

CIVIL ONLINE PORTAL

SOLICITOR USER GUIDE

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ACCESSING THE PORTAL



The Civil Online portal can be accessed by selecting "Access Civil Online" on the homepage of the SCTS website (www.scotcourts.gov.uk) and then selecting the "Start Now" button.

Alternatively, users can access the portal directly by clicking the following link:

Civil Online (scotcourts.gov.uk)

Scottish Courts

Sign In

Sign In

and Tribunals Service





When accessing the portal for the first time, users are required to follow the sign up process. Users who previously used the old Civil Online (pre 31 May 2023) but are accessing the new version for the first time, will also be required to follow this process.

- 1. Click on the hyperlink to sign-up as a solicitor
- 2. Enter your email address
- Enter the solicitor ID (formerly known as the Company ID). - If you have access to more than one office, simply use one of the solicitor IDs for the purpose of signing-up.
- 4. Click send verification code
- 5. Check your email for the verification code
- 6. Enter the verification code received by email into the appropriate field
- 7. Click Verify Code
- Users will then be required to create a password which must be between 9 and 64 characters and it must have at least 3 of the following character types:
 - Lower case
 - Upper case
 - Numeric
 - Symbol

NOTE: In order to be able to follow the sign-up process your company/organisation/office must be registered for access to Civil Online and your email address must be granted access as either an **admin user** or a **non-admin user**. If you try to sign-up to the portal before being granted access you will receive an error message.

If your company/organisation/office is not registered for access to Civil Online please contact <u>civilonlinelab@scotcourts.gov.uk</u> to register.

If your company/organisation/office has been registered and you require to be added as a user, please speak to an admin user for your company/organisation as they can grant colleagues access to non-admin users. (See page 6)



SIGN IN PROCESS



Once successfully registered and signed-up, users can sign in to the portal using their registered email address and password.

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.

If a user has forgotten or requires to change their password, they can reset this using the appropriate links on the "Sign In" page.

Please enter the emai your account.	il address that you used to register	
Email Address		_
Email Address		
Password		_
Password		2
Forgot your password Change your passwor	? d?	
Sign i	n	
New to Civil Online? If you are a party in t If you are a solicitor i	he case sign up here n the case sign up here	



		HOME PAG
	User Admin Home Logou	put
Online		
	_	_
My caveats	New caveat	
Track or renew exisiting caveats.	Submit a new caveat.	
New response Submit a new simple procedure response.	My drafts Complete an unfinished or rejected simple	Welcome to Civil Onli
		Select an office *
ck 🖓		Please select an office
	Online My caveats Track or renew exisiting caveats. New response Submit a new simple procedure response.	User Admin Home Loge Online Ny caveats New caveat Tack or renew exisiting caveats. Submit a new caveat. New response My chafts Submit a new simple procedure response. Complete an unfinished or rejected simple procedure claim or response.

When users log into the portal they will be brought to the home page.

The features shown on the home page will vary slightly for users depending on their permissions.

User Admin

This button is only visible for admin users. Admin users can use this functionality to manage the list of non-admin users for an office. This puts an office in control of their list of users without the necessity to contact the SCTS.

Caveats

The "My caveats" and "New caveats" tiles will only show for users of an office that currently holds an active SCTS credit account.

Select an office

If a user has access to more than one office, they will also see a component where they are prompted to select an office they wish to work from (See image with gold border). Users can opt to set a default office, which means that they do not need to select an office each time they log-in. The office can be easily changed from the home page at any time.



Select an office *		
LK Test Solicitors Test Street, Testtow	n, AB42 3F	
Current users		
Users of the email addresses list	ed in the table below can access all cases visible on the "My cases" list but cannot add (grant ac	cess to) new users.
Name	Email address	Action
Gary White	gwhite@sctsdev.local	Remove
Grant access to a n	new user	
Grant access to a n Note: Access to the "My cases" If Jser's name and surname *	IEW USER st will be granted to the user of the email address provided. immediately after it is submitted.	
Grant access to a n Note: Access to the "My cases" ii User's name and surname *	IEW USET st will be granted to the user of the email address provided, immediately after it is submitted.	

On this page admin users can:

- 1. See a list of current non-admin users for the office selected. Admin users are not included within this list.
- 2. Grant access to a new user. Any users added in this way can log-into civil online and access all cases for the office selected. The only thing they are unable to do is access this user admin functionality to add/remove users.
- 3. Remove a user's access

Once you have granted a non-admin user access, if that user hasn't used the new Civil Online before or the email address that has been granted access is different from one they already have registered, then they will be required to follow the solicitor sign-up process. Please provide the user with the corresponding Solicitor ID for the office order for them to complete this step. This number will have been provided by the Civil Lab at SCTS when the admin user was set-up.

NOTE: Should you require any modifications to the list of admin users please contact <u>civilonlinelab@scotcourts.gov.uk</u>.

We encourage organisations to utilise the user admin functionality to enable them to manage their list of users without the necessity of contacting SCTS. Users should not be routinely set up as admin users as a replacement for this functionality.

USER ADMIN



CREATE A CAVEAT

My caveats	New caveat
Track or renew exisiting caveats.	Submit a new caveat.
New response	My drafts

NOTE: The "**My caveats**" and "**New caveat**" options will only be visible to users of firms/organisations that hold an SCTS credit account.

For more information on SCTS credit accounts please refer to the website <u>Credit</u> <u>Accounts (scotcourts.gov.uk)</u>

Log in to Civil Online and click "New caveat" from the options available on the home page. The user will then be directed to the "create a caveat" screen.

Click anywhere on the bar that says "Party the caveat applies to", this will expand the first drop-down section that requires to be completed. Alternatively, users can select "Open all" to expand all sections at once.

Create a caveat





CREATE A CAVEAT – Party the caveat applies to

Use the radio button to select whether the party the caveat applies to is a natural person or a business. The fields that displayed below this button change based upon the selected radio button.

If the party is acting in a representative capacity or "trading as" select the tick box, this will populate a textbox field to enable further information to be entered.

Users are required to enter details about the party's address. The postcode field has an address finder functionality. Meaning that when users start typing a postcode, the system will provide a list of suggested addresses to choose from. This is to save users from having to type the full address manually. Users can select an address and amend or add details as required.

At the bottom of this section the tick box "This party is the lodger" is selected by default. If the party the caveat applies to is not the lodger of the caveat, then this box should be unchecked. This will expand the next section called "Party lodging the caveat (if not the above)" so that the user can enter details about the party lodging the caveat.

If the party is the lodger, the next section can be ignored and users can move onto the "Submission Court(s)" section.

1
ermanent trustee
NOTE: The business name field has a 6000 character limit.

27 Queen Street , PETERHEAD, Scotland 35 Queen Street , PETERHEAD, Scotland 35 Queen Street , PETERHEAD, Scotland 39 Queen Street , PETERHEAD, Scotland 31-33 Queen Street , PETERHEAD, Scotland Sheriff Court House Queen Street , PETERHEAD, Scotland

This party is the lodger Unchecking this box will open a new dialogue Party lodging the caveat (if not the above) Submission court(s)



CREATE A CAVEAT – Party lodging the caveat (if not the above)

Party lodging the caveat (if not the above)		^
Party details		
Natural person Business		
First name(s)		
Last name	~	
Acting in a representative capacity or trading as		

If in the previous section, the tick box that says "The party is the lodger" is selected, then the fields within this section will be pre-populated with the same details that was entered in the previous section.

If, the tick box is unselected, then these fields will be empty for users to enter the details as appropriate.

