

Setting up your ONE-key and Justice Services Online accounts

1. a) On the [File civil case documents online](https://www.ontario.ca/page/file-civil-claim-online) page (<https://www.ontario.ca/page/file-civil-claim-online>), click the **File your documents** button.

File your documents now

You must have a Justice Services Online account before you can file documents online. If you don't have an account, [sign up now](#).

Before you file online, make sure you have:

- all of the [required documents](#) saved as PDFs
- your Visa, MasterCard or Interac debit card ready

Once you've started, your session will expire if you're inactive for 15 minutes. Your information will be saved.

[File your documents](#)

Note: Be cautious when entering personal information, online, where people can see and/or capture it on camera. Try to avoid opening an online account or entering your password in public and shield any forms you are filling out.

OR

- b) On the [File family case documents online](https://ontario.ca/familyclaims) page (ontario.ca/familyclaims), click the **File online now** button.

File online now

You'll need to create an account before you begin your application.

Before you file make sure you have:

1. all of the [required documents](#) and have saved them as PDFs
2. your Visa, MasterCard or Interac debit card ready to complete the application.

Depending on the complexity of your case, it takes an average of 30 minutes to complete the application. Once you've started, your session will expire if you're inactive for 15 minutes and your information will not be saved.

[File online now](#)

Please note: Family court forms are public documents. The information you provide in the forms can be viewed by the public whether you file in-person or online. [Learn more about public access to family court files](#).

[Find a family court location](#)

You will be taken to the ONE-key ID Log-in page.

2. a) If you do not already have a ONE-key ID, click on **Sign up now!** and proceed to step 3.

Ontario

Log 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?](#)

OR

- b) If you have a ONE-key ID, enter your details and click **Sign in**.

If you are taken to the Justice Services Account Registration page, skip to step 5.

If you are taken to the ONE-key My Services page, click on **All Services from A to Z** on the left side of the screen. Locate and click on **Justice Services Online**. You will be taken to the Justice Services Account Registration page. Now skip to step 5.

Ontario ONE-key Français

Welcome, bernieg45
Last Login: 02:18PM 06 Nov 2018

Help | Logout

ONE-key Account

- My Services
- Manage my Account
- Logout

Available Services

- Business Services
- Personal Services
- Services by Category >
- All Services from A to Z

Find Available Services ?

Start typing to search...

ONE-key has made several changes. [Find out more](#)

You are not enrolled to access any services at this time. You can enrol for services access from the Available Services menu, on the left side of the screen.

CONTACT US | ACCESSIBILITY | PRIVACY | HELP

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Last Modified: May 20, 2011

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

Ontario

Log in

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 taken to a new page confirming your registration.

4. Click the **Continue** button.

Ontario

Log in

Confirmation

You have successfully registered your ONE-key account. Your ONE-key ID is **flowersb**

ONE-key gives you secure access to Ontario Government online services. You can login at any time on the ONE-key portal to manage your ONE-key account (change ID, change password, change language preferences, etc.) and to enrol for accessing the available online services.

Please print this page for your records and store it in a secure manner. Do not share your ONE-key ID or password with anybody.

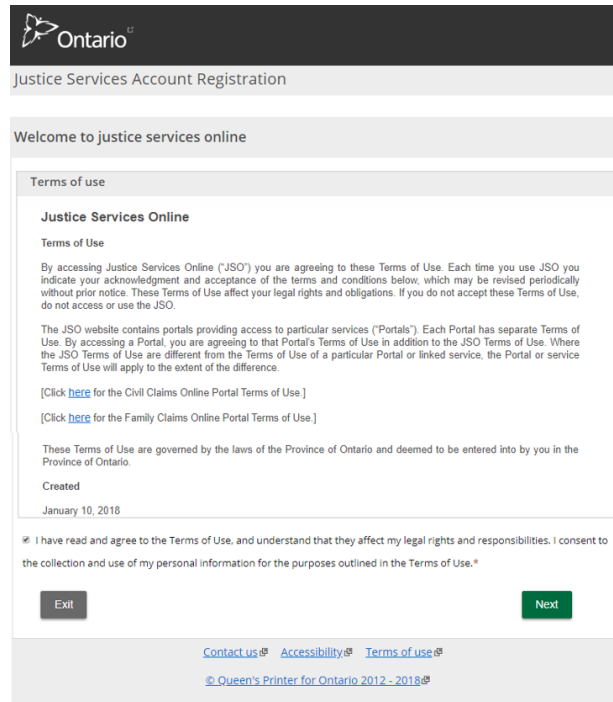
Need more assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097.

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

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You will be taken to the Justice Services Account Registration page.

- If you wish to proceed, you must agree to the Terms of Use for Justice Services Online. Select the box indicating that you have read and agree to the Terms of Use. Click the **Next** button.



