

SHERIFF COURT CIVIL ONLINE & CASE TRACKER UPDATES



LEGAL PROFESSIONALS GUIDANCE

v1. (October 2025)

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OVERVIEW: KEY FUNCTIONAL UPDATES FOR SHERIFF COURTS EXPANDED CASE TRACKER

A wider range of Sheriff Court case types are now supported, helping legal professionals monitor and manage cases digitally from start to finish. Legal professionals can submit documents for eligible case types through the Civil Online portal. Once submitted, these documents will be reviewed and processed by court staff.

Overall, these changes strengthen digital case management, enabling staff to process documents more effectively while supporting the courts' ongoing move toward fully digital, end-to-end services for all civil business.

CIVIL ONLINE

The latest Civil Online updates will significantly enhance the way legal professionals interact with the court system, promoting greater efficiency and transparency. With features like the new Pending Documents section, increased file upload limits, and expanded document access, these updates aim to make case management easier and faster for legal professionals.

BENEFITS OF USING CIVIL ONLINE INCLUDE

- Increased security when submitting documents, ensuring sensitive information is handled safely.
- Reduced manual uploading, streamlining the process for both solicitors and court staff.
- Less reliance on email correspondence, making the process more efficient, traceable, and reliable.

EXPANDED CASE TRACKER FUNCTIONALITY

The Civil Online Case Tracker now supports a wider range of Sheriff Court case types. This expansion moves us closer to full digital processing for a broad spectrum of cases, including:

- Adults with Incapacity (AWIs)
- Children's Referrals
- Proceeds of Crime
- Child Support
- Bankruptcy
- Company Insolvency
- Summary Cause actions
- Summary Cause Personal Injury
- Summary Applications e.g *Antisocial Behaviour, Child Support, Forced Marriage Protection Orders, Foreign Travel Orders, Risk of Sexual Harm Orders, Sexual Harm Prevention Orders, Sexual Offences Prevention Orders, Sexual Risk Orders,*

These cases can now be tracked and support non-initiating document submissions, improving digital case management.

UNSUPPORTED CASE TYPES

Some case types are not yet supported by the Case Tracker.

The following case types are currently unsupported: *Adoptions and Permanence Orders, Arrestment and Attachments, Human Fertilisation and Embryology, Summary Warrants, FAI's, European Actions, Mental Health, Maintenance Orders, Dative Petitions and Time to pay applications.*

TRACKING SHERIFF COURT CASES ON CIVIL ONLINE

After logging into the Civil Online Portal, click on the 'My cases' panel.

 Scottish Courts and Tribunals Service

Civil Online

Home Logout

Welcome to Civil Online

Select an office *

Suj Amarnath LTD 123 Test Street Lane, Testburgh

▼

☒ Set as default office

My cases Track the progress of a case. Access and submit case documents.	My caveats Track or renew existing caveats.	New caveat Submit a new caveat.
New simple procedure claim Submit a new simple procedure claim.	New simple procedure response Submit a new simple procedure response.	My drafts Complete an unfinished submission.
New ordinary procedure action Submit a new ordinary procedure action. Account payments, fee exemption and legal aid only.	New ordinary procedure response Submit a new ordinary procedure response. Late responses can not be submitted via civil online. Account payments, fee exemption and legal aid only.	

MY CASES

When on the “My cases” page a user can view all of the current live cases for the selected office. There are three filters and a search bar that can be utilised to assist users in locating a case quickly. The drop-down lists of these filters are dynamically populated so users will only see options that are relevant to their list of cases.

Once a case has been registered by a court, if your company/office is marked as a representative of a party in the action, the case will appear on your list of cases. Cases are sorted by registration date, with the earliest displayed first. Any cases that have been disposed will display for 1 year after disposal and thereafter will automatically be removed from the list of cases.

If an initiating document has been rejected by a court, it will also be listed here with a status of rejected.



Note:

REJECTED NON-INITIATING DOCUMENTS

Any non-initiating documents that are rejected and returned to the submitting party will not be visible to parties on Civil Online. If the submitting party wishes to view the reason(s) for the rejection, they should refer to the automated email sent to the registered email address associated with the case.

