

Legal Aid Online

30-day certificate acknowledgement



LEGAL AID ONTARIO

AIDE JURIDIQUE ONTARIO

Title:	30-day certificate acknowledgement
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Published:	June 2022
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Legal Aid Ontario is introducing a new step in the acknowledgement process for all certificates created after June 11, 2022.

Step 1: Select the “Certificate” tab to access the certificate(s) awaiting acknowledgement.

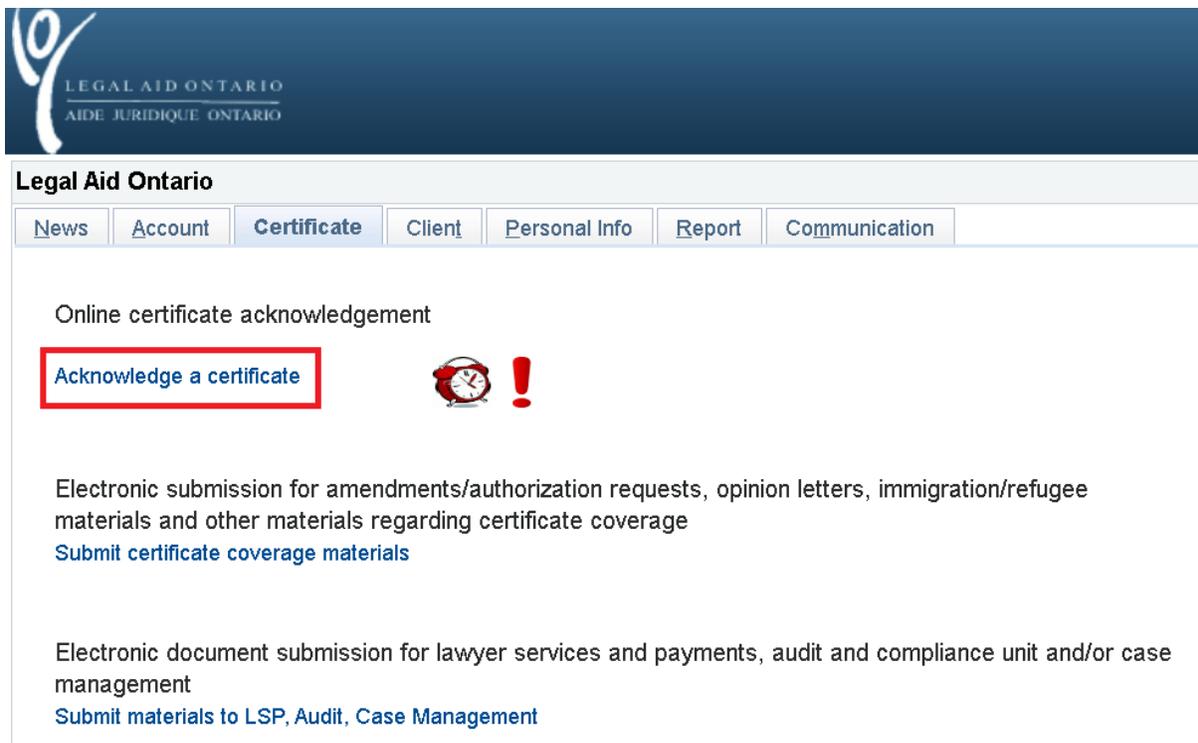
The screenshot shows the Legal Aid Ontario website interface. At the top, there are navigation links for 'Favorites' and 'Main Menu'. Below this is the organization's logo and name in both English and French. A horizontal menu contains several tabs: 'News', 'Account', 'Certificate', 'Client', 'Personal Info', 'Report', and 'Communication'. The 'Certificate' tab is highlighted with a red rectangular box. To the right of the menu is a 'Language Preference' dropdown menu set to 'English'. Below the menu, the page content includes a 'Welcome,' message, a section titled 'In Brief: News for Lawyers' with two news items, and a 'Need help?' section with links to the website, LAO LAW website, Frequently Asked Questions, and User Agreement.

NEW

Two new icons have been introduced to flag certificate(s) that are within the 30-day acknowledgement lifecycle:

- **Alarm clock:** you have one or more certificates within Day 1 – Day 20 waiting to be acknowledged
- **Exclamation mark:** you have one or more certificates within Day 21 – Day 30 waiting to be acknowledged.

Step 2: Select the “Acknowledge a certificate” link.



