



FEDERATION OF ONTARIO  
LAW ASSOCIATIONS  
FÉDÉRATION DES ASSOCIATIONS  
DU BARREAU DE L'ONTARIO

31 January 2022

A moment ago, the Ministry of the Attorney General [announced](#) that they will be releasing the following enhancements to its Justice Services Online (JSO) platform on February 14<sup>th</sup>:

- Time sensitive documents will be flagged in the Civil Submissions Online (CSO), Family Submissions Online (FSO) and the Small Claims Court Submissions Online (SCCSO) portals. Filers will be asked to identify time sensitive submissions which will be flagged for staff. This new feature will help staff prioritize time sensitive filings and ensure that such submissions are reviewed in advance of a closely approaching court date or deadline. Members of the legal community are encouraged to submit their documents well in advance of the deadline to ensure staff have sufficient time for review. The addition of the “Time Sensitive” column will provide an opportunity to eventually move more filings online and reduce the need for email filings.
- Filers will have the option to upload a separate document for proof of income where the submission includes a fee waiver request. Separately uploaded proof of income documents will be automatically purged after the submission is accepted or rejected.
- Accessibility upgrades will be made to allow documents to be submitted in Word (.docx) format. Previously, only PDF documents were accepted. Instructional text with additional information about compatible browsers will also be included.
- A list of all existing filed documents in a family case will be provided to filers who have submitted documents through FSO. The list will be sent to filers as an attachment to the auto-generated email notice of the accepted submission and will be identical in format to the case history report currently available in FRANK.
- French names of processed documents will be included in the auto generated notices of acceptance or rejection of a submission for filing and/or issuance in FSO, CSO and SCCSO.

This iterative approach to JSO enhancements builds on earlier work and seeks to prioritize the user experience while minimizing disruption. You will continue to be informed of ongoing enhancements through notices to legal and paralegal associations.

If you would like to discuss this initiative, please contact Vaia Pappas, Director, Operational Support Branch at 416-326-2514.