

# CIVIL ONLINE - PUBLIC

PUBLIC USER GUIDE

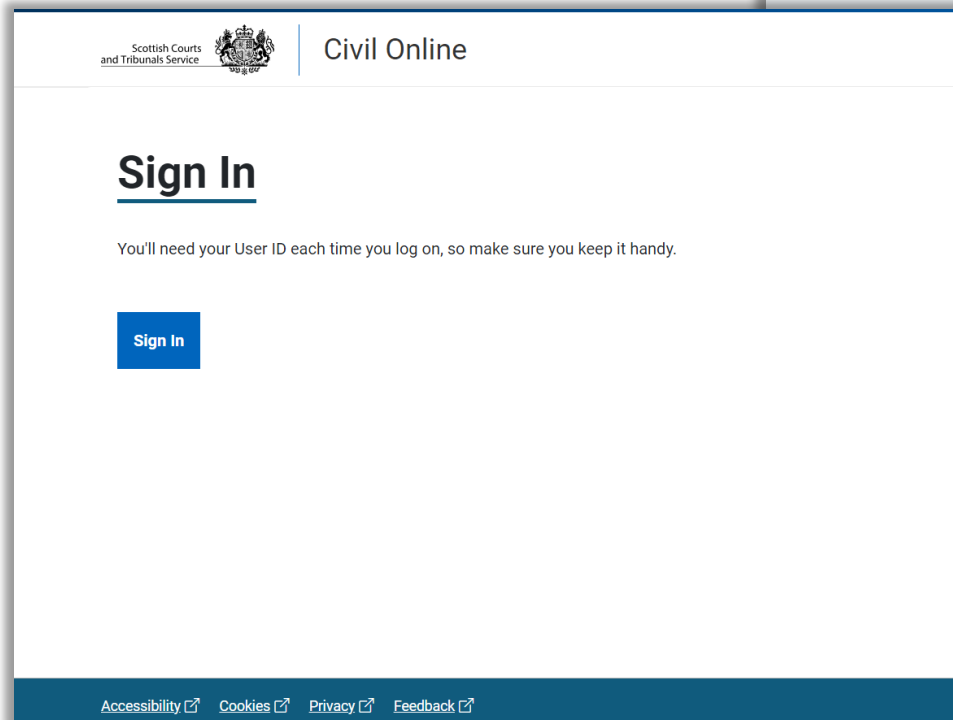
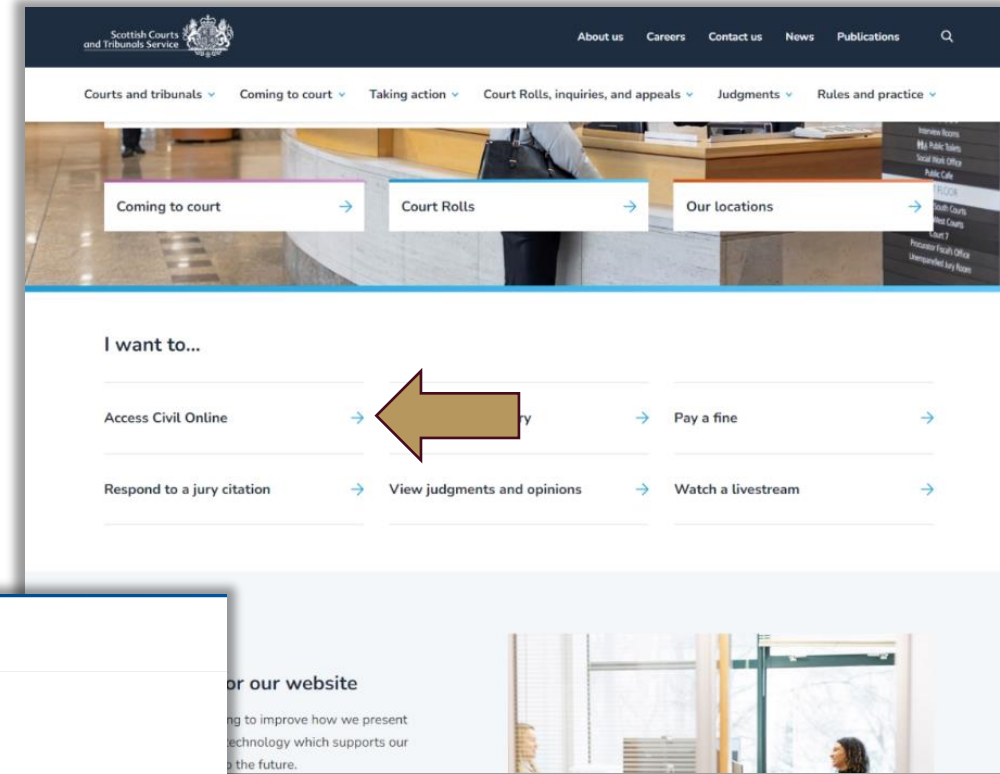
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# ACCESSING THE PORTAL

The Civil Online portal can be accessed by selecting “Access Civil Online” on the homepage of the SCTS website ([www.scotcourts.gov.uk](http://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 \(scotcourts.gov.uk\)](http://www.scotcourts.gov.uk)



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

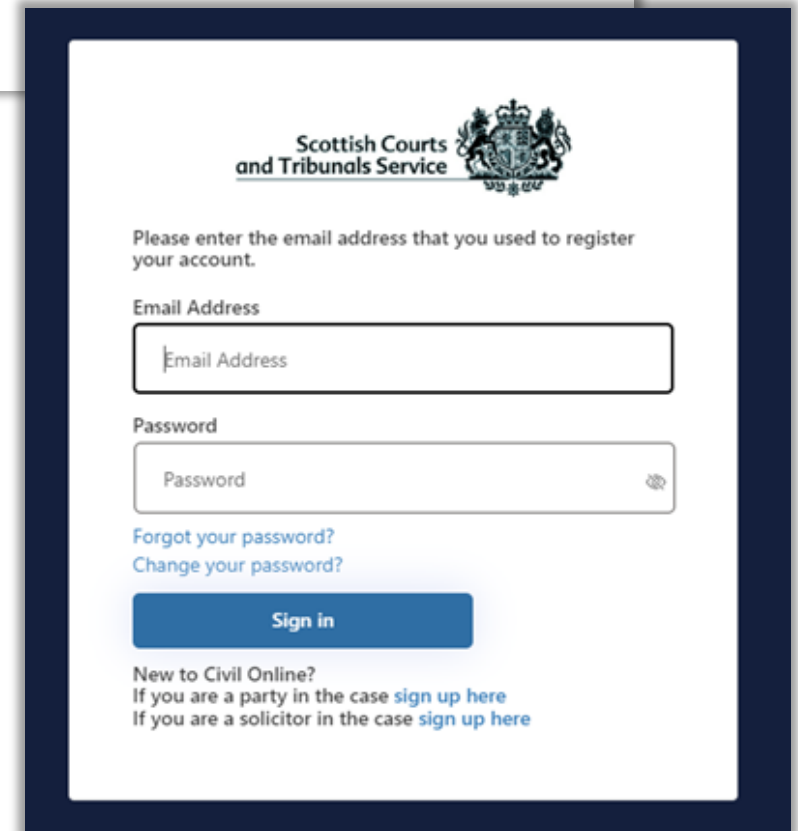
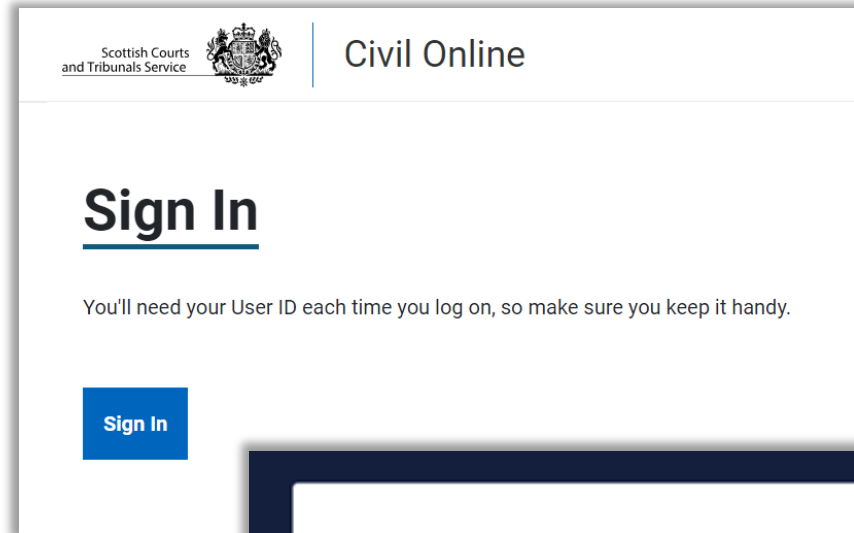
1. Click on the hyperlink to sign-up as a party in the case
2. Enter your email address
3. Click “Send verification code”
4. Check your email inbox for the verification code
5. Enter the verification code received in the appropriate field
6. Click “Verify code”
7. Users will be required to create a password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