NOTE: This section is only for use in situations where the party the caveat applies to, is not the party instructing the lodging of same. For example, a power of attorney has instructed the lodging of the caveat on behalf of an individual.



CREATE A CAVEAT – Submission court(s)

Submission court(s)				
Select the court(s) at which you wish to register a caveat. Select	ting a group (leftmost 2 columns) will select/deselect a	II courts within that group.		
Court of Session				
All Sheriff Courts				
Glasgow and Strathkelvin				
Glasgow				
Grampian Highland and Islands				
Aberdeen	Banff	Elgin	Fort William	Inverness
Kirkwall	Lerwick	Lochmaddy	Peterhead	Portree
Stornoway	🔲 Tain	Wick		
Lothian and Borders				
Edinburgh	Jedburgh	Livingston	Selkirk	
North Strathclyde				
Campbeltown	Dumbarton	Dunoon	Greenock	Kilmarnock
Oban	Paisley			
South Strathclyde, Dumfries and Galloway				
Airdrie	Ayr	Dumfries	Hamilton	Lanark
Stranraer				
Tayside, Central and Fife				
Alloa	Dundee	Dunfermline	Falkirk	D Forfar
Kirkcaldy	Perth	Stirling		

Users are required to select which courts they wish to submit the caveat to.

Courts are listed in alphabetical order from left to right under their respective Sheriffdom.

Groups have been created such as "All Sheriff Courts" to allow the user to select numerous courts as quickly as possible. Selecting a group (leftmost 2 columns) will select all the courts within that group. If one of the subgroups or courts is unchecked the overarching selection will be removed but all other courts will stay checked.



The first part of this section asks users to confirm if they are the solicitor signing the caveat. "Yes" is selected by default. If the user logged into the portal is the solicitor that will be signing the caveat then they do not need to change the selection, as the system will automatically populate their name into the caveat accordingly (See note).

If users select "No, I am creating this caveat on behalf of that solicitor", then a new field will appear to allow the user to enter the name of the appropriate solicitor (see no.1).

If the primary contact details are the same as the out-of-hours, users can select the "copy out-of-hours" button to save them having to re-type details (see no.2).

At the bottom of this section users can select/de-select the action types they would like covered. There are separate lists for Sheriff Court and Court of Session. The list(s) that displays on-screen depends upon the courts that have been selected for submission. All covered action types are selected by default (see no.3).

Once all information has been populated users should click "Submit caveat". If the button is grey in colour instead of blue, this indicates required information is missing from one of the sections (see no.4).

CAVEAT – Action types and contacts

Action types & contacts Are you the solicitor who is signing this caveat?	Are you the solicitor who is signing this of Yes • No, I am creating this cav Name of solicitor Hayley Lorimer-Kay	eat on behalf of that solicitor	1
• Yes • No, I am creating this caveat on behalf of	that solicitor		
Solicitor's reference Primary contact Please include name and contact number Out-of-hours / alternative contact(s) Please include name(s) and contact number(s)		Copy to out-of-hours	
Covered action types (Court of Session)		Covered action types (Sheriff Court)	
Interim interdict		✓ Interim interdict in an Ordinary Cause	
Interim orders		Interim orders in an Ordinary Cause	
 Interim orders (other than section 1) 		Interim orders in a Summary Application	
 Winding up of companies 		Order for intimation of petition to wind up	
 Group proceedings 		 Order for appointment of an administrator 	
Submit caveat You will have a ch	ance to confirm your submission.	Submit caveat	

NOTE: The signee's name is pre-populated using the name entered when you were set-up as a user. If you are a non-admin user please ask an admin user to check how your name shows on the list of current users on the "User Admin" tab as it may require to be amended. If you are an admin user please contact <u>civilonlinelab@scotcourts.gov.uk</u>. Selecting "No" will allow users to enter their name manually as a workaround.



CREATE A CAVEAT – Please pay for your caveat(s)

Please pay for your caveat(s)		
There is a fee for uploading your caveat(s).		
To be lodged at	Fee	
Aberdeen Sheriff Court	£47	
Banff Sheriff Court	£47	
Court of Session	£47	
Peterhead Sheriff Court	£47	
showing 1 to 4 of 4 entries	Total fee p	bayable £188
We will charge your credit account for lodging your caveat(s).		
ayment method		
Select Credit Account		

If a user has access to more than one firm/office that holds an SCTS credit account, they will be required to select the office/credit account they wish to charge the caveat(s) to. It is worth noting that the caveat, once accepted by the court, will appear on the tracker list for the office of the credit account that was selected. Once an account has been selected the caveat preview pane will be displayed.

If the user only has access to one firm that holds an SCTS credit account then they will not be required to select a credit account. This component won't be visible and users will automatically see the caveat preview pane.

Users can utilise the preview pane to review the caveat(s) information. There will be 1 caveat for each court that has been selected. If users wish to make amendments they can use the "Back" button at the bottom of the page to navigate to the previous screen. There is also an option to save and print the caveat(s) (see no.1).

Once content with all the details, users can press "confirm" which will submit the caveat to the court(s).

$:=$ $ \forall \vee \forall$ Draw $\vee \otimes $ (1) Read aloud $-$ + (1) of $4 \otimes $ (1)	
Form 5.2	
Form of caveat	
CAVEAT	
for	
Company ABC (1234SC) Sheriff Court House, Queen Street , AB42 1TP, PETERHEAD, Scotland	
Should any application be made to the court for:	
(a) an interim interdict sought in an action before he has lodged defences;	
 (b) an interim order sought in an action before the expiry of the period within which he could enter appearance; 	
(c) an interim order (other than an order under section 1 of the Administration of Justice (Scotland) Act 1972 (a) (orders for inspection of documents and other property, etc.) sought in a petition before he has lodged answers;	Ŧ
Back	Confirm



CREATE A CAVEAT – Submission receipt

Users will be presented with the submission receipt screen which confirms that the caveat(s) have been submitted to the selected court(s). Users also have the option to print or download their receipt.

Users can also opt to create a new caveat for a different party or return to the home page by clicking on the hyperlinks indicated in the image below.

scottish Courts	LOGOUT
Return to Welcome page	
Caveat submitted	
Your caveat(s) have been submitted and will be reviewed by the relevant courts. If you have submitted the caveat out of office hours, it will be reviewed the next business day. The caveat becomes active once it has been accepted by the court.	
If a caveat is accepted, you will receive an email confirming that a new caveat has been lodged with the court and a pdf copy of the caveat will be attached to the email.	
If a caveat is rejected, you will receive an email containing the reason(s) why the caveat has not been accepted.	
Submission receipt	
This is to confirm that a caveat (or caveats) on behalf of Company ABC have been submitted at 14:11 on 26 July 2023.	
Please note that this receipt lists the caveats for which submission has been attempted. There will be no notification of any failures so it is your responsibility to review all emails from the court regarding processing of your caveats to ensure that all of those listed above are covered.	
In the event of a missing caveat please contact the associated court in the linst instance.	
Detect services Desceland services	
Print receipt Download receipt	
Next steps	

NOTE: The caveat is not active until it has been accepted by the court. The user will receive an email from each court confirming if the caveat has been accepted or rejected.

In the event of a missing caveat please contact the relevant court(s) in the first instance.



CAVEATS – Track or Renew Caveat(s)

From the home page select "My caveats".

Users will then be presented with the "My caveats" screen, otherwise known as the caveats tracker, where the user can see all the active caveats for the office/firm they are a member of.

Caveats are organised by renewal date with the closest renewal date being listed first.

Users can select the tick boxes of the caveats they wish to renew or select "Toggle Renewals" at the bottom of the page to select all caveats.



