

Setting up your ONE-key and Justice Services Online accounts

1. **a)** On the [File civil case documents online](https://ontario.ca/civilclaims) home page (ontario.ca/civilclaims), 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

1. **b)** On the [File a joint divorce application online](https://ontario.ca/familyclaims) home page (ontario.ca/familyclaims), click the **File your application** 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 your application](#)

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.

The screenshot shows the Ontario ONE-key login interface. At the top left is the Ontario logo. Below it is a grey bar with the text "Log in". The main content area is divided into two columns. The left column contains the heading "Sign in with your ONE-key ID", a sub-heading "New to ONE-key?", a paragraph explaining that a ONE-key account provides secure access to Ontario government programs and services with a "Learn more" link, and a link "Don't have a ONE-key ID? Sign up now!". The right column is a light green box containing the "ONE-key ID:" and "Password:" labels, each followed by a yellow input field. Below these fields is a red "Sign in" button and a link "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.

The screenshot shows the Ontario ONE-key "My Services" page. At the top left is the Ontario logo and "ONE-key" text. At the top right is a "Français" link. Below the header is a green banner with the text "Welcome, bernieg45" and "Last Login: 02:18PM 06 Nov 2018". Below the banner is a dark green bar with "Help | Logout" links. The main content area is divided into two columns. The left column is a navigation menu with the following items: "ONE-key Account", "My Services", "Manage my Account", "Logout", "Available Services", "Business Services", "Personal Services", "Services by Category >", "All Services from A to Z", and "Find Available Services" (with a question mark icon). Below the "Find Available Services" item is a search input field with the placeholder text "Start typing to search...". The right column contains the heading "My Services" and a message: "ONE-key has made several changes. Find out more" with a link. Below this is a paragraph: "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." At the bottom of the page is a footer with links for "CONTACT US | ACCESSIBILITY | PRIVACY | HELP", "QUEEN'S PRINTER FOR ONTARIO, 2009 - 2011 | IMPORTANT NOTICES", and "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.

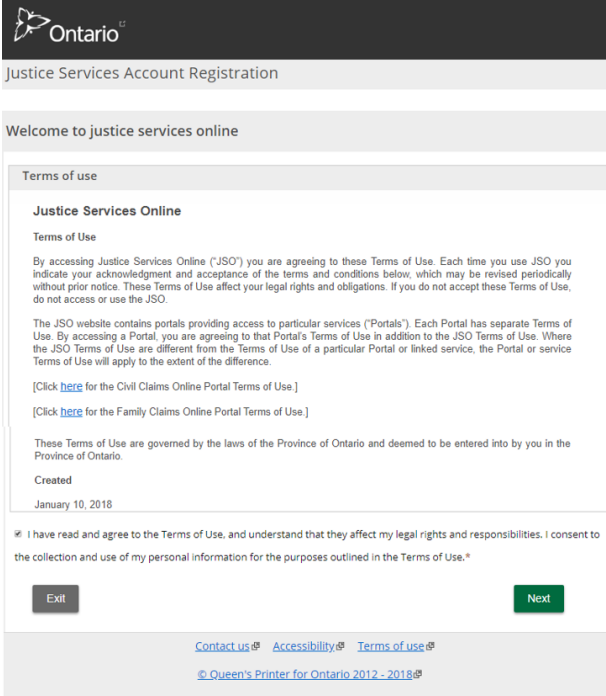
Need more assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097.

[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.

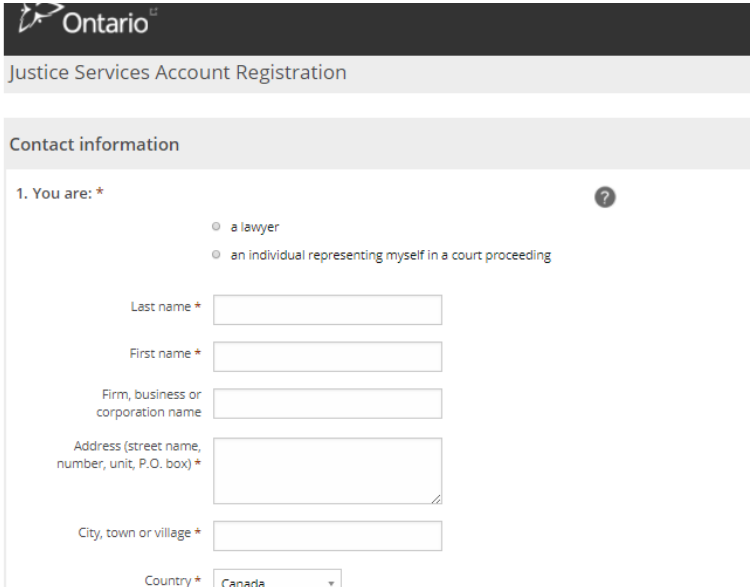


The screenshot shows the 'Justice Services Account Registration' page. At the top is the Ontario logo. Below it is the heading 'Justice Services Account Registration'. The main content area is titled 'Welcome to justice services online' and contains a 'Terms of use' section. The 'Terms of use' section 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', and a checkbox with the text: '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.*'. Below the checkbox are 'Exit' and 'Next' buttons. At the bottom of the page 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: *' with two radio button options: 'a lawyer' and 'an individual representing myself in a court proceeding'; 'Last name *' with a text input field; 'First name *' with a text input field; 'Firm, business or corporation name' with a text input field; 'Address (street name, number, unit, P.O. box) *' with a text input field; 'City, town or village *' with a text input field; and 'Country *' with a dropdown menu showing 'Canada'.

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 joint divorce application, click the **Start** button under the Family heading of the Services section.

The screenshot shows the 'Justice Services Online' interface. 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 'Services'. Under 'Services', there are three sections: 'Civil', 'Family', and 'Drafts'. The 'Civil' section contains two items: 'File a Statement of Claim or Notice of Action' and 'File another document' (with a sub-item 'File a Notice of Intent to Defend'). Each item has a green 'Start' button. The 'Family' section contains one item: 'File a Joint Divorce Application' with a green 'Start' button. Below the 'Services' section are three more sections: 'Drafts', 'Transactions', and 'Contact information'. At the bottom of the page, there is a grey 'Exit' 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.