



# Duty Counsel Authorization Renewal:

Responding to the Authorization Renewal Notice

## Table of Contents

<i>Introduction</i> .....	2
<i>Responding to notice</i> .....	4
<i>Options</i> .....	6
<i>Agree and Submit</i> .....	7

## Introduction

Under *Roster Management Rules* made under the *Legal Aid Services Act*, roster members providing duty counsel services are now required to renew their authorizations every 24 months.

The images in this job aid are for information purposes only. Your notices will be personalized to your roster membership, authorizations and renewal dates.

# Advance notification

You will receive a notification on [Legal Aid Online](#) three months prior to your duty counsel membership expiry date, as shown in Figure 1:

## Authorization Renewal notice / Avis de renouvellement d'autorisation

LAO's records reflect that your Duty Counsel authorization in DC - Domestic Violence will expire on ~~04/01/2020~~ unless you request renewal. For further details, please click on Communication > View mail and correspondence > Authorization renewal notices or Personal info > Self Reports

Les dossiers d'AJO indiquent que votre autorisation de fournir des services d'avocat(e) de service en Avocat-conseil en violence familiale expirera le ~~1 avril 2020~~, à moins que vous ne demandiez un renouvellement. Pour plus de renseignements, veuillez cliquer sur Communication > Voir le courrier et la correspondance > Avis de renouvellement de l'autorisation ou sur Renseignements personnels > Voir les avis de renouvellement de l'autorisation.



Figure 1: Screenshot of Authorization Renewal Notice on home page of Legal Aid Online.

---

**Important Note:** You must respond to the notification on Legal Aid Online. If you do not respond, you may lose your authorization to provide duty counsel services.

---

# Responding to notice

You can either:

- **Click on “Communication”**  
Click on "Mail and Correspondence" or
- **Click on “Personal Info”**  
Click on “View Authorization renewal notice” under “Self Reports”



Figure 2: Screenshot of navigation within Legal Aid Online, highlighting a notification for renewal notices.

Please select “View Authorization Renewal Notice.” You will be re-directed to review all authorization renewal notices, along with their due dates as seen in Figure 3.

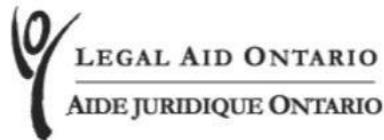
The screenshot shows the Legal Aid Ontario (AIDE JURIDIQUE ONTARIO) interface. At the top, there is a dark blue header with the organization's logo and name. Below the header, the text "Supplier ID:" is followed by two blurred fields. To the right, the date "April 17, 2024" is displayed. The main content area is titled "Renewal Notice" and contains a table with the following columns: "Subject", "Due Date", "Received", "Read", and "Status". The table has one row with the following data: "1" in the first column, "Advice - Domestic violence - DC roster Renewal Notice" in the "Subject" column, "04/03/2026 12:00:00AM" in the "Due Date" column, "04/14/2024 12:00:00AM" in the "Received" column, a checkmark icon in the "Read" column, and "New" in the "Status" column. The "Subject" cell is highlighted with a yellow dashed border.

	Subject	Due Date	Received	Read	Status
1	Advice - Domestic violence - DC roster Renewal Notice	04/03/2026 12:00:00AM	04/14/2024 12:00:00AM	✓	New

Figure 3: Screenshot of authorization renewal notice as explained above.

## Options

Once you have selected the notice you need to respond to you will have two options as seen in Figure 4:



### Authorization Renewal Notice

LAO's records reflect that your Duty Counsel Authorization is expiring on **April 05, 2026**.

Please select one of the following options.

- I am requesting renewal of my Duty Counsel Authorization in DC - Domestic Violence for another 24 months.
- I am requesting removal of my Duty Counsel Authorization in DC - Domestic Violence.

*Figure 4: Screenshot of selection options for duty counsel authorization renewal notices as explained below.*

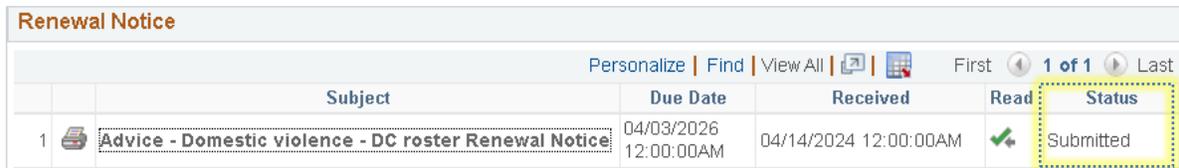
If you request to renew your duty counsel authorization, your request will be sent to LAO for review and approval.

Alternatively, roster members can advise that they no longer wish to provide duty counsel services and can request to be removed.

## Agree and Submit

Once you have made your selection, please select “Agree and Submit” at the bottom of the page. You will receive a pop-up message to confirm your answer, which cannot be altered once submitted. Press “OK.”

You will receive a message that your request was submitted successfully and the status of the renewal notice will change to “Submitted” as seen below in Figure 5:



Renewal Notice					
Personalize   Find   View All   [Print]   [Refresh]   First   1 of 1   Last					
	Subject	Due Date	Received	Read	Status
1	 Advice - Domestic violence - DC roster Renewal Notice	04/03/2026 12:00:00AM	04/14/2024 12:00:00AM		Submitted

Figure 5: Screenshot of the completed renewal notice in Legal Aid Online.