



**OFFICE OF THE ACTING JUDGE PRESIDENT
HIGH COURT OF SOUTH AFRICA, GAUTENG PROVINCIAL DIVISION, PRETORIA**

Gauteng High Court Building, Cnr. Madiba & Paul Kruger Strs, Room 7.15, Seventh Floor
Tel. (012) 315 7572/(012) 492 6811– E-mail: AMbelani@judiciary.org.za

27 June 2022

**To: Members of the Public
The Legal Profession, Gauteng
Judges and Judges' Secretaries of the Gauteng Division of the High Court,
Pretoria and Gauteng Local Division of the High Court, Johannesburg
The Chief Registrars and Registrars of the Gauteng Division of the High
Court, Pretoria and Gauteng Local Division of the High Court, Johannesburg**

DIRECTIVE 1 OF 2022

Re: Piloting of the Court Online system in Gauteng

a. Introduction

This Directive relates to the ongoing Piloting of the Court Online system in the High Courts of the Gauteng Division. For the purpose of Piloting the Court Online system, all existing laws, rules, practices and directives must be adhered to. Where utilization of the Court Online system is not compatible with the Practice Manual or prevailing Directives, a solution or method as near as possible to the intention of the Practice Manual or relevant Directive must be applied during the pilot phase. Any such deviation must be communicated to the Registrar responsible or the court process affected by such deviation.

b. Background

The Office of the Chief Justice (OCJ) has developed the Court Online system. Court Online is an end-to-end E-Filing solution for the Superior Courts of South Africa. It is aimed at providing a platform for Law Firms and Litigants in general, to file pleadings and documents to the Courts electronically over the internet from anywhere. It also affords Law Practitioners and Litigants the ease of managing their court appearance diaries and court evidence instantaneously online.

Within the Courts, the Court Online system allows electronic documents to be automatically routed to the appropriate Registrars and Registrars Clerks for processing.

c. Court Online Registration and Support

- i. In preparation for the processing of any matter on the Court Online system Practitioners are required to register beforehand and initiate all cases for their firms on Court Online per <https://www.courtonline.judiciary.org.za>
- ii. At the end of the individual registration process the Practitioners will be required to activate their respective Court Online user accounts through an activation link sent to the registered email address. In the event that they do not receive the activation link, they are required to peruse the email account's junk/spam folder.
- iii. Litigants without LPC numbers who are involved in taxation proceedings, i.e., legal costs consultants and paralegals, should register as self-representing litigants.
- iv. A Court Online Portal user guide is enclosed with this Directive.
- v. The Court Online Help Line number is 010 493 2600 and the Service Desk email address is CourtOnlineSupport@judiciary.org.za. All enquiries relating to registration and case initiation should be directed to the Help Line and Service Desk.

Directive -

1. Pilot cases:

During the first phase of the pilot a limited number of cases that were identified by the Judiciary and Registrars formed part of the project and the parties/their legal representatives were accordingly notified and briefed during the process. The project has now reached a phase where all new cases brought before either Court have to be initiated through the Court Online system.

Unless specifically notified or mandated to initiate an existing matter on the Court Online system for the purpose of piloting, no other existing cases may be initiated on Court Online. Except for the cases identified to form part of the pilot phase (pilot cases), all cases that were issued prior to the piloting of Court Online, will be finalized on CaseLines in terms of the Revised 18 September 2020 Consolidated Directive issued on 11 June 2021.

2. New cases:

2.1 With effect from 18 July 2022, All new cases must be initiated on the Court Online Portal. No new cases will be issued in person.

2.2 All new cases initiated by litigants in person must be initiated on Court Online. The in-person litigants must be referred to the Court Online Service Desk where designated court staff members can assist with the case initiation. A record of all these cases must be kept by the Registrar responsible for the management of the Court Online Service Desk.

2.3 When initiating an urgent application for issuing, the case must be marked as “urgent” when creating the case on Court Online. Cases that are not marked as urgent cannot be prioritized for issuing. Cases that are not intended to be enrolled on the urgent court roll may not be marked as urgent.

2.4 Cases wherein minor children are involved, surrogacy matters and Anton Piller Applications must be marked as “restricted access”. Cases that do not fall in these categories may not be marked as restricted

access.

- 2.5 The reference number generated upon submission of a new case for issuing is not the case number. The case number is automatically generated upon issuing by the Registrar. The reference number may not be recorded on any papers filed in the case file – only the case number must be used.

3. Uploading of documents to court file (case bundle):

- 3.1 All documents must be uploaded in pdf format to the Court Online case file.
- 3.2 Once the bundle is created for a particular hearing date (“scheduled event”), the documents relevant to the hearing must be included in (“added to”) the bundle from the Court Online case file.
- 3.3 No documents may be uploaded directly to the bundle in CaseLines as such documents will not be visible to the Judge.
- 3.4 Court files (case bundles) created on the Court Online Portal can only be accessed through the Court Online Portal.