Once successfully registered users can log into 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.



## Welcome to Civil Online

### I want to visit...

#### My cases

Track the progress of a case. Access and submit case documents.

#### New claim

Submit a new simple procedure claim.

#### New response

Submit a new simple procedure response.

#### My drafts

Complete an unfinished or rejected simple procedure claim or response.

When users log into the portal they will be directed to the home page. If you have previously used Civil Online you may notice that this page has been refreshed.

Help and information icons are visible throughout the portal. Users can hover over or select the icons to view helpful advice on how to complete forms on any given page.

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## COURT DETAILS

When “New claim” is selected on the home page, users will be taken to the start of the Simple Procedure claim journey.

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

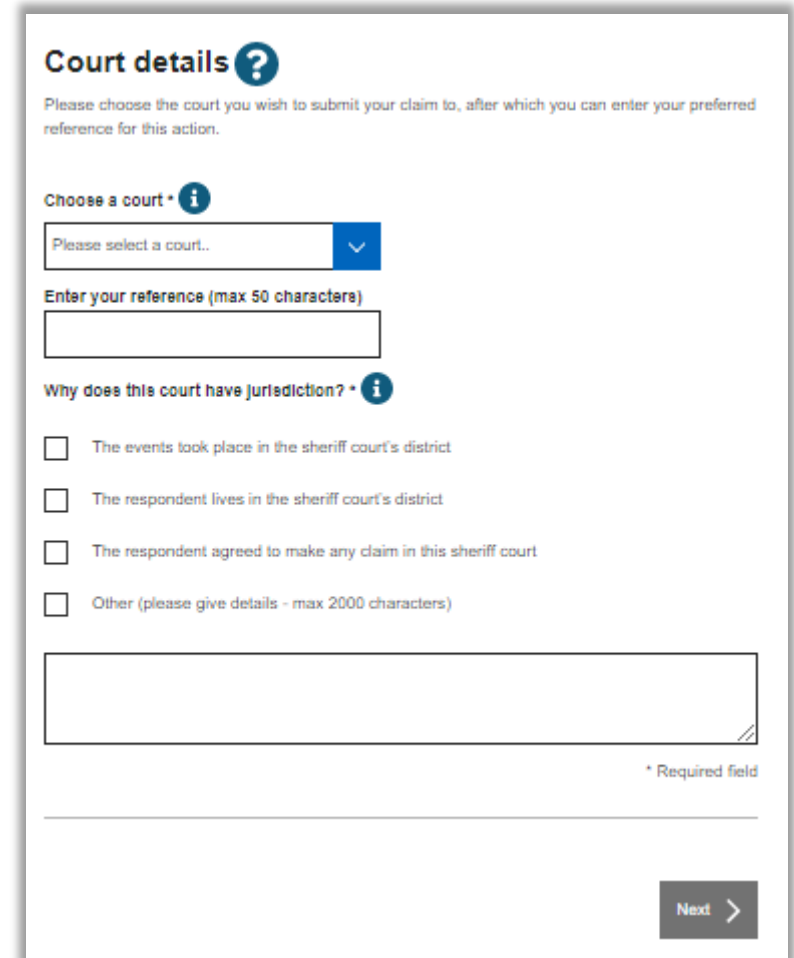
Users are firstly required to choose a court to submit the claim to.

Users can also choose to enter their own reference number to assist them in identifying the claim at a later date.

The basis for jurisdiction has to be selected. Users can select one or more options. If selecting “Other”, please complete the appropriate text-box

- The option “The events took place in the sheriff court’s district” should only be selected if the claim concerns an incident that took place in the sheriff court’s district. Usually, you must raise the claim in the court that has jurisdiction over the respondent. This is generally where the respondent lives or conducts business

**NOTE:** Civil Online automatically saves a draft version of the claim. The draft saves one the user has completed all mandatory fields and clicks “Next” at the bottom of each page. Users can retrieve their unfinished claim by clicking on “My drafts” from the home page.



The screenshot shows the 'Court details' form with the following elements:

- Title:** Court details ?
- Instruction:** Please choose the court you wish to submit your claim to, after which you can enter your preferred reference for this action.
- Field 1:** Choose a court \* (mandatory, with info icon). A dropdown menu is shown with the text 'Please select a court..' and a blue arrow.
- Field 2:** Enter your reference (max 50 characters). A text input box is shown.
- Field 3:** Why does this court have jurisdiction? \* (mandatory, with info icon). A list of four radio button options:
  - 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)
- Field 4:** A large text input box for providing details for the 'Other' option.
- Label:** \* Required field
- Button:** Next >

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## CLAIMANT DETAILS

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

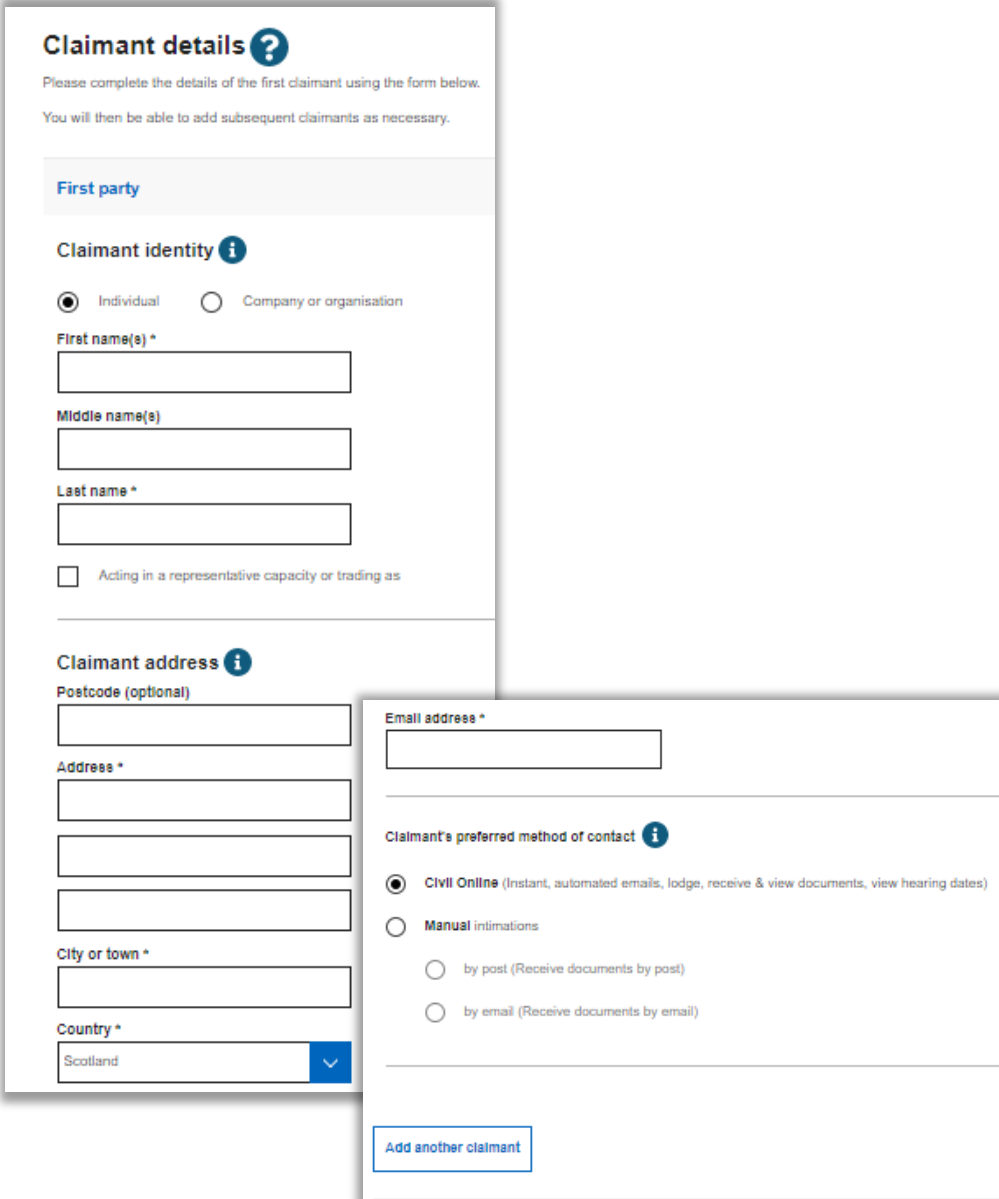
If the user types in a postcode, suggested addresses will be listed that the user can select. This can help speed up the process of entering information and minimise risk of typing errors.

