

Ministry of the Attorney General

Small Claims Court E-Filing Service Portal User Guide

Read this guide to learn how to use the E-Filing Service portal to submit Small Claims Court documents online.

Ce guide est également disponible en français.



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Introduction

If you are suing a person or business for \$35,000 or less, you may be eligible to make your claim online. It's a simple, convenient way to file a claim in Ontario's Small Claims Court without ever setting foot in a courthouse.

Quick Tip

Tribunal orders, such as an order of the Landlord and Tenant Board, may be filed online using the Small Claims Court Submissions Online portal. For more information on this process, please see the [Guide to Procedure in the Small Claims Court – After Judgment](#).

Please note, once the defendant files a defence, the plaintiff files any other document directly with the court office **or** any other party files any other document, the Small Claims Court E-Filing Service Portal cannot be used to file documents. Any additional documents may instead be filed through the Small Claims Court Submissions Online portal, by mail or in-person with the court office where the claim was filed.

Please also note that if you have a fee waiver certificate or would like to request a fee waiver certificate, you can file your Plaintiff's Claim online through the Small Claims Court Submissions Online portal (*not* the Small Claims Court E-Filing Service Portal), by mail or in-person. [Learn more about fee waivers here](#).

How it works – the basics

There are several steps in the small claims process:

1. Filing a claim with the court
2. Serving (notifying) the defendant
3. If the defendant files a defence:
 1. Going to a settlement conference and a trial if necessary
4. If the defendant fails to file a defence:
 1. Getting a judgment (decision) from the court

Getting started

Ready to get started? The following steps will guide you through the process.

Step 1: Start a claim

From the [File small claims court documents online | ontario.ca](#) page, scroll down and click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal”.

Small Claims Court E-Filing Service portal

Use the Small Claims Court E-Filing Service portal to:

- submit your Plaintiff's Claim or [Affidavit of Service](#)
- discontinue your Plaintiff's Claim
- change or update your Plaintiff's Claim if you have not served the claim on any of the defendants
- note the person you are suing (defendant) in default if they do not respond to your Plaintiff's Claim within 20 days of being served
- request a default judgment if the defendant has not responded to your Plaintiff's Claim
- request an assessment hearing without the defendant
- file a notice of motion for an assessment in writing so you do not need to attend court

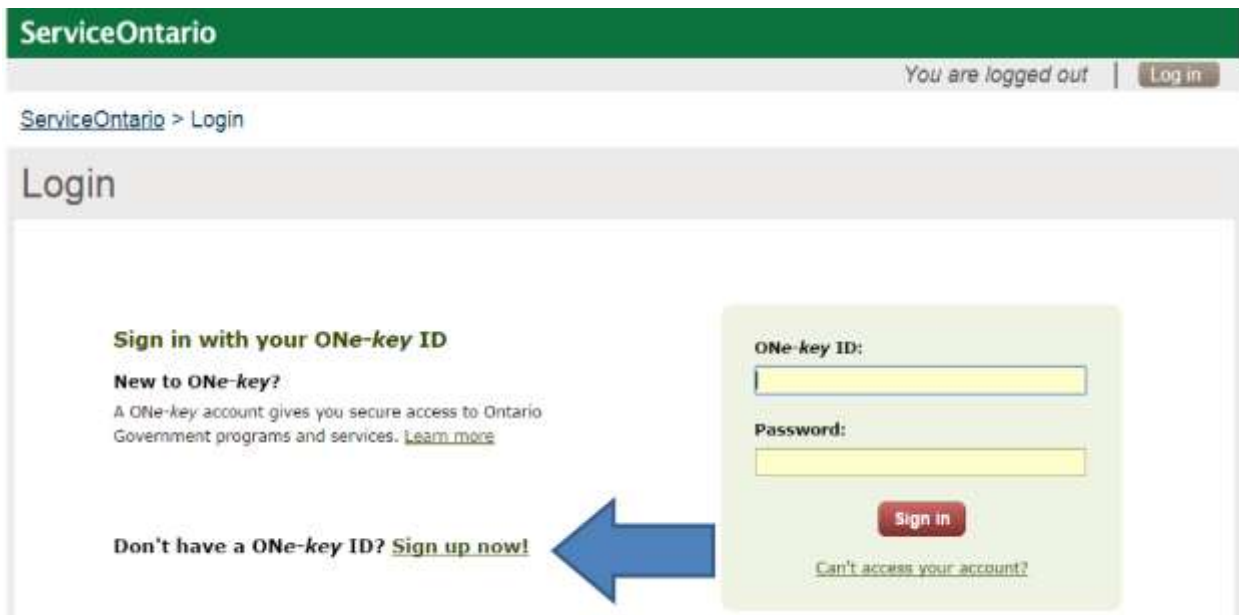


You will be re-directed to the login page.

Step 2: Create a ONE-key ID

You will be prompted to login using your ONE-key ID. If you don't have a ONE-key ID, you must create one.

Click on “Sign up now!” and complete all fields.



Quick Tip

The ONE-key ID is a unique electronic identification that allows you to communicate securely with online government services. You will need to login using your ONE-key ID every time you use the Small Claims Court E-Filing Service Portal.

Need more help? Call ServiceOntario's customer support line at 1-888-745-8888.

Note: If you are logged in and leave your application inactive for fifteen minutes or more, you will be locked out of your session and lose any unsaved data. If this happens, return to [File small claims court documents online | ontario.ca](http://file.smallclaims.court.documents.online.ontario.ca) and click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal".

Step 3: Choose a filing method

There are two ways to file your claim:

- **Filing Wizard.** If this is your first time filing a claim in Small Claims Court, or if you are not familiar with the small claims court process, then the "**Filing Wizard**" is the tool for you. The filing wizard will walk you through the filing process and will help you to make sure that you submit all the necessary information to the court.

- **Quick File.** If you frequently file claims in Small Claims Court and/or are very familiar with the small claims court process, then our “**Quick File**” method is the way to go. This method is well-suited to legal professionals, process servers and business people who frequently file claims in court, and have already completed a Plaintiff’s Claim form. Skip to “**Submitting your claim using Quick File**” to learn more about this process.

The screenshot shows the 'Small claims eFiling' page. At the top, there is a header 'Small claims eFiling'. Below it, a paragraph states: 'You can file a new claim by choosing one of the filing methods below or continue your existing claims in the "My existing claims" tab.' A note follows: 'Note: Documents filed with the court are available to the public unless the court orders otherwise. Tribunal orders, such as an order of the Landlord and Tenant Board, cannot be filed online. For more information on this process, please see [After Judgment - Guide to Getting Results](#).' Below the note are two tabs: 'Start a new claim' (selected) and 'My existing claims'. A message says: 'There are 2 ways to file court forms for money claims online:'. Two boxes are presented side-by-side. The left box is titled 'Use the filing wizard' and lists: '• for first-time and inexperienced filers' and '• easy to follow, step-by-step wizard will guide you through the filing process and help you complete and submit the required forms online'. At the bottom of this box is a dark blue button labeled 'Filing wizard'. The right box is titled 'Upload completed forms using the quick file option' and lists: '• for legal professionals and experienced filers' and '• choose this option if you have already completed the Plaintiff's Claim form and are ready to upload your documents'. At the bottom of this box is a dark blue button labeled 'Quick file'.

Submitting your claim using the Filing Wizard

You will now prepare your claim for submission to the court. The Filing Wizard will walk you through the filing process and will help you to make sure that you submit all the necessary information to the court.

You must explain why you are making the claim, how much money you wish to claim, and provide basic information about yourself and the defendant(s).

Quick Tip

If you save your Plaintiff's Claim as a draft and return to it at a later time, you will need to upload your attachments again.

Note: As the Small Claims Court E-Filing Service Portal does not store any documents for future reference or printing, we recommend you **Print** the review summary page showing the name/type of any supporting documents provided with your claim for future reference.

Step 1: Create and submit your Plaintiff's Claim using Filing Wizard

To start, read the instructions and click **File Plaintiff's Claim**.

The screenshot shows the ServiceOntario website interface for the Small Claims eFiling Wizard. At the top, there is a green header with the ServiceOntario logo and a navigation bar indicating the user is logged in with a 'Log out' link. Below the header, the breadcrumb trail reads 'Account > Small claims eFiling > Small claims eFiling wizard'. The main heading is 'Small claims eFiling wizard'. There are three steps in a progress bar: 'Step 1 - File a Claim' (highlighted in dark blue), 'Step 2 - Serve defendants', and 'Step 3 - Note in default and request judgment'. Under 'Step 1 - File a Claim', the text says: 'To start the process, you will complete and file a Plaintiff's Claim. Be ready to provide the following information in the filing wizard:'. A bulleted list follows: 'your name', 'the name of the person or business you are suing', 'the reason you are making the claim (what happened)', 'the amount you are claiming (\$35,000 maximum)', 'the rate of interest on the money owed to you (35% per year maximum when filing online). Tip: if you had a contract with the defendant that included an interest rate, you may put that rate in your claim. If you did not agree to an interest rate, you can ask for the "Courts of Justice Act rate" in your claim. [Learn more about interest rates and how to include them in your claim](#)', and 'copies of any documents related to your claim, e.g. unpaid invoices'. A final bullet point states: 'online fee payment by Visa, Visa Debit, Mastercard, Debit Mastercard or Interac® Online. [Learn more about court fees, fee waiver and payment](#). Fee waiver is not available when filing online.' A note below the list reads: 'Note: Documents filed with the court are available to the public unless the court orders otherwise.' At the bottom of the wizard, there is a dark blue button labeled 'File Plaintiff's Claim' and a large blue arrow pointing to the left towards the button.

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You are logged in | Log out

Account > Small claims eFiling > Small claims eFiling wizard

Small claims eFiling wizard

Step 1 - File a Claim Step 2 - Serve defendants Step 3 - Note in default and request judgment

Step 1 - File a Claim

To start the process, you will complete and file a Plaintiff's Claim. Be ready to provide the following information in the filing wizard:

- your name
- the name of the person or business you are suing
- the reason you are making the claim (what happened)
- the amount you are claiming (\$35,000 maximum)
- the rate of interest on the money owed to you (35% per year maximum when filing online). Tip: if you had a contract with the defendant that included an interest rate, you may put that rate in your claim. If you did not agree to an interest rate, you can ask for the "Courts of Justice Act rate" in your claim. [Learn more about interest rates and how to include them in your claim](#)
- copies of any documents related to your claim, e.g. unpaid invoices
- online fee payment by Visa, Visa Debit, Mastercard, Debit Mastercard or Interac® Online. [Learn more about court fees, fee waiver and payment](#). Fee waiver is not available when filing online.

Note: Documents filed with the court are available to the public unless the court orders otherwise.

File Plaintiff's Claim

Next, you will need to fill out the following fields in the steps below:

1. Terms and conditions

- Carefully read the terms and conditions listed, and if you agree, check the boxes then click **Next**.

2. Select a court

- Select the Small Claims Court location where you wish to file your claim from the drop-down menu.
- A number of questions will follow to confirm that you have selected the correct court location. Respond by clicking **Yes** or **No**, then click **Next**.