4. Enrolment:

- 4.2 Uploading a date request form and selecting the document type “application for hearing or trial date” when submitting the form to the Registrar, is the equivalent of applying for a hearing date. The date request form for use during the pilot phase is annexed hereto as Annexure 1.
- 4.3 There is no need to “invite” any office profile as the application for a hearing or trial date is automatically routed to the Registrar or Clerk responsible for enrolment.
- 4.4 When uploading a date request form for a case already enrolled, the

date must be completed on the form and a printout of the front page of the existing CaseLines file must accompany the date application form.

- 4.5 Enrolment of cases on Court Online during the pilot phase are subject to the requirements for enrolment as set out in the Revised 18 September 2020 Consolidated Directive issued on 11 June 2021.

5. Case outcomes and Court Orders:

- 5.1 Case Outcomes are recorded on the Court Online system. The outcomes are not visible to Court Online Portal users. Once an order is generated and uploaded to the court file, the order will appear in the Court Online Portal under “my case documents”.

- 5.2 Sheriffs can access the cases to verify court orders by selecting “access a case” on the Court Online Portal.

6. Taxation:

Once a case reaches the post-hearing stage, taxation becomes available. All bills of costs must be uploaded together with the notice of intention to tax a bill of costs. Settled bills must be uploaded as settled bills and must be accompanied by the acceptance of offer. The provisions of the Notice In Re: Taxation of bills of cost where a matter is settled *inter partes* issued on 17 February 2021 remains in effect.

7. Writs and Warrants:

Writs and warrants in pilot cases may be uploaded to the case file and submitted to the Registrar for approval. The issued writ will appear in the Court Online Portal under “my case documents”.

8. Urgent applications:

Practitioners who initiate urgent applications on Court Online during the pilot period must, when they serve such applications on the opponent party and if such a party is not a participant in the Pilot, provide the party with all information and documents

related to the Court Online system.

9. This Directive becomes effective upon the date of publication.

A.P. LEDWABA
ACTING JUDGE PRESIDENT
GAUTENG DIVISION OF THE HIGH COURT
OF SOUTH AFRICA
Electronically submitted therefore unsigned

ANNEXURE 1**DATE APPLICATION FORM****GAUTENG DIVISION OF THE HIGH COURT (PRETORIA AND JOHANNESBURG)**

Case No					
Date of Hearing					
Parties: Surname & Initials					
Applicant			(First) Respondent		
Court roll selection: (tick only one)					
Opposed Motion		CMC (Judicial Pre-trial)		Special Motion (Long Duration)	
Unopposed Motion		Civil Trials		Civil Trials (Long Duration)	
Unopposed Divorce Applications		Settlement Court		Admissions	
Rule 43 Applications		Trial Interlocutory Applications		LPC Applications (2 Judges)	
Interlocutory Applications		RAF Trials		Bail Appeals	
Urgent Applications		Default Judgment Trials		Taxation – Opposed	
Urgent Applications (After Hours)		Summary Judgment		Taxation – Unopposed	
Rule 46 Applications				Taxation – Settled	

Case Type: Make Selection Below					
FAMILY LAW		PAYMENT		FORECLOSURES	
E – Divorce		D - Default Judgment R31(2)		AV – Rule 46	
N – Rule 43		S – Summary Judgment		AD – Rule 46 (11) – Cancellation of Sale	
C – Custody		P – Provisional Judgment		AM – Rule 46A(9)(d) – Reserve Price	
F – Interdict		RM – Restoration of Municipal Services			
FO – Other Family Law Application		FB – Freezing Bank Account			
		NB – Perfection of Notarial Bonds			
		CE – Contract Enforcement			
		SE – Stay of Execution			
VARIOUS				EVICION	
T - Interlocutory		GF – Curatorship: CURATOR AD LITEM		SP - Spoliation	
IS – Interdict against Organs of State		GG – Curatorship: CURATOR BONIS		RT – Restraint of Trade	
ID – Interdict against Defamatory Publication		SF – De Suspectus Fuga		UC – Unfair Competition	
I – Interdict (Unspecified)		RI – Refugees / Immigration		CC – Contempt of Court Orders	
GA – Variation of Court order		CP – Prison Complaints		H – Review	
GB – Application to Compel: Specific		TD – Tender Disputes with Organs of State		V – Declaratory	

Performance							
GC – Transfer to another High Court		AP – Anton Piller		<u>OTHER:</u> (Provide description below)			
GD – Confirmation of Settlement Agreements							



User manual (Portal) Office of the Chief Justice Court Online System

Document No.: eOCJ-00001
Version: 0.01
Date: 2021-08-10



Notice

Copyright © 2021, SITA SOC Ltd (Registration no.: 1999/001899/30). All rights reserved. No part of this document may be reproduced or transmitted in any form or by any means without the express written permission of SITA SOC Ltd.