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

Users can add additional claimants by selecting "Add another claimant" option. 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 i**

Individual  Company or organisation

**First name(s) \***

**Middle name(s)**

**Last name \***

Acting in a representative capacity or trading as

**Claimant address i**

**Postcode (optional)**

**Address \***

**City or town \***

**Country \***

Scotland

**Email address \***

**Claimant's preferred method of contact i**

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

**Manual intimations**

by post (Receive documents by post)

by email (Receive documents by email)

**Add another claimant**



# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## CLAIMANT REPRESENTATION

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

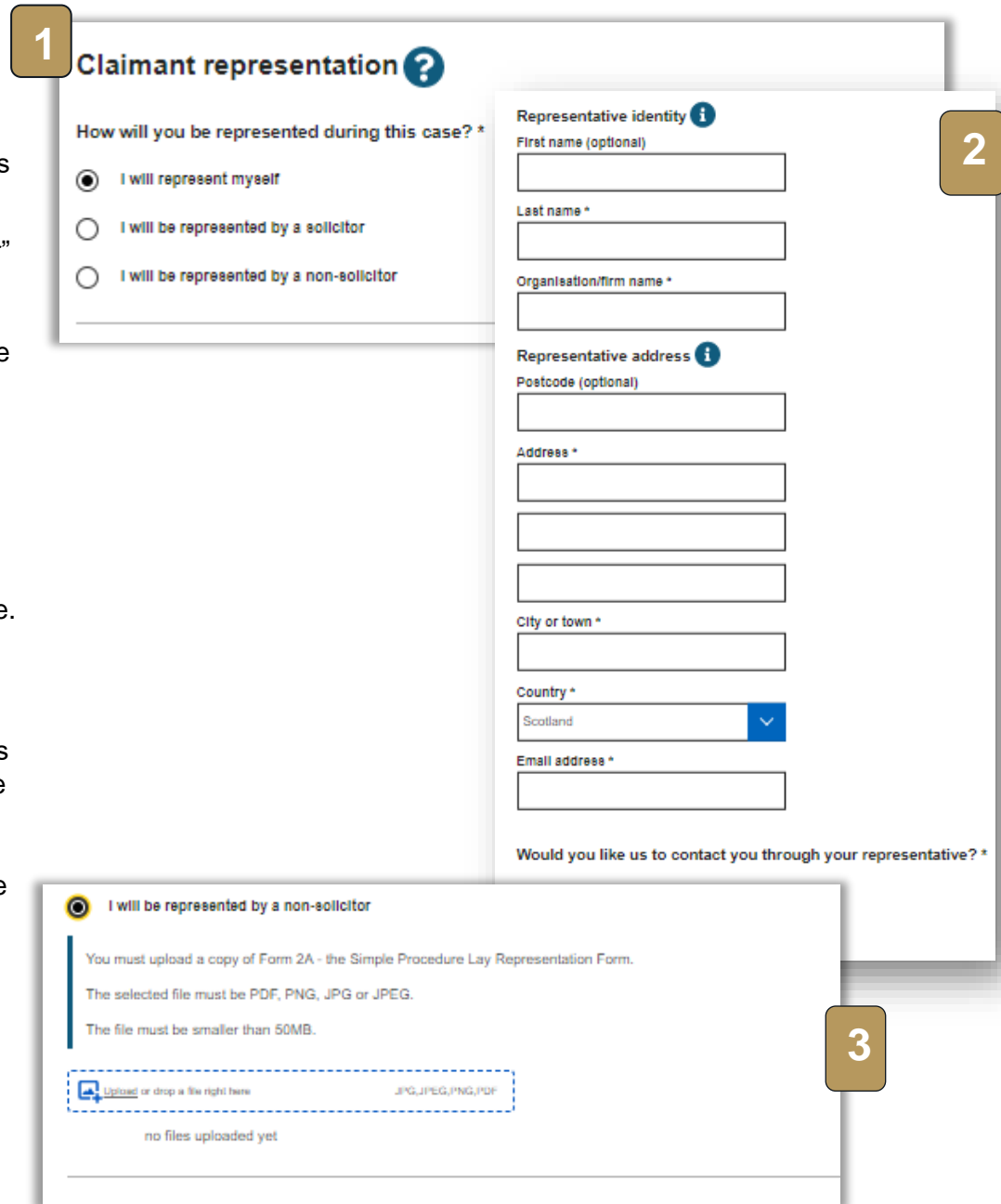
If the user selects “I will be represented by a solicitor” or “I will be represented by a Non-Solicitor” a further section will populate at the bottom of the screen for users to enter details about their representative. (See 2)

Additionally, if the user has selected “I will be represented by a non-solicitor”, they will also be required to upload a completed Form 2A – Lay Representation Form (See 3).

The form can be downloaded from the SCTS website. [Simple Procedure Forms \(scotcourts.gov.uk\)](http://scotcourts.gov.uk)

To upload the Form 2A users can either:

- Click on “Upload” and this will open the user’s file explorer and allow them to navigate to the document(s) saved on their device; OR
- Drag and drop the required file(s) into the upload window which is bordered in blue (see 3).



**1 Claimant representation ?**

How will you be represented during this case? \*

I will represent myself

I will be represented by a solicitor

I will be represented by a non-solicitor

**2**

**Representative identity** *i*

First name (optional)

Last name \*

Organisation/firm name \*

**Representative address** *i*

Postcode (optional)

Address \*

City or town \*

Country \*

Scotland

Email address \*

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

**3**

**I will be represented by a non-solicitor**

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

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

The file must be smaller than 50MB.


Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

## SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

**First party**


**Respondent identity** 

Individual  Company or organisation

First name(s) \*


  
Middle name(s)  
Last name \*  
 Acting in a representative capacity or trading as

---

**Respondent address** 

Postcode (optional)

  
Address \*  
  
  
City or town \*  
Country \*

Scotland 

Email address

[Add another respondent](#)

### RESPONDENT DETAILS

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

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

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## CLAIM DETAILS – ABOUT THE CLAIM

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

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

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

**NOTE:** The “What is the background to the claim?” and “What are the details of the consumer credit agreement?” fields have a 5000 character limit.

The “What steps has the claimant taken, if any, to try and settle the dispute with the respondent?” has a 4000 character limit.