3. Identify amount claimed

- Enter the amount of money you are claiming.
- If you had a contract with the defendant that included an interest rate, you may put that rate in your claim. If you did not agree to an interest rate, you can ask for the *Courts of Justice Act* rate.
- The *Courts of Justice Act* rate is set quarterly by the Ministry of the Attorney General. [View interest rates](#) here. Enter the date from which you are claiming interest, and then click **Next**.

Identify amount claimed

Amount claimed \$ * (include cents, the maximum amount allowed is \$35,000.00)

Amount claimed is a mandatory field and must be greater than \$0.00 and must not exceed \$35,000

Yes No

If you and the defendant(s) agreed to a rate of interest, then include that rate. If you and the defendant(s) did not agree to a rate of interest, you can ask the judge to award you pre-judgment and post-judgment interest at the rate set by the Courts of Justice Act. [View interest rates](#)

The rate of pre-judgment interest claimed is: *

Agreed upon with defendant

The Courts of Justice Act rate

Enter the date that your claim would start to collect interest *

2016/11/13

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4. Identify the type of claim

Identify the type of claim you are making based on the definitions below:

- Liquidated claim:
 - where the claim is for a set amount owing under a written contract or verbal agreement such as an unpaid invoice, bounced cheque and/or unpaid loan
- Non-liquidated claim:
 - where the amount in dispute is not definite or exact and will have to be reviewed by a judge, like damage to property, personal injury, poor workmanship, and/or termination pay

For more information about claim types, please see the [Guide to Procedure in the Small Claims Court - Making a Claim.](#)

Step 4 of 9 - Identify claim type

Fields marked with an asterisk (*) are mandatory.

Identify claim type

Please choose only one of the statements below. This information is important because if the defendant(s) fail to file a defence in your case, it will assist us in determining what your next step will be online. You would follow different steps for set amount claims than you would for other claims.

This claim is for: *

- a set amount owing under a written contract or verbal agreement, such as an unpaid invoice, unpaid rent, bounced cheque and/or unpaid loan (liquidated claim)
- an amount that a judge will need to approve, such as damage to property, personal injury, poor workmanship, and/or termination pay (non liquidated claim)

For more information about claim types, please see the [Guide to Making a Claim.](#)

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5. Provide an email address

- Provide the email address that you wish to use for court transactions (e.g., receiving official forms, court receipts, etc.) and click **Next**.

6. Provide representative and plaintiff information

- The plaintiff is the person making a claim against the defendant. Indicate whether or not the plaintiff is represented by a third party, such as a lawyer or paralegal, and then complete the fields to provide information about the representative (if any) and the plaintiff.
- If there is more than one plaintiff, click **Add another plaintiff**.

- Once you have provided the required information, click **Next**.

7. Provide defendant information

- Provide the name, address and contact information for the defendant.
- If there is more than one defendant, click **Add another defendant**.
- Once you have provided information about all defendants, click **Next**.

Quick Tip

If the defendant is a business, do you have its correct name?

You must provide the full legal name for any business you are suing. If you are not certain what the business name is:

- conduct an online search using ServiceOntario's [Online Business Registry](#)
- call the ServiceOntario call centre at 1-800-361-3223, or 416-314-8880 in Toronto

If the business is not incorporated, you may wish to add the name of the business owner(s) as a defendant as well.

8. Provide claim details

- In the field provided, explain why you are making the claim. Be sure to include details about the event(s) that led to the claim and how you arrived at the specific amount of money you are seeking.
- Upload any supporting documents by clicking **Add more files**. Supporting documents are anything which you feel is relevant to your claim, such as contracts or invoices. Remember to identify and explain your supporting documents in the Claim Details field. Click **Browse** to find the document you wish to upload, and then select that document and click **Add**.

Note: if you save your Plaintiff's Claim and return to it at a later time, you will need to upload your attachments again.

- Once you have uploaded all supporting documents, complete the required payment details and click **Review information before submitting**.

Note: As the Small Claims Court E-Filing Service Portal does not store any documents submitted with your claim, we recommend you Print the review summary page showing the name of any supporting documents provided with your claim for future reference.

Quick Tip

Plaintiff's Claims must be uploaded in PDF format only (5 megabytes (MB) maximum). Other documents must be saved in JPEG, Word, Excel or PDF format. Each supporting document must not exceed 10 megabytes (10MB) in size, with total attachments not exceeding 20 MB in size. File names may only contain letters and numbers and cannot exceed 30 characters in length including the extension, e.g., "pdf or jpg".

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Previous **Next** Clear Save a draft ? Help

Supporting document file name (if any) MB

Total size of all attachments (in MB) 0.00 Add more files

Payment details

Have any of the plaintiffs filed more than 10 claims at the selected court location during this calendar year? See the [Small Claims Court fee schedule](#) for more information.*

Yes No

The court fee is:
\$102.00

Authorization and signature - submitted online by:

Last name *	First name *	Submitted on: (yyyy/mm/dd)
Doe	John	2019/03/08

By marking this box, I acknowledge that my name above will be considered a signature for the purposes of this document's submission to the court.

Previous **Review information before submitting**

9. Review, pay and submit your claim

- The next screen will show all of the information you have submitted so far. Carefully review all information.





- If you wish to change anything, click **Update** to the right of that information. Once you have made any changes, click **Save and return to summary**.
- If all information is complete and accurate, click **Pay and submit**.


10. Payment

- To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and click **Make Payment**.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

- Once you have entered all required payment information, click **Pay Now**.

11. Submission and payment summary

- When your payment has been processed, your Plaintiff's Claim will be submitted to the court. A summary of your submission will be displayed, including the claim number assigned to your case by the court and the time and date your claim was submitted.
- A payment summary will also be displayed, confirming your payment. Print a copy for your record. It will also be saved in your ServiceOntario account.

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Submission summary

Thank you. Your form has been submitted.

Form name: 7A – Plaintiff's Claim
Form number: 004-7A-OCC-E
Claim number: 48700-SC19000131620000
Date/time: February 28, 2019 1:21 PM
Submission confirmation: 43028428
Submitted to: Ontario Small Claims Court
Telephone: 1-800-980-4962
Email: SmallClaimsOnline@ontario.ca
Locations: [Ontario court locations & contact information](#)

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim.

Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

Payment summary

Transaction type: Purchase
Payment status: Approved
Payment total: \$102.00 CAD
Card type: Interac Online
Cardholder name:
Payment confirmation: 898379

12. Email notification

- You will receive an email with the court-issued Plaintiff's Claim document, which can be printed and served on (delivered to) each defendant together with any documents in support of your claim.
- Remember, if you submit a form after regular business hours, it will be processed by the court the next business day. If you do not receive it within three business days, contact the court office for more information. The email will provide information about next steps, as well as a partially-completed affidavit of service form.

Quick Tip

You can make online changes (amendments) to your court-issued claim if you have not already served (delivered) your claim on any of the defendants. If you have already served your claim on any of the defendants, you must then file your amended claim with the Small Claims Court listed at the top of your Plaintiff's Claim. See below for more details about uploading an amended claim.

Step 2: Serve Defendants and submit an Affidavit of Service using Filing Wizard

Within three business days, you will receive a court-issued Plaintiff's Claim form and a partially-completed Affidavit of Service form by email.

The Plaintiff's Claim form must be served on (delivered to) each defendant together with any documents in support of your claim. This will notify each defendant that you are suing them. [Serving documents | Guide to procedures in small claims court | ontario.ca](#).

Once you have served the defendant(s), you must submit a document to the court in which you swear (affirm) that you have served the defendant(s). This document is called an **Affidavit of Service**. It must be signed in front of a commissioner for taking affidavits (see Quick Tip below). If you have a hard-copy (non-electronic) Affidavit of Service commissioned, it must be scanned to create an electronic copy to submit to the court.

File an Affidavit of Service

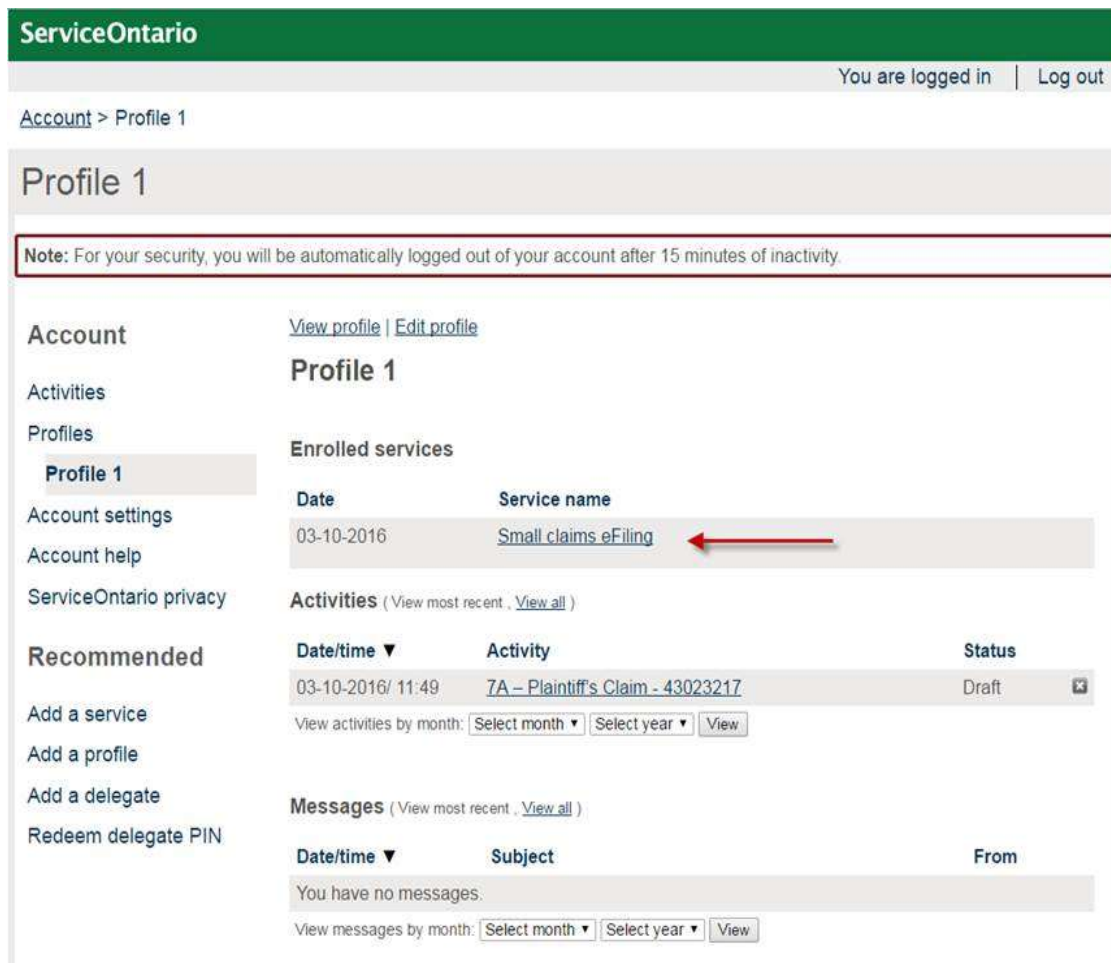
To file the Affidavit of Service, go to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONE-key account.