Document enquiries can be directed to:

Configuration Management Office

SITA SOC Ltd

PO Box 26100, Monument Park, 0105, South Africa

Attention: SITA DRM – sitadrm@sita.co.za

Telephone: 012 482 3041

www.sita.co.za

Title: Court Online Portal User Manual

No.: eOCJ-00001

Author/originator: S Moeti – silindle.moeti@sita.co.za

Amendment history

Version	Date	Change proposal	Change comment
1.00	2021-08-10	New document	First release

Approval page

SITA approval

SITA Project Manager: Jannes Grobler:

Date

Client approval

OCJ Project Manager: Tebogo Tsweleng

Date

Noted

Director of Court Administration: Michael Ndlovane

Date

Table of contents

Table of contents	4
Abbreviations.....	10
Terms and Definitions.....	11
CHAPTER 1 - LAYOUT OF THE MANUAL	12
1. Purpose and layout of the user manual	12
2. References.....	13
3. Typographical conventions.....	13
CHAPTER 2 - ADMINISTRATION.....	14
Section 1- Home Page.....	15
1. Introduction	15
2. Accessing the Portal	15
3. The Daily Court Roll	17
Section 2- Register as an Individual	19
1. Description	19
2. Register as an individual.....	19
3. My Profile	24
3.1 Purpose of the Profile	24
3.2 Access to the Individual Profile	24
1. Description	33
2. Process flow for Contact Us	33
Section 5 - Sign-In	36
1. Purpose to Sign-In	36
2. Process to Sign-In	36
Section 6 - FORGOT PASSWORD	39
1. PURPOSE OF THE PASSWORD	39
CHAPTER 3 - LODGING AND JOINING A CASE.....	41
Section 1- Start a Case	42
1. Description	42
2. Process to Initiate a Case.....	42
3. Notifications	45
3.1 Change Notification Options	45
3.2 View Notification.....	46

Section 2- Accessing and Joining a Case	49
1. Description	49
2. Process to Access a Case	49
CHAPTER 4 - CASE LIFECYCLE.....	56
Section 1- Filing a Document	57
1. Description	57
2. Process to Submit a Document	57
Section 2 - Pleading	62
1. Description	62
1. Description	76
Section 6- Motion	78
1. Description	78
2. Filing of Documents.....	78
3. Process to Submit a Document	78
4. Exchange of Documents.....	79
5. Set Down	80
6. Ready for hearing.....	80
7. Hearing.....	81
8. Post Hearing.....	82
Section 7- Case Lifecycle - Appeal.....	83
1. Description	83
2. Filing of Documents.....	83
3. Process to Submit a Document	84
4. Filing Stage	84
5. Heads	85
6. Appeal Hearing.....	85
7. Post Appeal Hearing.....	86
Section 8- Taxation	87
1. Description	87
Section 9- Closed Cases	98

Table of figures

Figure 1 - Portal Landing page	15
Figure 2 - Portal landing page second screen	16
Figure 3 - Contact us screen	16
Figure 4 - Daily court roll button.....	17
Figure 5 - Daily court roll screen	17
Figure 6 - Registration screen	20
Figure 7 - Register as an individual screen.....	21
Figure 8 - Register as an individual screen.....	22
Figure 9 - Register as an individual screen.....	23
Figure 10 - Registration notification screen.....	24
Figure 11 - Activation email	24
Figure 12 - Individual profile screen	25
Figure 13 - Register an organization button	26
Figure 14 - Register an organisation screen.....	27
Figure 15 - Register an organisation screen.....	28
Figure 16 - Register an organisation screen.....	29
Figure 17 - Register an organisation screen.....	30
Figure 18 - Register an organisation screen.....	31
Figure 19 - Register an organisation screen.....	32
Figure 20 - Contact us button	33
Figure 21 - Contact us screen	34
Figure 22 - Sign in button.....	36
Figure 23 - Sign in screen.....	37
Figure 24 - Reset password screen	39
Figure 25 - Link Confirmation screen	40
Figure 26 - Portal home screen.....	42
Figure 27 - Start a case screen	43
Figure 28 - Notification screen.....	44
Figure 29 - Pending cases screen	44
Figure 30 - Draft Items	45
Figure 31 - Name button to access your profile	45
Figure 32 - Communication frequency	46
Figure 33 - Access a case screen.....	50

