



Legal i Link User Guide

Last updated October 2020

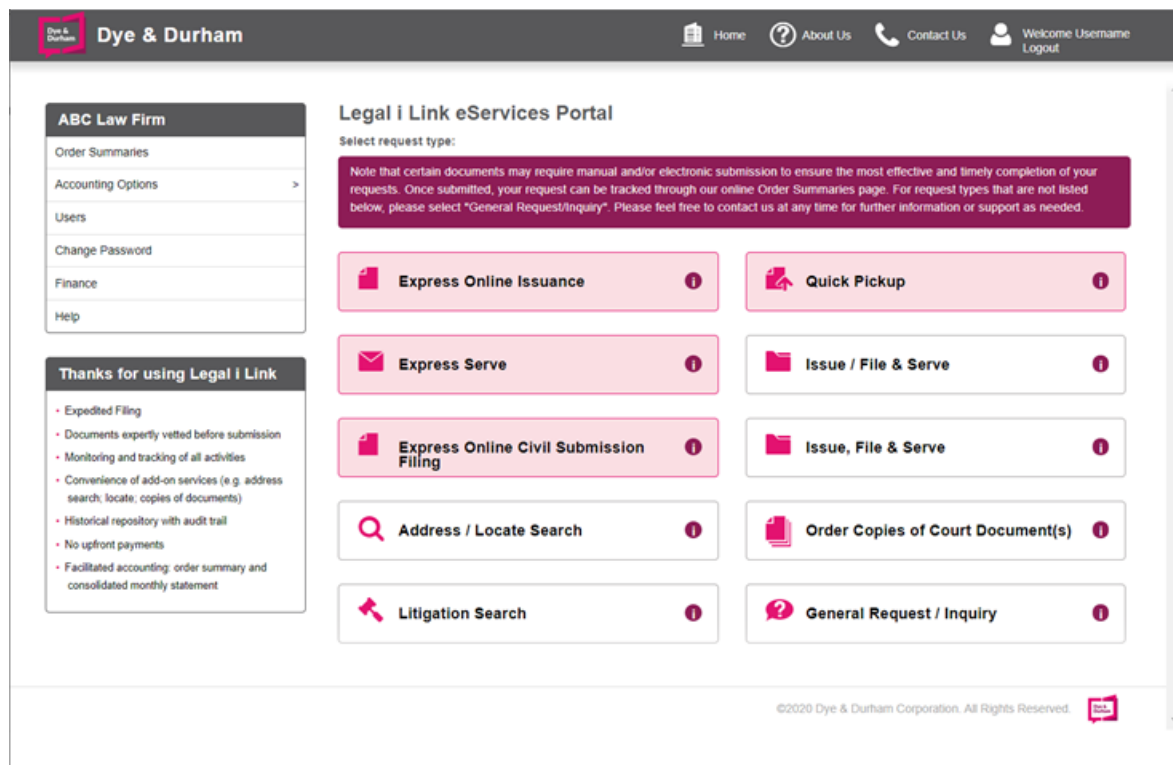
Legal i Link User Guide

Contents

Contents.....	1
1. Express Online Issuance.....	3
A. Details Page.....	3
B. Confirmation Page.....	4
2. Express Serve.....	5
A. Details Page.....	5
B. Confirmation Page.....	6
3. Express Online Civil Submission and Filing.....	7
A. Details Page.....	7
B. Confirmation Page.....	8
4. Quick Pick Up.....	8
A. Details Page.....	9
B. Confirmation Page.....	10
5. Serve and File.....	11
A. Details Page.....	11
B. Confirmation Page.....	13
6. Issue, Serve and File.....	13
A. Details Page.....	13
B. Confirmation Page.....	16
7. Address/Locate Search.....	16
A. Details Page.....	16
B. Confirmation Page.....	18
8. Litigation Search.....	18
A. Details Page.....	18
B. Confirmation Page.....	20
9. Order Copies of Court Document(s).....	20
A. Details Page.....	20
B. Confirmation Page.....	22
10. General Request/Additional Orders.....	22
A. Details Page.....	22
B. Confirmation Page.....	24
11. Saved orders.....	24
12. Orders Filtering.....	25
13. Order Details Pop-Up.....	26
14. Copy orders.....	27

Submitting orders and placing requests is even easier with the updated Legal i Link website. This guide will provide instructions on the submission of requests using the new Legal i Link portal.

