



NEW CIVIL ONLINE PORTAL

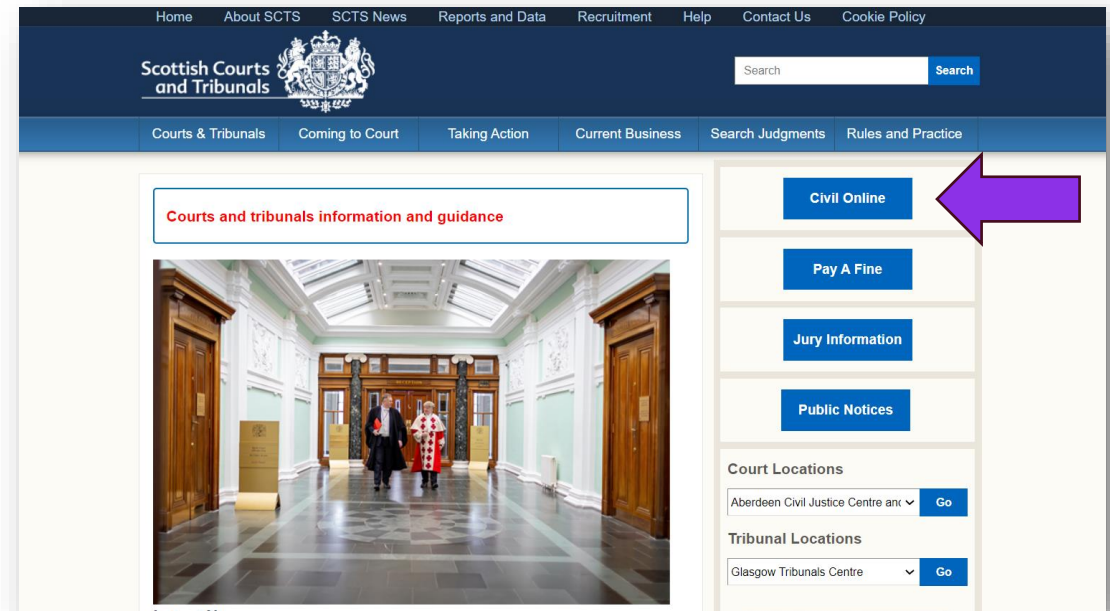
PUBLIC USER GUIDE

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ACCESSING THE PORTAL

The new civil online portal is available to users by clicking the button on the SCTS homepage or by accessing the following URL

<https://www.scotcourts.gov.uk/taking-action/civil-online-gateway/welcome2>



FIRST TIME USER

When accessing the portal for the first time, users are required to follow the sign up process.

1. Click on the hyperlink
2. Enter your email address
3. Click send verification code
4. Check your email for the verification code
5. Enter the verification code provided in the email into the appropriate field
6. Click Verify Code
7. Users will be required to create a password which must be between 9 and 64 characters and must include a minimum of 3 of the following character types:
 - Lower case
 - Upper case
 - Numeric
 - Symbol



Scottish Courts
and Tribunals Service

Please enter the email address that you used to register your account.

Email Address

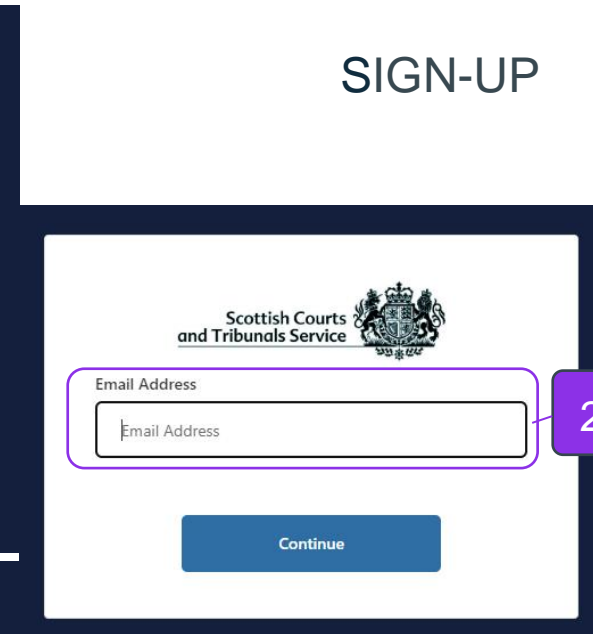
Password

Forgot your password?
Change your password?

Sign in

New to Civil Online?
If you are a party in the case [sign up here](#)
If you are a solicitor in the case [sign up here](#)

SIGN-UP



Scottish Courts
and Tribunals Service

Email Address

Continue



Scottish Courts
and Tribunals Service

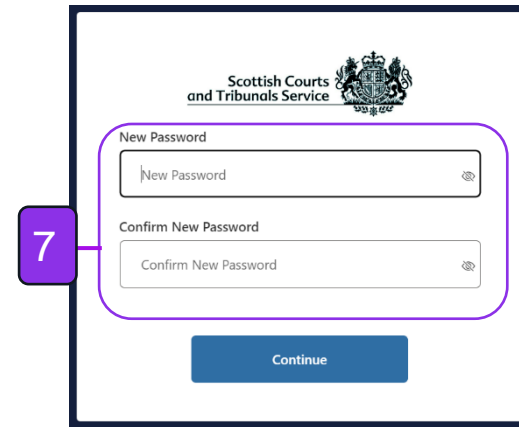
Verification is necessary. Please click 'Send verification code' button.