Figure 34 - Accessing a case screen	51
Figure 35 - Upload document screen.....	51
Figure 36 - New Party dialog box	52
Figure 37 - Requesting to join screen	53
Figure 38 - Document type screen.....	53
Figure 39 - Request to join button	54
Figure 40 - My Cases screen	57
Figure 41 -Filed case screen.....	58
Figure 42 - Uploading documents screen	58
Figure 43 - Document type screen.....	59
Figure 44 - Notification screen.....	59
Figure 45 - Approved/Pending documents screen	60
Figure 46 - In Pleadings case screen	62
Figure 47 - Upload document screen.....	63
Figure 48 - Document type screen.....	63
Figure 49 - Notification screen.....	64
Figure 50 -Approved document screen	64
Figure 51 - Notification for pre-trial documentation	67
Figure 52 - Pre-trial case screen	69
Figure 53 - Hearing date screen.....	70
Figure 54 - Hearing estimate screen	70
Figure 55 - Notification screen.....	71
Figure 56 - Bundle screen	72
Figure 57 - Notification screen.....	73
Figure 58 - Document screen.....	74
Figure 59 - Trial screen	76
Figure 60 -Filed case screen.....	78
Figure 61 - Set down	80
Figure 62 - Hearing	81
Figure 63 - Post hearing.....	82
Figure 64 - Filed stage Appeal case.....	83
Figure 65 - Filing stage Appeal case	84
Figure 66 - Heads	85
Figure 67 - Appeal hearing.....	86
Figure 68 - Post appeal hearing	86
Figure 69 - Post trial screen	87

Figure 70 - Settled bills button.....	88
Figure 71 - Settled bills: Drag and drop button.....	89
Figure 72 - Individual bills	89
Figure 73 -Bill reference and Bill amount	90
Figure 74 - Settle bills submitted button	90
Figure 75 - Notice of intention to tax bill of costs.....	91
Figure 76 – Drag and drop button	92
Figure 77 - Add Reference and amount.....	92
Figure 78 - Notification	93
Figure 79 - Upload Notice of Intention to Object Bill of costs	94
Figure 80 - Notification	94
Figure 81 - Application for taxation hearing	95
Figure 82 - Notification	96
Figure 83 - Closed cases.....	98

Table of tables

Table 1 - User manual layout 12

Table 2 - Typographical conventions 13

Abbreviations

OCJ	Office of the Chief Justice
DJP	Deputy Judge President

Terms and Definitions

Court day(s) This is seen to be a normal working day (business hours) for the court. In terms of Rule 3 of the Uniform Rules of Court:

3 Registrar's Office Hours

Except on Saturdays, Sundays and Public Holidays, the offices of the registrar shall be open from 9:00 to 13:00 and from 14:00 to 16:00, save that, for the purpose of issuing any process or filing any document, other than a notice of intention to defend, the offices shall be open from 9:00 to 13:00, and from 14:00 to 15:00.

Chapter 1-

Layout of the manual

1. Purpose and layout of the user manual

This user manual is intended for officials at the Office of the Chief Justice (OCJ). It is the main reference document for the OCJ e-Filing Solution system.

Use this manual as a reference document at your workplace when using the system as an end user.

The layout of the user manual is indicated in table 1. The content is presented in this sequence.

Table 1 - User manual layout

Chapter	Section
Chapter 1 – Layout of the manual	Layout of the manual
Chapter 2 – Administration	Section 1 – Home Page
	Section 2 – Register as an Individual
	Section 3 – Register an Organisation
	Section 4 – Contact us
	Section 5 – Sign in
	Section 6 – Forgot Password
Chapter 3 – Lodging and Joining a Case	Section 1 – Start a Case
	Section 2 – Accessing and Joining a Case
Chapter 4 – Case Lifecycle	Section 1 – Filing a Document
	Section 2 – Pleading
	Section 3 – Applying for Hearing
	Section 4 – Creating Events and Bundles

Chapter	Section
	Section 5 – Trial
	Section 6 – Motion
	Section 7 – Appeal
	Section 8 – Taxation
	Section 9 – Closed Case

2. References

- a) Functional Design Document Version 2.8
- b) Functional Requirements Document Version 2.0




The latest revision of a document applies.

3. Typographical conventions

The typographical conventions used in this document are described in the table below:

Table 2 - Typographical conventions

Convention	Object or term	Example
Bold	Window, dialog box or screen name	The Notepad window will be displayed.
	Message as it is displayed on the window or screen	A message, Click here to begin , will be displayed.
	Button or option in a dialog box, toolbar, window or screen	Click on the SUBMIT button.
	Indication of a note	You can also display the ...
Screens	Some screens are omitted to avoid repetition	Follow the steps indicated.



Chapter 2- Administration

This chapter consists of the sections listed below.

- a) Section 1 – Home Page
- b) Section 2 – Register as an Individual
- c) Section 3 – Register an Organisation
- d) Section 4 – Contact us
- e) Section 5 – Sign in
- f) Section 6 – Forgot Password

Section 1- Home Page

1. Introduction

Any user of the Portal must be a registered user. The Log in credentials created during the Registration process must be used whenever the user wants to access the Portal.

The home page provides general information about access to the entire Portal. This include information about Frequently Asked Questions, Contact Us, registration and Video

This allows a user to contact the Office of the Chief Justice in a contact form, to register for access to the digital filing system. Register dialog is presented to the user to provide them with the option of registering as an Individual or as an Organisation. Video Provides a brief animation of how to start with the legal digital filing system. When using this Portal, the individual should be a registered user of the e-Registry Portal and must have the sign – in credentials to access the Portal.