The screenshot shows the 'Claim details' form with a question mark icon. The 'About the claim' section is expanded, showing three questions:

- What is the background to the claim? \* (with an information icon) - followed by a large text input field.
- Does this claim relate to a consumer credit agreement? \* (with an information icon) - followed by radio buttons for 'Yes' and 'No'.
- What steps have been taken, if any, to try to settle the dispute with the respondent? \* (with an information icon) - followed by a large text input field.

Below these is a final question: 'Would you like the court to formally serve this Claim Form on your behalf? \*' with radio buttons for 'Yes' and 'No'.

This close-up shows the question: 'Does this claim relate to a consumer credit agreement? \*' with an information icon. The 'Yes' radio button is selected. Below it is the question: 'What are the details of the consumer credit agreement? \*' with an information icon, followed by a text input field.

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

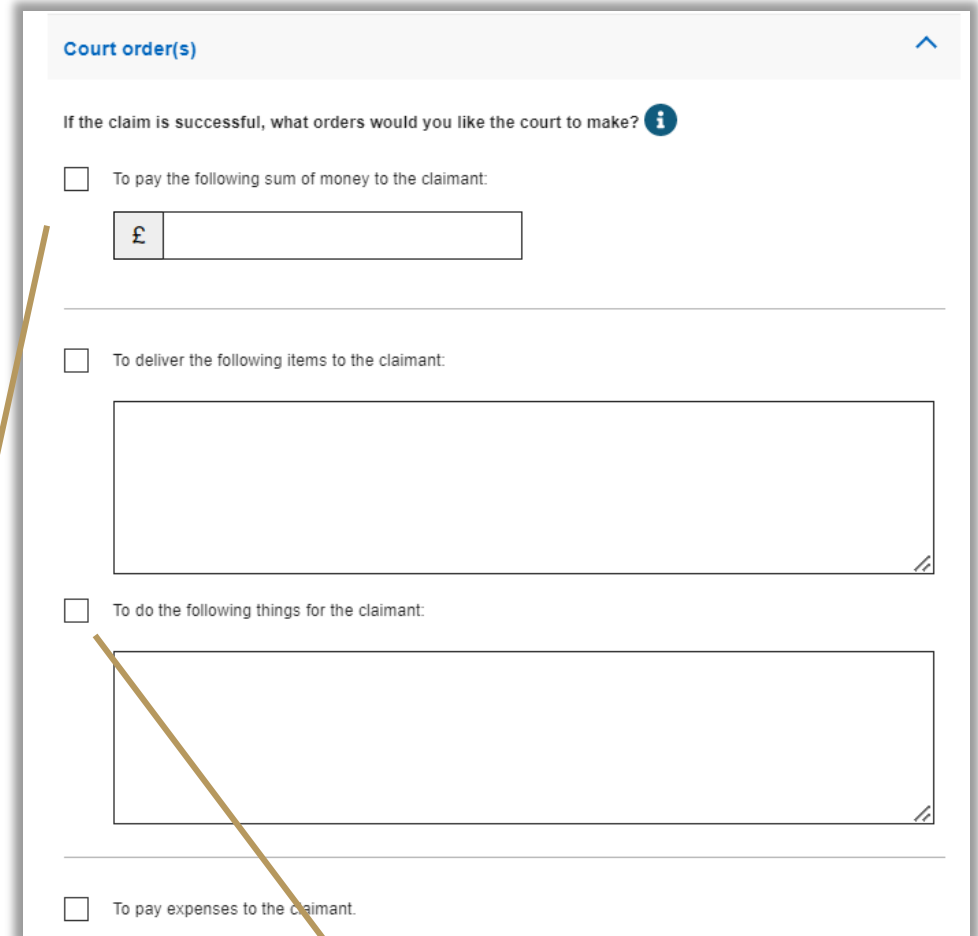
## CLAIM DETAILS – COURT ORDER(S)

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

Further fields will appear on screen based upon the order selected by the user.

If the user selects the option for payment of a sum of money, a further field will display with the option to seek interest on that sum of money. The interest rate is defaulted to 8.0% annually commencing on the last date for service but can be amended as appropriate.

If a user selects either the delivery or implement option, they will need to provide details of the order they are seeking in the textbox. Additionally, users are required to enter the amount for payment of a sum of money as an alternative, should the respondent fail to comply with the order for delivery or implement. This alternative amount sought must be less than £5000.



**Court order(s)**

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

To pay the following sum of money to the claimant:

£

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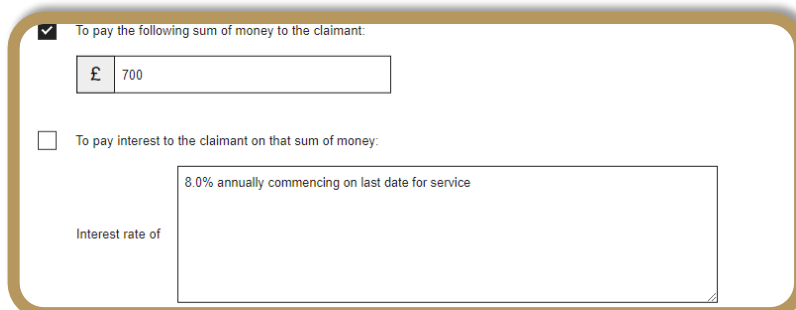
To deliver the following items to the claimant:

---

To do the following things for the claimant:

---

To pay expenses to the claimant.



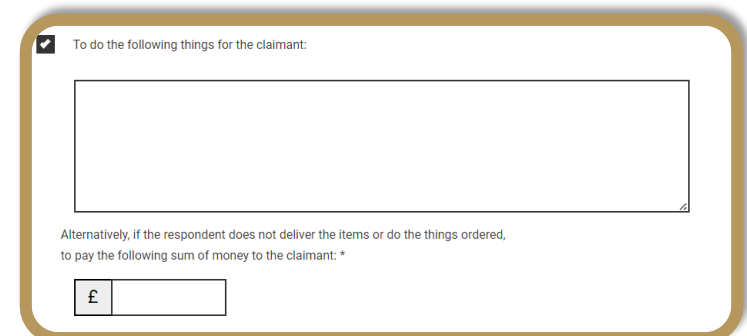
To pay the following sum of money to the claimant:

£ 700

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

8.0% annually commencing on last date for service

Interest rate of

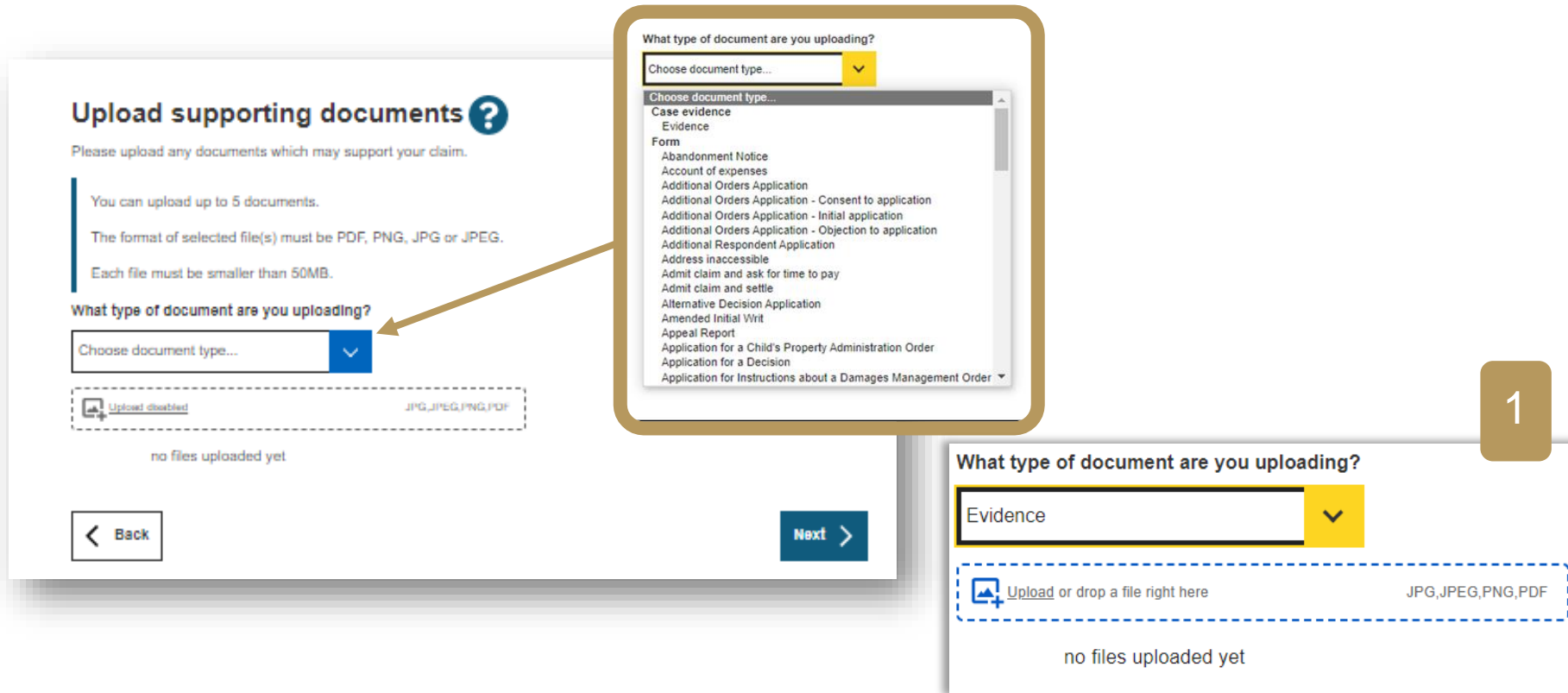


To do the following things for the claimant:

Alternatively, if the respondent does not deliver the items or do the things ordered, to pay the following sum of money to the claimant: \*

£

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM



**Upload supporting documents** ?

Please upload any documents which may support your claim.

You can upload up to 5 documents.

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

Each file must be smaller than 50MB.

What type of document are you uploading?

Choose document type...

Upload disabled

JPG, JPEG, PNG, PDF

no files uploaded yet

Back

Next

What type of document are you uploading?

Evidence

Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

1

## UPLOAD SUPPORTING DOCUMENTS

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

Once a document type has been selected the user can either, click on the word “Upload” (see 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 type of document. If they are not, for example one document is evidence the other is a list of evidence, the user should upload select them individually changing the document type as appropriate prior to the upload of the other files.

If the user does not wish to upload any supporting documentation with the claim form they can skip this page by clicking “next”

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## SUMMARY PAGE

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

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

Alternatively, users can use the “Back” button at the bottom of the screen to navigate through each of previous screens.

**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 accidentally exit, you will be able to resume completion of the claim.

### Summary

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

Edit [Edit](#)

Court Details	
Submit to court	Aberdeen Sheriff Court
Reference Number	Claim 1
Why does this court have jurisdiction	The respondent lives in the sheriff court's district

[Edit](#)

Claimant	
First claimant	Jo Bloggs
Contact details	1 Test Street, Aberdeen Scotland hlorimerkay@sctsdev.local
Contact method	Online

[Edit](#)

Claimant representation	
Representation Status	Self-Representation

[Edit](#)

Respondent	
First respondent	John Smith
Contact details	1 Main Street, Demoville AA12 3YZ Scotland

[Edit](#)

Claim details	
Background to the claim	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt.
Steps taken to settle	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Court orders requested	To pay the following sum of money to the claimant: £3000 Additionally, to pay interest on that sum of money to the claimant at the following annual rate of interest: 8.0% annually commencing on last date for service
Expenses requested	Yes
Claim form service requested	No
Court to serve Claim Form	No

[Edit](#)

**Associated files uploaded**

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

< Back
Submit >

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## PAY FOR YOUR DOCUMENT

The user is then prompted to pay for their claim submission.

The portal asks whether the user is fee exempt. "No" is selected by default.

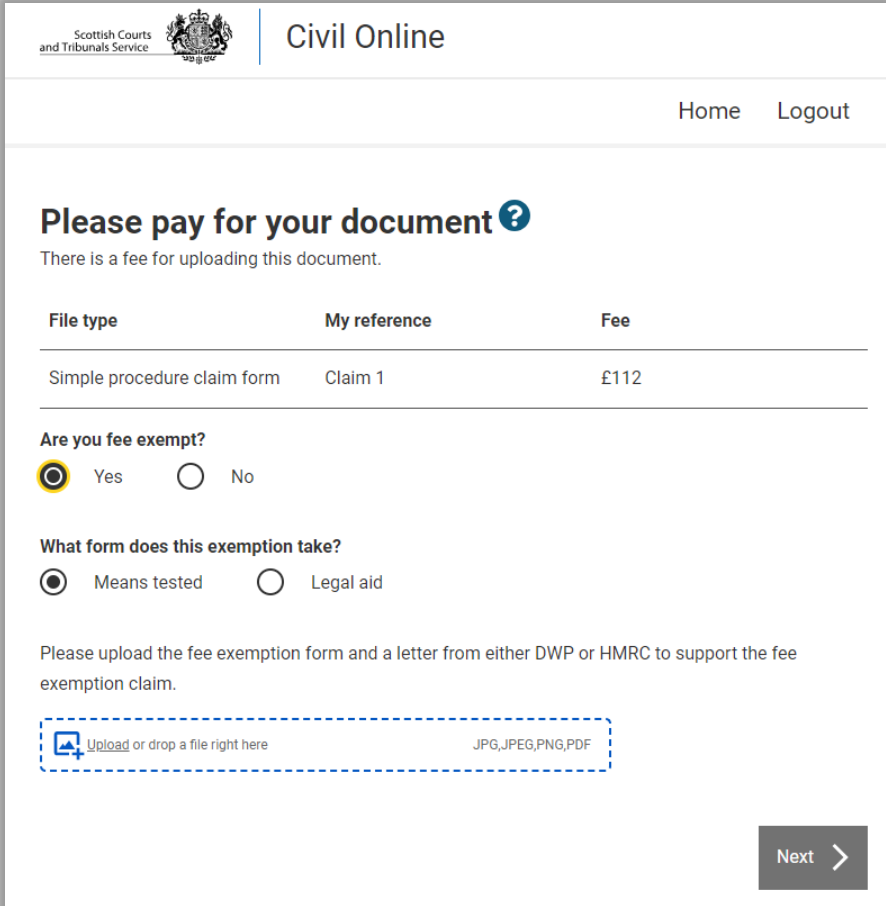
If the claimant selects that they are fee exempt, new sections will display on screen for completion. The user needs to select the type of exemption and upload a copy of the fee exemption form and appropriate supporting documentation.

If the claimant is not fee exempt, they will be presented with a card payment portal instead.

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

[Sheriff Court Fees \(scotcourts.gov.uk\)](https://www.scotcourts.gov.uk/sheriff-court-fees)

[Fee Exemption Forms \(scotcourts.gov.uk\)](https://www.scotcourts.gov.uk/fee-exemption-forms)



Scottish Courts and Tribunals Service | Civil Online

Home Logout

### Please pay for your document ?

There is a fee for uploading this document.

File type	My reference	Fee
Simple procedure claim form	Claim 1	£112


Are you fee exempt?

Yes  No

What form does this exemption take?