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User Admin Home Logout

My cases

Search (minimum of 3 characters required)

search for a case reference or party name [Clear All](#)

Case status: Registered Case type: Children's Referrals Court: All

Showing 1 to 4 of 4 entries

Reference	Case name	Case type	Status	Action
EDI-B13-19	11 v 11	Children's Referrals	Registered	Submit documents
EDI-B3-22	SCRA v 10001	Children's Referrals	Registered	Submit documents
ABE-B6-25	SCRA Test v A B + others	Children's Referrals	Registered	Submit documents
ABE-B11-25	SCRA Highlands v 456789	Children's Referrals	Registered	Submit documents

Showing 1 to 4 of 4 entries 1

SUBMITTING DOCUMENTS

CASES RAISED ON OR BEFORE 21st OCTOBER 2025

Legal Professionals can submit documents only. These cases will appear in “My Cases” search results; however, case tracking will not be available. The case reference number will appear as plain text (*i.e. not a clickable link*). This means you will not be able to access the Case Tracker screen.

Reference	Case name	Case type	Status	Action
WCK-SA6-25	Sujatha Angela v Fiona Cruickshank	Debt	Registered	Submit documents

CASES RAISED ON OR AFTER 22nd OCTOBER 2025

Legal Professionals can submit documents and access full case tracking. These cases will display with a blue, clickable case reference number, which links to the case-tracking screen.

Reference	Case name	Case type	Status	Action
WCK-SQ1-25	Sujatha Angela v Fiona Cruickshank	Bankruptcy	Registered	Submit documents

UPLOAD DOCUMENTS

Choose the document type you are submitting by either clicking on the drop down arrow, or by searching the list by typing the name of the document into the field labelled 'Search or select document type'.

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User Admin Home Logout

Upload document(s) for WCK-SQ1-25

You can upload up to 10 documents in total.
Each file must be smaller than 125MB.

Search or select document type

Add additional information (optional)

You can enter up to 2000 characters

< Back Submit >

After uploading, the name of the document and the file name will be displayed. To remove the file, click the blue 'X' to the left of the document name.

Upload document(s) for WCK-SQ1-25

You can upload up to 10 documents in total.
Each file must be smaller than 125MB.

Search or select document type ▼

Uploaded files: 1 of 10

✕ Answers TEST PDF.pdf

Add additional information (optional)

You can enter up to 2000 characters

< Back Submit >

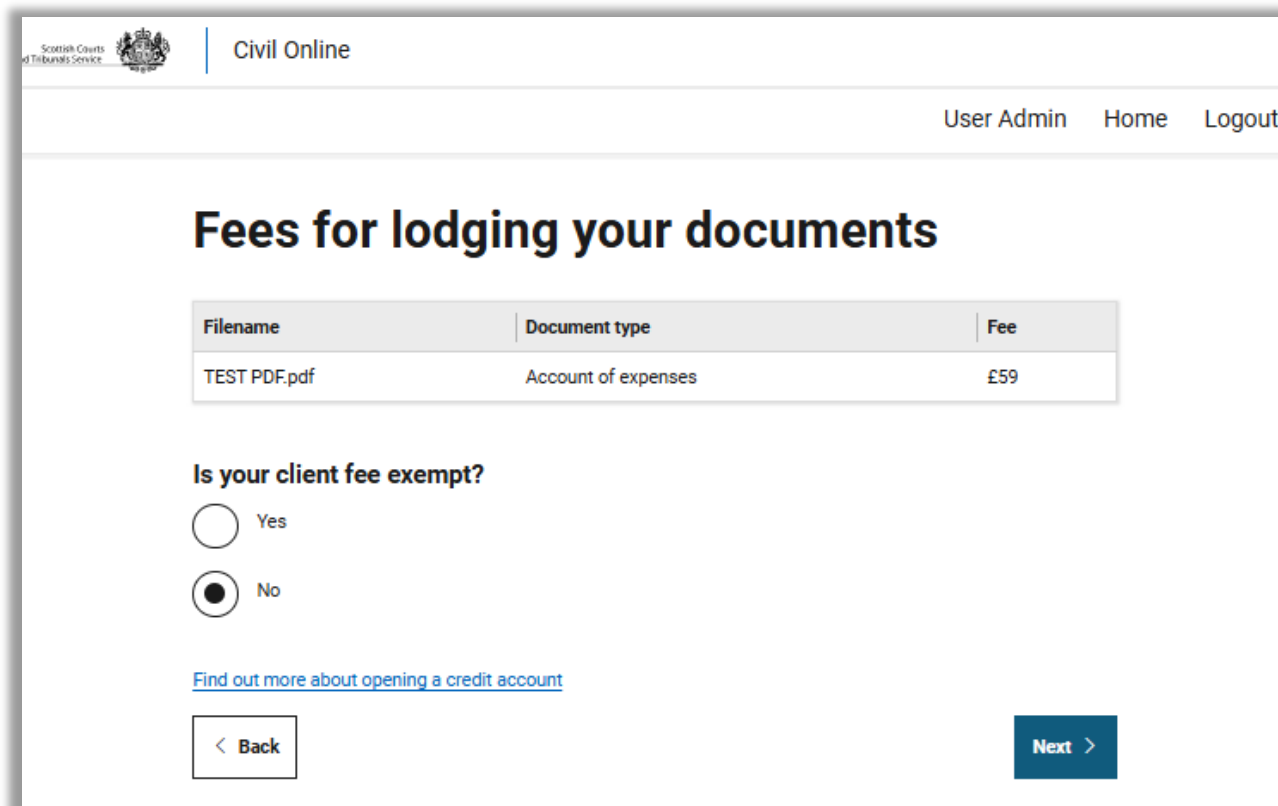
Any additional information you think court staff require in relation to the document(s) you are submitting should be entered into the 'Add additional information' textbox. This information will be visible to court staff while processing your submitted document.

