

# Tipsheet: Filing Documents Through JSO Portal

## Step 1: Filing Your Documents

**You can only submit documents on JSO Portal if:**

You have a filing deadline **OR** court appearance is **more than 5 days away**

A filing deadline **OR** court appearance that is **5 days OR LESS**; you must file in person or via email



## Step 2: Check Courthouse Practice Directions

**Look at the practice directions** for the courthouse you are filing at, and be familiar with the rules and restrictions on documents

- [View the Superior Court of Justice practice directions](#)
- [View the Ontario Court of Justice practice directions](#)



## Step 3: Ensure Your Documents have been Completed Properly

- Ensure documents are **dated, signed, and commissioned** where necessary
- Follow courthouse rules for **page lengths, font sizing, spacing etc.** (Not every document has restrictions – please look at Step 2: Practice Directions)
- Refer to Luke's Place [Family Court Operations & Service Guide](#), for more information about serving and completing documents



## Step 4: Formatting Documents

JSO Portal will accept documents in both Word **AND** PDF format. However, it is **recommended to upload ALL your documents in PDF**, unless stated otherwise

**You will also need to look at the size of your documents:**

- Each document must be less than 30 megabytes, AND
- Documents cannot exceed 100 megabytes



## Step 5: Naming Your Documents

**Documents should be named as followed:**

- **Document type + Form number** (ex: Affidavit Form 14A)
- Whether you are the **Applicant or Respondent**
- **Last name** of the party submitting the document. If you have the same last name as the other party, also insert your first initial
- Date the document was signed in the format **D-M-YYYY**

*\*Document file names must be less than 255 characters long\**



## Step 6: Operating the JSO Portal – Creating a My Ontario Account

**Steps to create a [My Ontario Account](#)**

Create Account

- Click on **Proceed to My Ontario Account Page**
- If you **DO have an account** set up, please skip this step and [sign in](#)
- If you **DO NOT have an account**, click on [Create Account](#)

**Steps to creating an account:**

- **Enter an email address and password** to create your account. Keep in mind that the email address provided is the email you will be contacted about your filing.
- **Agree to the terms of service** and click on **create account button**
- **A verification email has been sent** to your email address to activate your account.

Activate your account by:

1. **Enter the code** from your email on the webpage
2. Click the blue link in your verification email which says **Start Activation**

## Step 7: Operating the JSO Portal – Creating a JSO Portal Account

The webpage after creating your Ontario account will automatically direct you to JSO Migration Page

Create Account

### For using an existing account:

- Click on **I have a JSO profile and would like to migrate my account using the new platform**
- Put in your **credentials**

### For creating a new account

- Click on **I am accessing JSO for the first time OR I do not want to migrate my existing JSO account**
- Click **Proceed**

### Webpage will direct you to “Welcome to Services Online” page

- Agree to terms of use
- Click **Next** button
- If you are not a lawyer or paralegal select the option **an individual representing yourself in court proceeding**
- Fill out all the boxes required with a red star
- Once filled out click the **Confirm Registration** button

**You now have a JSO account and can start the process of filing your documents!**

## Step 8: Filing Family Court Documents

### After logging into your JSO Portal account:

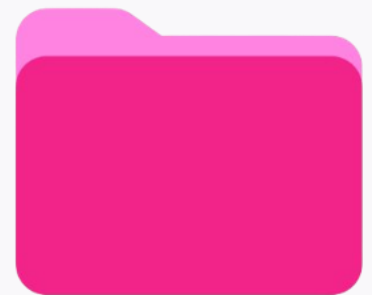
- Scroll down until you see the heading **Family**
- Click on the **Start** button next to **Family Submissions**

You will then be directed to a page which outlines requirements for uploading documents. Please review this information prior to submitting documents

- After reviewing click on **Start** at the bottom of the screen

### There are two different steps for filing Family Court documents:

- For filing materials for a **new case** please refer to **Step 9**
- For filing materials for a **case that already exists** with the courts, please refer to **Step 10**



## Step 9: Filing For a New Case

### Step A:

1. **Put in your email address.** Please ensure this email address is one you have easy access to AND that your ex-partner does not have access to
2. Select **type of case** from drop-down menu (You have 3 options)
3. Select **type of submission** from drop-down menu (You have 2 options)
  - File documents for a new case. **(select this one)**
4. Select the **court location** from the drop-down menu
5. Answer whether the documents you are trying to file **have previously been rejected** by Court for filing
  - **If you select yes:** input confirmation number for previous rejected submission
  - **Click no:** if you have not attempted to file these materials before
6. Click **Save and Continue**

### Step B:

1. Provide: (**full name, DOB, whether you are represented by a lawyer, address**)
2. Click on **save this information** button
3. **Add information of any other party's starting this case with you.** (DO NOT add details for your ex-partner, or whoever you are starting the court case **AGAINST**. Instead, this page is asking if another person is starting the court case with you as a fellow Applicant). This is not common; in most situations you would click **save and continue**

### Step C:

1. Add the **information for the person you are starting the court case against**
2. Click **save and continue**
3. If you are starting your court case against more than one person, click **add another party** if only one person, click **save and continue**

### Step D:

1. **Insert full names and birthdays of any children** involved in this case. If there are no children click **no** and proceed to next page
2. If there is more than one child in your matter, then select **add another child** and fill in the details
3. Click **save and continue**

### Step E:

1. You are now ready to upload your court documents (**please refer to Step 11**)

## Step 10: Filing For an Existing Case

### Step A:

1. **Put in your email address.** Please ensure this email address is one you have easy access to AND that your ex-partner does not have access to
2. Select **type of case** from drop down menu (You have 3 options)
3. Select **type of submission** from drop down menu (You have 2 options)
  - File documents for an existing case (**select this one**)
4. Select the **court location** from the drop-down menu
5. **Insert court file number.** You can find this number in the top right-hand corner of all your court documents.
  - It starts with 2 letters, typically F
  - Has 14 digits followed by the 2 letters (all digits need to be provided)
  - If your court file document has a shortened version filing number, please fill it out this way:  
For example: FC-24-1234-1. Then the full code is FC-24-001234-0001  
For example: FC-24-1234. Then the full code is FC-24-00001234-0000

### Step B:

1. Upload your court documents (**please refer to Step 11**)

## Step 11: Uploading Your Documents

Start these steps **ONLY AFTER** completing either **Step 9 OR 10**

1. Click on **upload document**
2. A textbox will pop up saying **attach documents**, then click on **Browse** and search through the files on your computer to find the correct document you want to upload
3. Make sure you select the correct document to upload and click **Add**
  - If you realized you selected the wrong document click on **remove document** to remove the uploaded document
4. **Review the megabytes and size** of the document to ensure you don't exceed the maximum
5. **Write out what document you are filing.** Once you insert the form number or start typing the name of the document, a list of document names will drop down and you can select the correct one. Repeat this step with all documents uploaded
6. Review all your information then click on **submit**
7. **Take a picture of the confirmation page or download the page** as proof of submission



## Step 11: Next Steps After Submission

**You will be sent an email a few days after you have submitted** your documents via the JSO Portal advising whether your documents have been **accepted or rejected for filing**

**If rejected:** you will receive an email stating the reason your documents were rejected. You will then need to fix the issue and file your materials again – either electronically or in person.

You may hear back about whether your documents have been accepted for filing within **5 business days**. However, some courthouses may take longer.

**If you have any questions or issues with electronic filing through the JSO Portal.** Please contact the Ministry

**Telephone: 1-800-980-4962 or 647-438-0403**

**Email: [familyclaimsonline@ontario.ca](mailto:familyclaimsonline@ontario.ca)**