My Cav	veats					
Reference	Party Name	Court	Renewal date	Expires in	Renew	
1/24	Cash & Grabbit Bank	Peterhead Sheriff Court	03/01/25	365 days		
1/24	Cash & Grabbit Bank	Aberdeen Sheriff Court	03/01/25	365 days		
1/24	Cash & Grabbit Bank	Banff Sheriff Court	03/01/25	365 days		
1/24	Cash & Grabbit Bank	Court of Session	04/01/25	366 days		
Showing 1 to 4 of 4	entries				Toggle renewals	Toggle renewals
					Renew selected caveats	5



CAVEAT RENEWAL(S) – Update contact details

The contact details fields will be populated with details from the existing caveat. Users should review and amend the information as required. Users will not be able to proceed unless there is information contained within both the primary contact and out-of-hours/alternative contact fields.

Users are asked "Are you the solicitor who is signing this caveat?" and the "yes" radio button is selected by default. If the user selects "No" a textbox field will populate to allow the user to enter the name accordingly.

If more than one caveat has been selected for renewal, the page will be populated with "previous" and "next" buttons to allow the user to navigate between each caveat.

Once the required information has been reviewed for all caveats that have been selected for renewal, users can select "Confirm" and they will be directed to the "pay for your caveat(s)" screen, followed by the submission receipt page. The functionality on those pages is the same as outlined on pages 12 & 13 of this guide.

	Are you the solicitor who is signing this caveat?
Update contacts	Yes O No, I am creating this caveat on behalf of that solicitor
Please enter the contact details for this renewal. Submission Court: Peterhead Sheriff Court Party Name: Hayley Lorimer Address: 1 Test Street Aberdeen Scotland AB42 1TP	Name of solicitor
Review / update primary contact	
Please include name and contact number	
Joe Bloggs 11111111111; John Smith 22222222222	Copy to out-of-hours
Review / update out-of-hours / alternative contact(s) Please include name(s) and contact number(s)	
Joe Bloggs 11111111111; John Smith 22222222222	
Are you the solicitor who is signing this caveat?	
Yes No, I am creating this caveat on behalf of that solicitor	



Court details

When "New claim" tile is selected on the home page, users will be taken to the start of the claim journey.

Users are required to choose a court to submit the claim to.

A reference number must be entered. This is your own office reference number that will assist you in identifying the claim in the future.

The basis for jurisdiction has to be selected, more than one option can be selected. If selecting "Other" please complete the appropriate text-box.

(This	can be the same reference that is used in your internal case management system.)
Choo Plea	sse a court * ase select a court
Ente	r 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 fiel



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 then suggested addresses will be listed for the user to choose from, to make inputting the information quicker.

The claimant's preferred method of contact can be selected. "Civil Online" is selected by default. Where a solicitor is representing the claimant it is presumed the claimant would wish to be contacted through their solicitor.

The solicitor can select their preferred method of contact on the following screen.

If there is more than one claimant, further claimants can be added by clicking this button. The system allows a total of 20 claimants to be added

NOTE: Users should take care when entering the email address to ensure that it is correct.

Once registered, the case can be visible on Civil Online for the email address that has been entered in this field.

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 Individual Company or organisa First name(s) * Middle name(s)	tion
Last name *	1.85
Claimant address Postcode (optional) Address *	City or town * Country * Scotland Email address * Claimant's preferred method of contact
	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



Claimant representation

Information on this screen is pre-populated into the appropriate fields. It is designed to save users time by not having to enter their details each time they raise a claim.

- 1. When "yes" is selected, the first name, last name and email address fields cannot be amended.
- 2. If the user submitting the claim is not a solicitor (e.g. the claim is being submitted by a legal secretary on behalf of a solicitor) they can select the "No" radio button. The first name, last name and email address fields become editable and the user can enter the details of the appropriate solicitor.

NOTE: The organisation/firm name and address fields are not editable. If these details are incorrect and require to be updated please contact civilonlinelab@scotcourts.gov.uk

3. Users can amend the preferred method of contact. Civil Online is selected by default.

Users are encouraged to keep the method of contact set to "Civil Online" as users will receive instant automatic case updates known as portal notifications.

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Clain

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Manual intimations can be selected however, this may require court staff to manually issue case documents by either post or email and therefore is not instantaneous

)			
	Claimant representation	Claimant representation	2
	Are you the solicitor submitting the claim? *	Are you the solicitor submitting the claim? *	
	Yes	O Yes	
	O No		
	Poprosontativo idon*itv		
	First name (optional)	Representative identity	
	Hayley	First name (optional)	
	Last name *		
	Lorimer	Last name *	
	Organisation/firm name *		
	LK Test Solicitors	*Required field	
	Representative address	LK Test Solicitors	
	Postcode (optional)		
	AB42 3FS	Representative address Postcode (optional)	
	Address *	AB42 3FS	
		Address *	
		Test Street	
	City or town * Testtown		
	Country *	City or town *	
	Scotland 🗸	Testiown	
	Email address *	Country *	
	hlorimer@sctsdev.local	Scotland	
		Email address *	
ant	representative's preferred method of contact		
		*Required field	
Civi	I Online (Instant, automated emails, lodge, receive & view doct	uments, view hearing dates)	
Man	ual intimations		
0	by post (Receive documents by post)		
0	by email (Receive documents by email)		
	_		
Bacl	k	Next >	



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.

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 party	Respondent address
Deepondent identity	
Respondent identity	Postcode (optional)
Individual Company or organisation	
First name(s) *	Address *
Middle name(s)	
Last name *	
	City or town *
Acting in a representative capacity or trading as	
	Country *
	Scotland V
	Email address
	Add another reepondent
	< Back



Claim details - About the claim

Users are then required t details of the claim, inclue already taken to resolve

If the claim relates to a co agreement and the user further field will display w required to enter the deta consumer credit agreem

NOTE: The "What is the b the claim?" and "What are the consumer credit agree have a 5000 character lim

The "What steps has the if any, to try and settle the the respondent?" has a 4 limit.

No

Does this claim relate to a

What are the details of the

	Claim details
to enter the ding steps the matter	About the claim ^
onsumer credit selects "yes" a /here the user is ails of the ent.	Does this claim relate to a consumer credit agreement? *
background to the details of ement?" fields hit. claimant taken, dispute with 000 character	Ves No What steps has the claimant taken, if any, to try to settle the dispute with the respondent?*
consumer credit agreement	Sack Next >
consumer credit agreement	?* 🚺



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.

Users can select multiple options.

If the user selects the option for payment of a sum of money, a new additional option will be presented to the user, so they can select if they wish to seek interest on that sum of money. The interest rate box is populated with" 8.0% annually commencing on the last date for service" but can be amended as appropriate, if applicable.

The interest rate textbox can also be used to detail and breakdown interest on sums that may run from varying dates.

Clair	n details	
Abou	t the claim	~
Court	t order(s)	^
If the o	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:	11
	To pay expenses to the claimant.	
pay the follo	owing sum of money to the claimant:	
E 700		
pay interest	to the claimant on that sum of money:	
erest rate of	8.0% annually commencing on last date for service	



	What type of document are you uploading?	
Upload supporting documents	Choose document type	
Please upload any documents which may support your claim.	Evidence Form	
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.	Abandonment Notice Account of expenses Additional Orders Application Additional Orders Application - Consent to application Additional Orders Application - Initial application Additional Orders Application - Objection to application Additional Respondent Application Address inaccessible Admit claim and ask for time to pay	
What type of document are you uploading? Choose document type	Admit claim and settle Alternative Decision Application Amended Initial Writ Appeal Report Application for a Child's Property Administration Order Application for a Decision Application for Instructions about a Damages Management Order	
Upload disabled JPG, JPEG, PNG, PDF		1
no files uploaded yet	What typ	pe of document are you uploading?
K Back	Next >	ce 🗸
		oad or drop a file right here JPG,JPEG,PNG,PDF
	·	no files uploaded yet

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 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, see 1).