2. Accessing the Portal

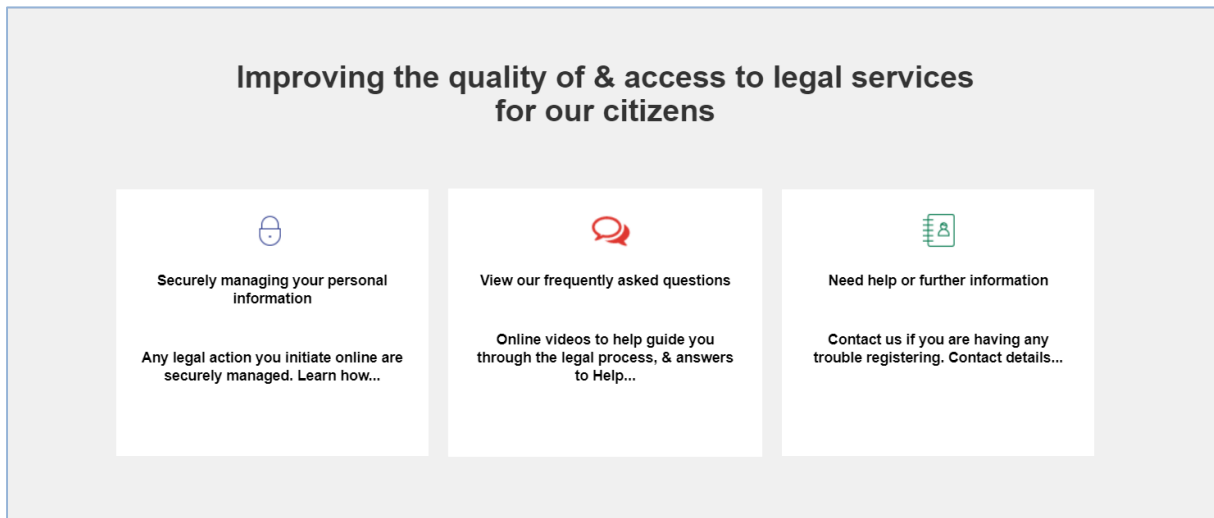
1. Navigate to the Portal website in your browser using the portal website provided. The Court Online Portal landing page will be displayed as illustrated.

Figure 1 - Portal Landing page



2. This is where you can register both as an individual or an Organisation and access the daily court roll.
3. Scroll down to the next screen, when you can access the FAQs and the help options.

Figure 2 - Portal landing page second screen



4. Scroll down to the next screen, when you can access the contact us option.
5. This is the contact us screen where the users can complete an online form with their query and can submit their query which will be answered in 24 hours

Figure 3 - Contact us screen

The image shows a "Contact us" screen. At the top, the text "Contact us" is centered in a bold font. Below it, the text "Complete our online form with your query, & we will respond within 24 hours." is centered. The form consists of three input fields stacked vertically: "Your name", "Your email", and "Let us know what question we can help with...". Below the form is a blue button labeled "SUBMIT QUERY". At the bottom, there is a phone icon followed by the number "+27 10 493 2500".

3. The Daily Court Roll

The daily court roll displays the court schedule for a specific date.

1. From the home page, click on the Daily court roll button

Figure 4 - Daily court roll button



2. The daily court roll screen will be displayed as shown below

Figure 5 - Daily court roll screen

3. Select the location
4. Use the date picker to select the date
5. Click on the Submit button
6. The court roll for the chosen date will be displayed

Notes

[illegible]

Section 2-

Register as an Individual

1. Description

To lodge your legal action online with The Judiciary, your details need to be registered with us. Registration provides the ability to register an organization or an individual. The initial step of registration is the registration option page. This will give you option to register as an individual and also as an Organisation.

The register button from the home page takes you to the registration page.

2. Register as an individual

1. From the home page click on the register button
2. The registration page opens up as shown below

Figure 6 - Registration screen

REGISTRATION OPTIONS


To lodge your legal action online with The Judiciary,
your details need to be registered with us.

REGISTER AS AN INDIVIDUAL

If you represent a law firm, or a company as In House
Counsel, your organisation also needs to be registered.

REGISTER AN ORGANISATION

Need your questions answered before registering?
Access our **FAQs** for details about the information
we collect, and how it is securely treated.



Take me to Help about Registering

3. Click on the register as an individual button
4. The register as an individual screen will be displayed
5. Fill in all the mandatory fields on the form as illustrated.

Figure 7 - Register as an individual screen

REGISTER AS AN INDIVIDUAL

We'll send you a registration confirmation via email once your details are approved by The Judiciary of South Africa. More questions about registering?