Email Address

hlorimer@sctsdev.local

Send verification code

Continue

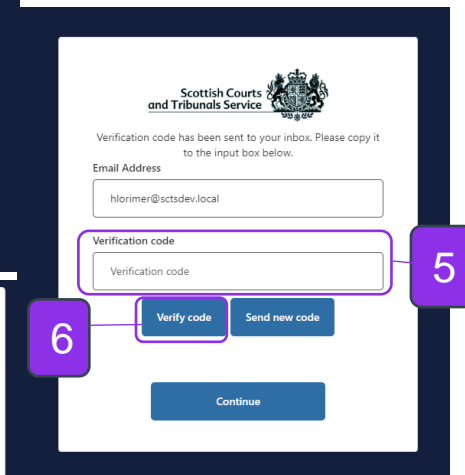


Scottish Courts
and Tribunals Service

New Password

Confirm New Password

Continue



Scottish Courts
and Tribunals Service

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

hlorimer@sctsdev.local

Verification code

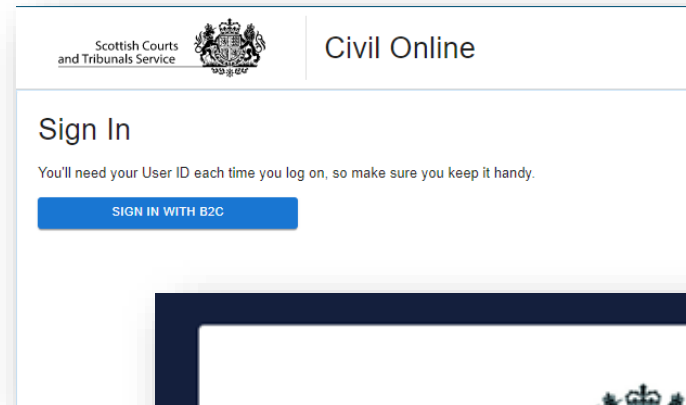
Verification code

Verify code Send new code


Continue

SIGN IN PROCESS

1. Once successfully registered users can log into the portal using their registered email address and password.
2. Users will also be required to pass multifactor authentication (MFA) the first time they access the portal each day. Users will not be able to access the portal without successfully completing this step.



Scottish Courts
and Tribunals Service

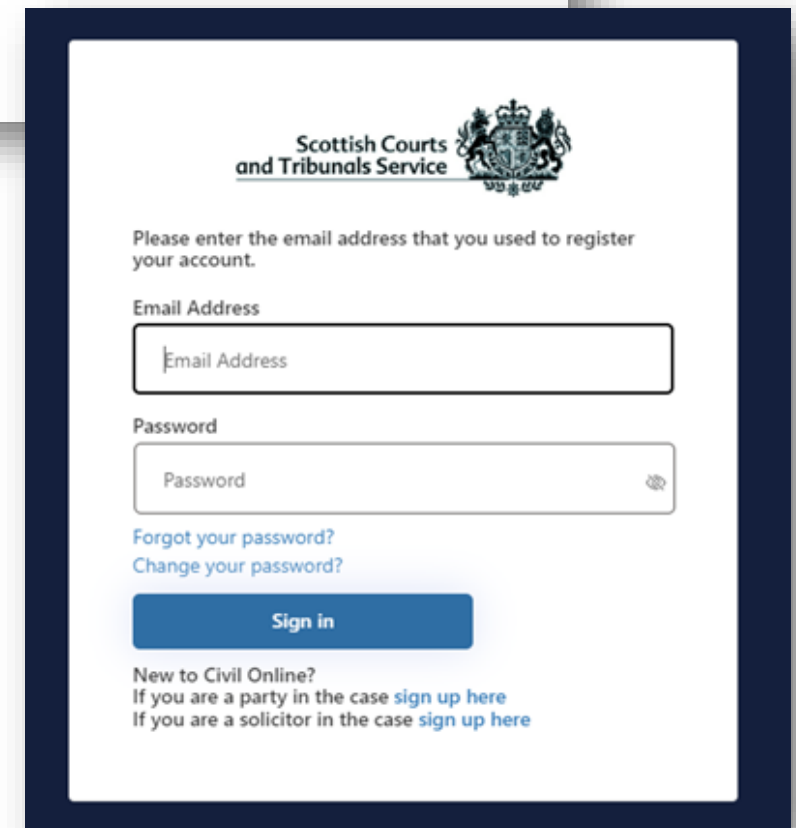


Civil Online


Sign In

You'll need your User ID each time you log on, so make sure you keep it handy.

[SIGN IN WITH B2C](#)



Scottish Courts
and Tribunals Service



Please enter the email address that you used to register your account.

Email Address


Password

[Forgot your password?](#)
[Change your password?](#)

[Sign in](#)

New to Civil Online?
If you are a party in the case [sign up here](#)
If you are a solicitor in the case [sign up here](#)

Welcome to Civil Online

The advice icon  next to the page title (above) will always give you helpful advice on how to complete any form fields on the page you are viewing. Just hover over it. **Try it now.**

The info icon  at the end of a section title will give advice on how best to respond.

Please choose an option from the following list so we can direct you to the appropriate part of the Civil Online portal.

Which of these actions do you want to take?

I want to submit a simple procedure claim

I want to respond to a simple procedure claim

I want to complete an unfinished / rejected simple procedure claim or response

I want to check case details or submit documents in support of an existing case

I want to submit a simple procedure claim

I want to respond to a simple procedure claim

I want to complete an unfinished / rejected simple procedure claim or response

I want to check case details or submit documents in support of an existing case

From the welcome page users can:

Submit a simple procedure claim

Respond to a simple procedure claim

Complete an unfinished/rejected simple procedure claim or response (Drafts)

Check case details or submit documents in support of an existing case

NOTE:

Advice and information icons are visible throughout the portal. Users should hover over the icons for helpful advice on how to complete forms and how best to respond on any given page.

COURT DETAILS

When “I want to submit a simple procedure claim” is selected on the welcome page, users will be taken to the start of the claim journey.