To begin an order, first, [log in](#) to your account, this will lead you to the main services page, where you will select the type of request you wish to make:



This page consists of the following services:

1. Express Online Issuance

A. Details Page

To request an issuance, click on the 'Issue' hyperlink from the main services page.

The screenshot shows the 'Issue >> Details' form. It includes sections for 'Service Details', 'Pick-up Location', 'Document Name', 'Document Size', 'Document availability', 'Issuing Instructions', and 'Documents'. Red arrows and numbers highlight key steps: 1 points to the 'Electronic Upload' / 'Manual Pick-Up' radio buttons; 2 points to the 'Issuing Court' text input; 3 points to the 'Regular' / 'Next Day' / 'Same Day' / 'Other' radio buttons; 4 points to the 'Add Documents' link. A 'Back' button is at the bottom left, and 'Clear', 'Save', and 'Next >>' buttons are at the bottom right.

1: Type of Request: Select whether you wish to submit a request for an electronic or manual issuance process. Electronic uploads are permitted in PDF or MS Word formats and up to 30 MB in size. NOTE: Manual requests will initiate a document pick-up process, defaulting to the firm's address, though this can be altered. You will also need to indicate when the documents will be ready for pick up.

2: Issuing Court: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue.

3: Select an “Issue By” date:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

4: Documents: If filing electronically, you will need to upload documents by selecting the ‘Add Documents’ link. Please indicate whether you are uploading a court form or supporting documentation. Once again, you can start typing in the field and the system will generate resulting matches.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click ‘Next’, the order is saved automatically. Once a draft is saved, you can locate it in the ‘All Orders’ table. If you wish to delete the draft, simply click the ‘Discard Order’ icon.

B. Confirmation Page

The ‘Confirmation Page’ allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the ‘Details’ page to make any changes to the order. Note that you can also go back to the ‘Details’ page by clicking the tab ‘Details’ above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

2. Express Serve

A. Details Page

To request a document service, click on the 'Serve' hyperlink from the main services page.

The screenshot shows the 'Express Serve' details page. At the top, it displays 'Request ID: 2693' and 'Order Number: 835140'. The page is divided into several sections: 'Serve >> Details', 'Service Details', 'Party to be Served', 'Documents', and a 'Discard Order' button. Three red callout boxes with numbers 1, 2, and 3 point to specific elements: 1 points to the 'Manual Pick-Up' radio button, 2 points to the 'Add Service Party' link, and 3 points to the 'Add Documents' link. Three inset boxes provide details for each step: Step 1 shows the 'Manual Pick-Up' selection and the 'Pick-up Location' field. Step 2 shows the 'Add Service Party' table with columns for Full Name, Type, and Serve By. Step 3 shows the 'Add Documents' table with columns for Type and Document Name. The main form also includes fields for 'Matter Reference Name/Number', 'Document Name', 'Document Size', 'Document availability', 'Full Name', 'Full Address', 'Serve By', and 'Service Instructions'.

Request ID: 2693 Order Number: 835140

Serve >> Details

1 ☐ Electronic Upload ☒ Manual Pick-Up

Service Details

* Matter Reference Name/Number: test serve

Party to be Served

2 [Add Service Party](#)

Full Name	Type	Serve By
John Smith	Individual	Regular 2019-04-30

Documents

3 [Add Documents](#)

Type	Document Name:
Court Form	Bill of Costs (57A)

Back Discard Order

Pick-up Location: 1979 church st 5th Floor Toronto ON Canada M5C 3E4

☐ Pick-up location is different from the firm address

* Document Name: Enter document name...