The screenshot shows the 'Justice Services Account Registration' page. At the top is the Ontario logo. Below it is the heading 'Justice Services Account Registration'. The main content area is titled 'Welcome to justice services online' and contains a 'Terms of use' section. The 'Terms of use' section includes the following text:

Justice Services Online
Terms of Use

By accessing Justice Services Online ("JSO") you are agreeing to these Terms of Use. Each time you use JSO you indicate your acknowledgment and acceptance of the terms and conditions below, which may be revised periodically without prior notice. These Terms of Use affect your legal rights and obligations. If you do not accept these Terms of Use, do not access or use the JSO.

The JSO website contains portals providing access to particular services ("Portals"). Each Portal has separate Terms of Use. By accessing a Portal, you are agreeing to that Portal's Terms of Use in addition to the JSO Terms of Use. Where the JSO Terms of Use are different from the Terms of Use of a particular Portal or linked service, the Portal or service Terms of Use will apply to the extent of the difference.

[Click [here](#) for the Civil Claims Online Portal Terms of Use.]
[Click [here](#) for the Family Claims Online Portal Terms of Use.]

These Terms of Use are governed by the laws of the Province of Ontario and deemed to be entered into by you in the Province of Ontario.

Created
January 10, 2018

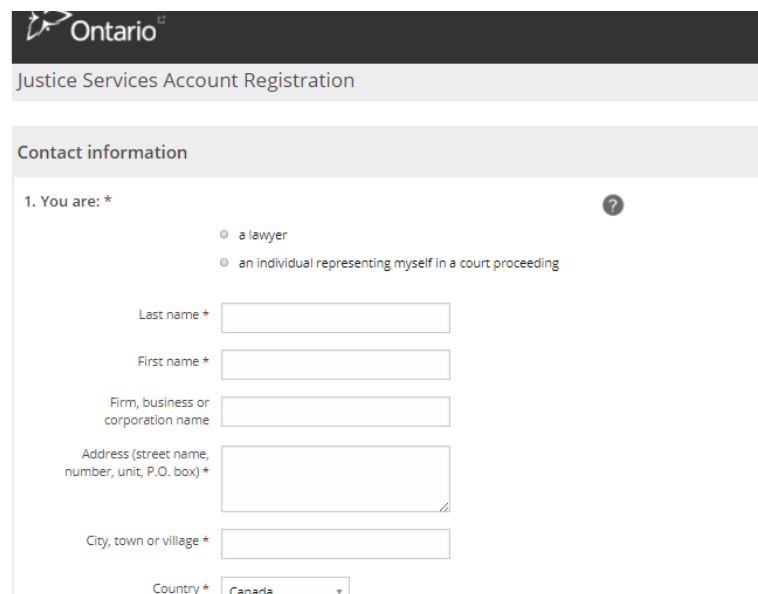
I have read and agree to the Terms of Use, and understand that they affect my legal rights and responsibilities. I consent to the collection and use of my personal information for the purposes outlined in the Terms of Use.*

At the bottom of the form are two buttons: 'Exit' and 'Next'. Below the buttons are links for 'Contact us', 'Accessibility', and 'Terms of use', and a copyright notice: '© Queen's Printer for Ontario 2012 - 2018'.

You will be taken to the Contact information page.

- Select whether the account is for a lawyer or for a self-represented individual in a court proceeding. If you are a legal assistant filing court documents on behalf of a lawyer, then an account should be created for the lawyer, using the name and details of that lawyer.

Provide the contact information by completing the remaining fields, and then click the **Confirm registration** button.



The screenshot shows the 'Justice Services Account Registration' page. At the top is the Ontario logo. Below it is the heading 'Justice Services Account Registration'. The main content area is titled 'Contact information' and contains the following form fields:

1. You are: * ?

a lawyer
 an individual representing myself in a court proceeding

Last name *

First name *

Firm, business or corporation name

Address (street name, number, unit, P.O. box) *

City, town or village *

Country *

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

7. To file a civil case document, click the **Start** button for the applicable filing under the Civil heading of the Services section.

To file a family case document, click the **Start** button for the applicable filing under the Family heading of the Services section.

The screenshot shows a web interface titled "Services". It is organized into two main sections: "Civil" and "Family".

- Civil Section:**
 - Option 1: "File a Statement of Claim or Notice of Action" with a green "Start" button.
 - Option 2: "File another document" with a dropdown menu. The dropdown menu is open, showing "File a Notice of Intent to Defend". To the right of this dropdown is a green "Start" button.
- Family Section:**
 - Option 1: "File a Joint Divorce Application" with a green "Start" button.
 - Option 2: "File a Simple Divorce Application" with a green "Start" button.

You can also:

- Expand the **Drafts** section to view or search for a filing that you started, but saved and did not submit to the court.
- Expand the **Transactions** section to view or search through a list of all your prior filings.
- Expand the **Contact information** section to view the contact details for the account.
- Click the **Edit** button to update your contact information. **Please note** that your updated contact information will only be used in future online filings. Your contact information for all previous filings will remain the same.
 - If you need to change your contact information on a previous filing (i.e., an existing court case), please file a written, signed, and dated letter at the applicable court office. The letter should include your full name (as it appears on your court documents), your updated contact information, and all court file numbers affected.