1. Users are required to choose a court to submit the claim to.
2. You can chose to enter a reference number, to help you identify the case at a later date.
3. The basis for jurisdiction has to be selected, more than one option can be selected. If selecting “Other” please complete the appropriate text-box


Fields marked with an asterisk are mandatory fields and cannot be left blank or incomplete

Once all required information has been entered users should click “Next”.


Court details

Please choose the court you wish to submit your claim to, after which you can enter your preferred reference for this action.

Choose a court * 

Enter your reference (max 50 characters)

Why does this court have jurisdiction? * 

- The events took place in the sheriff court's district
- The respondent lives in the sheriff court's district
- The respondent agreed to make any claim in this sheriff court
- Other (please give details - max 2000 characters)

* Required field

Next >

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

CLAIMANT DETAILS

Users are required to enter the details of the claimant including name, postal address and email address.

If the user types in the postcode suggested addresses will be listed for the user to choose from, to make inputting the information simpler

The claimant's preferred method of contact must also be selected. "Civil Online" is selected by default. Users are encouraged to keep this preference as it gives them instant automatic case updates and access.

Manual intimations can be selected however, this requires court staff to manually issue case documents by either post or email and therefore it isn't the best use of the system functionality and also may result in delays.

If there is more than one claimant, further claimants can be added by clicking this button.

Once all information has been entered users should click "Next"

Claimant details ?

Please complete the details of the first claimant using the form below.
You will then be able to add subsequent claimants as necessary.

First party

Claimant identity i

Individual
 Company or organisation

First name(s) *

Middle name(s)

Last name *

Acting in a representative capacity or trading as

Claimant address i

Postcode (optional)

Address *

City or town *

Country *

Email address *

Claimant's preferred method of contact i

Civil Online (Instant, automated emails, lodge, receive & view documents, view hearing dates)
 Manual intimations

by post (Receive documents by post)
 by email (Receive documents by email)

[Add another claimant](#)

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

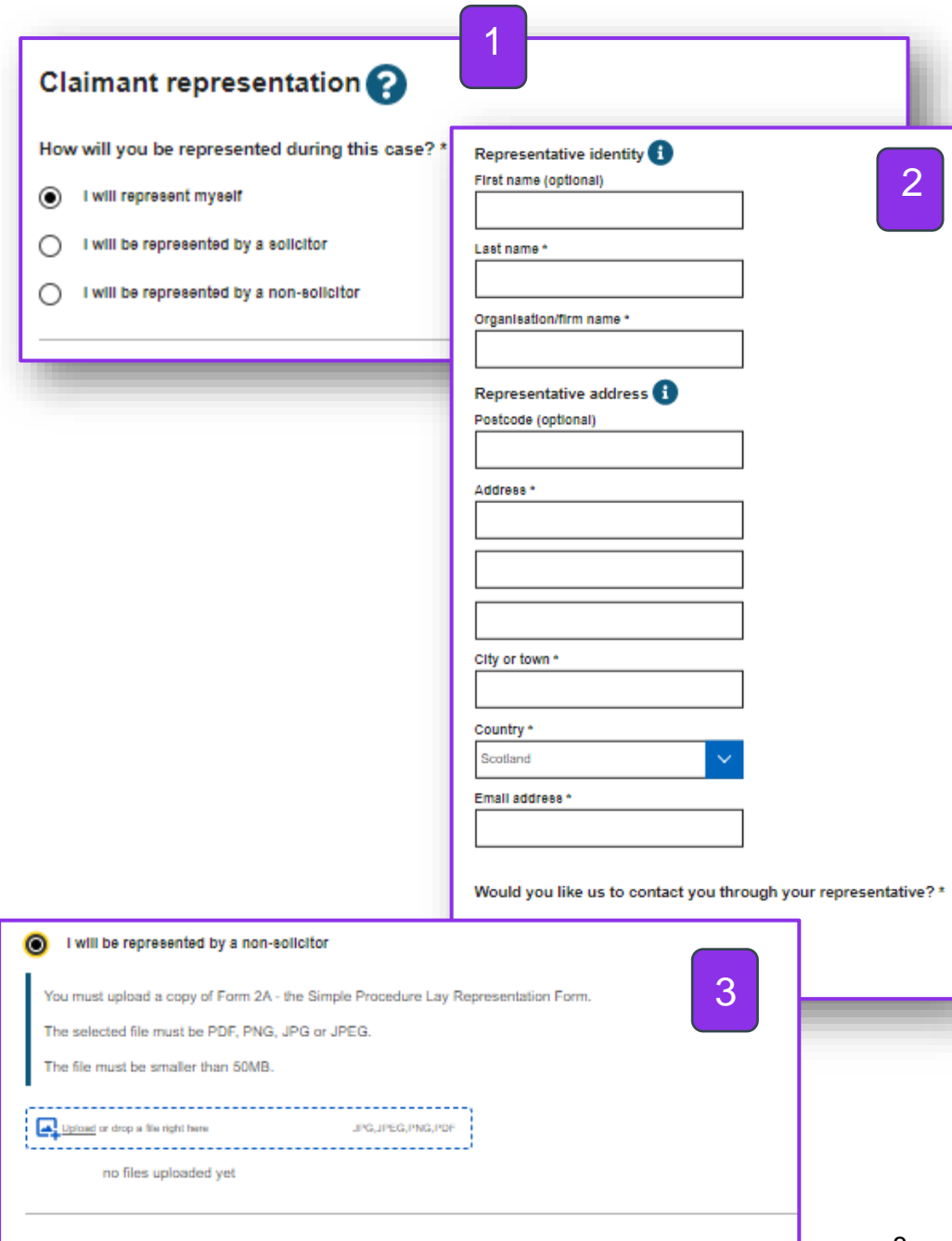
CLAIMANT REPRESENTATION

If user selects “I will be represent myself” and selects next, will be brought to the Respondent’s Details page. Please see page 9 for information on this.