* Document Size: ☐ Document(s) ☐ Include Box(es)

Document availability: ☒ Document is ready for pick-up now ☐ Document will be ready by: Select a date

* Full Name: Full Address: ☐ Same address as previous party Please enter full address

☒ Individual ☐ Law Firm ☐ Business

Serve By: ☒ Regular: To be completed by 2019-04-30 ☐ Next Day: To be completed by 2019-04-26 ☐ Same Day: To be completed by 2019-04-25 ☐ Other: Select later date Select a date

Service Instructions: Additional info is added in this box

Save Close

Clear Save Next >>

Document Type: ☒ Court Form ☐ Supporting

* Document Name: Enter Document Name...

* Upload Document: Select file Browse

Add Close

1: Type of Request: Select whether you wish to submit a request for an electronic or manual issuance process. Electronic uploads are permitted in PDF or MS Word formats and up to 30 MB in size. NOTE: Manual requests will initiate a document pick-up process, defaulting to the firm's address, though this can be altered. You will also need to indicate when the documents will be ready for pick up.

2: Add Service Party:

a. Full Name

Enter the full name of the party to be served whether it is an individual or an entity.

b. Full Address

Enter the full address for service.

c. Nature of Party

i. Individual

Select this option if the party to be served is a person.

ii. Law Firm

Select this option if the party to be served is a law firm. You will also be required to specify the service method if this option is selected.

iii. Business

If you select 'Business', please attach the corporate profile report as a supporting document in the 'Documents' section.

d. Serve By (Date)

- i. Regular:** our standard processing timeline is set at three business days.
- ii. Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. Other:** select this option to choose a date that is beyond the above options.

3: Documents: If filing electronically, you will need to upload documents by selecting the 'Add Documents' link. Please indicate whether you are uploading a court form or supporting documentation. Once again, you can start typing in the field and the system will generate resulting matches.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

3. Express Online Civil Submission and Filing

A. Details Page

To request document filing service, click on the 'File' hyperlink.

Request ID: 2699 Order Number: 835142

File >> Details

1 ☒ Electronic Upload ☐ Manual Pick-Up

Service Details

* Matter Reference Name/Number: test file

* Filing Court: 2 Toronto - 330 University
☐ Court is out of Ontario
Commercial List

File By (Date): 3 ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date Select a date

Filing Instructions: Additional info is added in this box

Documents

4 [Add Documents](#)

Type	Document Name:
Court Form	Defence to Counterclaim (27C)

Back Discard Order Clear Save Next >>

Pick-up Location: 1979 church st 5th Floor Toronto ON Canada M5C 3E4
☐ Pick-up location is different from the firm address

* Document Name: Enter document name...

* Document Size: ☐ Document(s)
☐ Include Box(es)

Document availability: ☒ Document is ready for pick-up now
☐ Document will be ready by: Select a date

Document Type: ☒ Court Form ☐ Supporting

* Document Name: Enter Document Name...

* Upload Document: Select file Browse

Add Close

1: Type of Request: Select whether you wish to submit a request for an electronic or manual issuance process. Electronic uploads are permitted in PDF or MS Word formats and up to 30 MB in size. NOTE: Manual requests will initiate a document pick-up process, defaulting to the firm's address, though this can be altered. You will also need to indicate when the documents will be ready for pick up.

2: Filing Court: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue.

3: Select a “File By” date:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

4: Documents: If filing electronically, you will need to upload documents by selecting the ‘Add Documents’ link. Please indicate whether you are uploading a court form or supporting documentation. Once again, you can start typing in the field and the system will generate resulting matches.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click ‘Next’, the order is saved automatically. Once a draft is saved, you can locate it in the ‘All Orders’ table. If you wish to delete the draft, simply click the ‘Discard Order’ icon.

B. Confirmation Page

The ‘Confirmation Page’ allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the ‘Details’ page to make any changes to the order. Note that you can also go back to the ‘Details’ page by clicking the tab ‘Details’ above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

4. Quick Pick Up

A. Details Page

To request a service that is not on the predefined menu listing, click on the ‘General Request/Additional Orders’ hyperlink in the main services page.

