

Legal Aid Ontario | Job aid

Lawyer portal show and hide address function



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

Title:	Lawyer portal show and hide address function
Author:	Legal Aid Ontario: Information Technology (IT)
Updated:	July 2024

1. Introduction

In response to feedback from roster members who either work from home or on a hybrid basis, Legal Aid Ontario (LAO) launched a new functionality through which roster members will now easily be able to show or hide their addresses through the lawyer portal, [Legal Aid Online](#).

2. Using the show and hide address function

If a roster member wants to use the show and hide address function, they can:

- Log into their *Legal Aid Online* Profile
- Navigate to the “Personal Info” tab
- Click on “Address Change”

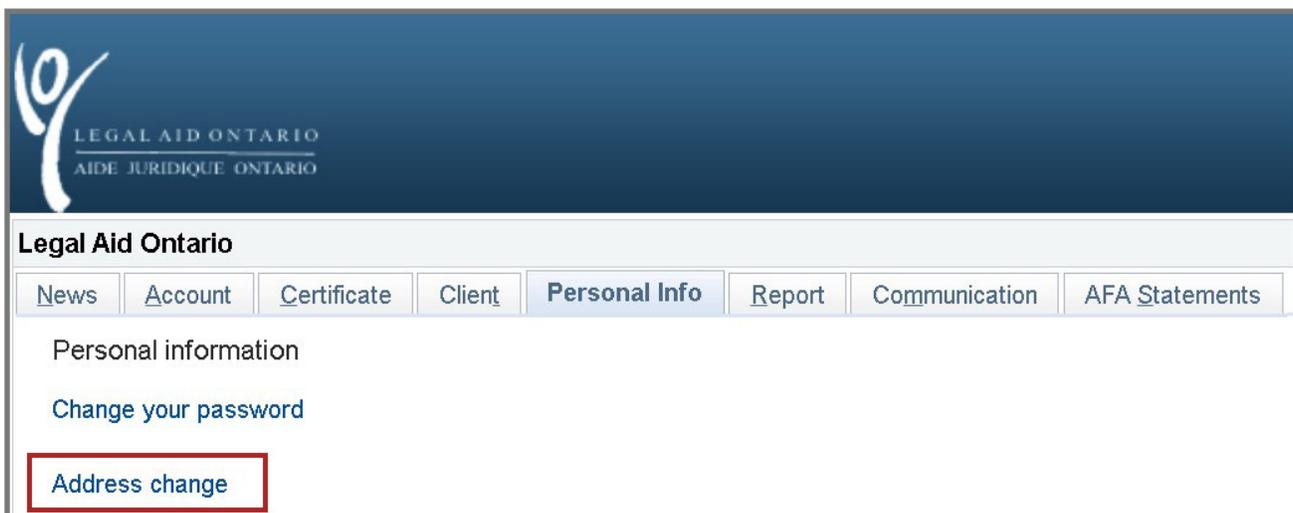


Figure 1: Screenshot of navigation within *Legal Aid Online*, highlighting Address Change

- Select the address you would like to amend or hide from public view and press the “edit” button

In the top right corner of the page, you will see the option to hide your address, as seen below:

Maintain Addresses

Address Information

Description: OFFICE

Address Type: Business

Country: CAN Canada

Address 1

Address 2

Address 3

Address 4

City

County

Postal

Province: ON Ontario

Email ID:

I wish to withhold my address ?

Yes No

If you would like to receive LAO email notification select:

Yes No

If you would like to receive LAO text messages select:

Yes No

If Yes, please enter the contact Number: e.g. 4161231234

Telephone Information

Type	Prefix	Phone	Ext		
Business				Add	Delete
FAX				Add	Delete

When would you like this information to become effective? 06/24/2024

Figure 2: Screenshot of the Address page within *Legal Aid Online*, highlighting the tool to hide or show address.

After making changes to withhold or show your address:

- Press “Save” at the bottom of the page
- Wait 24 hours to ensure the change is reflected in the system

IMPORTANT NOTE:

Post-dated address changes

It is possible to schedule a future address change, which automatically occurs at a future date. If you schedule a future address change, you will need to log in to the portal after the address change takes effect to withhold your new address.

LAO encourages all roster members to confirm their desired preference is accurately reflected on our website.

For technical issues, contact the Lawyer Service Centre at 416-979-9934 or 1-866-979-9934 from Monday to Friday, 8 a.m. to 5 p.m. If you wish to be removed from all referral lists, or removed from the roster, please email roster@lao.on.ca.