Click 'Submit' to continue.

DOCUMENTS WITH FEES

If any of the documents you are submitting attract a fee, the next page you land on will be titled 'Fees for lodging your documents'.

If you are submitting both chargeable and non-chargeable documents only the chargeable documents are shown on this list. These will be charged to your credit account once they have been checked by court staff. If you do not have a credit account, you can only submit non-chargeable documents. If you have no chargeable documents, you will be directed straight to the submission confirmation screen.



The screenshot shows the 'Fees for lodging your documents' page in the Civil Online system. The page header includes the Scottish Courts and Tribunals Service logo and the text 'Civil Online'. Navigation links for 'User Admin', 'Home', and 'Logout' are in the top right. The main heading is 'Fees for lodging your documents'. Below it is a table with three columns: 'Filename', 'Document type', and 'Fee'. The table contains one row: 'TEST PDF.pdf', 'Account of expenses', and '£59'. Below the table is a question 'Is your client fee exempt?' with two radio button options: 'Yes' (unselected) and 'No' (selected). A link 'Find out more about opening a credit account' is below the question. At the bottom are two buttons: '< Back' and 'Next >'.

Filename	Document type	Fee
TEST PDF.pdf	Account of expenses	£59

Is your client fee exempt?

☐ Yes

☒ No

[Find out more about opening a credit account](#)

[< Back](#) [Next >](#)

FEE EXEMPTION

If your client is fee exempt, click the 'Yes' radio button under the header 'Is your client fee exempt', and additional fields will be displayed. Complete the form and upload any relevant fee exemption documentation to proceed. Click 'Next' to continue.

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Civil Online

User AdminHomeLogout

Fees for lodging your documents

Filename	Document type	Fee
TEST PDF.pdf	Account of expenses	£59

Is your client fee exempt?

☒ Yes

☐ No

What form does this exemption take?

☒ Legal aid

☐ Means tested

☐ Specified interdicts

Upload document(s)

The format of the selected file(s) must be PDF, PNG, JPG or JPEG. Each file must be smaller than 125MB.

Please upload a maximum of 2 documents including the fee exemption form and the legal aid certificate to support the fee exemption claim.