Request ID: 2714 Order Number: 835149

General Request/Additional Orders >> [Details](#)

Service Details

* Matter Reference Name/Number:

Complete By:

1

- ☒ **Regular:** To be completed by 2019-04-30
☐ **Next Day:** To be completed by 2019-04-26
☐ **Same Day:** To be completed by 2019-04-25
☐ **Other:** Select later date

* Special Instruction:

2

my instructions are added here

3

* Do you require material to be picked up? ☒ Yes ☐ No

Document Info:

Pick-up Location: **1979 church st 5th Floor Toronto ON Canada M5C 3E4**

☐ Pick-up location is different from the firm address

* Document Name::

* Document Size: ☒ Document(s)
☐ Include Box(es)

Document availability: ☒ Document is ready for pick-up now

☐ Document will be ready by:

Documents

[Add Documents](#)

4



[Discard Order](#)

* Document Name:

* Upload Document:

Select file

1: Complete By:

- i. **Regular:** our standard processing timeline is set at two business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

2: Special Instructions: this field is mandatory as it would detail the exact service required. Please provide as much information as possible.

3: Do you require material to be picked up? If you have material to be picked up, please click 'Yes' and fill out the provided form.

4: Documents: If you have any supporting documents to upload, please do so by selecting the 'Add Documents' link.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

5. Serve and File

A. Details Page

To request service and filing of document(s), click on the 'Serve and File' hyperlink.

Request ID: 2703 Order Number: 835144

Serve and File >> Details

1 ☒ Electronic Upload ☐ Manual Pick-Up

Service Details

* Matter Reference Name/Number: test serve & file

* Filing Court: 2 Toronto - 393 University
☐ Court is out of Ontario
Civil

File By (Date): 3 ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date Select a date

Filing Instructions: Additional info is added in this box

Party to be Served

[Add Service Party](#)

Full Name	Type	Serve By
John Smith	Individual	Regular 201

Documents

[Add Documents](#)

Back Discard Order Clear Save Next >>

Pick-up Location: 1979 church st 5th Floor Toronto ON Canada M5C 3E4
☐ Pick-up location is different from the firm address

* Document Name: Enter document name...

* Document Size: ☐ Document(s) ☐ Include Box(es)

Document availability: ☒ Document is ready for pick-up now
☐ Document will be ready by: Select a date

* Full Name: Individual ☒ Law Firm ☐ Business

* Full Address: ☐ Same address as previous party
Please enter full address

Serve By: ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date Select a date

Service Instructions: Additional info is added in this box

Save Close

Document Type: ☒ Court Form ☐ Supporting

* Document Name: Enter Document Name...

* Upload Document: Select file Browse

Add Close

1: Type of Request: Select whether you wish to submit a request for an electronic or manual issuance process. Electronic uploads are permitted in PDF or MS Word formats and up to 30 MB in size. NOTE: Manual requests will initiate a document pick-up process, defaulting to the firm's address, though this can be altered. You will also need to indicate when the documents will be ready for pick up.

2: Filing Court: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue.

3: Select a “File By” date:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

4: Add Service Party:

a. Full Name

Enter the full name of the party to be served whether it is an individual or an entity.

b. Full Address

Enter the full address of the party to be served.

c. Nature of Party

i. Individual

Select this option if the party to be served is a person.

ii. Law Firm

Select this option if the party to be served is a law firm. You will also be required to specify the service method if this option is selected.

iii. Business

If you select ‘Business’, please attach the corporate profile report as a supporting document in the ‘Documents’ section.

d. Serve By (Date)

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

5: Documents: If filing electronically, you will need to upload documents by selecting the ‘Add Documents’ link. Please indicate whether you are uploading a court form or supporting documentation. Once again, you can start typing in the field and the system will generate resulting matches.