1. Your ongoing claim should be visible on this page. Click **Next steps**.



Claim number	Court	Form	Date ▼	Status	Next steps
28700-SC15000011540000	OSHAW	7A – Plaintiff's Claim	2015-11-16	Submitted	Next steps

If you have landed on your Accounts page, click on “Small claims e-filing” under enrolled services above your existing claims.



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You are logged in | Log out

[Account](#) > Profile 1

Profile 1

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.


Account [View profile](#) | [Edit profile](#)

Profile 1

Enrolled services

Date	Service name
03-10-2016	Small claims eFiling

Activities ([View most recent](#) , [View all](#))

Date/time ▼	Activity	Status
03-10-2016/ 11:49	7A – Plaintiff's Claim - 43023217	Draft 

View activities by month: [Select month](#) ▼ [Select year](#) ▼ [View](#)

Messages ([View most recent](#) , [View all](#))

Date/time ▼	Subject	From
You have no messages.		

View messages by month: [Select month](#) ▼ [Select year](#) ▼ [View](#)

Recommended

- Add a service
- Add a profile
- Add a delegate
- Redeem delegate PIN

You should see that **Step 2: Serve defendants** is highlighted.

Step 1 - File a Claim **Step 2 - Serve defendants** Step 3 - Note in default and request judgment

Already completed this step? Scroll down and click the "Next step" button.

Step 2 - Serve defendants

You must complete the Affidavit of Service to tell the court how and when your Plaintiff's Claim (and attachments) was delivered to the defendant. There are rules about how the Plaintiff's Claim must be served. [Learn more about serving court documents](#).

An affidavit can be sworn (affirmed) in front of:

- a small claims court staff member who has been appointed a commissioner for taking affidavits
- a lawyer or paralegal licenced by the Law Society of Upper Canada
- a notary public.

Don't have an affidavit?

Complete and print an affidavit to be signed in front of a commissioner:

[Complete and print an affidavit to sign](#)

Upload and file your signed affidavit of service.

Have you printed and signed your affidavit in front of a commissioner for taking affidavits? If yes, you are ready to upload a scanned copy and submit it to the court.

[Upload and file affidavit](#) ←

2. If you need to complete an Affidavit of Service form, click **Complete and Print Affidavit to Sign** and then follow the steps.
3. If you have already signed your completed Affidavit of Service in front of a commissioner for taking affidavits and saved a scanned version, click **Upload and File Affidavit**.

Quick Tip

An Affidavit of Service can be sworn before:

- Small Claims Court or ServiceOntario counter staff
- a lawyer or paralegal licenced by the Law Society of Ontario
- a notary public

Learn more about how to find a notary public or commissioner of oaths for taking affidavits [here](#).

Keep your receipt! You may be able to claim these costs later.

4. Once you have clicked on **Upload and File Affidavit**, select the defendant(s) served by clicking on the box to the left of the defendant's name.
5. For each defendant you will be required to **Upload** and file a signed and commissioned copy of the Affidavit of Service and any supporting materials such as receipts for registered mail or couriers.
6. Enter the date that service of the claim was effective (see Quick Tip below) and confirm that the defendant's contact information is up-to-date by clicking on **Yes** or **No**. Then click **Review information before submitting**.
7. Carefully review all information and click **Submit**.

Quick Tip

What is the “effective date of service” for my claim?

The rules of court set out the ways each document can be served and when service is effective. The defendant has 20 days from the date you served (delivered) the claim to them (effective date of service) to file a defence and deliver a copy to you. Learn more in the [Guide to Procedure in the Small Claims Court – Serving Documents](#).

You must allow the defendant 20 days from the effective date of service to deliver a defence to you and file it with the court.

If no defence is served within 20 days, you may ask the court to make a decision on your claim without the defendant(s) being there. This is called “default proceedings”. This includes noting the defendant in default and then either:

- requesting a default judgment (liquidated claims), or
- requesting an assessment of damages (non-liquidated claims).

Learn how to request a default proceeding below.

Step 3: Request default judgment using Filing Wizard (Liquidated Claims)

If 20 days have passed and you have not received a defence from the defendant, you may ask the court to grant you a decision on your claim, based only on the evidence you have presented. This is called a **default judgment**.

Quick Tip

What if a defence is filed?

If a defendant responds to the claim with a defence, you will receive a notice from the court advising you of the time, date and location of a mandatory settlement conference, where you and the defendant (or your representatives) will meet with a judge to discuss settling the case.

If the defendant admits liability (the defendant agrees that they are legally and financially responsible for paying your claim), and proposes a payment schedule, no settlement conference is needed. For more information, see [Replying to a claim | Guide to procedures in small claims court | ontario.ca](#).

Please note, once the defendant files a defence, the plaintiff files any other document directly with the court office or any party files any other document, any additional documents may be filed through the Small Claims Court Submissions Online portal, by mail or in-person with at the court office where the claim was filed.

To file a **default judgment** form, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](#), click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal" and log in to your ONE-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next Steps**.
3. On the next screen, you should see that **Step 3: Note in default and request judgment** is highlighted. Read the instructions and tips and then click **Request default judgment** to continue.

Small claims eFiling wizard

Step 1 - File a Claim

Step 2 - Serve defendants

Step 3 - Note in default and request judgment

Step 3 - Note in default and request judgment

Has the defendant responded with a defence?

Yes, a defence has been delivered to me.

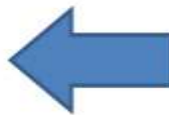
- If you have been served the defence and defendant has not agreed to pay you the full amount owing, you will receive a letter from the court with the date and time of your settlement conference.

No, I have not received a defence.

You may have the defendant, "noted in default" and request judgment. You can only do this if:

- the defendant has not filed a defence with the court and delivered a copy to you
- more than 20 days must have passed since the date that service (delivery) of the claim was effective and you have filed an Affidavit of Service with the court see (Step 2).

Request default judgment



Forms filed after regular business hours will be accepted and dated the next business day. For example, if you file your form on a Friday after 5:00 p.m., you will likely not receive an email from the court with your issued claim until Monday. If 2 business days have passed and you have not received an email, you should contact the courthouse ([find a list of courthouses](#)).

4. Complete the Request for Default Judgment Form by completing the following:
 - Determine if an Affidavit for Jurisdiction is required by responding **Yes** or **No** to each of the questions. In many cases it will not be needed.
 - If you are required to submit an **Affidavit for Jurisdiction (Form 11A)**, click **No** to indicate that you do not have a form ready for upload and click **Next**.

Determine if an Affidavit for Jurisdiction is required:

If all the defendants live or carry on business outside of the court's territorial division, and you are requesting default judgment against a defendant in this case, you will need to file a completed, sworn or affirmed Affidavit for Jurisdiction (Form 11A).

You have indicated that you have filed the Plaintiff's Claim at the following small claims court:

Selected court:

150 Bond Street East Oshawa ON
L1G 0A2
(905) 743-2800

Is the selected small claims court the closest small claims court to the place where one or more of the defendants live or carry on business? *

Yes No



Next

5. Create and print an **Affidavit for Jurisdiction**:

- To create the Affidavit for Jurisdiction, complete the required fields and then click **Review and Print Affidavit for Jurisdiction**.

Step 1b - Create and print Affidavit for Jurisdiction

Fields marked with an asterisk (*) are mandatory.

Create and print Affidavit for Jurisdiction

You may not request a default judgment without first submitting an Affidavit for Jurisdiction. The Affidavit for Jurisdiction must be printed and signed in the presence of a commissioner for taking affidavits. Once this step has been completed, you may return to request a default judgment.

First and last name of the person who served the document *

Municipality and province of the person who served the document

Are you a plaintiff or plaintiff's representative? *

Plaintiff Plaintiff's representative

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Review and print Affidavit for Jurisdiction

- To print the Affidavit for Jurisdiction, click **Review and print Affidavit for Jurisdiction**.
- Take the Affidavit to a commissioner for taking affidavits, scan the signed copy and save it on your computer (see Quick Tip below).

Quick Tip

An Affidavit for Jurisdiction can be sworn before:

- Small Claims Court or ServiceOntario counter staff
- a lawyer or paralegal licensed by the Law Society of Ontario
- a notary public

Learn more about how to find a notary public or commissioner of oaths for taking affidavits [here](#).

Keep your receipt! You may be able to claim these costs later.

6. Return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONE-key account. Your ongoing claim should be visible on this page. Click **Next steps**.
7. You should see that **Step 3: Note defendant in default and request judgment** is highlighted.
8. Click **Request default judgment**.
9. On the next screen, click **Upload file** to select the completed, signed form from your files, and click **Next**.

Step 1a - Upload Affidavit for Jurisdiction

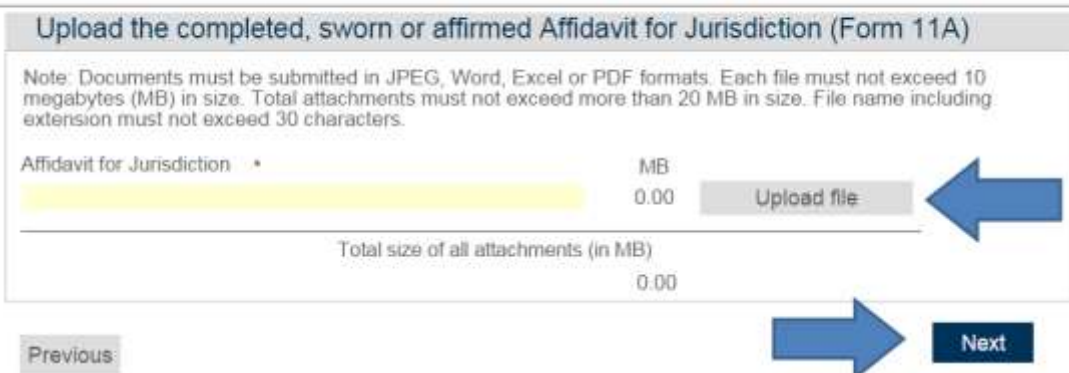
Fields marked with an asterisk (*) are mandatory.

Upload the completed, sworn or affirmed Affidavit for Jurisdiction (Form 11A)

Note: Documents must be submitted in JPEG, Word, Excel or PDF formats. Each file must not exceed 10 megabytes (MB) in size. Total attachments must not exceed more than 20 MB in size. File name including extension must not exceed 30 characters.

Affidavit for Jurisdiction *	MB	0.00	Upload file
Total size of all attachments (in MB)		0.00	

Previous Next



10. Select all defendant(s) you wish to file the default judgment against by clicking on the box(es) to the left of the defendant's name. If all contact information is correct, click **Next**.

