca)

### **Technical Support:**

If you are experiencing technical issues with Case Center, you can seek technical support by:

- Phone at 1-800-290-9378 (Monday to Friday, 8:00AM to 5:00PM EST) and select either "Case Center" or "Evidence Sharing" when you reach the directory;
- or Email at [decsupport@thomsonreuters.com](mailto:decsupport@thomsonreuters.com)

### **Full list of All Resources Listed in this "How to Guide"**

#### **Ontario Court of Justice Resources**

- [View the Ontario Court of Justice Practice Directions](#)
- [View the Superior Court of Justice Practice Directions.](#)
- [View Case Center for Domestic Family Matters in the Ontario Court of Justice Page](#)
- [View Frequently Asked Questions About Thomson Reuter Case Center for the Ontario Court of Justice Page](#)
- [View Case Center: Tips for Unrepresented Litigants Resource](#)

#### **Superior Court of Justice Resources**

- [View Superior Court of Justice: General Practice Directions Page](#)
- [View Video: "An introduction to using Caselines" Resource](#)
- [View Case Center in the Superior Court of Justice: A Guide to Requirements Page](#)

- [View Case Center in the Superior Court of Justice – Quick Tips Page](#)
- [View Consolidated Provincial Practice Direction for Family Proceedings at the Superior Court of Justice Page](#)
- [Case Center Hearings – Tips for Counsel and Self-represented Parties](#)

### **Third Party Resources**

- [View the Case Center Help Page](#)
- [View Ontario Courts Case Center Support Page](#)
- [View Video: Federation of Ontario Law Association “Taking a Tour of CaseLines” Resource](#)