If selecting or dragging and dropping multiple files at once, please ensure that they are all the same document type e.g. evidence. If they are not, e.g. one document is evidence the other is a list of witnesses, the user should upload all the documents of one document type, then ensure they change the selected document type prior to selecting or dragging and dropping the next document type for upload.

If the user does not wish to upload any supporting documents they can simply press "Next".



Summary

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

If any amendments to the claim are required users can select the "Edit" button at the relevant section and this will direct users to the relevant screen.

Alternatively, users can use the "Back" button at the bottom of the screen to navigate through each of the screens until they get the relevant one.

Once the user is content with the claim they should click "Submit" which will direct them to the screen to the "pay for your document" i.e. claim form.

NOTE: If navigating to the previous section please use the "Back" button indicated in the screenshot and not the back button of your browser. Using the browser back button could re-direct users to the home page.

Claim forms are auto-saved to drafts so if you do accidently exit, you will be able to resume completion of the claim.

Summary Please verify the information you entered is co	orrect before submitting to the court.	
Court Details		<u>Edit</u>
Submit to court	Aberdeen Sheriff Court	
Reference Number	JSMITH04	
Nhy does this court have jurisdiction	The respondent lives in the sheriff court's district	
Claimant	Ε	<u>Edit</u>
First claimant	John Smith	
Contact details	953 Main Street, Demoville AB00 1XY Scotland test@sctsdev.loca/	
Contact method	Online	
Claimant representation	Ε	<u>Edit</u>
Representation Status	Solicitor	
Organisation	LK Test Solicitors	
	nulla ut metus varius laoreet. Quisque rutrum. Aenean imperdiet. Etiam ultricies nis augue.	si vel
Steps taken to settle	Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean commodo ligula e dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient mont nascetur ridiculus mus.	aget tes,
Court orders requested	To pay the following sum of money to the claimant: £3590 Additionally, to pay interest on that sum of money to the claimant at the following a rate of interest: 8.0% annually commencing on last date for service	nnual
Expenses requested	Yes	

Associated files uploaded

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



Submit >

ssibility 🗗 Cookies 🗗 Privacy 🗗 Feedback 🖉



Pay for your document

If the office that the user has selected or is logged in with holds an SCTS credit account, they will be advised that the credit account will be charged for the lodging of the document unless the user selects that the client is fee exempt.

If the office does not have an SCTS credit account, they will be presented with the Worldpay card payment component instead.

If the client is fee exempt and the user selects "Yes" then they will be presented with functionality to upload the required fee exemption form and appropriate supporting documentation.

NOTE: For further information regarding fees and fee exemption forms please refer to the SCTS website.

Sheriff Court Fees (scotcourts.gov.uk)

Fee Exemption Forms (scotcourts.gov.uk)

Please pay for your document There is a fee for uploading this document.					
File type	My reference	Fee			
Simple procedure claim form	LK01-24	£112			
s your client fee exempt? Yes No					
we will charge your credit account for loc	iging this form.				
			Next >		

Is your client fee exempt?	
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	



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 14:22 on 27 April 2023 on behalf of H L. The submission reference was sid21953-23.



Submission receipt

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

The user is provided with the submission ID (sid) number.

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

The claim form and any other supporting documents will be considered by the court and either accepted or rejected. An email advising that the claim was accepted or rejected will be sent to the email address of the user who submitted the claim.



When the tile "New response" is selected on the home 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. This information can be obtain from the documentation that was served on the respondent.

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

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

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 representing

The user will be required to select whether the respondent is a person or a company/ organisation. The option selected here will determine which fields are shown on the following screens.

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 *



Claimant *

Test

Please enter the court-allocated reference for the case

Case reference *

PHD-SG1-23 Add

Is your client a person or a company (or other organisation)? *

Individual O Company or organisation



Response	
How does your client wish to respond to the claim? *	
O Admit the claim and settle it before the last date for response	
O Admit the claim and seek time to pay the money	
O Dispute the claim or part of the claim	
K Back	Next 📏

How does your client wish to respond to the claim?

The user will then be asked to select how the client wishes to respond to the claim. The steps that follow after pressing "next" will differ slightly, depending on the response selection made. This guide covers each response option. Users can skip to the one that is required, the start pages are listed below for ease of reference.

Admit the claim and settle - page 28

Admit the claim and seek time to pay the money - page 34

Dispute the claim or part of the claim – page 35



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 *

Should the user wish to add an additional respondent or respondents there is a button at the bottom of the page which, if selected, will open a further section for users to enter details as appropriate.

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 address
Respondent identity	Postcode (optional)
First name(s) *	Address *
Middle name(s)	
Last name *	City or town *
	Country *
Acting in a representative capacity or trading as	Email address *
	Respondent's preferred method of contact
	CIVII Online (Instant, automated emails, lodge, receive & view documents, view hearing dates) Manual infimations
	by post (Receive documents by post)
	by email (Receive documents by email)
	Add an additional respondent



Additional respondent(s)

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, including the reason for adding an additional respondent to the claim.

Users can add up to 20 respondents

Users can also remove any additional respondents entered should they need to do so by clicking remove next to the desired additional respondent.

First recondent	~
rinst respondent	
Additional respondent 1	Remove ^
Additional respondent identity	
Company or organisation	
Midle name/a)	
Last name *	
Acting in a representative capacity or trading as	
Respondent address	
Postcode (optional)	
Address *	
City or town *	
Scotland	
Email address	
Resear for adding reanondent *	
reson in anni lebuirent -	



Respondent representation

Information on this screen is pre-populated into the appropriate fields. It is designed to save users time by not having to enter their details each time they respond to a claim.

- 1. When "yes" is selected, the first name, last name and email address fields cannot be amended.
- If the user responding to the claim is not the solicitor (e.g. the response is being submitted by a legal secretary on behalf of a solicitor) they can select the "No" radio button. The first name, last name and email address fields become editable and the user can enter the details of the appropriate solicitor.

NOTE: The organisation/firm name and address fields are not editable. If these details are incorrect and require to be updated please contact <u>civilonlinelab@scotcourts.gov.uk</u>

 Users can amend the preferred method of contact. Civil Online is selected by default.

Users are encouraged to keep the method of contact set to "Civil Online" as users will receive instant automatic case updates known as portal notifications.

Manual intimations can be selected however, this may require court staff to manually issue case documents by either post or email and therefore is not instantaneous

Respondent representation	Are you the solicitor submitting the response? *
Are you the solicitor submitting the respon	O Yes
Yes	 No
	Representative identity
Representative identity	First name (optional)
First name (optional)	
Hayley	Surname *
Surname *	
Lorimer	*Required field
Organisation/firm name *	Organisation/firm name *
LK Test Solicitors	LK Test Solicitors
	Repretive address
Representative address	Postcode (optional)
Postcode (optional)	AB42 3FS
AB99 1AA	Address *
Address *	Test Street
Test Street	
City or town *	City or town *
Testiown	Testiown
	Country *
Sentand Laboration	Scotland
Scolaria	Emall address *
Email address *	
hlorimer@sctsdev.local	*Required field
What is the representative's local reference for this case? *	What is the representative's local reference for this case? *
Respondent representative's preferred method of	contact
Civil Online (Instant, automated emails, lodge	e, receive & view documents, view hearing dates)
3 O Manual intimations	
by past (Receive documents by past)	
by email (Receive documents by email)	



Upload supporting documentation

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 (see image 1).
- 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 "<u>Upload</u>" and this will open the users file explorer and allow them to navigate to and select the document(s) they wish to upload, or they can simply drag and drop the required file(s) into the upload window (bordered in blue in image 2).