[Take me to online Help.](#)

*** First name**

Rodney ✓

Middle name(s)

Smethi

*** Last name**

Sadiki ✓

Maiden name

6. Continue filling in all the mandatory fields.

Figure 8 - Register as an individual screen

*** Email**

rodneysadiki61@gmail.com ✓

*** Password**

..... ✓

[Password Policy](#)

*** Confirm password**

..... ✓

*** My role is best described as**

Member Of Public >

*** Citizen identification number**

Eg 8511125234086

NOTE

Password Hint is Password must contain 1 uppercase, 1 lowercase, 1 number, 1 special character and should not contain 'ocj'. The portal user can also click on password policy to view the rules.

The following should also be noted when on the drop down of "My role is best described as ". If you select representing myself there will be no change to the selected field, if you choose with a law firm or in-house legal team, you will have to add the name of the law firm and the Legal Practice Council (LPC) Number. An Advocate belonging to chambers should select Law firm (No email restriction) and select the relevant chambers or law firm. An Advocate who do not belong to chambers should select Sole Practitioner/Advocate.

7. Continue Capturing all the mandatory fields.

Figure 9 - Register as an individual screen

*** Citizen identification number**

7608125726085

Invalid citizen identification number

SUPPORTING IDENTIFICATION DOCUMENT
Before using The Judiciary's online services,
we need a copy of your passport.

drag & drop your file or
browse

Are you human?

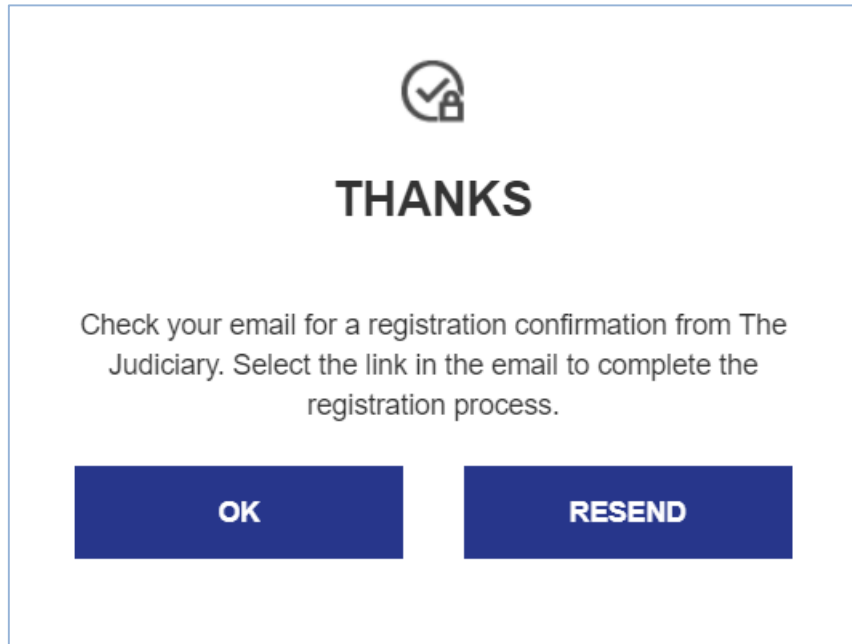
I'm not a robot

reCAPTCHA
Privacy - Terms

REGISTER AS AN INDIVIDUAL

8. Capture the correct Citizen Identification number because the system will detect any wrong identification number entered.
9. Attach your Supporting Identity Document.
10. Answer the question "Are you human?"
11. Click on Register as an individual and the system will send a confirmation e-mail to user with an activation link.

Figure 10 - Registration notification screen



3. My Profile

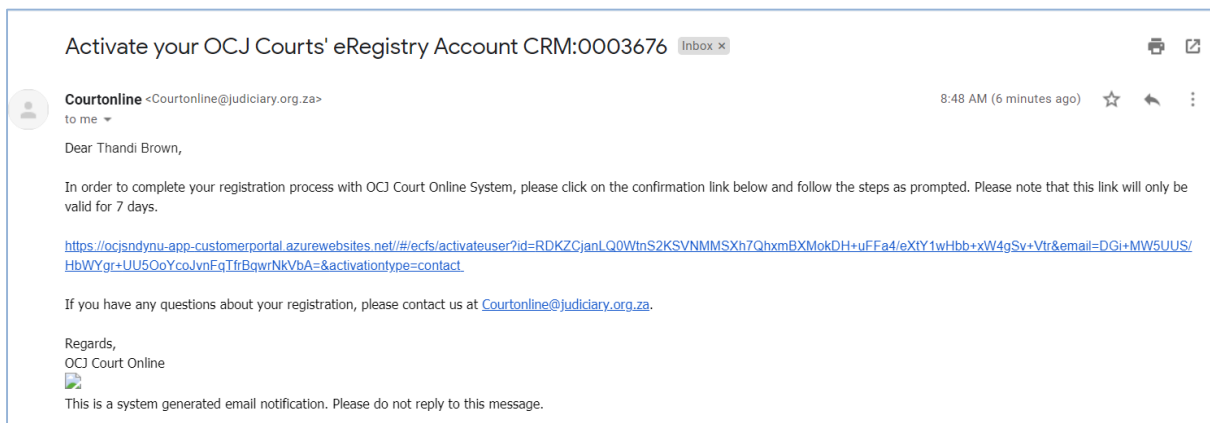
3.1 Purpose of the Profile

The User received profile activation email as a result of completing individual profile registration. The individual profile displays the details that were entered by the user when they registered. The profile will display the personal details of the user, the contact details and the documentation uploaded by the user.