Choose Files

Or drag files here

[Find out more about opening a credit account](#)

< Back

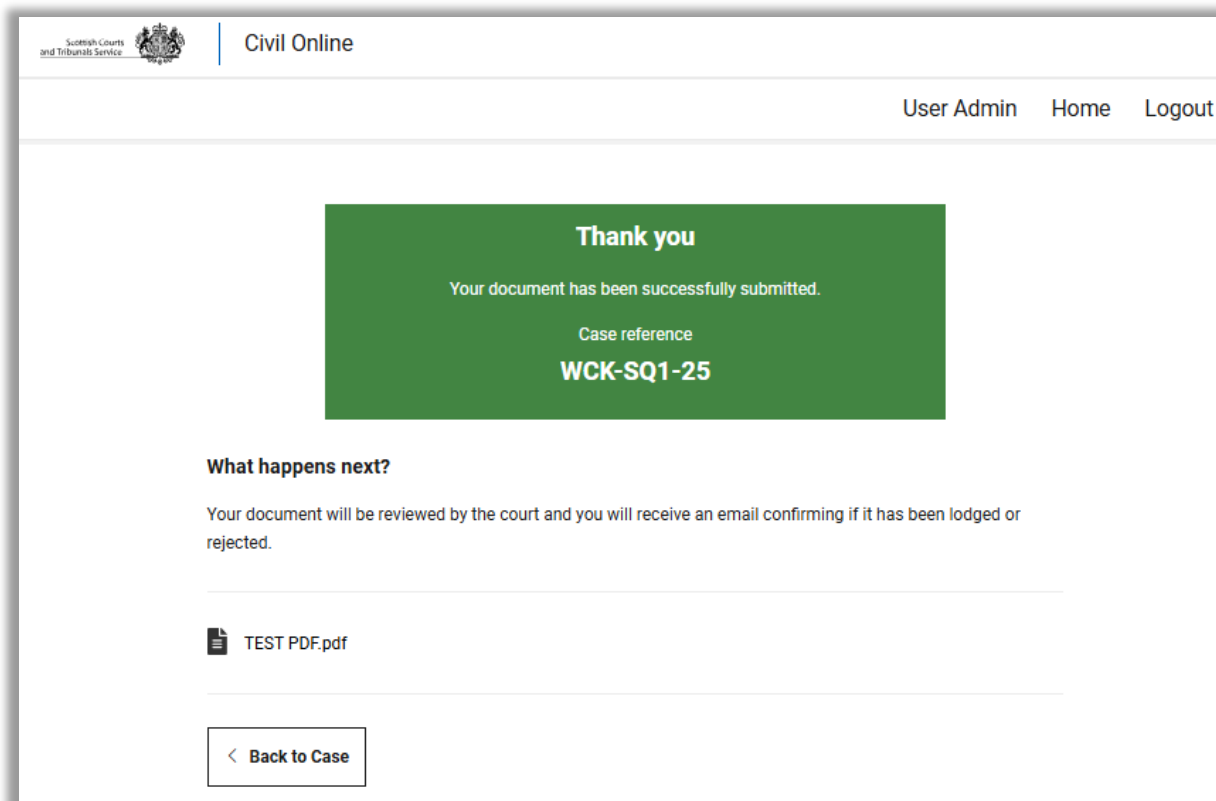
Next >

CONFIRMATION OF YOUR SUBMISSION

Your documents have now been submitted to the court. The documents which have been submitted are listed on the confirmation page. The documents will then appear on the internal court case management system, where court staff will check their competency. Any documents you have submitted which have not yet been checked by court staff will be visible in the 'Pending Documents' section. Further information on that is provided on the next page.

If the document is accepted by court staff you will receive email confirmation that the document has been lodged. Any applicable fees will be charged at this point.

If the document is rejected by court staff you will receive email confirmation that the document has not been accepted and with the reasons why.



CASE TRACKER

When the case reference number is clicked for eligible cases, users will be taken to the case tracking screen. This screen displays:

- Case details
- Hearing and outcome details
- Pending documents
- Lodged documents
- Timetable (if applicable)

Case Tracker

[Submit Document](#)

Reference	Case name	Status
WCK-SQ1-25	Sujatha Angela v Fiona Cruickshank	Registered

Hearings

Date	Time	Type	Outcome
02 Oct 2025	10:00	First Hearing	

Pending Documents

The documents listed below have been submitted to the court but have not yet been processed.

Date	Type
28 Aug 2025	 Record
08 Sep 2025	 Record

Documents

Date	Type	Reference	Lodged by
05 Sep 2025	 Answers - Answers other		Sujatha Angela - First Pursuer
28 Aug 2025	 Record - Open record		Sujatha Angela - First Pursuer

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SUMMARY CAUSE TIMETABLE

In a Personal Injury Summary Cause Case, after a Response to Statement of Claim has been lodged and a proof hearing has been scheduled, a Timetable will be created and made visible on the Case Tracker.