Means tested  Legal aid

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

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

Next >

# SUBMITTING A NEW SIMPLE PROCEDURE CLAIM

## SUBMISSION RECEIPT

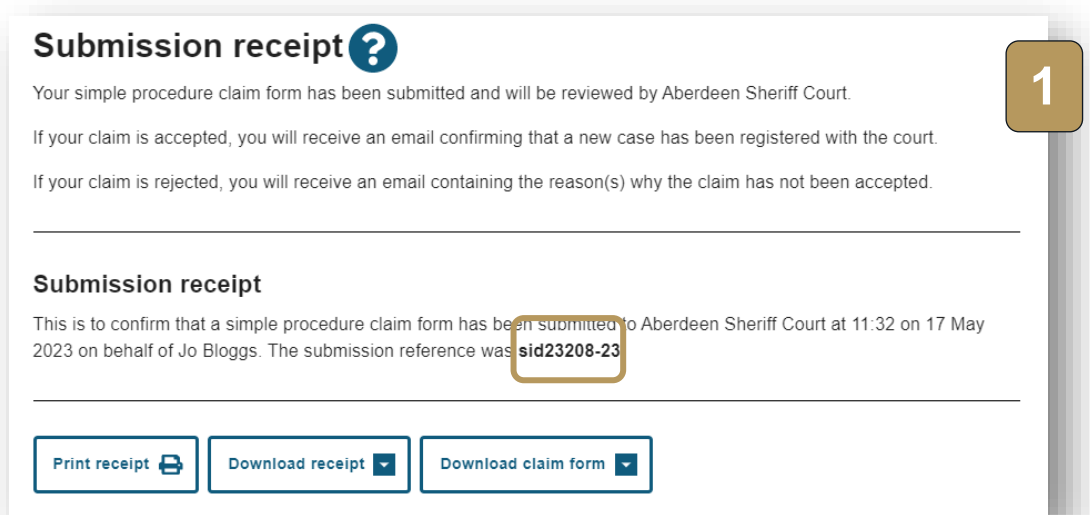
This page confirms that the claim has been submitted to the selected Court.

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

It is helpful to keep a note of the SID number, so that it can be provided to court staff to help them identify the submission, should you have any enquiries about the claim prior to it being processed by the court.

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

Users will receive an automated email to confirm whether the case has been accepted or rejected.



The screenshot shows a 'Submission receipt' page. At the top right, there is a yellow box with the number '1'. The main heading is 'Submission receipt' with a question mark icon. Below this, there are two paragraphs of text: 'Your simple procedure claim form has been submitted and will be reviewed by Aberdeen Sheriff Court.' and '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.' A horizontal line separates this from a second 'Submission receipt' section. This section contains the text: 'This is to confirm that a simple procedure claim form has been submitted to Aberdeen Sheriff Court at 11:32 on 17 May 2023 on behalf of Jo Bloggs. The submission reference was sid23208-23'. The 'sid23208-23' is highlighted with a yellow box. At the bottom, there are three buttons: 'Print receipt' with a printer icon, 'Download receipt' with a dropdown arrow, and 'Download claim form' with a dropdown arrow.



## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### RESPONDING TO A SIMPLE PROCEDURE CLAIM

When “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. These details can be found on the documents that the respondent would have received.

Firstly, if the claimant is an individual the user is required to enter only the surname of the claimant. If the claimant is a company or an organisation, the user should enter the full name 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, further sections will appear on screen for the user to complete.

If there is more than 1 respondent named in the claim the user will be also asked to select which respondent they are submitting a response for.

### Simple Procedure response ?

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

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

Claimant \*

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

Case reference \* 

Add

Case reference \* 

PHD-SG1-23

Add


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

Individual

Company or organisation

## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### Response

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

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

Admit the claim and seek time to pay the money

Dispute the claim or part of the claim

---

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

### How do you wish to respond to the claim?

The user will be asked to select how they wish to respond to the claim. The response journey will differ depending on the selection made. This guide covers each response option. Users can skip to the one that is required.

- Admit the claim and settle it before the last date for response – page 18
- Admit the claim and seek time to pay – page 24
- Dispute the claim or part of the claim – page 25

Please be advised that the option to “Admit the claim and seek time to pay the money” is not available for companies or organisations.

## ADMIT THE CLAIM AND SETTLE

### Respondent Details

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

Any mandatory fields are marked with an asterisk (\*)

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

#### Respondent details ?

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

##### First respondent

#### Respondent identity i

First name(s) \*

Middle name(s)

Last name \*

Acting in a representative capacity or trading as

#### Respondent address i

Postcode (optional)

#### Respondent address i

Postcode (optional)

Address \*




City or town \*

Country \*

Scotland



Email address \*

#### Respondent's preferred method of contact i

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

Add an additional respondent

## Additional Respondent

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

Users are required to provide a reason for adding the additional respondent.

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

## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### Respondent details ?

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

---

**First respondent** ▼

**Additional respondent 1** Remove ▲

**Additional respondent identity i**

Individual
  Company or organisation

**First name(s) \***

**Middle name(s)**

**Last name \***

Acting in a representative capacity or trading as

---

**Respondent address i**

**Postcode (optional)**

**Address \***


**City or town \***

**Country \***

Scotland ▼

**Email address**

**Reason for adding respondent \***

# RESPONDING TO A SIMPLE PROCEDURE CLAIM

## Respondent Representation

If a user selects “I will represent myself” and selects “Next”, the user will be brought to the “upload supporting document(s)” page.

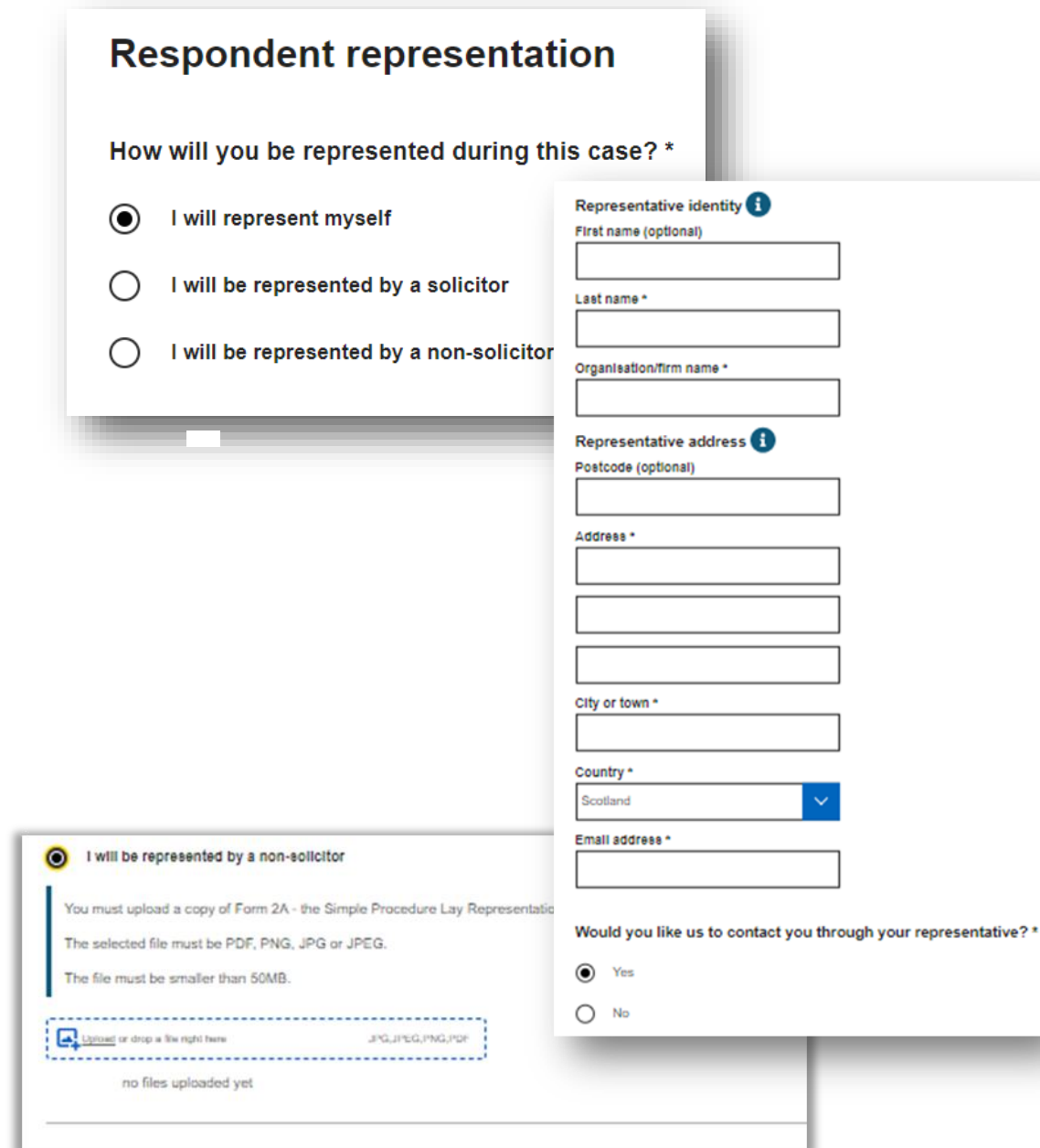
If the user selects “I will be represented by a solicitor” or “I will be represented by a Non-Solicitor” a further section will populate at the bottom of the screen for users to enter details about their representative.