11. Determine the principal and interest amounts of your claim:

- If you indicated that you want to collect interest on your Plaintiff's Claim, you must enter the contractual rate or the [Courts of Justice Act rate](#). Respond by clicking **Yes** or **No**, and complete the interest rate details.
- Your total amount of prejudgment interest will be calculated for you. Then click **Next**.


Step 3 - Determine principal and interest amount claimed

Fields marked with an asterisk (*) are mandatory.

Calculate the principal and interest amount claimed

Enter the amount of the debt that is still owed to you. This will be the principal amount minus any payments received since your claim was issued. If you claimed pre-judgment interest, provide rate and date and the system will calculate the amount of interest claimed.

Principal amount owing (include cents, the maximum amount allowed is \$35000.00) *

Did you claim pre-judgment interest on the Plaintiff's Claim form? *

Yes No

Select pre-judgment interest type: *

(Note: This should be the same amount that you indicated on the Plaintiff's Claim.)

I claimed pre-judgment interest at the rate agreed to by the defendant

I claimed pre-judgment interest at the Courts of Justice Act rate

Learn about pre-judgment interest rates and how to determine the appropriate [rate for your claim](#).

Annual rate (maximum allowed is 35.00% per year when filing online) *

What is the date of the event that led to this claim? *


(Note: this is the date from which the pre-judgment interest is calculated. (yyyy/mm/dd))

Your total amount of pre-judgment interest is:

\$106.60

This is how your pre-judgment interest has been calculated:

Debt still owing: 1000.00	X	Interest rate: 3.00% / 365 days	X	Number of days since event occurred to today's date: 1297
---------------------------	---	---------------------------------	---	-----------------------------------------------------------



12. Provide costs:

- If there are costs that you would like to add to your claim, click **Yes** and enter them now. These costs may include things like fees associated with filing your claim, e.g., legal counsel, fees charged by the commissioner for taking affidavits, fees for serving the claim, the fee to file your claim and default judgment, etc.

Note that the fee to file your default judgment is \$89 (or \$121 for frequent claimants who have already filed 10 or more claims at the same Small Claims Court office this year.)

Upload electronic copies of any receipts provided as evidence of these costs and click **Next**. You do not need to upload receipts for court fees.

ServiceOntario

Previous **Next** Clear ? Help

Step 4 - Claim related costs

Fields marked with an asterisk (*) are mandatory.

Claim related costs

Do you have costs that you wish to claim? Costs may include things like court fees paid for filing forms and expenses related to serving documents. See [Rule 19 of the Rules of the Small Claims Court for details](#). You must upload the receipts for these costs. Browse and select the documents you want to upload.

Are there any costs that you want the defendant to pay in addition to debt and interest? *

Yes No

Enter amount \$ *

Note: The fee for requesting default judgment ranges from \$89 to \$121. Please factor this into your costs.

Attach documents

Upload scanned copies of receipts for any costs you are claiming, such as receipts for the cost of serving documents to the defendant and preparing a Plaintiff's Claim.

Documents must be submitted in JPEG, Word, Excel or PDF formats. File name including extension must be in letters or numbers and not exceed 30 characters. Each file must not exceed 10 megabytes (MB) in size. Total attachments must not exceed 20 MB in size.

If you receive an error message because your file size exceeds the limit, there are various ways to reduce the size of your file. Please see one of the following guides to learn how: [Adobe help guide](#) or [wikihow guide](#).

Supporting documents MB

Upload file

Total size of all attachments (in MB) Add more files

0.00

Previous **Next**

13. Postjudgment interest claimed and payment details

- Indicate whether you are claiming postjudgment interest. If **Yes**, enter the postjudgment interest rate you are claiming (e.g., under the contract or the Courts of Justice Act rate).
- Complete the required payment details and click **Review information before submitting** to continue.

14. Review, pay and submit your request for default judgment

- The next screen will show all the information you have entered. Carefully review all information. To change information in any section, click **Update** to the right of that information. Once you have made any changes, click **Save and return to summary**.
- If all information is complete and accurate, click **Pay and submit**.

Payment

To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Once you have selected your method of payment and entered all required payment information, click **Pay Now**.

Submission and payment summary

When your payment has been processed, your request for default judgment will be submitted to the court. A summary of your submission and payment will be displayed. Print a copy for your record. It will also be saved in your ServiceOntario account.

Email notification

Within five business days, you should receive an email with the court-issued default judgment.

Remember, if you submit a form after regular business hours, it will be processed by the court the next business day. If you do not receive it within five business days, contact the [court office](#) for more information.

What happens next?

If your request for default judgment is granted, the court will send a copy to the defendant(s). If the defendant does not send you the money you are owed, see the Small Claims Court guide called [Guide to Procedure in the Small Claims Court – After Judgment](#) for more information on how to enforce a judgment.

Step 4: Request to note in default (Non-Liquidated)

To file a request to **note a defendant in default**, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONe-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next steps**.
3. On the next screen, you should see that **Step 3: Note in default** is highlighted. Read the instructions and tips and then click **Note in default** to continue.

Small claims eFiling wizard

Step 1 - File a Claim

Step 2 - Serve defendants

Step 3 - Note in default

Step 4 - Request assessment

Step 3 - Note in default

Has the defendant responded with a defence?

Yes, a defence has been delivered to me.

- If you have been served the defence and defendant has not agreed to pay you the full amount owing, you will receive a letter from the court with the date and time of your settlement conference.

No, I have not received a defence.

You may have the defendant, “noted in default” and request judgment. You can only do this if:

- the defendant has not filed a defence with the court and delivered a copy to you
- more than 20 days must have passed since the claim was delivered (served) to the defendant and an affidavit of service has been filed with the court, see the [Guide to Serving Documents](#) for more information.

Note in default

4. Select the defendants that you wish to have noted in default and complete the statement.
5. Review and submit your **Request to note a defendant in default**.
6. When the Request to note in default has been sent to the court, a summary will appear.

ServiceOntario

Submission summary

Thank you. Your form has been submitted.

Form name:	9B - Request to note in default
Form number:	004-9B-OCC-E
Claim number:	48700-SC16000037460000
Date/time:	March 4, 2016 11:32 AM
Submission confirmation:	43019469
Submitted to:	Ontario Small Claims Court Telephone: 1-800-980-4962 Email: smallclaimsonline@ontario.ca Locations: Ontario court locations & contact information

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim.

Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

What happens next?

If all defendants have been noted in default in your case, you can either:

- request an **assessment hearing**, where attend court and explain to the judge what you are owed and why, and show the judge your evidence, or
- file a **Notice of Motion for an Assessment in Writing**, where you explain what you are owed and why, and upload scanned copies of any supporting evidence. You do not need to go to court. You will receive the judge's decision by email.

A judge will determine the amount you are owed. This is explained in more detail in Step 5.

Quick Tip

What if a defence is filed?

If a defendant responds to the claim with a defence, you will receive a notice advising you of the time, date and location of a mandatory settlement conference, where you and

the defendant (or your representatives) will meet with a judge to discuss settling the case.

If the defendant admits liability (the defendant agrees that they are legally and financially responsible for paying your claim), and proposes a payment schedule, no settlement conference is needed. For more information, see [Getting ready for court | Guide to procedures in small claims court | ontario.ca](#).

Please note, once the defendant files a defence, the plaintiff files any other document directly with the court office or any party files any other document, any additional documents may be filed through the Small Claims Court Submissions Online portal, by mail or in-person with the court office where the claim was filed.

Step 5: Request Assessment (non-liquidated claims)

If all defendants have been noted in default and your claim is a non-liquidated claim (where the amount in dispute is not definite or exact), you can either request an assessment hearing before a judge or file a **notice of motion for an assessment in writing**.

Small claims eFiling wizard

Step 1 - File a Claim

Step 2 - Serve defendants

Step 3 - Note in default

Step 4 - Request assessment

Step 4 - Request assessment

If all defendants have been noted in default and your claim is an "unliquidated" claim (no set amount owing under contract or agreement), you can either request an assessment hearing before a judge or file a notice of motion for an assessment in writing.

Option 1 - Request Assessment Hearing

An assessment hearing is sometimes called an undefended trial. After you file your request, the clerk of the court will email you a Notice of Assessment Hearing that tells the date, time and location of your hearing. You must go to court and explain to the judge what you are owed and why. See the [Guide to Getting Ready for Court](#) for more details.

Request Assessment Hearing

Option 2 - File Notice of Motion for an Assessment in Writing

You can complete and file a notice of motion for an assessment in writing. Explain in your notice of motion form what you are owed and why, and upload scanned copies of any supporting documents. You will not need to go to court to speak to a judge at this time. The judge's decision will be emailed to you.

The documents you file should provide the court with everything you think will be required for a decision to be made. If the judge thinks the documents you filed are not sufficient to make a decision, the court may order you to provide a further affidavit or attend an assessment hearing. See the [Guide to Motions and Orders](#).

Request Assessment in Writing

Option 1 – Request Assessment Hearing

An assessment hearing is sometimes called an undefended trial. After you file your request, the clerk of the court will email you a Notice of Assessment Hearing that tells you the date, time and location of your hearing. You must attend court and explain to the judge what you are owed and why. See [Getting ready for court | Guide to procedures in small claims court | ontario.ca](#) for more details.

To request an **Assessment Hearing**, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](#), click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal" and log in to your ONe-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next steps**.

3. On the next screen, you should see that **Step 4: Request assessment** is highlighted. Read the instructions and tips and then click **Request Assessment Hearing** to continue.
4. To complete the Request for Assessment Hearing:
 1. Determine if an Affidavit for Jurisdiction is required by responding **Yes** or **No** to each of the questions. In many cases it will not be needed.
 2. If you are required to submit an **Affidavit for Jurisdiction (Form 11A)**, click **No** to indicate that you do not have a form ready for upload and click **Next**.

Determine if an Affidavit for Jurisdiction is required:

If all the defendants live or carry on business outside of the court's territorial division, and you are requesting default judgment against a defendant in this case, you will need to file a completed, sworn or affirmed Affidavit for Jurisdiction (Form 11A).


You have indicated that you have filed the Plaintiff's Claim at the following small claims court:


Selected court:

150 Bond Street East Oshawa ON
L1G 0A2
(905) 743-2800

Is the selected small claims court the closest small claims court to the place where one or more of the defendants live or carry on business? *

Yes No



 **Next**

5. Create and print an **Affidavit for Jurisdiction**:
 - To create the Affidavit for Jurisdiction, complete the required fields and then click **Review and Print Affidavit for Jurisdiction**.

Step 1b - Create and print Affidavit for Jurisdiction

Fields marked with an asterisk (*) are mandatory.

Create and print Affidavit for Jurisdiction


You may not request a default judgment without first submitting an Affidavit for Jurisdiction. The Affidavit for Jurisdiction must be printed and signed in the presence of a commissioner for taking affidavits. Once this step has been completed, you may return to request a default judgment.