Note that you are now able to save the drafts and finish them in a later time. Also, when you click ‘Next’, the order is saved automatically. Once a draft is saved, you can locate it in the ‘All Orders’ table. If you wish to delete the draft, simply click the ‘Discard Order’ icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

6. Issue, Serve and File

A. Details Page

To request issuance, service and filing of document(s), click on the 'Issue, Serve and File' hyperlink from the services page.

Request ID: 2705 Order Number: 835145

Issue, Serve and File >> Details

1 ☒ Electronic Upload ☐ Manual Pick-Up

Service Details

* Matter Reference Name/Number:

* Issuing Court: **2**
☐ Court is out of Ontario

Issue By (Date): **3** ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date

Issuing Instructions:

* Filing Court: ☐ Same as issuing court
4
☐ Court is out of Ontario

File By (Date): **5** ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date

Filing Instructions:

6 Party to be Served
[Add Service Party](#)

Full Name	Type	Serve By
air canada	Business	Regular 2019-04-30

7 Documents
[Add Documents](#)

Pick-up Location: 1979 church st 5th Floor Toronto ON Canada M5C 3E4
☐ Pick-up location is different from the firm address

* Document Name:

* Document Size: ☐ Document(s)
☐ Include Box(es)

Document availability: ☒ Document is ready for pick-up now
☐ Document will be ready by:

* Full Name:
☒ Individual
☐ Law Firm
☐ Business

* Full Address: ☐ Same address as previous party

Serve By: ☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date

Service Instructions:

Document Type: ☒ Court Form ☐ Supporting

* Document Name:

* Upload Document:

1: Type of Request: Select whether you wish to submit a request for an electronic or manual issuance process. Electronic uploads are permitted in the PDF or Word Doc formats and up to 30 MB. NOTE: Manual requests will

initiate a document pick-up process, defaulting to the firm's address, though this can be altered. You will also need to indicate when the documents will be ready for pick up.

2: Issuing Court: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue.

3: Select an "Issue By" date:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

4: Filing Court: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue. If the filing court is the same as the issuing one, select the "Same as issuing court" checkbox.

5: Select a "File By" date:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

6: Add Service Party:

a. Full Name

Enter the full name of the party to be served whether it is an individual or an entity.

b. Full Address

Enter the full address of the party to be served.

c. Nature of Party

i. Individual

Select this option if the party to be served is a person.

ii. Law Firm

Select this option if the party to be served is a law firm. You will also be required to specify the service method if this option is selected.

iii. Business

If you select 'Business', please attach the corporate profile report as a supporting document in the 'Document' section.

d. Serve By (Date)

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

7: Documents: If filing electronically, you will need to upload documents by selecting the 'Add Documents' link. Please indicate whether you are uploading a court form or supporting documentation. Once again, you can start typing in the field and the system will generate resulting matches.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

7. Address/Locate Search

A. Details Page

To request an address or locate search, click on the 'Address/Locate Search' hyperlink in the main services page.

Request ID: 2707 Order Number: 835146

Address/Locate Search >> Details

1 ☒ Address Search ☐ Locate Search

Service Details

* Matter Reference Name/Number: test address/locate search

2 * First Name: Johon Middle Name: Enter middle name * Last Name: Smith

Gender: ☐ Female ☒ Male ☐ Unknown/Other

3 Last Known Address: 123 Main St.

Date of Birth: Enter date of birth Driver's License Number: AB123456

Plate Number: A1234567

Search result for: **4** ☒ Current Date ☐ As at Day of Loss

Complete By: **5** ☒ Regular Service (up to 6 weeks) ☐ Rush Service (up to 3 weeks) ☐ Urgent Service (up to 3 days)

Additional Instructions: Additional info is added in this box

6 Documents [Add Documents](#)

[Back](#) Discard Order [Clear](#) [Save](#) [Next >>](#)

* Document Name:

* Upload Document: [Browse](#)

[Add](#) [Close](#)

1: Type of Request: Select whether you wish to submit a request for an address search or locate search. Whichever option you choose, the form remains the same, though a locate search has a wider focus than an address search.