The Timetable will show the necessary actions along with their due dates and completion dates, as illustrated in the screenshot, as well as the date of the scheduled proof hearing. The Timetable is updated in real time to reflect any court changes—for example, when a relevant document is lodged, the corresponding date will be entered in the “Completed on” column.

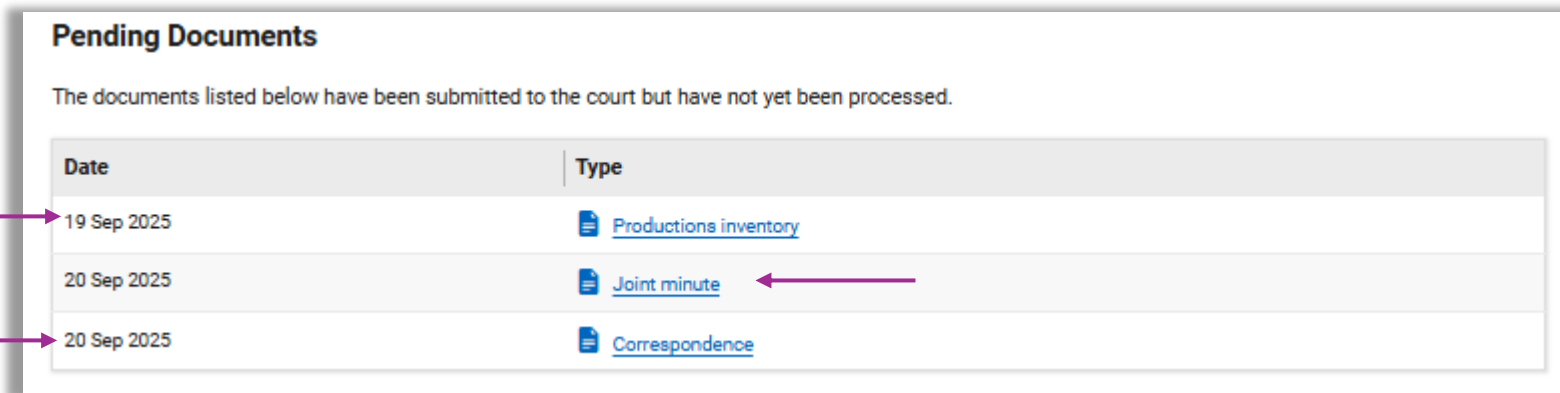
Timetables		
Information displayed correct as of 11:51 AM on 25 Sep 2025		
Details	Required by	Completed on
Document lodged		25 Sep 2025
Third party notices	23 Oct 2025	
Commission for recovery of documents	23 Oct 2025	
Pursuer's valuation of claim	20 Nov 2025	25 Sep 2025
Adjustment period ends	20 Nov 2025	
Pursuer's adjusted valuation of claim	04 Dec 2025	
Defender's adjusted response to claim	04 Dec 2025	
Defender's valuation of claim	18 Dec 2025	
Lists of witnesses and productions	09 Sep 2025	
Pre-proof conference minute	14 Oct 2025	
Proof		04 Nov 2025

PENDING DOCUMENTS

A new Pending Documents section has been added to the Case Tracker page. This section will allow you to view documents that have been submitted but are still awaiting court processing.

Key features:

- Only documents lodged by you will be visible in this section.
- You will be able to see the submission date and a direct link to the pending document.



Date	Type
19 Sep 2025	Productions inventory
20 Sep 2025	Joint minute
20 Sep 2025	Correspondence

- Once the documents are processed, they will automatically be moved to the Inventory of Process.
- Please note that there may be a short delay before a document appears in this section.

Pending Documents

There are no pending documents available.

