

# Overview of the *Legal Aid Online* redesign



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**Title:** Overview of the *Legal Aid Online* redesign  
**Author:** Lawyer Services & Payments (LSP)  
**Created:** April 2015

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## **For more information**

For more information please contact Legal Aid Ontario’s Lawyer Service Centre at:

- Telephone: (416) 979-9934
- Toll free: 1-866-979-9934
- Fax: (416) 979-7326
- Email: [pl-lsc@lao.on.ca](mailto:pl-lsc@lao.on.ca)



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## 1. Introduction

*Legal Aid Online* has undergone a transformation. Effective **Monday, April 27, 2015**, when lawyers and duty counsel access *Legal Aid Online* they will see a new log in page that will be easier to read and navigate. The new design meets *French Language Services Act* requirements and starts the foundation to move towards future enhancements, such as meeting accessibility requirements.

Once lawyers log in, they will see a new welcome page with new navigation tools. Tabs and links will allow lawyers to navigate pages and find information. Additionally, the tab structure increases the space for future links and functions. The purpose of this job aid is to provide an overview of the changes to navigation on the *Legal Aid Online*.

## 2. Key features

- A better organized welcome page
- An attractive new login page
- Distinct French and English versions of the site
- Tools to help us share important information and notices with lawyers
- A new tabbed home page to help them quickly access what's important

### 3. Log in page

The updated log in page contains information regarding LAO maintenance and schedules as well as contact information for LAO's Ethics Hotline and Lawyer Service Center. To log into the *Legal Aid Online*, enter your user ID and password. Before proceeding, select the check box once you have read, understood and agreed with the terms in the user agreement. You may also select the French button to automatically display *Legal Aid Online* in French.

The screenshot shows the Legal Aid Online login page. At the top, there is a dark blue header with the LAO logo on the left, the text "Legal Aid Online" in the center, and a button labeled "Français" on the right. Below the header, the page is divided into several sections. On the left, there is a "Messages" section with a "Scheduled Maintenance" notice. In the center, there is a "Sign In" section with input fields for "User ID" and "Password", a checkbox for the user agreement, and a "Sign In" button. On the right, there is a red text box stating "The lawyer must activate the User Agreement prior to entering site each time they log in". At the bottom, there are sections for "Ethics Hotline" and "Need Help?". Red arrows and text annotations highlight the "Sign In" button and the user agreement checkbox.

**Messages**

**Scheduled Maintenance**

Unless otherwise posted, the system is available every day, 6:00 a.m. to 11:55 p.m. A notice will be posted if the system must close temporarily for maintenance.

As of Nov. 16, this site will no longer support Internet Explorer 6. Please ensure your version is later than 6, use another browser, or [enable the TLS 1.0 update for IE6](#).

For any questions or technical difficulties, [please contact the Lawyer Service Centre](#).

**Ethics Hotline**

To anonymously report suspected cases of fraud or wrongdoing, contact the LAO Ethics Hotline at:

Toll-free: 1-877-312-7753 or [Online Ethics Hotline](#) (Login: LAO.AJO)

[Learn more...](#)

**Sign In**

User ID:

Password:


I have read and agree to be bound by the terms and conditions of that User Agreement, including the terms and conditions for the collection, use, retention and disposition of my personal information and confirm that my login to Legal Aid Online constitutes consent and acceptance of the User Agreement.

**Sign In** [Forgot your password?](#)

**Need Help?**

Phone the Lawyer Service Centre from 8:30 a.m. to 5:30 p.m. Monday to Friday for assistance with online billing.

Toll-Free: 1-866-979-9934  
Toronto residents call: 416-979-9934

**Click to provide the French version**  **Français**

**Click the Sign In button**

**The lawyer must activate the User Agreement prior to entering site each time they log in**

## 4. Welcome page

The functionality of the welcome page is still the same (i.e. accounts are submitted the same way), but you will now notice *Legal Aid Online* contains a number of tabs which will allow you to navigate to any desired pages. The welcome page also contains the option to select your preferred language and access the links to the LAO website, LAO LAW website, frequently asked questions and user agreement.