2: Person's name and gender: These are mandatory fields - enter the searched person's first, middle (if applicable) and last name, and then select the person's gender if known.

3: Additionally required information: at least one of the following pieces of information must be provided: Last Known Address, Date of Birth, Driver's Licence Number, Plate Number.

4: Search Currency: this option allows you to choose whether to conduct a search as of today or as of day of loss.

5: Complete By:

- i. **Regular:** our standard processing timeline for Address/Locate searches is set at 6 weeks.
- ii. **Rush Service:** the order will be processed within 3 weeks. Additional fees may apply.
- iii. **Urgent Service:** We will do our best to process your order within 3 days. Additional fees may apply.

6: Documents: If you have any supporting documents to upload, please do so by selecting the 'Add Documents' link.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

8. Litigation Search

A. Details Page

To request a litigation search, click on the 'Litigation Search' hyperlink.

Request ID: 2709 Order Number: 835147

Litigation Search >> Details

Service Details

* Matter Reference Name/Number:

Complete By: **1**

☒ Regular: To be completed by 2019-04-30
☐ Next Day: To be completed by 2019-04-26
☐ Same Day: To be completed by 2019-04-25
☐ Other: Select later date

* Court Jurisdiction(s): **2**

Court Office Case Type

* Name(s): **3**

☒ Individual
☐ Company

* First Name Middle Name * Last Name

Additional Instructions:

Documents

[Add Documents](#) **4**

* Document Name:
 * Upload Document:

* Name(s): ☐ Individual ☒ Company

* Company name

1: Complete By:

- i. **Regular:** our standard processing timeline is set at two business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

2: Court Jurisdiction: enter a court office and case type in the appropriate fields.

3: Name(s): first specify whether it's an 'Individual' or a 'Company' name to be searched, then provide the appropriate names accordingly.

4: Documents: If you have any supporting documents to upload, please do so by selecting the 'Add Documents' link.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

9. Order Copies of Court Document(s)

A. Details Page

To request copies of court documents, click on the 'Order Copies of Court Document(s)' hyperlink.

Request ID: 2712 Order Number: 835148

Order Copies of Court Document(s) >> [Details](#)

Service Details

* Matter Reference Name/Number:

Complete By:

1

☒ **Regular:** To be completed by 2019-04-30
☐ **Next Day:** To be completed by 2019-04-26
☐ **Same Day:** To be completed by 2019-04-25
☐ **Other:** Select later date

✓
Order Saved
📷

* Court Jurisdiction(s):

2

☐ Court is out of Ontario

* Court File Number or Party(s):

3

Additional info is added in this box

Special Notes:

Documents

4

[Add Documents](#)

* Document Name:

* Upload Document:

🗑️
Discard Order

1: Complete By:

- i. **Regular:** our standard processing timeline is set at three business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

2: Court Jurisdiction: Begin typing the name of the court and our system will automatically offer you the matching results. Select a court to continue.

3: Court File Number or Party: enter the court file number or parties to the action you wish to obtain copies for.

4: Documents: If you have any supporting documents to upload, please do so by selecting the 'Add Documents' link.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

10. General Request/Additional Orders

A. Details Page

To request a service that is not on the predefined menu listing, click on the 'General Request/Additional Orders' hyperlink in the main services page.

Request ID: 2714 Order Number: 835149

General Request/Additional Orders >> [Details](#)

Service Details

* Matter Reference Name/Number:

Complete By:

1

- ☒ **Regular:** To be completed by 2019-04-30
☐ **Next Day:** To be completed by 2019-04-26
☐ **Same Day:** To be completed by 2019-04-25
☐ **Other:** Select later date

* Special Instruction:

2

my instructions are added here

3

* Do you require material to be picked up? ☒ Yes ☐ No

Document Info:

Pick-up Location: **1979 church st 5th Floor Toronto ON Canada M5C 3E4**

☐ Pick-up location is different from the firm address

* Document Name::