The screenshot shows the Legal Aid Ontario website interface. At the top, there is a dark blue header with the logo and text "LEGAL AID ONTARIO" and "AIDE JURIDIQUE ONTARIO". Below the header is a navigation bar with tabs for "News", "Account", "Certificate", "Client", "Personal Info", "Report", and "Communication". The "Certificate" tab is selected. Underneath the navigation bar, the text "Online certificate acknowledgement" is displayed. A link labeled "Acknowledge a certificate" is highlighted with a red rectangular box. To the right of this link are two icons: a red alarm clock and a red exclamation mark. Below the link, there are two sections of text. The first section describes "Electronic submission for amendments/authorization requests, opinion letters, immigration/refugee materials and other materials regarding certificate coverage" and includes a link "Submit certificate coverage materials". The second section describes "Electronic document submission for lawyer services and payments, audit and compliance unit and/or case management" and includes a link "Submit materials to LSP, Audit, Case Management".

Step 3: Select the “Certificates Awaiting to Be Acknowledged” button.

Certificate Search

LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

May 31, 2022

Please Search by Entering Information in the Fields Client Number and Certificate number.
In case of Simplified On Line Application, enter the Intake ID instead of Certificate number.

Client Number:

Certificate Number:

[My Online Ack'd Certs](#)

[Certificates Awaiting to Be Acknowledged](#)

[Retrieve/Confirm Client Name](#)

Client First Name:

Client Last Name:

NEW

Step 4: Select the “View Certificate” link to see client and coverage information and relevant dates.

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AIDE JURIDIQUE ONTARIO

May 31, 2022

Certificate Awaiting to be Acknowledged

Solicitor ID:

Solicitor Name:

Certificate Waiting List						First	1-9 of 9	Last
	Certificate Number	Issue Date	Area Office	Possible BCM	Do you intend to acknowledge this certificate?	Certificate Information		
1	CE56	05/31/2022	AO-46 - GTA District Office	<input type="checkbox"/>	<input type="text"/>	View Certificate		
2	CE56	05/31/2022	AO-46 - GTA District Office	<input type="checkbox"/>	<input type="text"/>	View Certificate		

NEW

Step 5: Select your intention to acknowledge the certificate.

Certificate Waiting List						
	Certificate Number	Issue Date	Area Office	Possible BCM	Do you intend to acknowledge this certificate?	Certificate Information
1	CE562	05/31/2022	AO-46 - GTA District Office	<input type="checkbox"/>	<input type="checkbox"/>	View Certificate
2	CE562	05/31/2022	AO-46 - GTA District Office	<input type="checkbox"/>	<input type="checkbox"/>	View Certificate

If “No” is selected, you will receive the following confirmation message:

Message

- i. Your name will be removed from this certificate as lawyer of choice.
- ii. This certificate will be removed from your portal list of certificates waiting to be acknowledged.
- iii. The client will be informed that you are not willing to acknowledge this certificate (0,0)

Click on “OK”.

If “Yes” is selected, a message will appear, prompting you to select the corresponding certificate number to continue the acknowledgement process.

Click on “OK”.

The screenshot shows the Legal Aid Ontario portal interface. A modal message box is open, displaying the text: "You have indicated that you intend to acknowledge this certificate. Please click on the certificate number to continue the acknowledgement process. (0,0)". Below the message is an "OK" button. In the background, a table titled "Certificate Waiting List" is visible. The table has columns for Certificate Number, Issue Date, Area Office, Possible BCM, and Do you intend to acknowledge this certificate?. The first row shows Certificate Number CE562, Issue Date 05/31/2022, Area Office AO-46 - GTA District Office, Possible BCM , and Do you intend to acknowledge this certificate? Yes. The second row is partially visible. The "View Certificate" link is present for each row.

Step 6: In the original acknowledgement process:

- a) Select the “Retrieve/Confirm Client Name” button.
- b) Click on “Next”.

LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

May 31, 2022

Please Search by Entering Information in the Fields Client Number and Certificate number.
In case of Simplified On Line Application, enter the Intake ID instead of Certificate number.

Client Number:

Certificate Number:

My Online Ack'd Certs

Certificates Awaiting to Be Acknowledged

Retrieve/Confirm Client Name a)

Client First Name: Client Last Name:

Next b) Clear Return/Retour

Step 7: Complete the required declaration questions and select “Submit”.

I acknowledge that I have been retained by the client to provide legal aid services authorized by this certificate. I undertake to perform the legal aid services in accordance with the conditions listed on this certificate, and in accordance with the Legal Aid Services Act, 2020, the Rules, and LAO's Policies and Procedures.

If you do not acknowledge the certificate online or through the regular mail within 90 days of the issue date, the certificate will be deemed to have expired.

Declaration

Were you or any associate or agent retained by the client or other third party to perform services for the client with respect to the same or any related or ancillary matter before or after the effective date of the certificate? If yes, enter the amount of the retainer in \$. Enter '0' if pro bono.