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, e.g. one document is evidence the other is a list of witnesses, the user should upload all the documents of one document type, then ensure they change the selected document type prior to selecting or dragging and dropping the next document type for upload.

	1_
Upload supporting documents	
Places uplead any desumants which may support your response	
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.	
1	
What type of document are you uploading?	
Choose document type	
Upload disabled JPG, JPEG, PNG, PDF	
no files uploaded yet	
What type of document are you uploading?	
Evidence 🗸	
Upload or drop a file right here JPG JPFG 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 home page. Response forms are auto-saved to drafts so if you do accidently exit, you will be able to resume completion of your response.

Please verify the information you en	tered is correct before submitting to the court.	
Respondent		
First respondent	Test Test	
Contact details	1 Test Road, Testlown Scotland hiorimer@sctsdev.loca/	
Contact method	Online	
Respondent Representa	ion	
Representation Status	Solicitor	
Organisation	LK Test Solicitors	
Representative	Hayley Lorimer	
Contact details	Test Street, Testlown 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 Peterhead 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: phd-SG1-23

Submission receipt

This is to confirm that a simple procedure response form has been submitted to Peterhead Sheriff Court at 16:36 on 11 May 2023 on behalf of Test Test.



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.

The response and any other supporting documents will be considered by the court and either accepted or rejected. An email advising that the response was accepted or rejected will be sent to the email address of the user who submitted the response.



ADMIT THE CLAIM AND SEEK TIME TO PAY THE MONEY

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. <u>Simple Procedure Forms</u> (scotcourts.gov.uk)

Users can either, click on "Upload" and this will open the user's file explorer and allow them to navigate to and select the required file, or they can simply drag and drop the required file 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".

The user will then be brought to the "Upload Supporting Documents" screen (see page 31), followed by the "Summary" screen (see page 32), followed by the "Submission Receipt" screen (see page 33).

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

Response	
How does your client wish to r	respond to the claim? *
Admit the claim and settle it before the	e last date for response
O Admit the claim and seek time to pay	the money
O Dispute the claim or part of the claim	
You must upload a copy of Form 5A - Time t	to Pay Application.
Lpload or drop a file right here	JPG, JPEG, PNG, PDF
no files uploaded yet	

Admit the claim and seek time to pay the money	
O Dispute the claim or part of the claim	
You must upload a copy of Form 5A - Time to Pay Application. Image: Unload disabled JPG_JPEG_PNG_PDF • form-5atime-to-pay-application.pdf ×	
K Back	Next >



	client wish to resp	ond to the claim?	*	
Admit the claim	and settle it before the last	date for response		
Admit the claim	and seek time to nay the m	0090		
 Dispute the claim 	n or part of the claim	uney		
What is the backgro	nd to the claim? *			
				1
Required field	e your client taken to try t	to eattle the dispute with	the claimant2 *	
what steps, it any, it	s your cheft taken to try t	to settle the dispute with		
*Required field				 1
Required field				

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 the fields shown.

"What is the background to the claim?" has a 4000 character limit and the "What steps has your client taken to try and settle the dispute with the claimant?" has a 4000 character limit.

The user will then be brought to the "Upload Supporting Documents" screen (see page 31), followed by the "Summary" screen (see page 32), followed by the "Submission Receipt" screen (see page 33).

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

MY DRAFTS



Туре	My reference	Drafted by	Expires	
Claim	dsfs	hlorimer@sctsdev.local	18 April 2024	Delete
Response	PHD-SG1-23	hlorimer@sctsdev.local	11 April 2024	Delete
Claim	test	hlorimer@sctsdev.local	2 April 2024	Delete
Response	PHD-SG1-23	hlorimer@sctsdev.local	2 Mar 2024	Delete
Response	EDI-SG60-22	hlorimer@sctsdev.local	3 Feb 2024	Delete
Response	EDI-SG70-23	hlorimer@sctsdev.local	25 Jan 2024	Delete
Response	EDI-SG4-21	hlorimer@sctsdev.local	17 Jan 2024	Delete
Response	EDI-SG1-21	hlorimer@sctsdev.local	6 Jan 2024	Delete
Claim	4567	hlorimer@sctsdev.local	4 Jan 2024	Delete
Claim	Lor01	hlorimer@sctsdev.local	4 Jan 2024	Delete
Claim	HP2	hlorimer@sctsdev.local	11 Nov 2023	Delete

When the user selects the "My drafts" they will be brought to this screen where they can see any simple procedure claims or responses that have not been fully completed and submitted to the court. They will also see any rejected claims that the user has started reviewing but not re-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 required reference number.

Drafts are retained for 1 year from the date of creation. After this time they will be automatically deleted.

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 as once the draft is deleted it cannot be recovered.



ase status	Case type	Court		
All	✓ All	✓ All		~
Search for				Clear All
nowing 1 to 6 of 6	entries Case name	Case type	Status	Action
nowing 1 to 6 of 6 Reference	entries Case name LP Property Management Services Ltd v Lucio Hammond	Case type Simple Procedure	Status Registered	Action Submit documents
Reference	entries Case name LP Property Management Services Ltd v Lucio Hammond Moira Bloggs vs Jennifer Blues	Case type Simple Procedure Debt	Status Registered Defended	Action Submit documents Submit documents
nowing 1 to 6 of 6 Reference EDI-SG1-24 EDI-A103-22 EDI-F1794-23	entries Case name LP Property Management Services Ltd v Lucio Hammond Moira Bloggs vs Jennifer Blues Helen Nicholson or Black v Edward Black	Case type Simple Procedure Debt Residence of children	Status Registered Defended Defended	Action Submit documents Submit documents Submit documents
Areference EDI-SG1-24 EDI-A103-22 EDI-F1794-23 EAL-A1-23	entries Case name LP Property Management Services Ltd v Lucio Hammond Moira Bloggs vs Jennifer Blues Helen Nicholson or Black v Edward Black CASH & GRABBIT BANK v Irene Cashwise	Case type Simple Procedure Debt Residence of children Debt	Status Registered Defended Defended Defended	Action Submit documents Submit documents Submit documents Submit documents Submit documents
howing 1 to 6 of 6 Reference EDI-SG1-24 EDI-A103-22 EDI-F1794-23 EAL-A1-23 EDI-CA2538-23	entries Case name LP Property Management Services Ltd v Lucio Hammond Moira Bloggs vs Jennifer Blues Helen Nicholson or Black v Edward Black CASH & GRABBIT BANK v Irene Cashwise TT HOMES LTD v NJM DEVELOPMENTS (SCOTLAND) LIMITED	Case type Simple Procedure Debt Residence of children Debt Commercial	Status Registered Defended Defended Defended	Action Submit documents Submit documents Submit documents Submit documents Submit documents Submit documents

MY CASES

When on the "My cases" page a user can view all of the current live cases for the selected office.

There are 3 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 date of registration with the earliest date displaying first. Any cases that have a notification present, indicated by the bell icon, appear at the top of the list of cases to bring it to the attention of users. Notifications are covered in more detail on page 41.