3.2 Access to the Individual Profile

1. Click on Activation link in e-mail received

Figure 11 - Activation email



2. Accept terms and conditions.
3. The My Profile window will display as shown below:

Figure 12 - Individual profile screen

THE JUDICIARY

Thandi Brown

My Profile

Profile information

Your details >

Contact details v

* Email:

Mobile number:

Business number:

Communication preference: >

4. Update all mandatory fields, indicated by the Asterisk (*).
5. Update any optional fields.
6. Upload ID Document or any other relevant document.
7. Classify document from the type of document picklist.
8. Click **Save Changes**.

Section 3-

Register an Organisation

1. Description

The purpose to register as an organisation is to register an organisation itself and all members associated with the organisation. This will display the details of the registered organisation and the administrators associated with that organisation. Only if the users are associated with the organisation will they be registered.

2. Process to register an Organisation

1. From the home page click on the register button
2. From the registration options Select Register an Organisation as shown below

Figure 13 - Register an organization button




3. The register an organisation screen will be displayed


Figure 14 - Register an organisation screen

REGISTER AN ORGANISATION


Register your Organisation only once. We'll send the contact person you nominate a confirmation email when your Organisation is approved.
More questions about registering?


[Take me to the FAQs.](#)


*** Organisation name**

Muthwa Attorneys 

*** Address line 1**

15 CRESCENT CROSS 


*** Address line 2**

Arcadia 

4. Capture the Organisation Name.
5. Capture Address Line 1.
6. Capture Address line 2.


Figure 15 - Register an organisation screen

*** Email**


rodneysadiki61@gmail.com 

Only official email is allowed.


Website

www.muthwaattorneys.co.za 


*** Organisation type**

Law Firm 

*** Contact phone**

0825326242 

*** Contact person**

maria gwele 

7. Capture the correct Official Email.
8. Capture the Website of the Organisation.
9. Select the Organisation type.
10. Capture the **Contact Phone** Number.
11. Capture the **Contact Person**.
12. Proceed to the last part of the screen and complete all mandatory fields.

Figure 16 - Register an organisation screen

*** Contact person email**

mariagwele55@gmail.com

Only official email is allowed.

Primary administrator

The primary administrator will be able to add and remove individual's in your organisation.

☒ Same as contact person

*** Administrator name**

maria gwele

*** Administrator email**

mariagwele55@gmail.com

REGISTER ORGANISATION

13. Capture the **Contact Person** email address.
14. Capture the **Administrator Name**.
15. Capture the **Administrator Email**.
16. Click on **REGISTER ORGANISATION** and the screen will be displayed as illustrated.

Figure 17 - Register an organisation screen

THANKS
For registering your Organisation. Now please finalise the process by registering your individual details.

*

First name

maria gwele

Middle name(s)

Add Your Middle Name(S)

*

Last name

gwele

✓

Maiden name

Add Your Maiden Name

*

Email

17. The system will populate all the individual information entered when registering for individual registration

Figure 18 - Register an organisation screen

*** Email**

rodney.sadiki@sita.co.za

*** Password**

.....

[Password Policy](#)

*** Confirm password**

.....

*** My role is best described as**

With a Law Firm

*** Citizen identification number**

7208125726085

NOTE

Password Hint is Password must contain 1 uppercase, 1 lowercase, 1 number, 1 special character and should not contain 'ocj'.

Figure 19 - Register an organisation screen

7208125726085

Name of law firm

Muthwa Attorneys

Law Society Number

100085

Are you human?

I'm not a robot

reCAPTCHA
Privacy - Terms

REGISTER AS AN INDIVIDUAL

18. Click on **REGISTER AS AN INDIVIDUAL** and the system will send a confirmation e-mail to user with activation link to the user.

3. Organisational Profile Management

1. Click on Activation link in e-mail received.
2. Accept terms and conditions.
3. Update all mandatory fields.
4. Update any optional fields.
5. Upload ID Document and other relevant documents.
6. Click **Save Changes**.
7. System updates status to SUBMITTED- Approval Pending
8. The registration will be approved by the court registrar

Section 4- Contact Us

1. Description

This is a platform where you submit your query, anything that you don't understand about the system so that you can get clarity.