* Document Size: ☒ Document(s)
☐ Include Box(es)


Document availability: ☒ Document is ready for pick-up now

☐ Document will be ready by:

Documents

[Add Documents](#)

4

 [Discard Order](#)

* Document Name:

* Upload Document:

1: Complete By:

- i. **Regular:** our standard processing timeline is set at two business days.
- ii. **Next Day:** the order will be processed in the next business day. Additional fees may apply.
- iii. **Same Day:** We will do our best to process your order on the same day the order was submitted. Additional fees may apply. Note that after 2 PM, you will be required to contact us as a same day service may not be possible. After 4 PM, the same day option is not available.
- iv. **Other:** select this option to choose a date that is beyond the above options.

2: Special Instructions: this field is mandatory as it would detail the exact service required. Please provide as much information as possible.

3: Do you require material to be picked up? If you have material to be picked up, please click 'Yes' and fill out the provided form.

4: Documents: If you have any supporting documents to upload, please do so by selecting the 'Add Documents' link.

Note that you are now able to save the drafts and finished them in a later time. Also, when you click 'Next', the order is saved automatically. Once a draft is saved, you can locate it in the 'All Orders' table. If you wish to delete the draft, simply click the 'Discard Order' icon.

B. Confirmation Page

The 'Confirmation Page' allows you to verify your order and then submit it. Your options include:

a. Revise

This button will take you back to the 'Details' page to make any changes to the order. Note that you can also go back to the 'Details' page by clicking the tab 'Details' above the PDF.

b. Cancel Order

c. Submit

Please make sure to confirm you have reviewed the order summary by clicking the checkbox at the bottom of the page.

Once the order is submitted, you will see a confirmation page with the order number.

11. Saved orders

Drafts are now saved in two methods: manually by clicking the 'Save' button at the bottom of the form, and automatically when you click the 'Next' button. Once saved, the drafts are reflected in the 'All Orders' table.

You may:

- a. Open and edit saved drafts by clicking the 'Edit' icon or simply clicking the hyperlink associated with the draft's status: 'Saved/Not Submitted'.
- b. Delete drafts by clicking the 'Delete' icon at the end of the row or at the bottom of the form once opened.

Please note that you may NOT delete or edit submitted orders.



ABC Law Firm

Show Filters

Orders/Page 30

Order Date	Promised Date	Matter	Order #	Owner	Status	Email	Order Details	Edit / Delete
2019/04/25	N/A	test General Request/Additional Orders	835149	Bouabid, Bobby	Saved/Not Submitted			
2019/04/25	N/A	test Order Copies of Court Document(s)	835148	Bouabid, Bobby	Saved/Not Submitted			
2019/04/25	N/A	test litigation search	835147	Bouabid, Bobby	Saved/Not Submitted			
2019/04/25	N/A	test address/locate search	835146	Bouabid, Bobby	Saved/Not Submitted			
2019/04/25	N/A	test serve	835140	Bouabid, Bobby	Saved/Not Submitted			
2019/01/31	N/A	sasdda	835118	Bouabid, Bobby	Saved/Not Submitted			
2019/01/31	N/A	sasdda	835117	Bouabid, Bobby	Saved/Not Submitted			
2019/01/24	2019/01/25	12345	834774	Bouabid, Bobby	Pending			N/A
2019/01/18	N/A	1234	835096	Bouabid, Bobby	Saved/Not Submitted			
2019/01/18	N/A	123456y	835095	Bouabid, Bobby	Saved/Not Submitted			
2019/01/16	N/A	qwerty	835094	Bouabid, Bobby	Saved/Not Submitted			
2019/01/15	N/A	qwerty	835093	Bouabid, Bobby	Saved/Not Submitted			

Showing 1 to 17 of 17 entries

First Previous 1 Next Last

12. Orders Filtering

We have made it easier for you to search and filter your orders. To open the filtering option, click the 'Show Filters' button on top right of the page. You may filter by:

a. Order Dates

This includes:

- Today
- This Month
- Last number of days
- Period from to

b. Order Details



This includes:

- i. Status
- ii. Order Number
- iii. Matter/File Number

ABC Law Firm

Order Date:

☐ Today

☐ This Month

☒ Last days

☐ Period from: to:

Order Details:

Status:

Order Number:

Matter/File Number:

Clear Search

Hide Filters

Orders/Page 30

Order Date	Promised Date	Matter	Order #	Owner	Status	Email	Order Details	Edit / Delete
2019/01/31	N/A	sasdda	835117	Bouabid, Bobby	Saved/Not Submitted			

Note: please note that your filtering setting is saved for future sessions.

13. Order Details Pop-Up

We have improved the 'Order Details' section to show more valid information related to your order.

The Order Details page include the following information:

- a. Order #
- b. Matter/File
- c. Order Summary – PDF: only generates when an order is invoiced.
- d. Client Memo – PDF: displays the order's data when it was submitted.
- e. Service items and status
- f. My Submitted Documents- PDF: list of any documents uploaded by you via the eServices Portal.
- g. Cyberbahn Attachments - PDF: list of PDFs uploaded by our CSRs.
- h. Copy eServices Order: opens a copy of the original order as a draft. This applies ONLY to orders entered via eServices Portal.

Order #:	834762		
Matter/File:	testing ilink entry- manual pickup		
Order Summary:			
Client Memo:			
Service Items			Status
<input type="checkbox"/> Serve			Processing
<input type="checkbox"/> Nuans Name Search Report			Completed
test test			
My Submitted Documents:		<input type="button" value="Copy eServices Order"/>	
Cyberbahn Attachments: RequestSummary.pdf report-test 1-2019-01-09-02-52-07.pdf 20190121 035211 834762 ReportingLetter.pdf 20190122 044116 834762 ReportingLetter.pdf			

14. Copy orders

If you wish to create a draft out of an existing order, simply click the 'Copy eServices Order' button located within the 'Order Details' pop-up. The system will create a draft with the original information of the order. Though most of the information will be copies, some information might not apply anymore, such as dates and original forms. Thus, you maybe required to enter this information again.

To copy and submit a draft, follow these steps:

- a. Go to the order you want to copy in the 'All Orders' list

- b. Click on 'Order Details'
- c. Click on 'Copy eServices Order' button

[Print](#)

Order #: 834774	
Matter/File: 12345	
Order Summary: N/A	
Client Memo:	
Service Items	Status
⊕ Barrie Court	Completed
⊕ Serve Bobby B	Processing
My Submitted Documents:	
Family-Reply (10A)	Copy eServices Order
Cyberbahn Attachments:	
RequestSummary.pdf	

[Close](#)

- e. Click on the 'Edit' icon or the 'Saved/Not Submitted' link from the order's list

ABC Law Firm

[Show Filters](#)
 Orders/Page 30 v

Order Date	Promised Date	Matter	Order #	Owner	Status	Email	Order Details	Edit / Delete
2019/04/25	N/A	Copied from order #834774	835151	Bouabid, Bobby	Saved/Not Submitted			
2019/04/25	N/A	Copied from order #834764	835150	Bouabid,	Saved/Not Submitted			

f. Edit and add any required information from the draft, then proceed as usual.

Request ID: 2719 Order Number: 835151

Issue >> Details

☒ Electronic Upload ☐ Manual Pick-Up

Service Details

* Matter Reference Name/Number: Copied from order #834774

* Issuing Court: Toronto - 361 University

☐ Court is out of Ontario

Criminal

Issue By (Date):

☒ Regular: To be completed by 2019-04-30

☐ Next Day: To be completed by 2019-04-26

☐ Same Day: N/A

☐ Other: Select later date Select a date

Issuing Instructions:

Additional info is added in this box

Documents

[Add Documents](#)

Type	Document Name:	File	
Court Form	Family-Reply (10A)		

Back

Discard Order

Clear

Save

Next >>