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 a Simple Procedure claim has been rejected by a court, it will also be listed here with a status of rejected. Further information on rejected claims is available on page 42.

References that are hyperlinked indicates that case tracker functionality is available. Any case reference numbers that appear in plain black (such as EDI-A103-22 above) indicates that the case cannot be tracked and is available on the portal for document submission only.





Users can choose to submit documentation for cases shown in the "My Cases" list.

If you are the representative of a claimant in a Simple Procedure action, when you click "Submit documents" you will also be presented with the option to submit an "Application for a Decision" which is an online form that can be completed.

When submitting other documents or evidence, in order to upload a document the relevant document type requires to be selected from the drop down menu. Upload functionality is disabled until this step has been completed.

Up to 5 documents, for the same case, can be uploaded at once. Each file must be smaller than 50MB and the format of the file(s) must be PDF, PNG, JPG or JPEG.

Once a document type has been selected the user can either, click on the word "<u>Upload</u>" and this will open the users file explorer where they can navigate to and select the document(s) they wish to upload, or they can simply drag and drop the required file(s) into the upload window (bordered in blue see no.2).

If selecting or dragging and dropping multiple files at once, please ensure that they are all same document type e.g. evidence. If they are not, for example one document is evidence the other is a list of witnesses, the user should upload all the documents of one document type, then ensure they change the document type in the drop down prior to selecting or dragging and dropping the next document type for upload.

NOTE: It is currently not possible to submit initiating documents for non-Simple Procedure Actions via Civil Online i.e. Initial Writs and Notices of Intention to Defend (NIDs).

No documents of any kind can be submitted for cases relating to Adoptions, Permanence Orders or Human Fertilisation and Embryology.





Scottish Courts and Tribunals Service	Civil Online			
			Home	Logout
	Pay for your document(s) There is a fee for lodging these documents)		Documents received successfully
	Filename	Document type	Fee	Thank you
	form-g6motion.pdf	Motion	£53	Your documents have now been successfully submitted to the court.
	Is your client fee exempt?			Case reference FAL-A1-23
	Ves No			What happens next?
	K Back		Next 📏	The documents will be reviewed by Falkirk Sheriff Court. You will receive an email either confirming that the documents have been added to the case or explaining the reasons why they have been rejected.
				Submission receipt This is to confirm that the following documents have been submitted to Falkirk Sheriff Court at 16:59 on 29
				rebibary 2024 IOI FAL-A1-23.
				form-g6motion.pdf Defences.pdf

Submit documents - Pay for your document(s)

If any of the documents being submitted are chargeable, users will be directed to the "Pay for your document(s)" screen, which will advise of the associated fees. 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.



CASE TRACKING – SIMPLE PROCEDURE

				Hom	e Logout	
Case tra	cker					
Reference	Case name				Status	
EDI-SG1-24	LP Property Management Services Ltd v	Lucio Hammond			Registered	1
Recent case acti	vity					
Date	Activity					
03 Jan 2024	Warrant of Citation has been iss	ued	Clear	Notification		
There are no schedu	lled hearings at this point.					
Date	Туре	Reference	Lodged by			
03 Jan 2024	Warrant of Citation					
03 Jan 2024	Simple Procedure Claim Form		LP Property Management Services Ltd - First Cla	aimant		
		1				
K Back						

When a user clicks on the hyperlinked reference number of a case they will be brought to the case tracking screen. Case tracking for Simple Procedure is slightly different from case tracking for ordinary cause actions, therefore this guide covers each separately.

Users will see a table called "Recent case activity" this is where any notifications for the case will appear. Notifications do not clear automatically and require the "Clear Notification" button to be selected. This prevents notifications inadvertently disappearing. More information on notifications is available on page 41.

Below this are 2 further sections, hearings and documents. These sections will be populated as appropriate.

Documents that are submitted to the court by a party will not appear on the list of documents until they have been accepted by the court. Users can view a document by clicking on document icon or document type, this will open the document in a new tab. Once the document has opened users can opt to print or save the document should they wish.





Users can check for notifications by accessing the "My Cases" screen. Notifications are only available for Simple Procedure cases.

In order to receive portal notifications in a case, the representative's contact preference must be set to "Online". The contact preferences are selected when completing claim and response forms. Should this require to be updated please contact the appropriate court.

Where there is notification present in a case, a bell icon will be displayed next to the reference number and the case is moved to the top of the "My Cases" list, to bring it to the attention of the user. Notifications show for all users of an office/company.

Notifications are received when someone else has initiated something for example, another party in the case has lodged evidence, or the court has issued an Order of the Sheriff or Judge.

In order to remove the bell icon, users will require to access the case tracker screen and click "clear notification" for all recent case activity. Clearing the notification, clears it for all users of the company or office. A confirmation message is displayed when a notification has been cleared and the recent case activity table will no longer be visible.

Once all notifications have been cleared the bell icon will be removed and the case will revert back to its normal sort order on the "my cases" screen.

M	У	ca	S	es	



Reference	Case name	Status
EDI-SG1-24	LP Property Management Services Ltd v Lucio Hammond	Disposed
Recent case a	ctivity	
Recent case a	Activity	

Case t	racker	
Notification cl	eared: Warrant of Citation has been issued	
Reference	Case name	Status

There are no scheduled hearings at this point.



REJECTED SIMPLE PROCEDURE CLAIMS

		Court details Please choose the court you wish to submit your claim to, after which you can enter your preferred reference for this action.
Case tracker		(This can be the same reference that is used in your internal case management system.)
Case tracker Submission ID Rejection reason std24866-23 This should be submitted to Elgin Sheriff Court as it is outwith this court's jurisdiction Hearings There are no scheduled hearings at this point. Documents There are no documents in this case at this point. Review your case It has hourd be submitted to Elgin Sheriff Court as it is outwith this court's jurisdiction	Rejected	(This can be the same reference that is used in your internal case management system.) Choose a court * Airdrie Sheriff Court Enter your reference (max 50 characters)* Test 1 Why does this court have jurisdiction? * Mine 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 >

If a Simple Procedure Claim has been rejected by the court, the user that submitted the claim will receive an automated email advising that the claim has been rejected and that you can view the rejection reasons and re-submit your claim on Civil Online.

Rejected simple procedure claims will be listed on the "My Cases" screen. Users should click the reference hyperlink and this will bring them to the "Case Tracker" screen where they can view the rejection reason. Users can select "Review your case" to start amending their rejected claim.

Once a user has commenced review, the rejected claim will no longer appear on the "My Cases" screen. It will instead be displayed under "My Drafts" until it is resubmitted or deleted.



CASE TRACKING – ORDINARY ACTIONS

Case tra	acker		
		Submit documents	Submit documents
Reference	Case Name	Status	L
PIC-PN205-24	John Smith v Demoville Medical Centre	Registered	
Case details	ss Hearing schedule Timetable		
# Date	Туре	Lodged by	
1	Initial Writ (0)		
2	Notice(s) of Intention to Defend (0)		
3	Interlocutors (0)		
5	Pursuers' Productions (0)		
6	Defenders' Productions (0)		
7	Motions (0)		
8	Defences (0)		
9	Records (0)		

Case tracker functionality for Ordinary Cause actions registered in the Sheriff Court and All-Scotland Sheriff Personal Injury Court will go live on the evening of 31st July 2024. This case tracking functionality will not be available for cases registered before the deployment.

When a user clicks on the hyperlinked reference number of a case they will be brought to the case tracking screen.