If the user selects “I will be represented by a solicitor” a further section will populate at the bottom of the page for users to enter the information about the representative as appropriate. (See image numbered 2)

If the user selects “I will be represented by a non-solicitor then, an upload component appears on screen, which requires the user to upload a Form 2A. These forms are available for download on the SCTS website. [Simple Procedure Forms \(scotcourts.gov.uk\)](http://scotcourts.gov.uk)

Users can either, click on “Upload” and this will open the user’s file explorer and allow them to navigate to the document(s) saved on their device, or they can simply drag and drop the required file(s) into the upload window (bordered in blue). Users will also be required to enter details about the “non-solicitor” representative



1

Claimant representation ?

How will you be represented during this case? *

I will represent myself

I will be represented by a solicitor

I will be represented by a non-solicitor

2

Representative identity i

First name (optional)

Last name *

Organisation/firm name *

Representative address i

Postcode (optional)

Address *

City or town *

Country *

Scotland

Email address *

Would you like us to contact you through your representative? *

3

I will be represented by a non-solicitor

You must upload a copy of Form 2A - the Simple Procedure Lay Representation Form.

The selected file must be PDF, PNG, JPG or JPEG.

The file must be smaller than 50MB.

Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

First party

Respondent identity

Individual Company or organisation

First name(s) *

Middle name(s)

Last name *

Acting in a representative capacity or trading as

Respondent address

Postcode (optional)

Address *

City or town *

Country *

Email address

[Add another respondent](#)

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

RESPONDENT DETAILS

Users are then required to enter details about the first respondent including name and postal address.

If the email address of the respondent is known this can be entered too.

If there are multiple respondents, users can add additional respondents by clicking on “Add another respondent”. Users can add up to 20 respondents using this functionality.

Once all details have been completed users should click “Next” at the bottom of the screen

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

CLAIM DETAILS – ABOUT THE CLAIM

Users are then required to enter the details of the claim, including steps already taken to resolve the matter.

If the claim relates to a consumer credit agreement and the user selects “yes” a further field will display where the user is required to enter the details of the consumer credit agreement.

Once this section has been completed the user should select next.

NOTE: The “What is the background to the claim?” and “What are the details of the consumer credit agreement?” fields have a 5000 character limit. The “What steps has the claimant taken, if any, to try and settle the dispute with the respondent?” has a 4000 character limit.

The screenshot shows the 'Claim details' form with a question mark icon. The 'About the claim' section is expanded, showing three text input fields and two radio button questions. The first question is 'What is the background to the claim? *' with an information icon. The second question is 'Does this claim relate to a consumer credit agreement? *' with radio buttons for 'Yes' and 'No'. The third question is 'What steps have been taken, if any, to try to settle the dispute with the respondent? *' with an information icon. The fourth question is 'Would you like the court to formally serve this Claim Form on your behalf? *' with radio buttons for 'Yes' and 'No'. A blue arrow points from the 'Yes' radio button of the second question to a zoomed-in view below.

This zoomed-in view shows the question 'Does this claim relate to a consumer credit agreement? *' with an information icon. The 'Yes' radio button is selected, indicated by a yellow dot. Below it is the question 'What are the details of the consumer credit agreement? *' with an information icon and a text input field.

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM


CLAIM DETAILS – COURT ORDER(S)

The user is then required to enter details about what orders they would like the court to make if the claim is successful.

If the user selects the option for payment of a sum of money this generates a new option, to seek interest on that sum of money. The interest rate is defaulted to 8.0% annually commencing on the last date for service but can be amended as appropriate, if applicable.

If users select either the delivery or implement checkboxes, further details of the order sought must be entered, as well as an alternative sum of money craved, should the respondent fail to comply with the order for delivery or implement.

Court order(s)

If the claim is successful, what orders would you like the court to make? 

To pay the following sum of money to the claimant:

£

To deliver the following items to the claimant:

To do the following things for the claimant:

To pay expenses to the claimant.

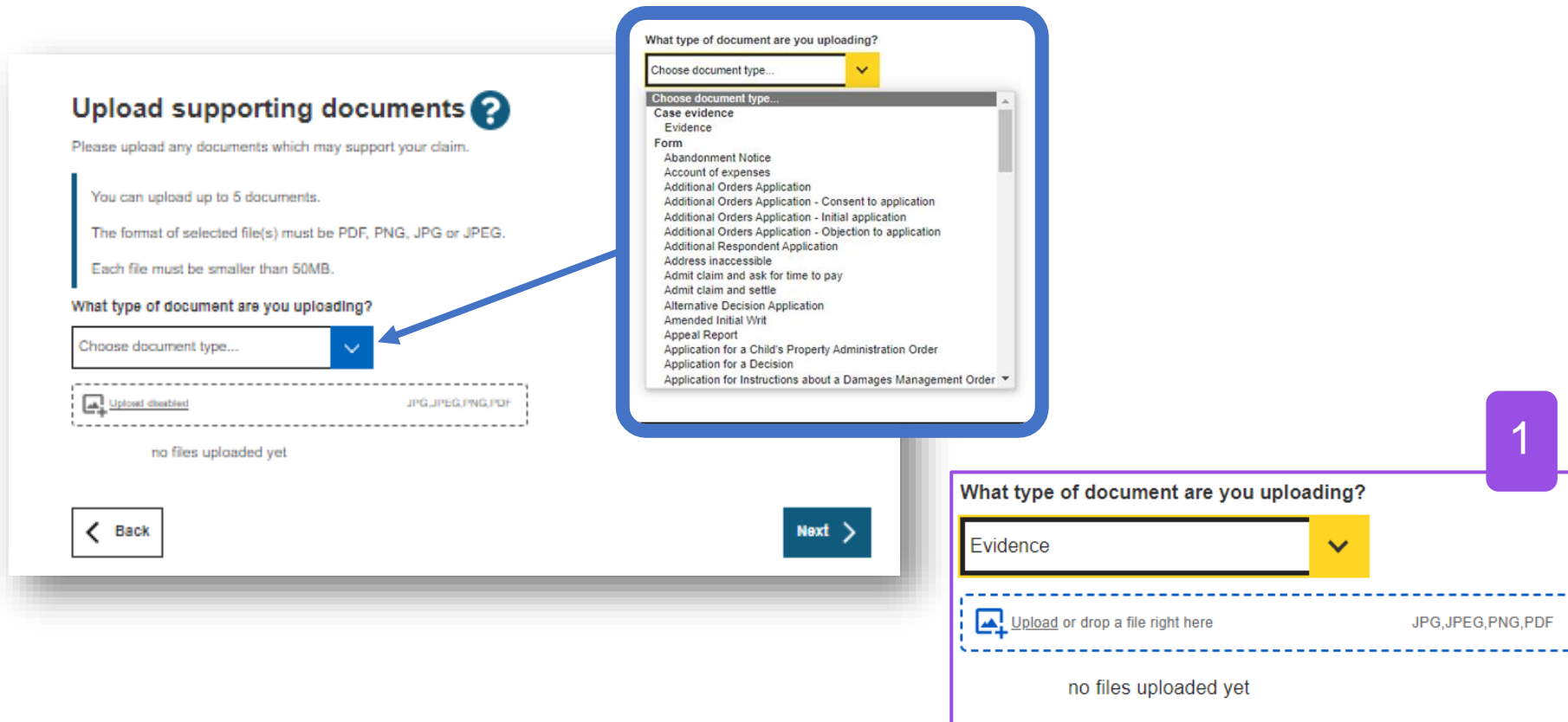
To pay the following sum of money to the claimant:

£ 700

To pay interest to the claimant on that sum of money:

Interest rate of

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM



Upload supporting documents ?

Please upload any documents which may support your claim.

You can upload up to 5 documents.

The format of selected file(s) must be PDF, PNG, JPG or JPEG.

Each file must be smaller than 50MB.

What type of document are you uploading?

Choose document type...

Upload disabled JPG, JPEG, PNG, PDF

no files uploaded yet

Back Next

What type of document are you uploading?

Evidence

Upload or drop a file right here JPG, JPEG, PNG, PDF

no files uploaded yet

1

UPLOAD SUPPORTING DOCUMENTS

The relevant document type should be selected from the drop down menu, upload functionality is disabled until the document type is selected.

Once a document type has been selected the user can either, click on the word “Upload” (see image 1) and this will open the users file explorer and allow them to navigate to the document(s) saved on their device, or they can simply drag and drop the required file(s) into the upload window (bordered in blue in image 1).

NOTE: If selecting or dragging and dropping multiple files at once, please ensure that they are all same type of document e.g. evidence. If they are not, for example one document is evidence the other is a list of evidence, the user should upload select them individually changing the document type as appropriate prior to the upload of the other files.

If the user does not wish to upload any supporting documentation with the claim form they can click “next”

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

SUMMARY PAGE

Users will then be taken to the summary page where they can check the details of the claim prior to submitting.

1. If any amendments to the claim are required users should utilise the “Back” button to navigate to the relevant screen.

NOTE: Please ensure that you use the “Back” button indicated in the screenshot and not the back button of your browser. If you use the browser back button this will return you to the welcome page. Claim forms are auto-saved to drafts so if you do accidentally exit to the welcome page you will be able to resume completion of the claim.

2. Once the user is content with the information supplied for the claim they should click “Submit”

Summary

Please verify the information you entered is correct before submitting to the court.

Submit to court Aberdeen Sheriff Court

Claimant

First claimant Jo Bloggs
Contact details 1 Test Street, Test Scotland
 n04test@gmail.com
Contact method Online

Claimant representation

Representation status Self-Representation

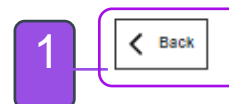
Respondent

First respondent John Smith
Contact details 3 Test Road, Test Town Scotland

Claim details

Reference Number test
Background to the claim Background
Why does this court have jurisdiction The events took place in the sheriff court's district
Court orders requested To pay the following sum of money to the claimant: £1000
 Additionally, to pay interest on that sum of money to the claimant at the following annual rate of interest: 8.0% annually commencing on last date for service
Expenses requested No
Claim form service requested Yes
Steps taken to settle Telephone calls, emails, text messages, invoice sent, meeting set up for X
Court to serve Claim Form Yes

If any of the above is incorrect, please update before submitting to the court.



SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

PAY FOR YOUR DOCUMENT

The user is then prompted to pay for their document.

If the claimant is fee exempt and the user selects “Yes” then they will be presented with a further question as to whether it is a means tested exemption or legal aid, and there will be functionality to upload the required fee exemption form and supporting letters from the DWP.

If the claimant is not free exempt, the user should select no and use the card payment portal which will display below the fee exemption question.

Users should then select ‘Next’ to continue to submit the document.

Please pay for your document

There is a fee for uploading this document.

File type	My reference	Fee
Simple procedure claim form	test	£110

Are you fee exempt?

Yes
 No

Please pay the fee using a credit or debit card, using the form below.


Are you fee exempt?

Yes
 No

What form does this exemption take?

Means tested
 Legal aid

Please upload the fee exemption form and a letter from either DWP or HMRC to support the fee exemption claim.

 Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

Next >

SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

SUBMISSION RECEIPT

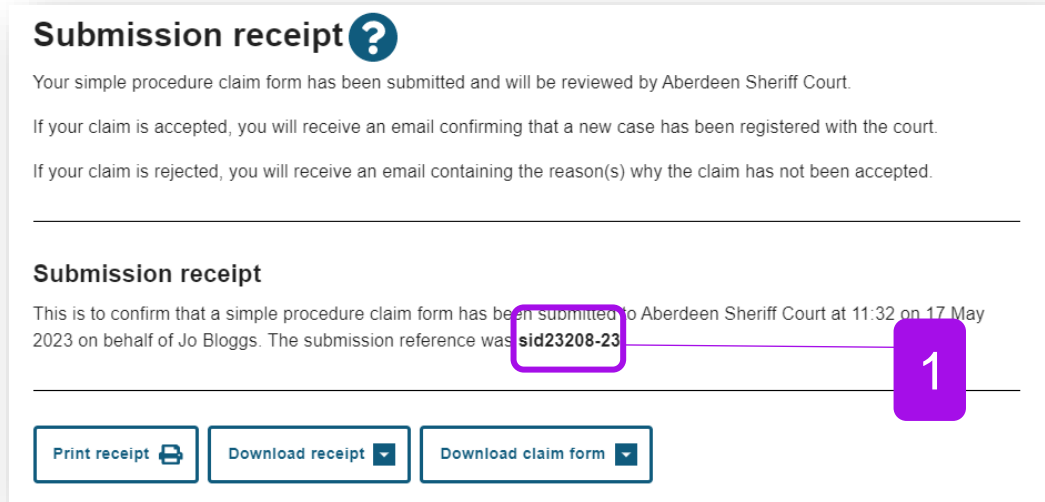
This page confirms that the claim has been submitted to the selected Court.

1. The user is provided with their submission ID (SID) number.

It is helpful to take a note of this number, as this is the reference number you will require to provide to the court should you have any enquiries about your claim prior to it being accepted and registered as a case.

Once the claim has been accepted, you will be provided with a case reference number and that is what you should use when contacting the appropriate court.

The user can also download their claim form and print or download the receipt



Submission receipt ?




Your simple procedure claim form has been submitted and will be reviewed by Aberdeen Sheriff Court.

If your claim is accepted, you will receive an email confirming that a new case has been registered with the court.

If your claim is rejected, you will receive an email containing the reason(s) why the claim has not been accepted.

Submission receipt

This is to confirm that a simple procedure claim form has been submitted to Aberdeen Sheriff Court at 11:32 on 17 May 2023 on behalf of Jo Bloggs. The submission reference was **sid23208-23**

[Print receipt](#)  [Download receipt](#)  [Download claim form](#) 

A purple box highlights the submission reference number 'sid23208-23' and a purple square with the number '1' is positioned to its right.

RESPONDING TO A SIMPLE PROCEDURE CLAIM

When “I want to respond to a simple procedure claim” is selected on the welcome page, users will be taken to the start of the response journey.

In order to respond to a claim users are required to enter some details about the claim, which all should be found on the documents the respondent has been served with.

Firstly, if the claimant is an individual the user is required to enter only the surname of the claimant. If the claimant is a company or an organisation, the user should enter the full name of the claimant in the field.

Users are also required to enter the case reference number of the case they are responding too.

Once the user adds these details the page will refresh. If there is more than 1 respondent named in the claim the user will be asked to confirm which respondent they are submitting a response for, otherwise users will simply be asked whether the respondent is an individual or a Company/ organisation.

RESPONDING TO A SIMPLE PROCEDURE CLAIM

Simple Procedure response ?

Please enter the name of the **first** claimant in the case.

Enter exactly as it appears on the court document.
If an individual, enter their **surname only**.
If a company or organisation, enter the **full name**.

Claimant *

Please enter the **court-allocated** reference for the case.

Case reference * 

Add

Case reference * 

PHD-SG1-23

Add

Are you an individual, or a representative of a company or other organisation? *

Individual

Company or organisation

RESPONDING TO A SIMPLE PROCEDURE CLAIM

Response

How do you wish to respond to the claim? * 

- Admit the claim and settle it before the last date for response
- Admit the claim and seek time to pay the money
- Dispute the claim or part of the claim

[< Back](#)

[Next >](#)

How do you wish to respond to the claim?

The user will then be asked to select how they wish to respond to the claim. The next pages in the response journey will differ, depending on the selection made.

This guide covers each response option. Users can skip to the one that is required.

RESPONDING TO A SIMPLE PROCEDURE CLAIM

ADMIT THE CLAIM AND SETTLE

Respondent Details

If users select “I want to admit the claim and settle before the last date for response” they will firstly be brought to this screen where they are required to enter details about the respondent.

Any mandatory fields are marked with an asterisk (*)

Should the user wish to add an additional respondent or respondents there is a button at the bottom of the page which will then open a further section.

Respondent details ?

Please complete the details of the first respondent using the form below.
You will then be able to add additional respondents as necessary.

First respondent

Respondent identity i

First name(s) *

Middle name(s)

Last name *

Acting in a representative capacity or trading as

Respondent address i

Postcode (optional)

Respondent address i

Postcode (optional)

Address *

City or town *

Country *

Scotland



Email address *

Respondent's preferred method of contact i

- Civil Online** (Instant, automated emails, lodge, receive & view documents, view hearing)
- Manual intimations**
- by post (Receive documents by post)
 - by email (Receive documents by email)

Add an additional respondent

Additional Respondent

If a user has clicked the button to add an additional respondent this section populates on screen where the user can enter the required or relevant details for that respondent.

Users can add up to 20 respondents

1. Users can also remove any additional respondents entered, should they need to do so, by clicking remove

RESPONDING TO A SIMPLE PROCEDURE CLAIM

Respondent details

Please complete the details of the first respondent using the form below.

You will then be able to add additional respondents as necessary.