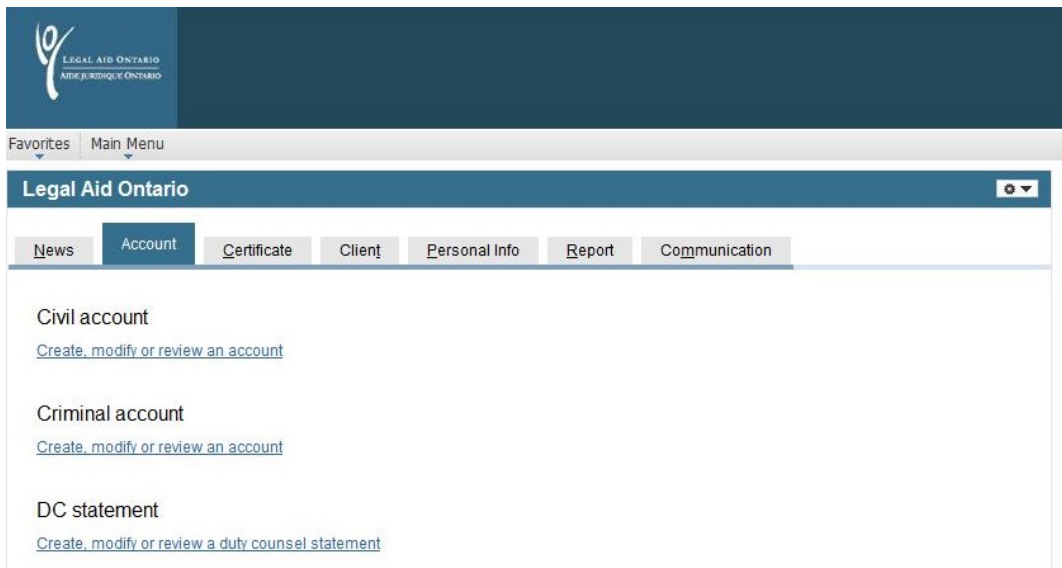
The screenshot shows the Legal Aid Ontario website interface. At the top right, there are two buttons: "Home" and "Sign out". A white arrow points to these buttons with the text "Home and Sign Out Buttons". Below the top navigation bar, there is a "Main Menu" section with tabs for "News", "Account", "Certificate", "Client", "Personal Info", "Report", and "Communication". A red oval highlights this menu. On the right side, there is a "Language Preference" dropdown menu with options for "English", "Canadian French", and "English". A red arrow points to this menu with the text "Select preferred language from the drop down menu". Below the "Need help?" section, there are links for "Legal Aid Ontario website", "LAO LAW website", "Frequently Asked Questions", and "User Agreement". A red arrow points to these links with the text "External links". The main content area includes a welcome message for "Joe Smith" and a "Welcome back!" heading.

The top right area of your browser contains two buttons. The "Home" button will bring you back to the tabbed navigation area and the "Sign out" button will sign you out of *Legal Aid Online*. You may use these buttons at any time while navigating the site.

## 5. Account tab

By clicking on the “Account” tab, you will be able to navigate to:

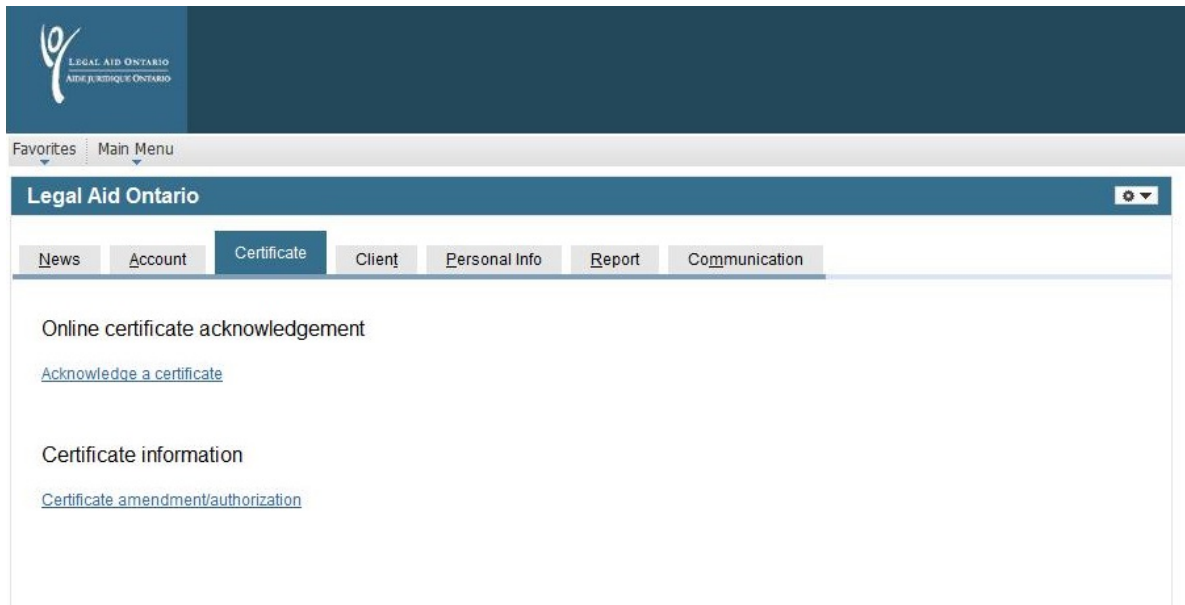
- Civil account: Create, modify or review an account
- Criminal account: Create, modify or review an account
- DC statement: Create, modify or review a duty counsel statement



## 6. Certificate tab

By clicking on the “Certificate” tab, you will be able to navigate to:

- Online certificate acknowledgement: Acknowledge a certificate
- Certificate information: Certificate amendment/authorization view

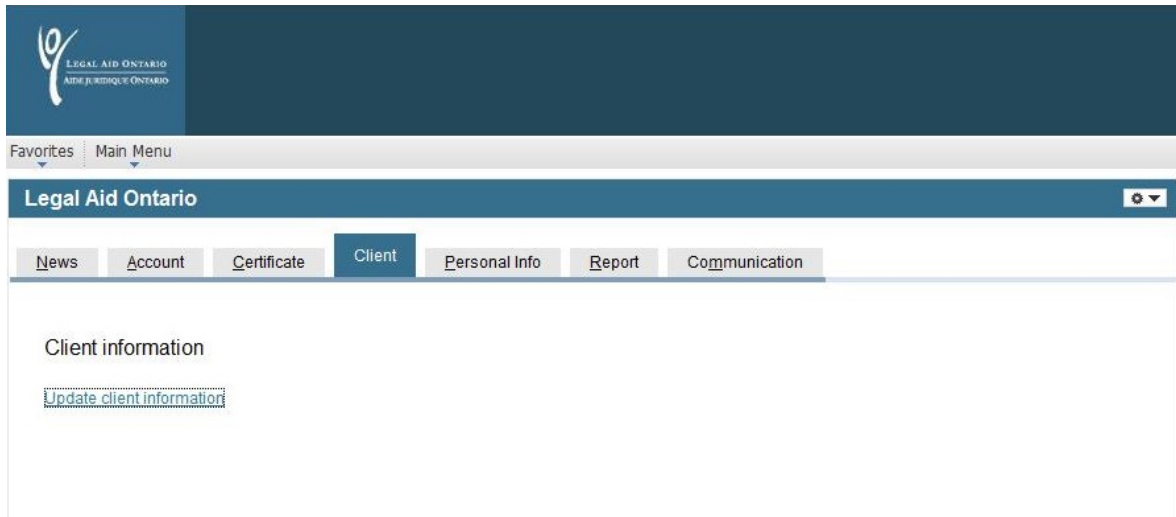




## 7. Client tab

By clicking on the “Client” tab, you will be able to navigate to:

- Update or view client information

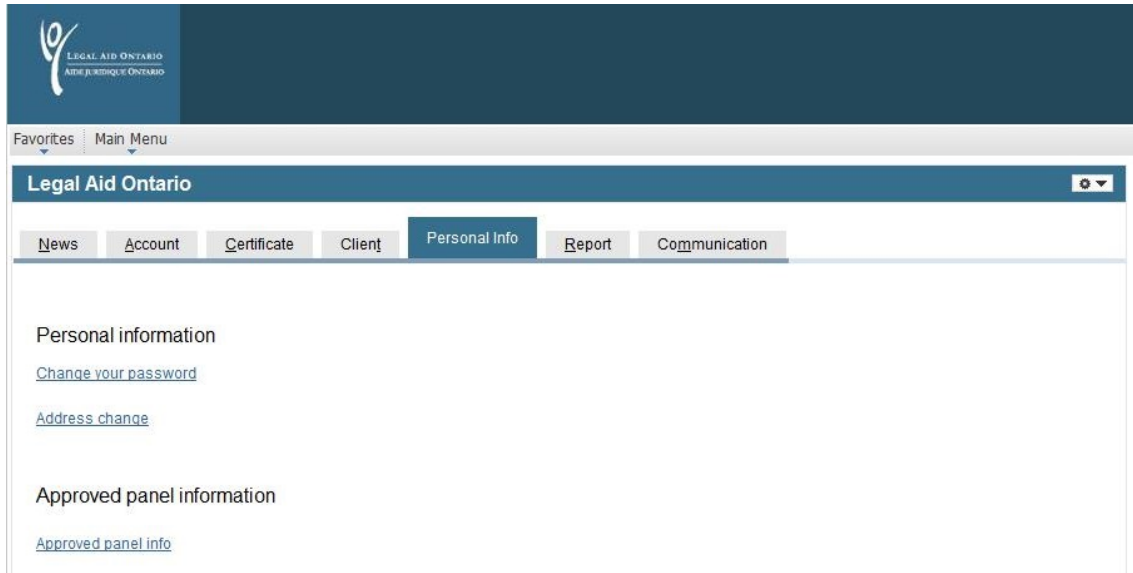


## 8. Personal info tab

By clicking on the “Personal Info” tab, you will be able change personal information such as:

- Change your password
- Address change

You can also view your approved panel information by selecting “Approved Panel Info”



## 9. Report tab

The “Report” tab contains links to valuable reporting screens including:

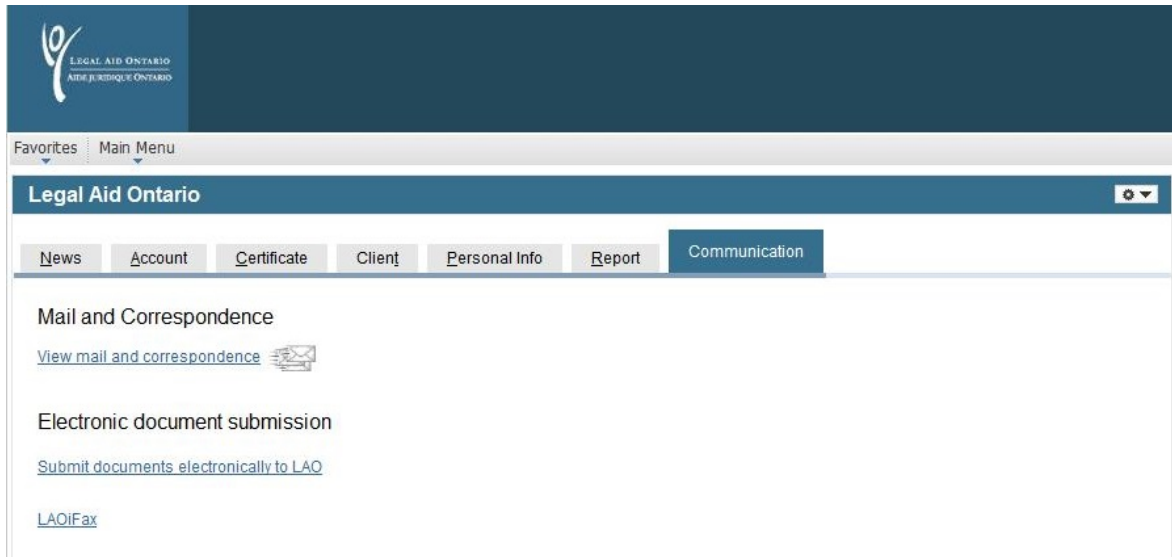
- Review my account status: Review the status of your account
- Hardcap information status: View your current hardcap status
- View upcoming billing deadlines: View the upcoming billing deadlines for your active certificates