The first table provides details of the case that you are tracking such as the court reference, case name and status. Above this there is a button to "Submit Documents" for this case, to save users from having to navigate back to the "My Cases" screen

Inventory of process (IoP)

The Inventory of Process on Civil Online is designed as a replica of the digital inventory of process on ICMS which is the case management system used by court staff and Sheriff's. This digital inventory of process follows the same numbering system that was used for paper processes, with some small tweaks.

Items 1-9 are set document types. If a document is lodged or issued that falls into one of these set document categories, it will show in the appropriate section, for example motions will be number 7 of process. Any documents that don't fall into the pre-set categories are given the next number of process. There is no number 4 of process, because in paper processes this number was used for copy interlocutors, which aren't required in a digital inventory so has been omitted.



Inventory of Process (IoP) continued...

If a document type is hyperlinked, users can click the hyperlink to view the document which will open in a new tab where users can print or save the document should they wish. There may be occasions where there is no hyperlink to view the document and instead the document appears in plain black text. This is expected behaviour when no document has been uploaded to ICMS or a document has been hidden by court staff.

Multi-Doc View

Numbers 1-9 of process are capable of having multiple documents contained therein. If there is more than one document within a document type, then the number of documents will be indicated in brackets (see number 1). When there are multiple documents and a user clicks on the document type this will open a sub-level view, where users can see all the documents of that type (see number 2).

CASE TRACKING – ORDINARY ACTIONS

¥	Date	Туре	Lodged by
1	20 Nov 2023	Initial Writ	CASH & GRABBIT BANK, First Pursuer
2	05 Dec 2023	Notice(s) of Intention to Defend	Irene Cashwise, First Defender
3		Interlocutors (5)	
5	05 Dec 2023	Pursuers' Productions	CASH & GRABBIT BANK, First Pursuer
6		Defenders' Productions (2)	
7	20 Feb 2024	Motions	Irene Cashwise, First Defender
3	05 Dec 2023	Defences	Irene Cashwise, First Defender
9		Records (2)	
10	05 Dec 2023	Note of adjustments	CASH & GRABBIT BANK, First Pursuer
se d vento Def	etails Pry of process Heat	aring schedule	
	Date	Туре	Lodged by
1	20 Feb 2024	Productions inventory	Irene Cashwise, First Defender
2	23 Feb 2024	Productions inventory	Irene Cashwise, First Defender



CASE TRACKING – ORDINARY ACTIONS

Hearing schedule	
Type of hearing	Outcome
Peremptory diet	
Continued Options Hearing	Sisted
Options hearing	Continuation
	Type of hearing Peremptory diet Continued Options Hearing Options hearing

Hearing Schedule

This tab is populated with any hearings that are scheduled or taken place. If there are no hearings a message stating "No hearings to display" will show.

Timetable

This tab will only display for personal injury actions. The timetable is created when an allocated proof hearing is assigned. If a timetable has not yet been created the following message will be shown "Timetable has not been created in this case. It will be created when Allocated proof hearing is scheduled".

Timetables in an action can be updated by court staff to enter the date events have been completed or amend the dates accordingly.

A user can opt to print the timetable. The timetable therefore has a message advising users that the information displayed is correct as of the time and date the page is loaded.

ase details					
Inventory of process	Hearing schedule	Timetable			
Information displaye	d correct as of 2:18 PM	l on 26 Feb 2024			
Details			Required by	Completed on	
Document lodged				19 Feb 2024	
Motion to Withdraw			18 Mar 2024		
Third party notices			18 Mar 2024		
Commission for recovery	of documents		18 Mar 2024		
Pursuers valuation of cla	ims		15 Apr 2024	19 Feb 2024	
Adjustment period ends			15 Apr 2024		
Record			29 Apr 2024		
Defenders valuation of cl	aim		13 May 2024		
List of witnesses/product	ions		20 May 2024		
Pre trial minute			24 Jun 2024		
Proof				15 Jul 2024	



COURT OF SESSION - CASE TRACKING

Case tracking functionality for cases registered in the Court of Session will go live from Wednesday 5th February 2025. This case tracking functionality will not be available for cases registered before 1st August 2024.

When a user clicks on the hyperlinked reference number of a case they will be brought to the case-tracking screen.

The first table provides details of the case that you are tracking such as the court reference, case name and status. Above this there is a button to "Submit Documents" for this case. Please be aware that with Court of Session cases you will not initially be able to submit documents, however it is expected that this will be introduced at a later date.

Case tracker

Inventory of process (IoP)

The Inventory of Process is designed as a replica of the digital inventory of process on ICMS (which is the case management system used by court staff and judges). This digital inventory of process follows the same numbering system that was used for paper processes within the Court of Session.

Items 1-7 are set documents and parts of process. If a document is lodged or issued that falls into one of these set document categories it will show in the appropriate section. For example Interlocutors will be number 3 of process, Motions as number 4 and Productions are set as 6 for the pursuer and 7 for the defender. Any documents that don't fall into the pre-set categories are given the next number of process and will be hyperlinked in order to click and view.

			Submit documents
Referenc	e	Case Name	Status
COS-PD20	177-24	Joe Smith v Big Company Ltd	Defended
Case de	etails		
Invento	ry of process Hearing so	hedule Timetable	
#	Date	Туре	Lodged by
1	06 Dec 2024	Summons	Joe Smith, First Pursuer
2	06 Dec 2024	Certified copy of Summons	Joe Smith, First Pursuer
3		Interlocutors (3)	
4		Motions (5)	
5		Minutes of Proceedings (0)	
6		Pursuer's Productions (3)	Joe Smith, First Pursuer
7		Defender's Productions (3)	Big Company Ltd, First Defender
8	09 Dec 2024	Defences	Big Company Ltd, First Defender
9	10 Dec 2024	List of witnesses	Big Company Ltd, First Defender
10	10 Dec 2024	Note of argument	Joe Smith, First Pursuer
11	10 Dec 2024	Affidavits	Big Company Ltd, First Defender
12	10 Dec 2024	Affidavits	Big Company Ltd, First Defender
13	10 Dec 2024	List of authorities	Joe Smith, First Pursuer
14	12 Dec 2024	Reading Lists	Joe Smith, First Pursuer



Inventory of Process (IoP) continued...

If a document type is hyperlinked, users can click the hyperlink to view the document which will open in a new tab where users can print or save the document should they wish. There may be occasions where there is no hyperlink to view the document and instead the document appears in plain black text. This is expected behaviour when no document has been uploaded to ICMS or a document has been hidden by court staff.

Multi-Doc View

Numbers 1-7 of process are capable of having multiple documents contained therein. If there is more than one document within a document type, then the number of documents will be indicated in brackets (see number 1). When there are multiple documents and a user clicks on the document type this will open a sub-level view, where users can see all the documents of that type (see number 2).

Case details

Inventory of process Hearing schedule Timetable

#	Date	Туре	Lodged by
1	06 Dec 2024	Summons	Joe Smith, First Pursuer
2	06 Dec 2024	Certified copy of Summons	Joe Smith, First Pursuer
3		Interlocutors (3)	
4		Motions (5)	
5		Minutes of Proceedings (0)	1
6		Pursuer's Productions (3)	Joe Smith, First Pursuer
7		Defender's Productions (3)	Big Company Ltd, First Defender
В	09 Dec 2024	Defences	Big Company Ltd, First Defender

Case details

6 Pursuer's Productions							
#	Date	Туре	Lodged by				
6/1	06 Dec 2024	Inventory of Productions	Joe Smith, First Pursuer				
6/1-6/10	06 Dec 2024	Productions	Joe Smith, First Pursuer				
6/2	10 Dec 2024	Inventory of Productions	Joe Smith, First Pursuer				
6/11-6/20	06 Dec 2024	Productions	Joe Smith, First Pursuer				
6/3	12 Dec 2024	Inventory of Productions	Joe Smith, First Pursuer				
6/21-6/50	06 Dec 2024	Productions	Joe Smith, First Pursuer				



Case details			
Inventory of process	Hearing schedule	Timetable	
Date	Ту	pe of hearing	Outcome
18 Apr 2025	All	ocated proof hear	ing
10 Dec 2024	Ву	Order	

Hearing Schedule

This tab is populated with any hearings that are scheduled or taken place. If there are no hearings a message stating **"No hearings to display"** will show.