First and last name of the person who served the document: *

Municipality and province of the person who served the document

Are you a plaintiff or plaintiff's representative? *

Plaintiff Plaintiff's representative

[Previous](#)  [Review and print Affidavit for Jurisdiction](#)

- Take the affidavit to a commissioner for taking affidavits (see Quick Tip below), scan the signed copy and save it on your computer.
- When you return to the ServiceOntario portal you will follow the steps to upload your completed **Affidavit for Jurisdiction**.
- If you are required to submit an **Affidavit for Jurisdiction (Form 11A)**, click **Yes** to indicate that you have a form ready for upload and click **Next**.

6. Complete all fields for requesting an assessment hearing and click **Review information before submitting**.

Quick Tip

An Affidavit for Jurisdiction can be sworn before:

- Small Claims Court or ServiceOntario counter staff
- a lawyer or paralegal licensed by the Law Society of Ontario
- a notary public

Learn more about how to find a notary public or commissioner of oaths for taking affidavits [here](#).





Keep your receipt! You may be able to claim these costs later.


Payment

- To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and click **Make Payment**.
- Once you have entered all required payment information, click **Pay Now**.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Submission and payment summary

When your payment has been processed, your **Request for assessment hearing** will be submitted to the court. A summary of your submission will be displayed, including the claim number and the time and date your request was submitted.

A payment summary will also be displayed, confirming your payment. Print a copy for your records. It will also be saved in your ServiceOntario account.

Submission summary

Thank you. Your form has been submitted.

Form name:	15A – Request assessment hearing
Form number:	004-15AH-OCC-E
Claim number:	48700-SC16000037430000
Date/time:	March 2, 2016 3:25 PM
Submission confirmation:	43019409
Submitted to:	Ontario Small Claims Court
	Telephone: 1-800-980-4962
	Email: smallclaimsonline@ontario.ca
	Locations: Ontario court locations & contact information

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim.

Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

What happens next?

The clerk of the court will email you a Notice of Assessment Hearing that tells you the date, time, and location of your hearing. You must attend court and explain to the judge what you are owed and why.

If you do not receive your Notice of Assessment Hearing within three weeks, you may wish to contact the Small Claims Court office listed at the top of your Plaintiff's Claim to ask about its status.

Option 2 – File Notice of Motion for an Assessment in Writing

If all defendants have been noted in default and your claim is a non-liquidated claim, you can complete and file a **notice of motion for an assessment in writing (Form 15A)**. Explain in your notice of motion form what you are owed and why, and upload scanned copies of any supporting documents. You will not need to go to court to speak to a judge at this time. The judge's decision will be emailed to you. The notice of motion form must be signed in front of a commissioner for taking affidavits.

To **File a notice of motion for an assessment in writing**, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONe-key account.

2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next Steps**.
3. On the next screen, you should see that **Step 4: Request assessment** is highlighted. Read the instructions and tips and then click **Request Assessment in Writing** to continue.
4. To complete your Request for Assessment in Writing:
 - Determine if an Affidavit for Jurisdiction is required by responding **Yes** or **No** to each of the questions. In many cases it will not be needed.
 - If you are required to submit an **Affidavit for Jurisdiction (Form 11A)**, click **No** to indicate that you do not have a form ready for upload and click **Next**.

Determine if an Affidavit for Jurisdiction is required:

If all the defendants live or carry on business outside of the court's territorial division, and you are requesting default judgment against a defendant in this case, you will need to file a completed, sworn or affirmed Affidavit for Jurisdiction (Form 11A).

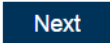
You have indicated that you have filed the Plaintiff's Claim at the following small claims court:

Selected court:

150 Bond Street East Oshawa ON
L1G 0A2
(905) 743-2800

Is the selected small claims court the closest small claims court to the place where one or more of the defendants live or carry on business? *

Yes No



- 5 Create and print an **Affidavit for Jurisdiction** by completing the required fields and then click **Review and Print Affidavit for Jurisdiction**.

Step 1b - Create and print Affidavit for Jurisdiction

Fields marked with an asterisk (*) are mandatory.

Create and print Affidavit for Jurisdiction


You may not request a default judgment without first submitting an Affidavit for Jurisdiction. The Affidavit for Jurisdiction must be printed and signed in the presence of a commissioner for taking affidavits. Once this step has been completed, you may return to request a default judgment.

First and last name of the person who served the document *

Municipality and province of the person who served the document

Are you a plaintiff or plaintiff's representative? *

Plaintiff Plaintiff's representative

[Previous](#)  [Review and print Affidavit for Jurisdiction](#)

- Take the affidavit to a commissioner for taking affidavits (see Quick Tip below), scan the signed copy and save it on your computer.
- When you return to the ServiceOntario portal you will follow the steps to upload your completed **Affidavit of Jurisdiction**.

If you are required to submit an **Affidavit for Jurisdiction (Form 11A)**, click **Yes** to indicate that you have a form ready for upload and click **Next**.

6. Complete all fields for requesting an assessment in writing and upload your completed and signed **Notice of Motion (Form 15A)**. Make sure the commissioner's stamp is visible on the scanned copy of each attachment. Click **Review information before submitting**.

Payment

- To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and click **Make Payment**.
- Once you have entered all required payment information, click **Pay Now**.

Quick Tip

An Affidavit for Jurisdiction can be sworn before:

- Small Claims Court or ServiceOntario counter staff





- a lawyer or paralegal licensed by the Law Society of Ontario
- a notary public


Learn more about how to find a notary public or commissioner of oaths for taking affidavits [here](#).

Keep your receipt! You may be able to claim these costs later.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Submission and payment summary

When your payment has been processed, your notice of motion for an assessment in writing will be submitted to the court. A summary of your submission will be displayed, including the claim number and the time and date your motion was submitted.

A payment summary will also be displayed, confirming your payment. Print a copy for your records. It will also be saved in your ServiceOntario account.

Submission summary

Thank you. Your form has been submitted.

Form name:	15A - Notice of motion for assessment in writing
Form number:	004-15AW-OCC-E
Claim number:	48700-SC16000037460000
Date/time:	March 4, 2016 12:12 PM
Submission confirmation:	43019368
Submitted to:	Ontario Small Claims Court
	Telephone: 1-800-980-4962
	Email: smallclaimsonline@ontario.ca
	Locations: Ontario court locations & contact information

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim.

Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

What happens next?

You do not need to go to court at this time. The judge will review your documents and a decision will be emailed to you. If you have not received a judge's decision (called an "endorsement record") from the court within four weeks, you may wish to contact the Small Claims Court office listed at the top of your Plaintiff's Claim to ask about its status.

If the judge does not think the documents you have filed are sufficient to make a decision, the court may order you to provide a further affidavit or attend an assessment hearing.

Submitting your claim using Quick File

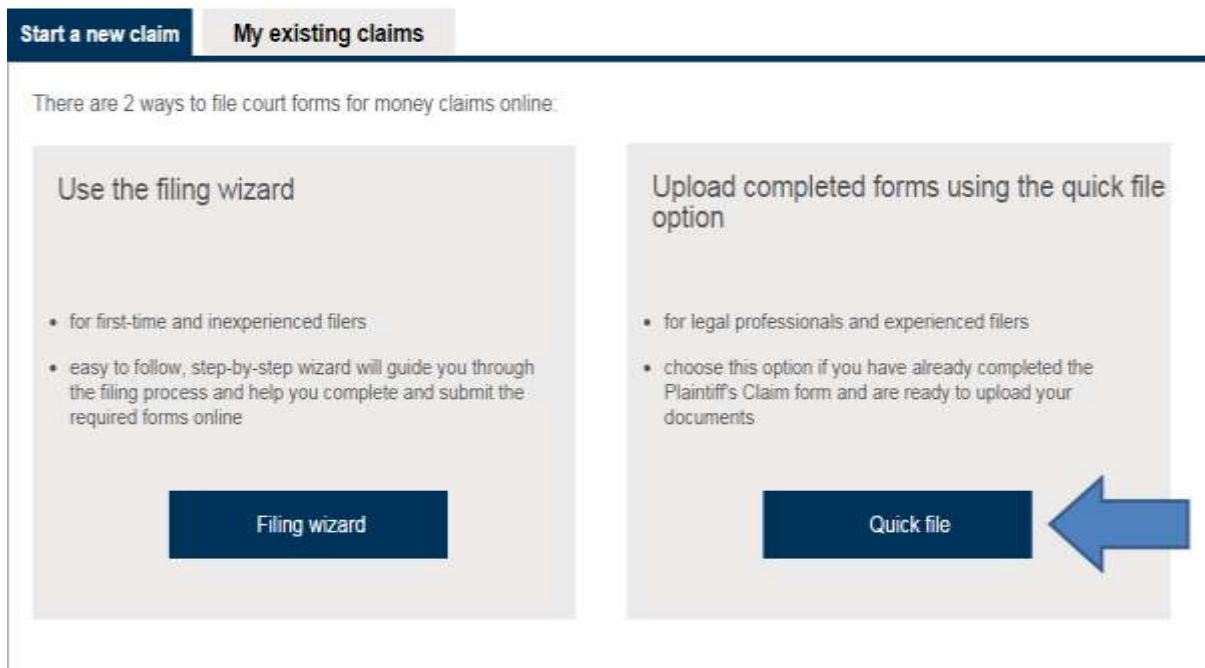
Quick File allows legal professionals and experienced users of the Small Claims Court E-Filing Service Portal to quickly and easily upload court documents that they have already completed offline.

Quick Tip

You may wish to use the Quick File method if you are a legal professional or are experienced with Small Claims Court procedures. Make sure you have your Plaintiff's Claim completed and ready to upload.

Step 1: File and submit your Plaintiff's Claim using Quick File

1. Select **Quick File**.



2. Read the conditions and check the box provided to confirm that you agree.
3. Enter the claim amount (principal), select a court and enter the email address where you will receive official court documents, then click **Next**.
4. Fill out all fields under **Representative and Plaintiff Information** and click **Next**.

5. Fill out all fields under **Defendant Information** and click **Next**.


Quick Tip

If you save your Plaintiff's Claim information and return to it at a later time, you will need to upload your attachments again.

Note: As the Small Claims Court E-Filing Service Portal does not store any documents for future reference or printing, we recommend you **Print** the review summary page showing the name/type of any supporting documents provided with your claim for future reference.

6. Upload Plaintiff's Claim and attachments:
 - o Click **Upload file** to retrieve the completed Plaintiff's Claim from your files. This document must be in PDF format.
 - o If you have additional supporting documents, click **Add more files** to upload. Supporting documents can be in any of the following formats: PDF, Word, Excel or JPEG. Each supporting document must not exceed 10 megabytes (MB) in size, with total attachments not exceeding 20 MB in size. File names may only contain letters and numbers and cannot exceed 30 characters in length including the extension e.g., "pdf or jpg".
 - o Complete all remaining fields and click **Review information before submitting**.

ServiceOntario

Previous **Next** Clear  Save a draft  Help

Supporting documents (if any)

Total size of all attachments (in MB) 0.00 [Add more files](#)

Payment details

Have any of the plaintiffs filed more than 10 claims at the selected court location this calendar year? See the [small claims court fee schedule](#) for more information.*

Yes No

The court fee is: \$215.00

Authorization and signature

Last name *	First name *	Date of submission (yyyy/mm/dd)
Doe	John	2019/03/08

By marking this box, I acknowledge that my name above will be considered a signature for the purposes of this document's submission to the court.