First respondent

Additional respondent 1

Remove 

Additional respondent identity 


Individual Company or organisation

First name(s) *

Middle name(s)

Last name *

Acting in a representative capacity or trading as

Respondent address 

Postcode (optional)

Address *

City or town *

Country *

Scotland 

Email address

Reason for adding respondent *

1

Respondent Representation

If user selects “I will be represent myself” and selects next, the user will be brought to the Upload supporting documents page. Please see page 21 for information on this.

If the user selects “I will be represented by a solicitor” a further section will populate at the bottom of the page for users to enter the information about the representative as appropriate.

If the user selects “I will be represented by a non-solicitor then, an upload component appears on screen, which requires the user to upload a Form 2A. These forms are available for download on the SCTS website. [Simple Procedure Forms \(scotcourts.gov.uk\)](https://www.scotcourts.gov.uk/simple-procedure-forms)

Users can either, click on “Upload” and this will open the user’s file explorer and allow them to navigate to the document(s) saved on their device, or they can simply drag and drop the required file(s) into the upload window (bordered in blue). Users will also be required to enter details about the “non-solicitor” representative

Respondent representation

How will you be represented during this case? *

- I will represent myself
- I will be represented by a solicitor
- I will be represented by a non-solicitor

UPLOAD SUPPORTING DOCUMENTATION (Response)

Users can choose to upload any supporting documents if they wish.

1. The upload functionality is disabled and the box appears grey in colour until the document type has been selected from the drop-down menu.
2. Once the document type has been selected, the upload functionality component changes to a blue border.

Once a document type has been selected the user can either, click on the word “Upload” and this will open the users file explorer and allow them to navigate to the document(s) saved on their device, or they can simply drag and drop the required file(s) into the upload window (bordered in blue in image 2).

NOTE: If selecting or dragging and dropping multiple files at once, please ensure that they are all same type of document e.g. evidence. If they are not, for example one document is evidence the other is a list of evidence, the user should upload select them individually changing the document type as appropriate prior to the upload of the other files.

Upload supporting documents ?

1

Please upload any documents which may support your response.

You can upload up to 5 documents.

The format of selected file(s) must be PDF, PNG, JPG or JPEG.

Each file must be smaller than 50MB.

What type of document are you uploading?

v

Upload disabled

JPG, JPEG, PNG, PDF

no files uploaded yet

What type of document are you uploading?

2

v

Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

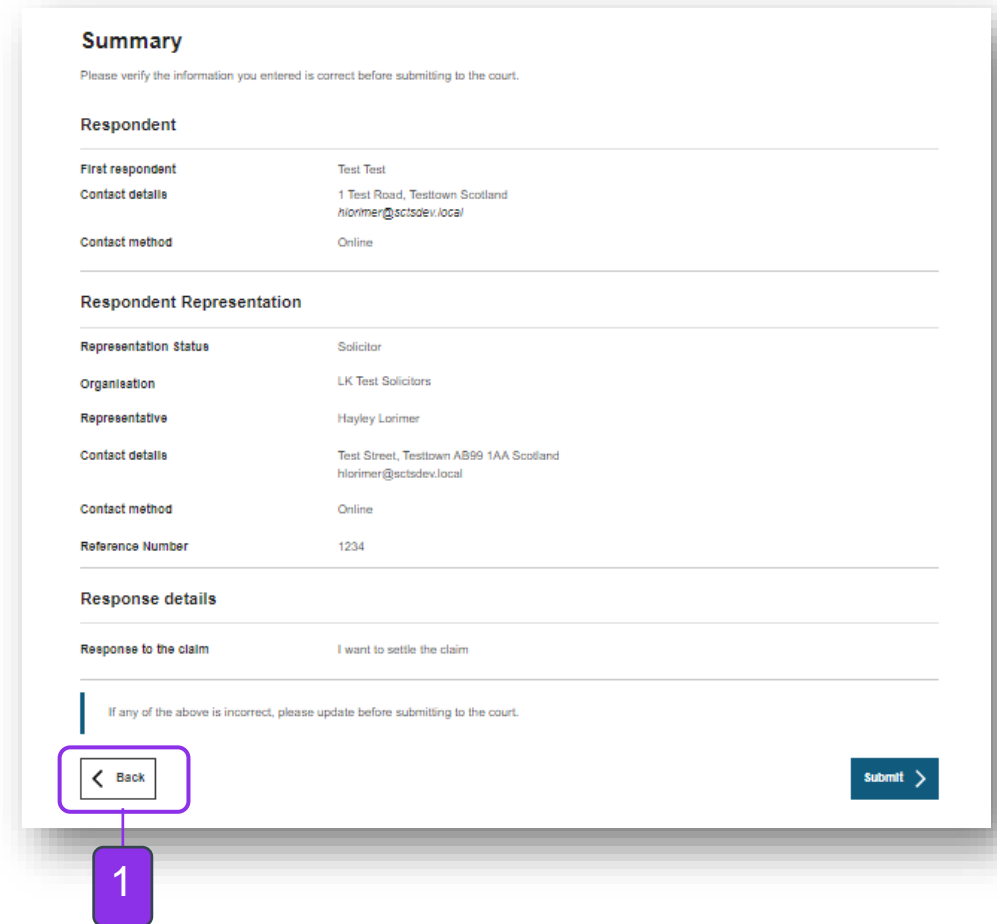
Respondent Summary Page

Users will then be taken to the summary page where they can check the details of the response prior to submitting.

1. If any amendments to the response are required users should utilise the “Back” button to navigate to the relevant screen.

NOTE: Please ensure that you use the “Back” button indicated in the screenshot and not the back button of your browser. If you use the browser back button this will return you to the welcome page. Response forms are auto-saved to drafts so if you do accidentally exit to the welcome page you will be able to resume completion of the response.

Once the user is content with the claim they should click “Submit”



Summary

Please verify the information you entered is correct before submitting to the court.

