

Tipsheet: Filing Family Law Documents Through the JSO Portal

(Written and updated as of: January 2025)

Step 1: Filing Your Documents

You can only submit documents on JSO Portal if:

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

If you have 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

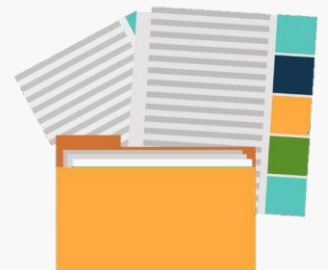
Look at the Practice Directions for the courthouse you are filing at, and be familiar with the rules and restrictions on documents as their may be additional rules and processes you need to follow.

- [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

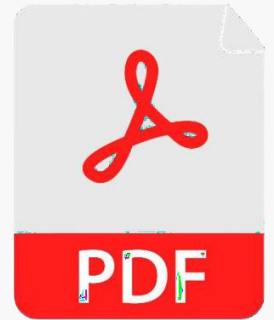


Step 4: Formatting Documents

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
- All documents filed together cannot exceed 100 megabytes



Step 5: Naming Your Documents

Documents should be named as followed (in the following order):

- **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 **DD-MM-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 step 7 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; or
 2. Click the blue link in your verification email which says **Start Activation**

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

Create Account

The webpage will direct you to “Welcome to Justice Services Online” page, where you will now need to create a JSO account

- Agree to terms of use
- Click **Next** button
- You will then be directed to a webpage asking you to provide your contact information. 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:

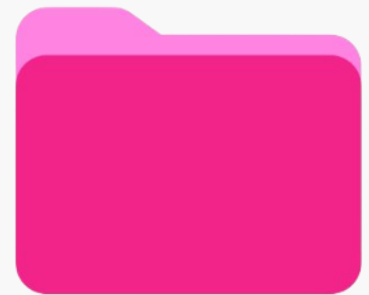
- Scroll down until you see the heading **Family**
- Click on the **Start** button next to **Family Submissions**

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 filling materials for a **new case** please refer to **Step 9**
- For filling 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** , 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 only 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
You can contact the Court your matter is in if you are unsure of your filing number.

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 realize 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 limits
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 12: 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