Additionally, if the user has selected “I will be represented by a non-solicitor”, they will also be required to upload a completed Form 2A – Lay Representation Form (See 3).

The form can be downloaded from the SCTS website. [Simple Procedure Forms \(scotcourts.gov.uk\)](http://scotcourts.gov.uk)

To upload the Form 2A users can either:

- Click on “Upload” and this will open the user’s file explorer and allow them to navigate to the document(s) saved on their device; OR
- Drag and drop the required file(s) into the upload window which is bordered in blue.



**Respondent representation**

How will you be represented during this case? \*

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

**Representative identity** ⓘ

First name (optional)

Last name \*

Organisation/firm name \*

**Representative address** ⓘ

Postcode (optional)

Address \*

City or town \*

Country \*  
 Scotland

Email address \*

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

Yes  
 No

**I will be represented by a non-solicitor**

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

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

The file must be smaller than 50MB.

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

no files uploaded yet

## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### UPLOAD SUPPORTING DOCUMENTATION (Response)

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

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 1).

Once the document type has been selected, the upload functionality component changes to a blue border.

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

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

### Upload supporting documents ?

1

Please upload any documents which may support your response.

You can upload up to 5 documents.

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

Each file must be smaller than 50MB.

**What type of document are you uploading?**

▼

Upload disabled

JPG, JPEG, PNG, PDF

no files uploaded yet

### What type of document are you uploading?

2

▼

Upload or drop a file right here

JPG, JPEG, PNG, PDF

no files uploaded yet

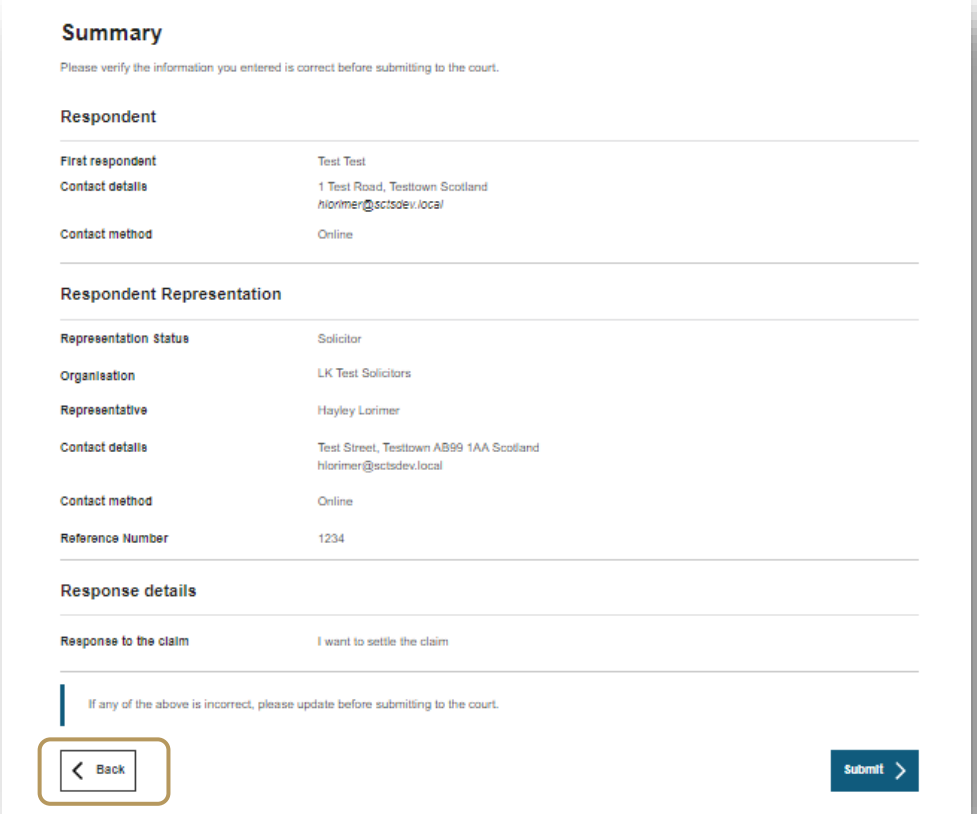
## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### Response summary page

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

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 accidentally, you will be able to resume completion of your response.



**Summary**

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

**Respondent**

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

**Respondent Representation**

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

**Response details**

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

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

[← Back](#) [Submit >](#)

### Submission receipt

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

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

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

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

---

### Submission receipt

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

---

Print receipt 

Download receipt 

Download response form 

## SUBMISSION RECEIPT

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

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



## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### ADMIT AND SEEK TIME TO PAY

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

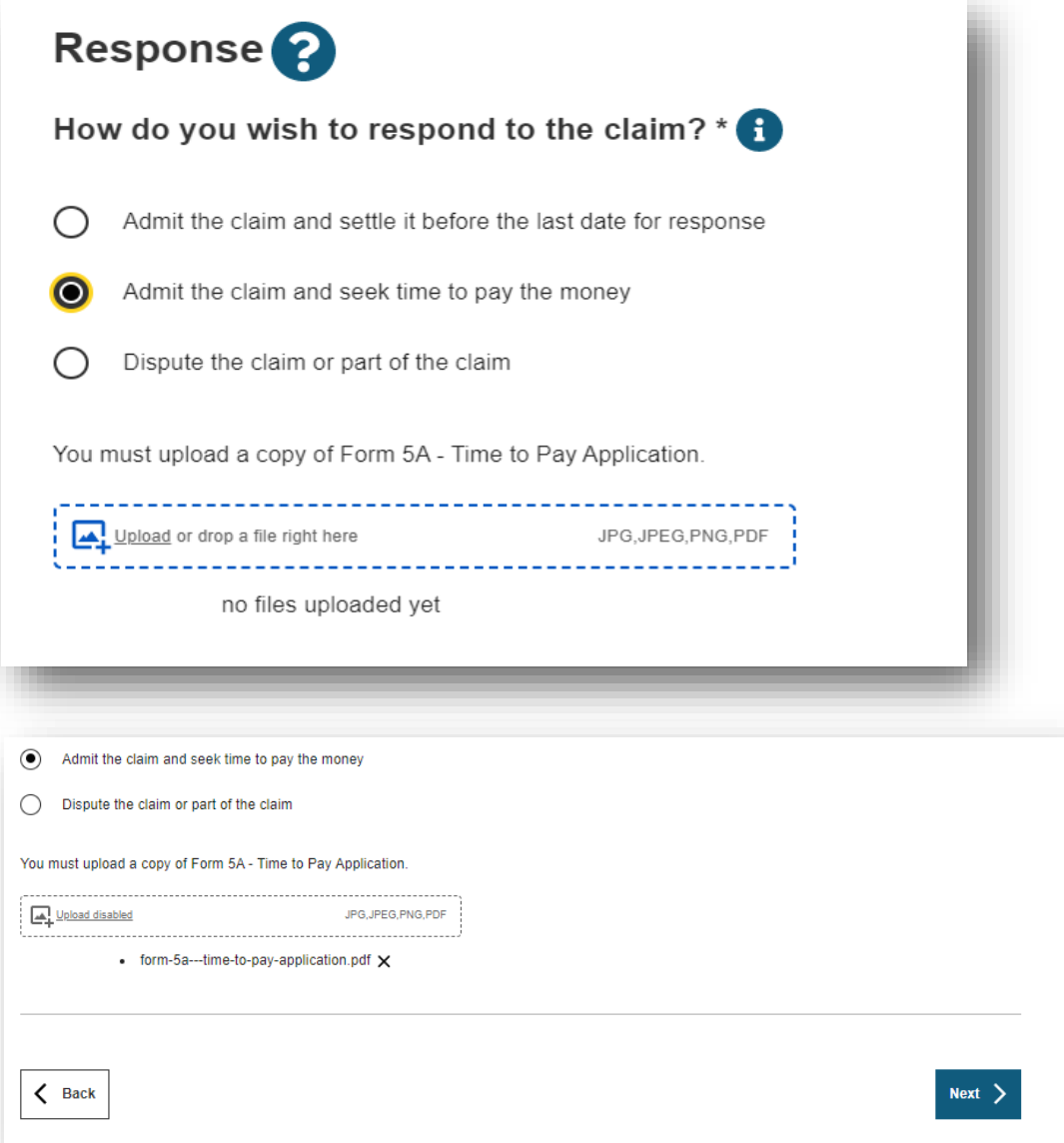
Users must upload a completed copy of the Form 5A – Time to Pay Application. These forms are available for download on the website. [Simple Procedure Forms \(scotcourts.gov.uk\)](http://scotcourts.gov.uk)