Case details

Inventory of process		Hearing schedule	
#	Date	Type	Lodged by
1	19 Sep 2025	Initial Writ	Sujatha Angela, First Pursuer
5		Certificate of intimation	Sujatha Angela, First Pursuer
2		Notice(s) of Intention to Defend (0)	
3		Interlocutors (0)	
5	20 Sep 2025	Pursuers' Productions	Sujatha Angela, First Pursuer
6		Defenders' Productions (0)	
7		Motions (2)	
8		Defences (0)	
9		Records (0)	
10	20 Sep 2025	Joint minute	Sujatha Angela, First Pursuer

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ACCESS TO PREVIOUSLY UNAVAILABLE DOCUMENTS

A wider range of documents are now accessible within the Inventory of Process for Sheriff Court cases. These documents will appear directly below the related motion or submission, improving traceability and overall transparency of case progress. Newly visible documents include:

Certificates of Intimation

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Civil Online

User AdminHomeLogout

Case tracker

[Submit documents](#)

Reference	Case Name	Status
ABE-A12-25	Sujatha Angela v Evie Maxwell	Registered

Pending Documents

The documents listed below have been submitted to the court but have not yet been processed.

Date	Type
19 Sep 2025	 Productions inventory

Case details

Inventory of process

Hearing schedule

#	Date	Type	Lodged by
1	19 Sep 2025	Initial Writ	Sujatha Angela, First Pursuer
2		Certificate of intimation	Sujatha Angela, First Pursuer
3		Notice(s) of Intention to Defend (0)	
4		Interlocutors (0)	
5		Pursuers' Productions (0)	
6		Defenders' Productions (0)	
7		Motions (2)	
8		Defences (0)	
9		Records (0)	

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Civil Online

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Case tracker

[Submit documents](#)

Reference	Case Name	Status
ABE-A12-25	Sujatha Angela v Evie Maxwell	Registered

Pending Documents

The documents listed below have been submitted to the court but have not yet been processed.

Date	Type
19 Sep 2025	 Productions inventory

Case details

Inventory of process

Hearing schedule

7 Motions

#	Date	Type	Lodged by
7/1	19 Sep 2025	Motion	Sujatha Angela, First Pursuer
		Opposition to motion	Evie Maxwell, First Defender
7/2	19 Sep 2025	Motion	Evie Maxwell, First Defender
		Opposition to motion	Sujatha Angela, First Pursuer

[Return to main inventory](#)

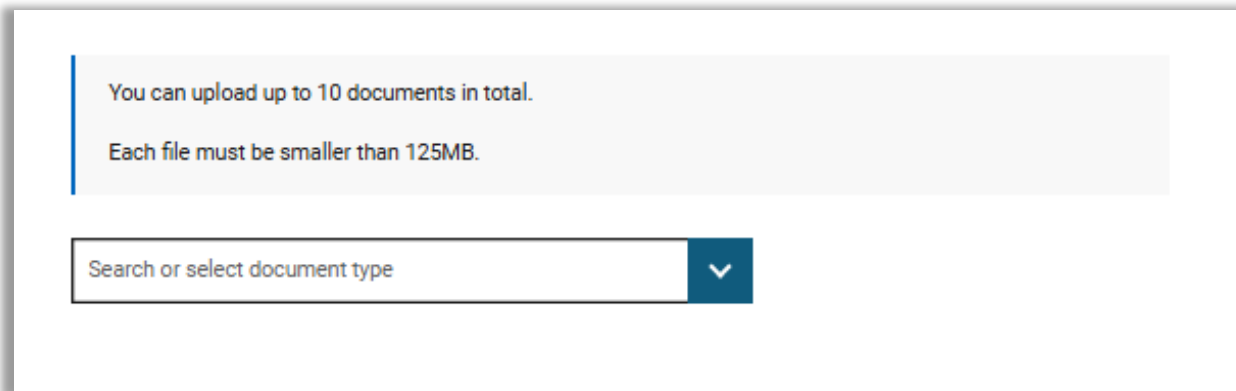
< Back

INCREASED FILE UPLOAD LIMITS

To support more efficient submissions, the following changes to file upload limits have been made:

- The maximum file size for each document has increased to 125MB.
- You can upload up to 10 documents in a single submission.

These changes facilitate larger, more complex submissions and reduce the need for multiple uploads.



The screenshot shows a user interface for document uploads. At the top, a light gray box contains two lines of text: "You can upload up to 10 documents in total." and "Each file must be smaller than 125MB." Below this box is a search bar with the placeholder text "Search or select document type" and a dark blue button with a white downward arrow.

LEGAL PROFESSIONAL FAQs

Below are some frequently asked questions regarding Civil Online. We hope this section will help clarify any concerns or queries you may have.

Q: Which Sheriff Court case types are supported in the Case Tracker?