Previous **Review information before submitting**

7. Review, pay and submit Plaintiff's Claim.

- The next screen will show all of the information you have entered. Carefully review all information.
- To change information in any section, click **Update** this section.
- If all information is complete and accurate, click **Pay and submit**.

Payment

- To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and click **Make Payment**.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Cancel

Make Payment

- Once you have entered all required payment information, click **Pay Now**.

Submission and payment summary

When your payment has been processed, your Plaintiff's Claim will be submitted to the court. A summary of your submission will be displayed, including the claim number assigned to your case by the court and the time and date your claim was submitted.

A payment summary will also be displayed, confirming your payment. Print a copy for your records. It will also be saved in your ServiceOntario account.

Submission summary

Thank you. Your form has been submitted.

Form name: 7A – Plaintiff's Claim
Form number: 004-7A-OCC-E
Claim number: 30700-SC19000002040000
Date/time: February 28, 2019 1:25 PM
Submission confirmation: 43028429
Submitted to: Ontario Small Claims Court
Telephone: 1-800-980-4962
Email: SmallClaimsOnline@ontario.ca
Locations: [Ontario court locations & contact information](#)

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim. Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

Payment summary

Transaction type: Purchase
Payment status: Approved
Payment total: \$215.00 CAD
Card type: Interac Online
Cardholder name:
Payment confirmation: 898358

Email notification

You will receive an email with the court-issued Plaintiff's Claim document, which can be printed and served (delivered) on each defendant together with any documents in support of your claim.

Remember, if you submit a form after regular business hours, it will be processed by the court the next business day. If you do not receive it within three business days, contact the court office for more information. The email will provide information about next steps.

Quick Tip

If you need to make changes (amendments) to your court-issued claim you may do so online through the Small Claims Court E-Filing Service Portal, if you have not yet served (delivered) your claim on any of the defendants. If you have already served your claim on any of the defendants, you may submit your amended claim for filing through the Small Claims Court Submissions Online portal, by mail or in-person with the court office where the claim was filed.

Step 2: File an Affidavit of Service using Quick File

Once you have served the defendant(s), return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal and log in to your ONE-key account.

1. Your ongoing claim should be visible on the page called **My existing claims**. Select the case from the list of ongoing claims and then click **Next steps**.



Claim number	Court	Form	Date ▼	Status	Next steps
28700-SC15000011540000	OSHAW	7A - Plaintiff's Claim	2015-11-16	Submitted	Next steps

If you have landed on your Accounts page, click on “Small claims e-filing” under enrolled services above your existing claims.

[Account](#) > Profile 1

Profile 1

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

Account

Activities

Profiles

Profile 1

Account settings

Account help

ServiceOntario privacy

Recommended

Add a service

Add a profile

Add a delegate

Redeem delegate PIN

[View profile](#) | [Edit profile](#)

Profile 1

Enrolled services

Date	Service name
03-10-2016	Small claims eFiling 

Activities (View most recent , [View all](#))

Date/time ▼	Activity	Status
03-10-2016/ 11:49	7A – Plaintiff's Claim - 43023217	Draft 

View activities by month:

Messages (View most recent , [View all](#))

Date/time ▼	Subject	From
You have no messages.		

View messages by month:

[Account](#)

Account

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

Account

Activities (View most recent | [View all](#))


	Date/time ▼	Activity	Status
Activities	02-03-2016/ 10:14	7A – Plaintiff's Claim - 43019381	Submitted
Small claims eFiling	02-03-2016/ 10:02	7A – Plaintiff's Claim - 43019380	Submitted
Profile information	02-03-2016/ 09:51	7A – Plaintiff's Claim - 43019379	Submitted
Account settings	02-03-2016/ 09:43	7A – Plaintiff's Claim - 43019378	Submitted
Account help	01-03-2016/ 16:09	11B - Default Judgment - 43019377	Submitted
ServiceOntario privacy	01-03-2016/ 16:06	9B - Request to note in default - 43019361	Submitted
Recommended	01-03-2016/ 16:04	15A - Notice of motion for assessment in writing - 43019360	Submitted
Add a service	01-03-2016/ 15:53	9B - Request to note in default - 43019359	Submitted
	01-03-2016/ 15:51	9B - Request to note in default - 43019358	Submitted

Select **File Affidavit of Service**, and follow these instructions:



Start a new claim | My e: **Choose a next step** [X]

Clicking on one of the links below will open a new browser window.

- [Amend a Plaintiff's Claim](#)
- [File an Affidavit of Service](#)
- [File a request to note defendant\(s\) in default](#)
- [File a request for default judgment](#)
- [File a notice of discontinued claim](#)

Claim number

48700-SC16000037470000
48700-SC16000037460000
48700-SC16000037450000
48700-SC16000037440000
48700-SC16000037430000
48700-SC16000037420000

Status	Next steps
Show all	Next steps
Show all	Next steps
Show all	Next steps
Submitted	Next steps
Show all	Next steps
Show all	Next steps

1. File Affidavit of Service

- Select the defendant(s) served by clicking on the box to the left of the defendant's name. For each defendant, upload a signed and commissioned copy of the Affidavit of Service and any supporting materials.
- Update defendant contact information, if needed.

- Click **Review information before submitting**.
- 2. Review and submit Affidavit of Service
 - If all information is correct, click **Submit**.

Submission summary

When the form has been sent to the court, a summary will appear.



The screenshot shows the 'ServiceOntario' submission summary page. It features a green header with the 'ServiceOntario' logo. Below the header, the page title is 'Submission summary', followed by a thank-you message: 'Thank you. Your form has been submitted.' A table lists the following details: Form name: 8A - Affidavit of Service; Form number: 004-8A-PRO-E; Claim number: 28700-SC15000011550000; Date/time: November 16, 2015 1:52 PM; Submission confirmation: 43018291; Submitted to: Ontario Small Claims Court, Telephone: 1-800-980-4962, Email: SmallClaimsOnline@ontario.ca, and Locations: [Ontario Court Locations & Contact Information](#). A 'More information' section follows, advising users to call the contact listed above if they have questions and stating that the user remains responsible for the information received.

Form name:	8A - Affidavit of Service
Form number:	004-8A-PRO-E
Claim number:	28700-SC15000011550000
Date/time:	November 16, 2015 1:52 PM
Submission confirmation:	43018291
Submitted to:	Ontario Small Claims Court Telephone: 1-800-980-4962 Email: SmallClaimsOnline@ontario.ca Locations: Ontario Court Locations & Contact Information

More information
If you have any questions or comments about your application, please call the contact listed above.
Every effort is made to ensure that the transaction is successfully completed, however, making sure that the information was received remains the responsibility of the user.

Step 3: File a request to note defendant in default using Quick File

If 20 days have passed since the date you served (delivered) the claim on the defendant and you have not been served with a defence, return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONE-key account.

Quick Tip

What is the “effective date of service” for my claim?

The rules of court set out the ways each document can be served and when service is effective. The defendant has 20 days from the date you served (delivered) the claim to them (the effective date of service) to file a defence and deliver a copy to you. Learn more in the [Guide to Procedure in the Small Claims Court – Serving Documents](#).

Your ongoing claim should be visible on this page. Select the claim number and then click on **Next Steps**.

Select **File request to note defendant in default**, click to open and follow these steps:

1. File a request to note a defendant in default
 - Select the defendant(s) that you wish to have noted in default and click **Review information before submitting**.
2. Review and submit a request to note defendant in default
 - Review the list of defendants to be noted in default. If you wish to make edits, click **Update**.
 - If all information is correct, click **Submit**.

Submission summary

When the request has been sent to the court, a summary will appear.

Step 4: File a request for default judgment using Quick File (Liquidated Claim)

If you have filed a liquidated claim, you may file for default judgment at any time after you have submitted your request to have the defendant(s) noted in default.

From the **My existing claims** page, select the case from the list of ongoing claims and then click on **Next steps**.

Click on **File Default Judgment** and follow these steps:

1. File a request for default judgment
 - Select the defendant(s) by clicking the box to the left of each defendant's name.
 - Upload a **Default Judgment Form (Form 11A)** and any receipts for any costs and disbursements, such as costs for preparing the claim and money you might have spent effecting service.
 - Update defendant contact information, if needed.

- Indicate whether the plaintiff has filed more than ten claims at the selected court location this calendar year.
 - Complete the **Authorization and signature** and click **Review information before submitting**.
2. Review and submit a request for default judgment.
- Carefully review all information. If you wish to make edits, click **Update**.
 - If all information is correct, click **Pay and submit**.

Payment

To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and enter all required payment information, then click **Pay Now**.

Submission and payment summary

When your payment has been processed, a submission and payment summary will appear. Print this screen for your records. It will also be saved in your ServiceOntario account.

Within five business days, you should receive an email with the court-issued default judgment. If you do not receive it, contact the [court office](#) for more information.

What happens next?

If your request for default judgment is granted, the court will send a copy to the defendant(s). If the defendant does not send you the money you are owed, see the Small Claims Court guide called [Guide to Procedure in the Small Claims Court – After Judgment](#) for more information on how to enforce a judgment.

Step 5: Request assessment using Quick File (Non-liquidated Claim)

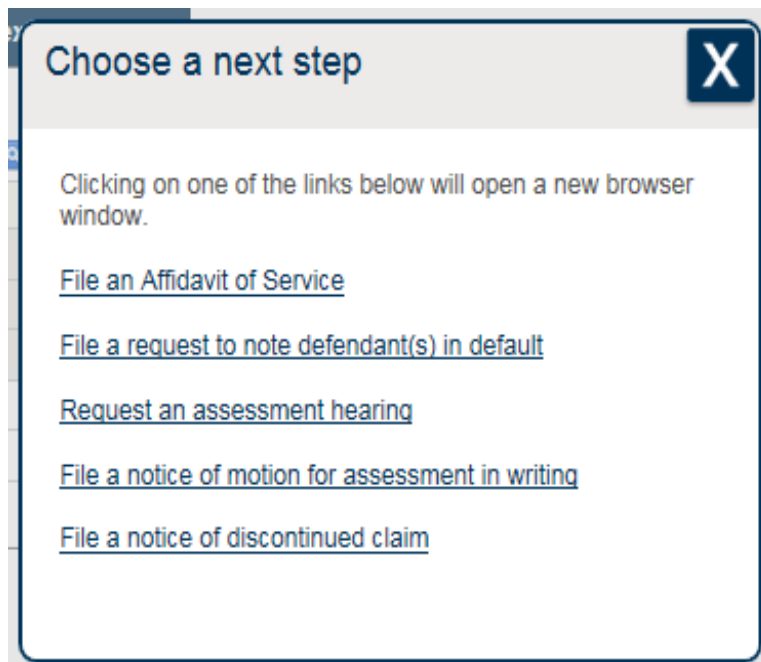
If you have filed a non-liquidated claim and all defendants have been noted in default, you can either request an assessment hearing before a judge or file a notice of motion for an assessment in writing (Form 15A).