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

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

Once this is completed, users can select “Next”. They will then be brought to the “upload supporting documents” screen followed by the “summary” screen, followed by the “submission receipt” screen.

- These screens work in the same way regardless of the response selected so please refer to the earlier guidance (pages 21-23) for more information.



**Response** ?

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

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

Admit the claim and seek time to pay the money

Dispute the claim or part of the claim

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

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

no files uploaded yet

Admit the claim and seek time to pay the money

Dispute the claim or part of the claim

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

Upload disabled JPG, JPEG, PNG, PDF

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

**< Back** **Next >**

## DISPUTE THE CLAIM OR PART OF THE CLAIM

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

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

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


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


## RESPONDING TO A SIMPLE PROCEDURE CLAIM

### Response ?

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

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

What is the background to the claim? \* 

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

## Simple Procedure submission drafts ?

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

Type	My reference	Drafted by	Expires	Action
Claim	<a href="#">SPC1</a>	hlorpltest@sctsdev.local	1 July 2025	<a href="#">Delete</a>
Claim (Rejected)	<a href="#">Claim 1</a>	hlorpltest@sctsdev.local	1 July 2025	<a href="#">Delete</a>

Showing 1 to 2 of 2 entries

When the user selects “My drafts” from the home page users will be brought to this screen where they can see any claims or responses that have not been fully completed and submitted to the court and 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 reference number of the item they wish to continue.

Drafts are retained for 1 year from the date of creation. If they are not-submitted 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.

Any claims that have previously been rejected, will be listed as the type “Claim (Rejected)”. Further information about rejected claims is available on page 29.

## My cases ?

Case status Case type Court

All   All

Search for

Showing 1 to 3 of 3 entries

Reference	Case name	Case type	Status	Action
<a href="#">FAL-SG20-23</a> 📌	Joe Bloggs v Company Alpha	Simple Procedure	Registered	<a href="#">Submit documents</a>
<a href="#">sid6716-24</a>	Joe Bloggs v A White	Simple Procedure	Rejected	
<a href="#">ABE-SG83-24</a>	Joe Bloggs v John Smith	Simple Procedure	Registered	<a href="#">Submit documents</a>

Showing 1 to 3 of 3 entries

This is where users can view all of their current cases. Cases will show on the portal for 1 year after disposal and then will automatically drop off.

There is search functionality and filters available to assist users with locating a case quickly.

Clicking on the reference number will take users to the “Case Tracking” screen, where they can view details of the case, recent case activity, hearings and a list of documents lodged or issued in the case.

If a claim is rejected by a court, then the rejected submission will initially be listed here, displaying a status of rejected. Further information about rejected claims is on page 29.

Users can also submit documentation for a case by selecting ‘Submit documents’ hyperlink and following the necessary steps.

**NOTE:** Pending submissions i.e. claims or responses that have been submitted to the court but not yet accepted will not appear in the list of cases. The case requires to be registered and the email address you are using to access Civil Online must be recorded against a party in the case for the user to be able to see the case on Civil Online.

## Case tracker

Reference	Case name	Status
FAL-SG20-23	Joe Bloggs v Company Alpha	Registered

### Recent case activity

Date	Activity	
04 Jul 2024	The following document has been lodged at Falkirk Sheriff Court:Evidence	<a href="#">Clear Notification</a>

### Hearings

There are no scheduled hearings at this point.

### Documents

Date	Type	Reference	Lodged by
04 Jul 2024	 Evidence	R-1	Company Alpha - First Respondent
09 Mar 2023	 Simple Procedure Claim Form		Joe Bloggs - First Claimant

1

If users have any notifications in a case they will see a table called “Recent case activity”.

If a user has selected Civil Online as their contact preference for a case they will also receive automated email notifications to advise them of any recent activity in that case. Please be advised that this is also dependent upon other preferences that have been selected in a case.

Below this are 2 further sections, hearings and documents.

Documents that are submitted to the court will not appear on the list of documents until they have been accepted by the court. Documents are visible to all parties in a case who have access to Civil Online. Some documents may never show on Civil Online such as correspondence.

Users can view a document by clicking on document icon or document type, this will open the document in a new tab where users can opt to 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 may be because the document has not been uploaded to the system or the document may have been hidden by court staff.

## My cases ?

Case status Case type Court

All [v] [v] All [v]

Search for [magnifying glass icon] [Clear All](#)

Showing 1 to 3 of 3 entries

Reference	Case name	Case type	Status
<a href="#">FAL-SG20-23</a>	Joe Bloggs v Company Alpha	Simple Procedure	Registered
<a href="#">sid6716-24</a>	Joe Bloggs v A White	Simple Procedure	Rejected
<a href="#">ABE-SG83-24</a>	Joe Bloggs v John Smith	Simple Procedure	Registered

Showing 1 to 3 of 3 entries

## Case tracker

**You need to review your case**

Submission ID	Rejection reason	Status
sid6716-24	Please enter the full name of the claimant.	Rejected

**Hearings**

There are no scheduled hearings at this point.

**Documents**

There are no documents in this case at this point.

[Review your case](#)

If a Simple Procedure Claim has been rejected by the court, the user that submitted the claim will receive an 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, which can be accessed by clicking “I want to check case details or submit supporting documents in an existing case” from the welcome page.

Users should click the reference hyperlink of the rejected claim 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. Instead it will be listed on the submission drafts screen which can be accessed by clicking “I want to complete an unfinished / rejected simple procedure claim or response”



**I submitted a Simple Procedure claim to a court but cannot see it on my cases list on Civil Online?**

A claim will only display on the “My cases” list, once it has been accepted and registered as a case by the Court. You should receive an automated email to confirm that the claim has been accepted or rejected by the court.

**Can I use Civil Online to submit documents for other case types?**

No, members of the public and lay representatives can currently only use the portal for Simple Procedure cases.

**Who do I contact with any enquiries?**

For any enquiries, (including to report an issue or request technical support with Civil Online) please contact the court handling the case or your local Sheriff Court.

Contact details for all our courts are available on the Scottish Courts and Tribunals website [Find a court \(scotcourts.gov.uk\)](https://www.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 to our Service Desk team to investigate the matter