Yes/Oui

No/Non

Retainer Amount

Conflict check:

I declare that I have performed a conflict check and have not identified an actual or potential **conflict of interest** that would prevent acknowledgement of a Legal Aid Certificate or representation.

I will advise LAO of any actual or potential **conflict of interest** which may arise that would prevent me from continuing to act on this Legal Aid Certificate.

For the Co-representation of legally-aided and privately-paying clients:

I will be co-representing a privately retained client in the authorized proceedings.

Yes/Oui No/Non

Area Director at GTA District Office
20 Dundas St. West, Suite 201
Toronto, ON, M5G 2H1
Telephone: 1-800-668-8258
Fax: 416-598-0558
TTY: Use Bell's Relay Service at 1-800-855-0511

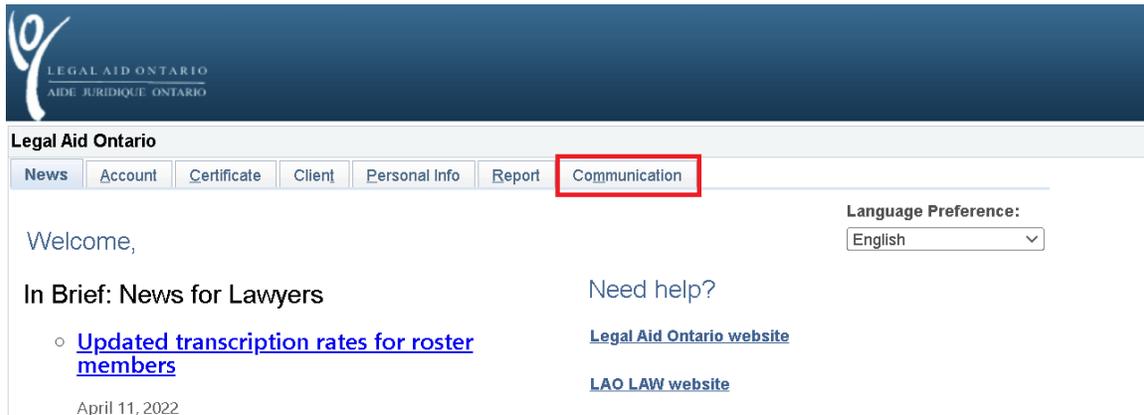
Acknowledgement Date: 05/31/2022

Solicitor Number:

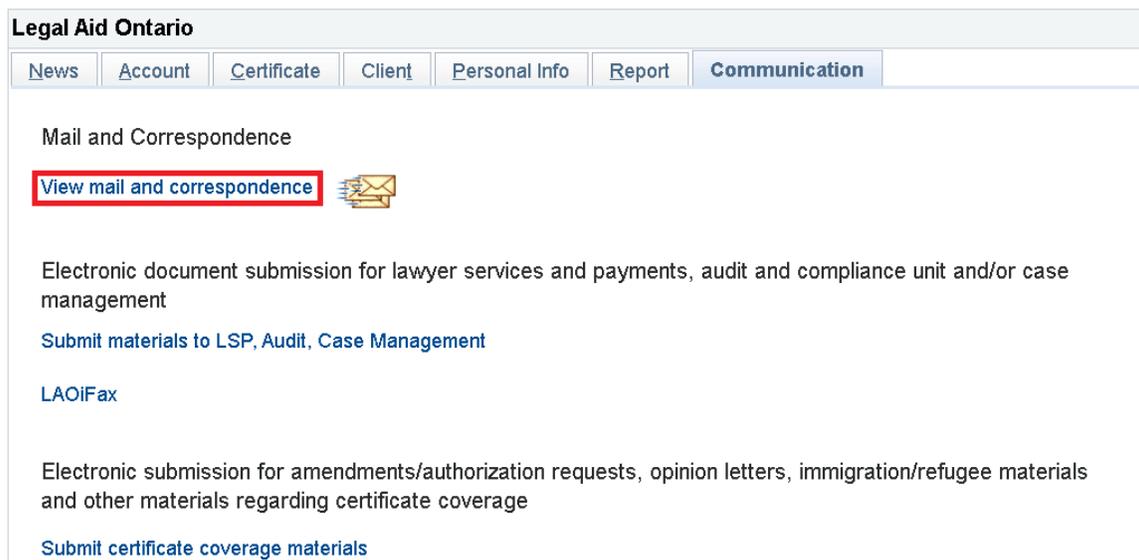
Solicitor Name:

To Review Your Notices:

Step 1: Select the “Communication” tab:



Step 2: Select the “View mail and correspondence” link (the highlighted envelopes indicate unread notices waiting):



Step 3: Select the “Certificate Notice” link from the LAO Messaging System page:

LAO Messaging System/Système de messagerie d'AJO

June 10, 2022

Un-Read Messages Summary/Sommaire des messages non lus

<p>EFT - Deposit Advice / TEF- Avis de dépôt</p> <p style="text-align: right; margin-right: 10px;">1</p> <p>Certificate Notice</p> <p style="text-align: right; margin-right: 10px;">4</p>	<p>You have received a Deposit Advice Notice. Please go to the Electronic Fund Transfer (EFT) – Deposit Advice Page to access this Notice. / Vous avez reçu un avis de dépôt. Pour y accéder, veuillez consulter la page intitulée Transfert électronique de fonds (TEF) - Avis de dépôt.</p> <hr/> <p>You have received a Certificate Notice. Please go to the Certificate Amend/Authorization Page to access this Notice. / Vous avez reçu un avis au sujet d'un certificat. Veuillez vous rendre à la page d'accueil du site et cliquez sur Certificate Amend/Authorization pour lire l'avis.</p>
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Step 4: Select the unread 21-Day reminder notice:

InBox NTE - Certificate Notice							
Personalize Find View 100 [Print] [Calendar]							
					First	1-6	Last
	Delete/Effacer		From/DE	Subject/Objet	Received/Reçu	Read/Lu	
1	<input type="checkbox"/>		AO-46	CE562 - Notice - Certificate waiting to be Acknowledged / CE562 - Avis - Certificat en attente d'accusé de réception	06/06/2022 8:01:58PM		
2	<input type="checkbox"/>		AO-46	CE562 - Notice - Certificate waiting to be Acknowledged / CE562 - Avis - Certificat en attente d'accusé de réception	06/03/2022 8:14:40PM		
3	<input type="checkbox"/>		AO-46	CE562 - Notice - Acknowledgement Period Expired / CE562 - Avis - Période d'accusé de réception expirée	06/03/2022 8:14:31PM		

Scroll to the lower part of the page to display the notice:

Client : Test
Client Number / Numéro du client : CLT227
Certificate Number / Numéro du certificat : CE562
Issued on / Délivré le : 15 May, 2022 / 15 mai, 2022

Dear Roster member

You have been named as lawyer of choice on certificate CE562 . You have 30 days within which to indicate whether or not you intend acknowledge this certificate. If you are receiving this notice there are 9 days remaining for you to acknowledge this certificate. If you do not acknowledge the certificate within 30 days, your name will be removed as lawyer of choice and you will be unable to acknowledge the certificate via your solicitor portal.

Cher membre inscrit au tableau

Vous avez été désigné comme avocat de choix sur le certificat CE562 . Vous disposez d'un délai de 30 jours pour indiquer si vous avez l'intention ou non d'accepter ce certificat. Si on vous a envoyé cet avis, cela veut dire qu'il vous reste 9 jours pour accepter ce certificat. Si vous n'acceptez pas ce certificat dans un délai de 30 jours, votre nom sera supprimé comme avocat de choix et vous ne pourrez plus la possibilité de l'accepter dans Aide juridique en ligne.

Step 5: Select the unread Certificate Expired notice:

InBox NTE - Certificate Notice						
Personalize Find View 100 [Print] [Calendar]				First	1-6	Last
Delete/Effacer		From/DE	Subject/Objet	Received/Reçu		Read/Lu
1	<input type="checkbox"/>		AO-46 CE5627 Notice - Certificate waiting to be Acknowledged / CE5627 - Avis - Certificat en attente d'accusé de réception	06/06/2022 8:01:58PM		
2	<input type="checkbox"/>		AO-46 CE5627 - Notice - Certificate waiting to be Acknowledged / CE5627 - Avis - Certificat en attente d'accusé de réception	06/03/2022 8:14:40PM		
3	<input type="checkbox"/>		AO-46 CE5627 - Notice - Acknowledgement Period Expired / CE5627 - Avis - Période d'accusé de réception expirée	06/03/2022 8:14:31PM		

Scroll to the lower part of the page to display the notice:

Client :
Client Number / Numéro du client : CLT112
Certificate Number / Numéro du certificat : CE562
Issued on / Délivré le : 4 May, 2022 / 4 mai, 2022

Dear Roster member

You were named as lawyer of choice on this certificate on 4 May, 2022. Although you were named as lawyer of choice, you did not acknowledge the certificate within the required 30 days. Accordingly, your name has been removed as lawyer of choice and the client has been advised to choose a new lawyer of choice.

Cher membre inscrit au tableau

Vous avez été désigné comme avocat de choix sur ce certificat le 4 May, 2022. Bien que vous ayez été désigné comme avocat de choix, vous n'avez pas accepté le certificat dans le délai requis de 30 jours. Par conséquent, votre nom a été retiré de la liste des avocats de choix et il a été demandé au client de choisir un nouvel avocat de choix.