Respondent

First respondent	Test Test
Contact details	1 Test Road, Testtown Scotland hlorimer@sctsdev.local
Contact method	Online

Respondent Representation

Representation Status	Solicitor
Organisation	LK Test Solicitors
Representative	Hayley Lorimer
Contact details	Test Street, Testtown AB99 1AA Scotland hlorimer@sctsdev.local
Contact method	Online
Reference Number	1234

Response details

Response to the claim	I want to settle the claim
-----------------------	----------------------------

If any of the above is incorrect, please update before submitting to the court.

[← Back](#) [Submit >](#)

Submission receipt

Your simple procedure response form has been submitted and will be reviewed by Airdrie Sheriff Court.

If your response is accepted, you will receive an email confirming that it has been lodged with the court.


If your response is rejected, you will receive an email containing the reason(s) why.

IF CONTACTING THE COURT, PLEASE USE THE CASE REFERENCE NUMBER: AIR-SM4-23

Submission receipt

This is to confirm that a simple procedure response form has been submitted to Airdrie Sheriff Court at 16:39 on 23 May 2023 on behalf of mm mm.

Print receipt 

Download receipt 

Download response form 

SUBMISSION RECEIPT

This page confirms that the claim has been submitted to the selected Court.

The user can also download their claim form and print or download the receipt.

RESPONDING TO A SIMPLE PROCEDURE CLAIM

ADMIT AND SEEK TIME TO PAY

If the user selects this radio button option. An upload component will populate on screen.

Users must upload a completed copy of the Form 5A – Time to Pay Application. These forms are available for download on the website. [Simple Procedure Forms \(scotcourts.gov.uk\)](http://scotcourts.gov.uk)

Users can either, click on “Upload” and this will open the user’s file explorer and allow them to navigate to the document(s) saved on their device, or they can simply drag and drop the required file(s) into the upload window (bordered in blue)

Users are only able to upload one file at this stage.

Once this is completed, users can select “Next”. They will then be brought to the Upload Supporting Documents Screen (see page 21), followed by the Summary page (see page 22), followed by the Submission Receipt page (see page 23).

These sections work in the same way regardless of the response selected so please refer to the earlier guidance pages on these for information.

Response ?

How do you wish to respond to the claim? * i

Admit the claim and settle it before the last date for response

Admit the claim and seek time to pay the money

Dispute the claim or part of the claim

You must upload a copy of Form 5A - Time to Pay Application.

+ Upload or drop a file right here JPG, JPEG, PNG, PDF

no files uploaded yet

Admit the claim and seek time to pay the money

Dispute the claim or part of the claim

You must upload a copy of Form 5A - Time to Pay Application.

+ Upload disabled JPG, JPEG, PNG, PDF

- form-5a---time-to-pay-application.pdf X

< Back

Next >

DISPUTE THE CLAIM OR PART OF THE CLAIM

If the user selects “Dispute a claim or part of the claim” then the user will be required to complete

“What is the background to the claim?” has a 4000 character limit and the “What steps if any have been taken to try to settle the dispute with the claimant?” has a 4000 character limit.

Once users have completed this page and click next, they will then be brought to the following screens, Respondent & Respondents Representatives Details (see pages 18-20), Upload Supporting Documents Screen (see page 21), followed by the Summary page (see page 22), followed by the Submission Receipt page (see page 23).


These sections work in the same way regardless of the response selected so please refer to the earlier guidance pages on these for information.


RESPONDING TO A SIMPLE PROCEDURE CLAIM

Response ?

How do you wish to respond to the claim? * 

- Admit the claim and settle it before the last date for response
- Admit the claim and seek time to pay the money
- Dispute the claim or part of the claim

What is the background to the claim? * 

What steps, if any, have been taken to try to settle the dispute with the claimant? * 

Simple Procedure submission drafts

The forms in the table below have not been submitted and may be incomplete.

Type	My reference	Drafted by	Expires	
Claim	Demo	h94test@gmail.com	14 May 2024	Delete
Claim	Test1	h94test@gmail.com	11 May 2024	Delete

Showing 1 to 2 of 2 entries

SUBMISSION DRAFTS

When the user selects “I want to complete an unfinished / rejected simple procedure claim or response” users will be brought to this screen where they can see any claim or responses that have not been fully completed and submitted and any rejected claims that the user has started reviewing but not submitted to court.

Drafts are arranged with the newest created draft appearing at the top of the list.


Users can resume drafting their claim or response by clicking on the reference number of the item they wish to continue.

1. Drafts are retained for 1 year from the date of creation if not-submitted after this time they expire and will be automatically deleted. .

2 A user can also delete a draft should they wish to do so. After clicking delete the user will be prompted to confirm they wish to delete the draft

My cases

Status  

Reference	Case name	Category	Status	Action
 AIR-SG1-23	Kim K v Kourtney K	Simple Procedure	Registered	Submit documents
AIR-SG20-22	Sam Gregory v Sam Gregory	Simple Procedure	Registered	Submit documents
AIR-SG40-22	Sadie Munro v Codey Munro	Simple Procedure	Registered	Submit documents
AIR-SG60-22	Phoebe Munro v Codey Munro	Simple Procedure	Registered	Submit documents
AIR-SG10-23	a a v s ds	Simple Procedure	Registered	Submit documents

MY CASES

If a user selects “I want to check case details or submit supporting documents in an existing case” they are brought to this screen. Here the user can view all of their current cases.

There is search functionality and a status filter available to assist with locating a case quickly.

Case tracking for each case can be viewed by clicking on the blue case reference hyperlink. Users will find details of any recent case activity, case hearings and a list of documents lodged and issued in the case.

If a claim is rejected by a court, then the case will be listed here, displaying a status of rejected. Users can click on the blue hyperlink reference and they will see the rejection reason(s) within the case tracker and there will be an option to begin reviewing the rejected claim.

Users can also submit documentation for A case by selecting ‘Submit documents, and following the necessary steps.