A: The Case Tracker now supports the following case types:

- Adults with Incapacity (AWIs)
 - Children's Referrals
 - Proceeds of Crime
 - Child Support
 - Bankruptcy and Company Insolvency
 - Summary Cause actions (including Personal Injury)
 - Summary Applications (*e.g. Forced Marriage Protection Orders, Risk of Sexual Harm Orders, Foreign Travel Orders, etc.*)
-

Q: Which case types are currently not supported in the Case Tracker?

A: The following case types are not currently supported:

- Adoptions and Permanence Orders
- Arrestment and Attachments
- Human Fertilisation and Embryology
- Dative Petitions
- Summary Warrants
- Fatal Accident Inquiries (FAIs)
- European Actions

- Mental Health
 - Maintenance Orders
 - Time to Pay Applications
-

Q: Can I track older cases in the Case Tracker?

A:

- For **cases raised on or before 21 October 2025**, you can submit documents, but tracking is not available. The case reference number will appear as plain, non-clickable text.
 - For **cases raised on or after 22 October 2025**, full case tracking is available. The case reference will appear as a blue, clickable link that takes you to the Case Tracker screen.
-

Document Submission & Rejection

Q: How will I know if a non-initiating document has been accepted or rejected by the court?

A:

- If accepted, you will receive an email confirming the document has been lodged.
 - If rejected, you will receive an email outlining the reason(s) for rejection.
-

Q: Where do rejected documents appear in the system?

A:

- **Rejected non-initiating documents** will appear in the “My Cases” list with a status of “Rejected.”

- **Rejected non-initiating document reasons** will not be visible in Civil Online. Rejection details will be sent via automated email to the registered address.
-

Q: Can I provide additional information when submitting a document?

A: Yes. Use the “Add additional information” text box to provide any relevant details for court staff. This helps staff process your submission accurately.

Q: What happens if the document I’m submitting includes a fee?

- A:**
- You will be directed to the “Fees for lodging your documents” page.
 - Fees are not deducted until the documents are reviewed and accepted by court staff.
-

Q: What if my client is fee exempt?

A: Select “Yes” under the “Is your client fee exempt?” question. You will then be prompted to:

- Provide relevant exemption details
 - Upload supporting documentation
-

Pending Documents & Document Access

Q: What is the Pending Documents section?

A: This is a new section within the Case Tracker screen that displays documents you have submitted that are still awaiting court processing. It includes:

- The submission date
- A direct link to the document

Once processed, documents will move to the Inventory of Process.

Q: Why doesn't my submitted document appear immediately in the Pending Documents section?

A: There may be a short delay before your document appears. This is normal and does not indicate a problem with your submission.

Q: Which additional documents are now available in the Inventory of Process?

A: Previously unavailable documents that are now visible include:

- Certificates of Intimation
- Oppositions to Motions

These are displayed directly below the associated motion or submission for improved traceability.

File Upload Limits and System Use

Q: What are the updated file upload limits in Civil Online?

A:

- Maximum file size per document: **125MB**
- Maximum number of documents per submission: **10**

These increases allow for more efficient submission of larger or more complex case materials.

Q: What is displayed on the “My Cases” page?

A: The “My Cases” page shows all active live cases for your office. Key features include:

- Search and filtering by registration date, case type, and status
 - Display of rejected initiating documents
 - Disposed cases remain visible for one year before being automatically removed
-

Q: What information is shown on the Case Tracker screen?

A: For eligible cases, the Case Tracker screen displays:

- Case details
 - Hearing and outcome information
 - Pending documents
 - Lodged documents
 - Summary Cause Timetable (if applicable)
-

Summary Cause Timetable

Q: What is the Summary Cause Timetable and when is it available?

A: In Personal Injury Summary Cause cases, a timetable is generated after:

- A **Response to Statement of Claim** is lodged
- A **proof hearing** is scheduled

The timetable includes:

- Required actions
 - Due and completion dates
 - The scheduled proof hearing date
- It updates in real time to reflect case progress.

SUPPORT & FURTHER INFORMATION

For more details on Civil Online, including how to register please visit the Scottish Courts and Tribunals Service website:

🔗 <https://www.scotcourts.gov.uk/>

🔗 Technical support civilonlinelab@scotcourts.gov.uk

Thank you for helping us move towards a more efficient and digital Scottish Courts system.