## 10. Communication tab

The “Communication” tab contains links that will allow you to view notices, correspond to, and receive documentation from Legal Aid Ontario:

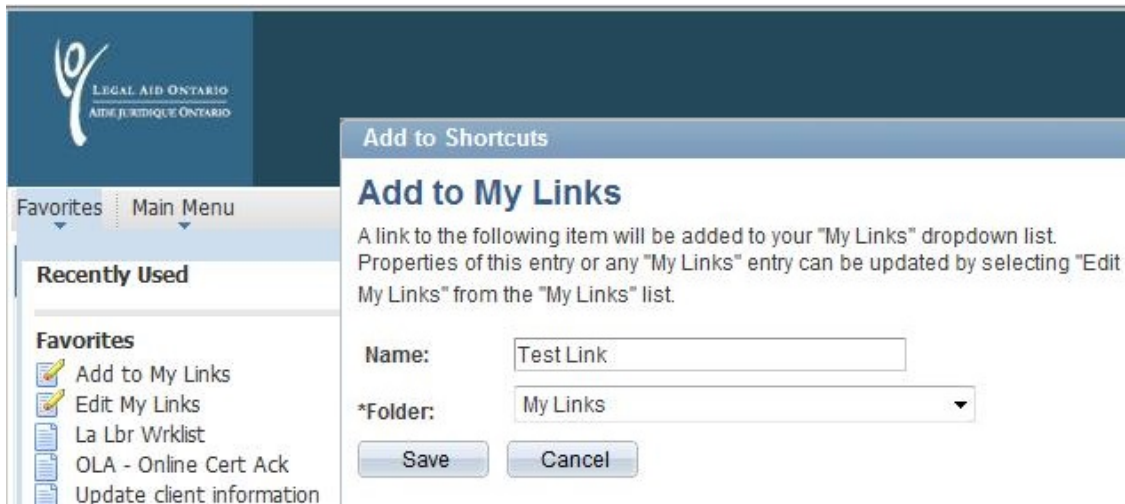
- Mail and correspondence: View incoming messages from Legal Aid Ontario including Certificate notices, EFT deposit details, correspondence from LAO and more.
- Electronic document submission: Send documents via electronic document submission to LAO, or create a LAO iFax sheet cover page.



## 11. Saving favorites

If you wish to save a particular page in the “Favorites” tab, follow these instructions:

1. Navigate to the page you wish to save as a favorite/shortcut
2. Once the desired page is displayed, click on the “Favorites” drop-down beside the main menu drop-down
3. Select the “Add to My Links” option and enter a name
4. Click “Save” and then press the “Home” button on the top right corner
5. Click on “Favorites” and the page will appear in the list



## **12. Changes for bookkeepers**

In the current portal, several links are dead and are not accessible for bookkeepers. To avoid inadvertently accessing dead links, the following links are no longer active:

- Acknowledge a certificate
- Certificate amendment/authorization
- Update client information
- Approved panel info
- Hardcap status
- View mail and correspondence
- Electronic document submission

Bookkeepers will continue to have access to:

- Account tab
- Personal information
- Review my account status
- View upcoming billing deadlines