Option 1 – Request an assessment hearing

An assessment hearing is sometimes called an undefended trial. After you file your request for an assessment hearing, the clerk of the court will email you a Notice of Assessment Hearing that tells you the date, time and location of your hearing. You must attend court and explain to the judge what you are owed and why. See [Getting ready for court | Guide to procedures in small claims court | ontario.ca](#) for more details.

To request an **Assessment Hearing**, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](#), click on the first “[File your documents](#)” button below “Small Claims Court E-Filing Service portal” and log in to your ONe-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next steps**.
3. Select **Request an assessment hearing** and click to open.



4. Complete the following:
 - Confirm that the court location is correct.
 - Complete the Representative/party name.

- Determine if an Affidavit for Jurisdiction is required by responding **Yes** or **No** to each of the questions. In many cases it will not be needed.
- If you are required to submit an **Affidavit for Jurisdiction (Form 11A)** and do not have a complete signed and commissioned Form 11A, select **No**.
- Have an Affidavit for Jurisdiction completed, signed and commissioned.
- Return to the ServiceOntario portal and then follow the steps to upload your completed Affidavit for Jurisdiction
- If you are required to submit an Affidavit for Jurisdiction (Form 11A), click **Yes** to indicate that you have a form ready for upload and click **Next**.

Affidavit for Jurisdiction

If none of the defendants live or carry on business within the territorial division of the small claims court you identified on your Plaintiff's Claim form, upload your completed, sworn/affirmed Affidavit for Jurisdiction.

Documents must be submitted in JPEG, Word, Excel or PDF formats. File name including extension must be in letters or numbers and not exceed 30 characters. Each file must not exceed 10 megabytes (MB) in size. Total attachments must not exceed 20 MB in size.

If you receive an error message because your file size exceeds the limit, there are various ways to reduce the size of your file. Please see one of the following guides to learn how: [Adobe help guide](#) or [wikihow guide](#).

Affidavit for Jurisdiction (Form 11A)	MB	
	0.00	<input type="button" value="Upload file"/>

5. Complete all fields for requesting an assessment hearing and click **Review information before submitting**.
 - If all information is correct, click **Pay and submit**.

Payment

To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and enter all required payment information, then click **Pay Now**.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Cancel

Make Payment

Submission and payment summary

When your payment has been processed, your request for assessment hearing will be submitted to the court. A summary of your submission will be displayed, including the claim number and the time and date your request was submitted.

A payment summary will also be displayed, confirming your payment. Print a copy for your records. It will also be saved in your ServiceOntario account.

What happens next?

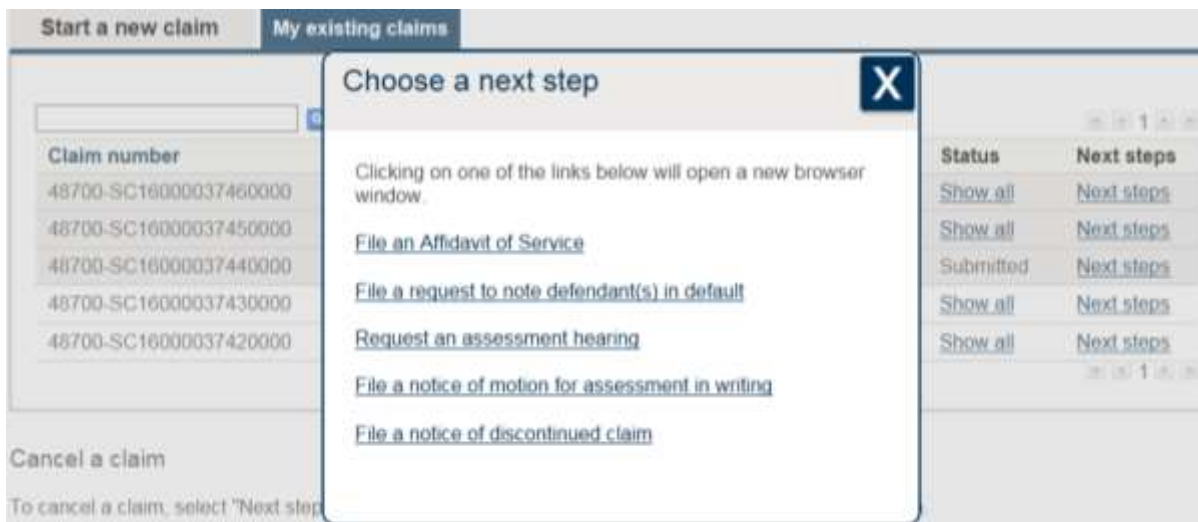
The clerk of the court will email you a Notice of Assessment Hearing that tells you the date, time, and location of your hearing. You must attend court and explain to the judge what you are owed and why.

If you do not receive your Notice of Assessment Hearing within three weeks, you may wish to contact the small claims court office listed at the top of your Plaintiff's Claim to ask about its status.

Option 2 – File a notice of motion for an assessment in writing

To **file a notice of motion for assessment in writing**, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](https://www.ontario.ca), click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal" and log in to your ONE-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Select the case from the list of ongoing claims and then click **Next steps**.
3. Select **File a Notice of Motion for Assessment in Writing**.



4. Upload your completed, sworn/affirmed **Notice of Motion (Form 15A)** and any attachments. Make sure to include that the commissioner's stamp on the scanned copy of each attachment is visible.
 - Determine if an Affidavit for Jurisdiction is required by responding **Yes** or **No** to each of the questions. In many cases it will not be needed.
 - If you are required to submit an **Affidavit for Jurisdiction (Form 11A)** and do not have a complete signed and commissioned Form 11A, select **No**.

- Have an Affidavit for Jurisdiction completed, signed and commissioned for uploading in the ServiceOntario portal.
- Return to the ServiceOntario portal you will then follow the steps to upload your completed Affidavit for Jurisdiction
- If you are required to submit an Affidavit for Jurisdiction (Form 11A), click **Yes** to indicate that you have a form ready for upload and click **Next**.

File notice of motion for an assessment in writing

Fields marked with an asterisk (*) are mandatory.

Claim number:

SC16000037450000

Attach documents

To file a notice of motion for an assessment in writing, upload your completed, sworn/affirmed notice of motion (Form 15A) and any attachments. Make sure to include the commissioner's stamp on the scanned copy of each attachment.

Documents must be submitted in JPEG, Word, Excel or PDF formats. File name including extension must be in letters or numbers and not exceed 30 characters. Each file must not exceed 10 megabytes (MB) in size. Total attachments must not exceed 20 MB in size.

If you receive an error message because your file size exceeds the limit, there are various ways to reduce the size of your file. Please see one of the following guides to learn how: [Adobe help guide](#) or [wikihow guide](#).

Notice of motion (Form 15A) *	MB	
<div style="background-color: #ffff00; height: 15px; width: 100%;"></div>	0.00	<input type="button" value="Upload file"/>

Supporting documents

5. Click **Review information before submitting**.
 - If all information is correct, click **Pay and submit**.

Payment

To complete the transaction you will be asked to pay using either your Visa, Mastercard or Interac debit card. Select your method of payment and enter all required payment information, then click **Pay Now**.

Payment Method

Please Select



Accepted payment methods include Visa, Visa Debit, Mastercard, Debit Mastercard and Interac Online.

Note: You will be directed to a secure website for payment processing, which may take up to a minute. Please do not stop, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Cancel

Make Payment

Submission and payment summary

When your payment has been processed, your notice of motion for assessment in writing will be submitted to the court. A summary of your submission will be displayed, including the claim number and the time and date your motion was submitted.

A payment summary will also be displayed, confirming your payment. Print a copy for your records. It will also be saved in your ServiceOntario account.

Submission summary

Thank you. Your form has been submitted.

Form name:	15A - Notice of motion for assessment in writing
Form number:	004-15AW-OCC-E
Claim number:	48700-SC16000037460000
Date/time:	March 4, 2016 12:12 PM
Submission confirmation:	43019368
Submitted to:	Ontario Small Claims Court
	Telephone: 1-800-980-4962
	Email: smallclaimsonline@ontario.ca
	Locations: Ontario court locations & contact information

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim.

Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

What happens next?

You do not need to go to court at this time. The judge will review your documents and a decision will be emailed to you. If you have not received a judge's decision (called an "endorsement record") from the court within four weeks, you may wish to contact the Small Claims Court office where you filed your Plaintiff's Claim to ask about the status.

If the judge thinks the documents you filed are not sufficient to make a decision, the court may order you to provide a further affidavit or attend an assessment hearing.

Amending a Plaintiff's Claim

If you have not yet served (delivered) your claim on any of the defendants, you can file an amended claim online through the Small Claims Court E-Filing Service Portal. If you have already served your claim on any of the defendants, you may submit your amended claim for filing through the Small Claims Court Submissions Online portal, by mail or in-person with the court office where the claim was filed.

1. Amend a Plaintiff's Claim using the Filing Wizard

To **Amend a Plaintiff's Claim** using the Filing Wizard follow these steps:

1. Return to [File small claims court documents online | ontario.ca](https://www.ontario.ca/file-small-claims-court-documents-online), click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal" and log in to your ONE-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next steps**.
3. On the next screen, you will see that you are on **Step 2: Serve defendants**.



The screenshot shows the 'Small claims eFiling wizard' interface. At the top, there are four steps: 'Step 1 - File a Claim', 'Step 2 - Serve defendants' (which is highlighted in dark blue), 'Step 3 - Note in default', and 'Step 4 - Request assessment'. Below the steps, the text reads: 'Step 2 - Serve defendants. You must complete the Affidavit of Service to tell the court how and when your Plaintiff's Claim (and attachments) was delivered to the defendant. There are rules about how the Plaintiff's Claim must be served. [Learn more about serving court documents](#). An affidavit can be sworn (affirmed) in front of: • a small claims court or ServiceOntario staff member who has been appointed a commissioner for taking affidavits • a lawyer or paralegal licenced by the Law Society of Upper Canada • a notary public.'

4. Scroll to the bottom of the page for instructions on how to **Amend a claim**. Select **Amend a Claim** to continue.

Cancel a claim

To cancel (discontinue) a claim you have already filed with the court, you must file a Notice of Discontinued Claim (Form 11.3A) and an Affidavit of Service. [Discontinue a claim now.](#)

Start another claim

Do you need to start another claim process? [Start one now.](#)

Amend a claim

To amend a claim, select "Next steps" corresponding to the claim and select Amend a Claim. Online filing of amended claims is only available if you have not served the defendant the original Plaintiff's Claim. [Amend a claim](#)



Contact us

For technical difficulties, call toll-free 1-888-745-8888.