Case details



Timetable

This tab will only display for personal injury actions. The timetable is created when an allocated proof hearing is assigned. If a timetable has not yet been created the following message will be shown **"Timetable has not been created in this case. It will be created when Allocated proof hearing is scheduled"**.

Timetables in an action can be updated by court staff to enter the date events have been completed or amend the dates accordingly.

A user can opt to print the timetable. The timetable therefore has a message advising users that the information displayed is correct as of the time and date the page is loaded.

Information displayed correct as of 3:43 PM on 20 Jan 2025

Details	Required by	Completed on	
Document lodged		09 Dec 2024	
Motion to withdraw	06 Jan 2025		
Third party notices	06 Jan 2025		
Commission for recovery of documents	06 Jan 2025		
Pursuer's valuation of claim	03 Feb 2025	20 Jan 2025	
Adjustment period ends	03 Feb 2025		
Record	24 Feb 2025		
Defender's valuation of claim	31 Mar 2025		
Lists of witnesses and productions	21 Feb 2025		
Pre-trial minute	28 Mar 2025		
Proof		18 Apr 2025	
		_	
			Print timetable



What is Civil Online?

Civil Online is an online facility that enables users to securely raise, respond to and track the progress of civil actions.

Solicitor users can use Civil Online to:

- Submit, track and renew caveats
- Submit, respond to and track Simple Procedure cases.
- Submit documentation for other civil action types.
- Track Ordinary Cause action and most Court of Session cases.
 - Make bulk submissions of Simple Procedure claims directly from your own case management system, using the Civil Online API.

How do I find Civil Online?

Access <u>http://www.scotcourts.gov.uk/</u> and follow the link to access Civil Online OR click the following link to go directly to <u>Civil Online (scotcourts.gov.uk)</u>.

You must register your company/organisation before accessing Civil Online

How do I register my company/organisation for access to Civil Online?

Complete the Civil Online Registration form and email it to <u>civilonlinelab@scotcourts.gov.uk</u>.

You will need to provide the following details:

- The company/organisation name and office address;
- the Law Society reference for your branch/office (if you are registered with the Law Society of Scotland) and
- The name and email address for one or more persons within your company/organisation to be an admin user.

How do I sign-up to Civil Online?

Firstly, your company/organisation requires to be registered for access to Civil Online. If this has already been done and your email address is listed as an admin user, please follow the solicitor sign-up process on Civil Online (see page 3).

If you are not an admin user, and require access to Civil Online please speak to an admin user for your company/organisation who can set-up your email address as a non-admin user.

If you require to be set up as an admin user and your firm is already registered please complete the Civil Online Admin User Modification Form and send it to civilonlinelab@scotcourts.gov.uk

What is an admin user?

An admin user can use the 'User Admin' feature when logged in to Civil Online. This enables them grant access to additional users from within their office – putting them in control of their list of users without the necessity to contact SCTS.

Each admin user needs to have a unique email address, so the same person cannot be an admin user across multiple offices unless they supply a different email address for each office.



Does a non-admin user have the same permissions as an admin user?

A non-admin user (i.e. a user who has been added through the "User Admin" feature) will not be able to see or access the "User Admin" feature as this remains restricted to admin users. Otherwise, the permissions are the same

Can a user have access to more than one office on Civil Online?

A user can have access to more than one office on Civil Online without the necessity of supplying different email addresses.

To obtain access to another office on Civil Online, please contact an admin user from the office you wish to gain access too. If that office has not been registered with civil online, please complete the registration form and email it to civilonlinelab@scotcourts.gov.uk

Why do I not see the Caveats options when I log into Civil Online?

Caveats functionality on Civil Online is currently only available to solicitor users whose company/organisations has an active SCTS credit account.

For information on SCTS credit accounts, please refer to the website <u>Credit</u> <u>Accounts (scotcourts.gov.uk)</u>

Can I submit commissary caveats via Civil Online?

Civil Online cannot be used to submit commissary caveats to the courts. These should be submitted in the usual way.

Is there a draft functionality available for caveats?

Draft functionality is only available for Simple Procedure claims and responses.

What details can I amend when renewing a caveat?

A user can amend the contact details for the primary and out-of-hours contacts, they can also update the name of the solicitor who is signing the caveat.

If any changes are required to be made for something other than the above, (for example, amending the address of the party the caveat applies to) then a new caveat would require to be submitted.

The details of my solicitor firm/organisation on Civil Online are incorrect, how do I change this?

Solicitor firm/organisation details are pre-populated on Civil Online where appropriate. It is based upon information held on SCTS records.

If these require to be updated, please send confirmation of the required changes on headed paper to:

For SCTS credit account holders - <u>scts-ar@scotcourts.gov.uk;</u> Or For non-credit account holders - <u>civilonlinelab@scotcourts.gov.uk</u> Can I submit a document in a Court of Session case?

A user will only be able to view the details of the case as well as print Timetables. There is currently no functionality to submit documents to the Civil Online Portal for Court of Session cases. It is expected that this will be added at a later date. In the meantime documents should continue to be submitted in the current manner. Can I claim a fee exemption?

If your client is exempt from court fees you can indicate this when submitting a chargeable document. You can upload the Fee Exemption form and supporting evidence of the exemption – such as a copy of the legal aid certificate.





What case types are not available to be tracked with the Court of Session?

Cases that are unavailable to be tracked with Court of Session are

- Adoption and Permanence OrdersHuman Fertilisation and Embryology
- Simplified Divorce/Dissolution
- Administration Notice of Appointment
- Company Voluntary Agreement

Why can't I case track some Ordinary or Court of Session actions?

Case tracking for Ordinary Cause actions and Court of Session cases is new functionality and is only available for actions registered by the court after the functionality was deployed i.e. registered after 1 August 2024. Can I submit an initial writ or notice of intention to defend?

Currently you cannot submit Initial Writs or Notices of Intention to Defend via Civil Online.

These require to be submitted to the appropriate court in the usual way e.g. via email. I have an enquiry who do I contact?

If your enquiry is regarding a request to register your company/organisation/office for Civil Online or make any modifications to the list of admin users, please contact <u>civilonlinelab@scotcourts.gov.uk</u>

If your enquiry relates to a case or if you require technical support with Civil Online, please contact the court handling the case or your local Sheriff Court or the Court of Session.

Contact details for all our courts are available on the website

Find a court (scotcourts.gov.uk)

Troubleshooting

If you are experiencing difficulties with Civil Online, you could try some of the following steps to see if it alleviates the issue:

- Often problems with loading web pages can be resolved by clearing cookies and cached data.
- If this doesn't resolve the issue please try an alternative browser i.e. Microsoft Edge or Google Chrome.

If contacting the court regarding a technical support issue, it can be helpful for users to provide the following information:

- Description of the issue
- Screenshot of the error/issue (where appropriate)
- Browser
- Device
- Operating System

If required, this information can then be passed on to our Service Desk team to investigate the matter.