For questions about filing small claims online, call toll-free at 1-800-980-4962 or [send us an email.](#)

5. To prepare your amended Plaintiff's Claim for upload:
 - write "Amended" at the top of the issued Plaintiff's Claim that the court emailed to you
 - underline anything you have added and identify any other changes you make (you can insert additional pages, if necessary)
 - remove a plaintiff and/or defendant by crossing out their names and addresses
 - add another plaintiff and/or defendant by completing and inserting [Form 1A Additional Parties](#)
 - scan and save your supporting documents. All supporting documents must be re-sent to the court even if no changes were made to them.
6. Review and submit your amended Plaintiff's Claim and all supporting documents
 - Carefully review all information. To make changes, click **Update**.
 - If all information is correct, click **Submit**.
7. Submission summary
 - When the amended Plaintiff's Claim has been sent to the court, a summary will appear on the screen.

ServiceOntario

Submission summary

Thank you. Your form has been submitted.

Form name:	7A – Amended Plaintiff's Claim
Form number:	004-7A-OCC-AMEND-E
Claim number:	48700-SC16000037460000
Date/time:	March 3, 2016 10:50 AM
Submission confirmation:	43019422
Submitted to:	Ontario Small Claims Court
	Telephone: 1-800-980-4962
	Email: SmallClaimsOnline@ontario.ca
	Locations: Ontario court locations & contact information

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim. Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

8. Email notification and next steps
 - You will receive an email advising that your amended Plaintiff's Claim has been received by the court
 - You will not receive a new issued amended Plaintiff's Claim from the court. Simply photocopy your amended claim and attachments and serve (deliver) it to each defendant in your case.
 - Remember, if you submit a form after regular business hours, it will be processed by the court the next business day. If you do not receive it within three business days, contact the court office for more information. The email will provide information about next steps, as well as a partially-completed Affidavit of Service form

2. Amend a Plaintiff's Claim using Quick File

To **Amend a Plaintiff's Claim** using Quick File, follow these steps:

1. Return to [File small claims court documents online | ontario.ca](https://www.ontario.ca/file-small-claims-court-documents-online), click on the first "[File your documents](#)" button below "Small Claims Court E-Filing Service portal" and log in to your ONe-key account.
2. Your ongoing claim should be visible on the page called **My existing claims**. Click **Next steps** and select **Amend a Plaintiff's Claim**.



3. To prepare your amended Plaintiff's Claim for upload:
 - write "Amended" at the top of the issued Plaintiff's Claim that the court emailed you
 - underline anything you have added and identify any other changes you make (you can insert additional pages, if necessary)

- remove a plaintiff and/or defendant by crossing out their names and addresses
- add another plaintiff and/or defendant by completing and inserting [Form 1A Additional Parties](#)
- scan and save your supporting documents. All supporting documents must be re-sent to the court even if no changes were made to them.

Upload an amended Plaintiff's Claim

Fields marked with an asterisk (*) are mandatory.

Upload an amended Plaintiff's Claim and all supporting documents

Claim number: SC16000037460000

If you have not yet served your claim on any of the defendants, you can file an amended claim online. If you have already served your claim on any of the defendants, you must file your amended claim at the small claims court's filing office.

To prepare your amended plaintiff's claim for upload:

- write "Amended" at the top of the issued Plaintiff's Claim that the court emailed to you
- underline anything you have added and identify any other changes you make (you can insert additional pages, if necessary)
- remove a plaintiff and/or defendant by crossing out their names and addresses
- add another plaintiff and/or defendant by completing and inserting [Form 1A](#)
- scan and save your supporting documents. All supporting documents must be re-sent to the court even if no changes were made to them.

Documents must be submitted in JPEG, Word, Excel or PDF formats. File name including extension must not exceed 30 characters. Each file must not exceed 10 megabytes (MB) in size. Total attachments must not exceed 20 MB in size. If you receive an error message because your PDF file size exceeds the limit, there are various ways to reduce the size of your file. Please see one of the following guides to learn how: [Adobe help guide](#) or [wikihow guide](#).

Amended Plaintiff's Claim *	MB	
	0.00	<input type="button" value="Upload file"/>
Supporting documents (if any)		
Total size of all attachments (in MB)	0.00	<input type="button" value="Add more files"/>

4. Review and submit your amended Plaintiff's Claim and all supporting documents
 - Carefully review all information. To make changes, click **Update**.
 - If all information is correct, click **Submit**.
5. Submission summary
 - When the amended Plaintiff's Claim has been sent to the court, a summary will appear.

Submission summary

Thank you. Your form has been submitted.

Form name: 7A – Amended Plaintiff's Claim
Form number: 004-7A-OCC-AMEND-E
Claim number: 48700-SC16000037460000
Date/time: March 3, 2016 10:50 AM
Submission confirmation: 43019422
Submitted to: Ontario Small Claims Court
Telephone: 1-800-980-4962
Email: SmallClaimsOnline@ontario.ca
Locations: [Ontario court locations & contact information](#)

More information

If you have any questions or comments about your case, contact the court location listed on the Plaintiff's Claim. Every effort is made to ensure that the transaction is successfully completed; however, making sure that the information was received remains the responsibility of the user.

6. Email notification and next steps

- You will receive an email advising that your amended Plaintiff's Claim has been received by the court
- You will not receive a new issued amended Plaintiff's Claim from the court. Simply photocopy your amended claim and attachments and serve (deliver) it to each defendant in your case.
- Remember, if you submit a form after regular business hours, it will be processed by the court the next business day. If you do not receive it within three business days, contact the court office for more information. The email will provide information about next steps, as well as a partially-completed Affidavit of Service form

Frequently asked questions

- **The defendant filed a defence or I filed a document with the court office through the Small Claims Court Submissions Online Portal, by mail or in-person. Can I file any other documents through the Small Claims Court E-Filing Service Portal?**

No. Once the defendant files a defence, you file any other document with the court office through any method other than the Small Claims Court E-Filing Service Portal (for example, through the Small Claims Court Submissions Online portal, in-person or by mail), or any other party files any other document, you can no longer use the Small Claims Court E-Filing Service Portal to file other documents. Any additional documents may be submitted to the court for filing

through the Small Claims court Submissions Online portal, by mail or in-person with the court office where the claim was filed.

- **I don't want to sue the defendant anymore. How do I stop or cancel the claim?**

If you have served the Plaintiff's Claim on the defendant and the defendant has not filed a defence, you can discontinue (cancel) your claim.

Proceed to ServiceOntario.ca and log in to your ONE-key account, then click on the **My existing claims** page.

Your ongoing claim should be visible on this page.

If you filed your claim with **Filing Wizard**, select your case and click **Next steps**. Scroll to the bottom of the page for instructions on how to **Cancel a claim**. Select **Discontinue a claim now** and complete the form.

If you filed your claim with **Quick File**, select your case and click **Next Steps**. Select **File a Notice of Discontinued Claim** from the drop-down menu and complete the form. You will be required to serve (deliver) a Notice of Discontinued Claim on the defendant(s) and file with a completed and sworn Affidavit of Service.

- **I want to change my claim against the defendant. What do I do?**

You can file an updated (amended) claim online if you have not yet delivered (served) your claim to any of the defendants. If you have already delivered your claim to one or more of the defendants, you can file an amended claim through the Small Claims Court Submissions Online portal, by mail or in-person with the court office where the claim was filed. Please refer to Rule 12 of the [Rules of Small Claims Court](#) for more information. There is no fee to file an amended claim.

- **I've already completed a Plaintiff's Claim. Can I upload it without using the Filing Wizard?**

If you have already completed your Plaintiff's Claim form offline, simply select the **Quick File** option to upload it without having to create a new form using the **Filing Wizard**.

Please note that if you start a claim using **Quick File**, you must take all next steps using this filing method.

- **I've started my claim using the Filing Wizard, but would like to use the Quick File method instead. How do I change filing methods?**

Once the Plaintiff's Claim is submitted using one filing method, all further steps must be taken using that method.

- **I've started my claim using Quick File, but would like to use the Filing Wizard instead. How do I change filing methods?**

Once the Plaintiff's Claim is submitted using one filing method, all further steps must be taken using that method.

- **Can I save the information I've already entered into a form, so that I can return to complete it later?**

Only the Plaintiff's Claim can be saved as a draft and completed at a later time. If you leave forms at other stages in the process incomplete, you will have to re-enter information into those forms again. When you return to your saved Plaintiff's Claim, you will need to upload your attachments again.

- **I don't see the form I just submitted to the court in my list of ongoing claims. What do I do?**

Your account may not be up-to-date due to a technical delay. If you do not see a confirmation summary that the form was submitted to the court in your list of ongoing claims, try logging out of your ONE-key account and returning later. You can also contact ServiceOntario at 1-888-745-8888 for technical assistance.

- **I haven't received an email with a copy of my issued Plaintiff's Claim. What should I do?**

There may be a technical delay in processing your form.

If the form is a Plaintiff's Claim, you should receive a court-issued version by email within three days. If your document is a default judgment, you should receive an email from the court within five business days. You may call the court office to make sure your form has been received. If you don't know the court office phone number, find it [here](#).

- **What happens after I submit my Plaintiff's Claim?**

The defendant has 20 days from the date you served (delivered) your claim to respond. The defendant will file a defence with the Small Claims Court and serve a copy to you. If the defendant has not filed a defence within 20 days, you must go online to file your Affidavit of Service, which is a sworn/affirmed document that tells the court how, when and where you served your claim on the defendant.

- **How long will it take for my claim to be processed?**

Forms filed online after regular business hours will be accepted and dated the next business day. For example, if you file your form on a Friday after 5:00 p.m., you will receive an email from the court with the issued claim on Monday.

- **Can I collect interest on money owed to me?**

Yes. If you had a contract with the defendant that included an interest rate, you'll put that rate in your claim. If you did not have a contract or didn't agree to an interest rate, you can ask for the Courts of Justice Act rate in your claim. [Learn about interest rates and how to include them in your claim](#).

- **Do I have to give the defendant's correct legal name?**

Yes, you must give the full legal name for the person or business you're suing. If it's a business, and you're unsure of its full legal name, you can:

- conduct an online search using ServiceOntario's [Online Business Registry](#)
- call the ServiceOntario call centre at 1-800-361-3223, or 416-314-8880 in Toronto

If the business is not incorporated, you may add the name of the business owner(s) as a defendant.

- **If I win, am I guaranteed to get my money?**

That depends on whether the person or business you're suing is able to pay. The court may not be able to help you get your money if the defendant:

- is unemployed
- is bankrupt or has no money of their own
- doesn't own personal property or valuable belongings
- has gone out of business
- has other debts to pay

But you may be able to get your money in instalments over a set period of time. [Learn how to collect money owed to you using a court order.](#)

- **I still need help. Who can I talk to?**

If you experience technical difficulties with the online system, please call ServiceOntario at 1-888-745-8888 for assistance.

If you have a court-related or procedural question (for example, what to do when the clerk cannot sign your Default Judgment or you have not received your issued claim), [contact the court office](#) directly or review the [detailed how-to guide](#) on the Ministry of the Attorney General website.

If you have a question about filing your claim through the ServiceOntario Small Claims Court E-Filing Service Portal, please contact the Ministry of the Attorney General, Court Services Division's Contact Centre for Online Services by emailing smallclaimsonline@ontario.ca or calling 1-800-980-4962 or 647-438-0403.