2. Process flow for Contact Us

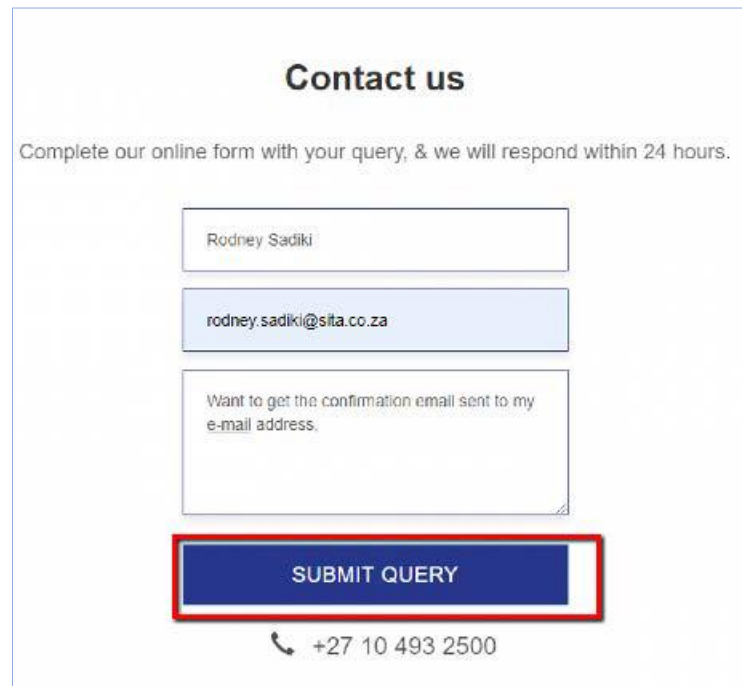
1. The User accesses the home page as illustrated

Figure 20 - Contact us button



2. Click on Contact Us and the **Contact Us** screen will be displayed as illustrated.

Figure 21 - Contact us screen



The screenshot shows a 'Contact us' form with the following elements:

- Contact us** (Section Header)
- Complete our online form with your query, & we will respond within 24 hours.
- Name Field:** A text box containing 'Rodney Sadiki'.
- Email Field:** A text box containing 'rodney.sadiki@sita.co.za'.
- Message Field:** A text area containing 'Want to get the confirmation email sent to my e-mail address.'
- Submit Button:** A blue button labeled 'SUBMIT QUERY' with a red border.
- Contact Info:** A phone icon followed by the number '+27 10 493 2500'.

3. Capture your name on the **Your Name** field.
4. Capture your email in **Your Email** field.
5. Capture the reasons of what you want in a paragraph form.
6. Click on **SUBMIT QUERY** and your query will be submitted.

Notes

Section 5- Sign-In

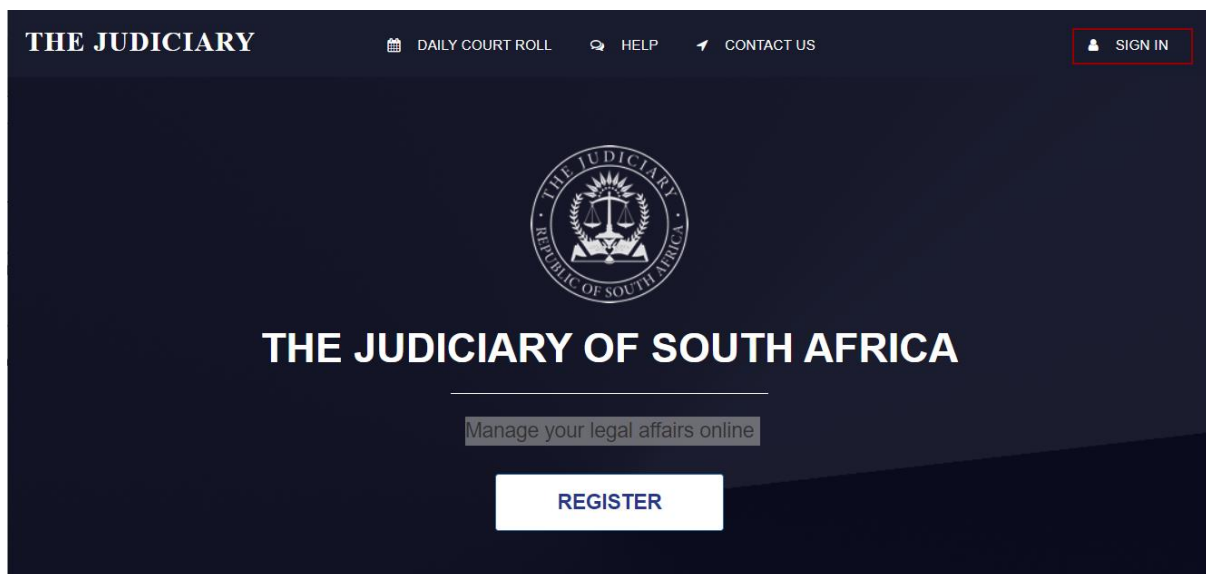
1. Purpose to Sign-In

The user who wants to sign in must be a registered user in the e-registry portal and be in an active state.

2. Process to Sign-In

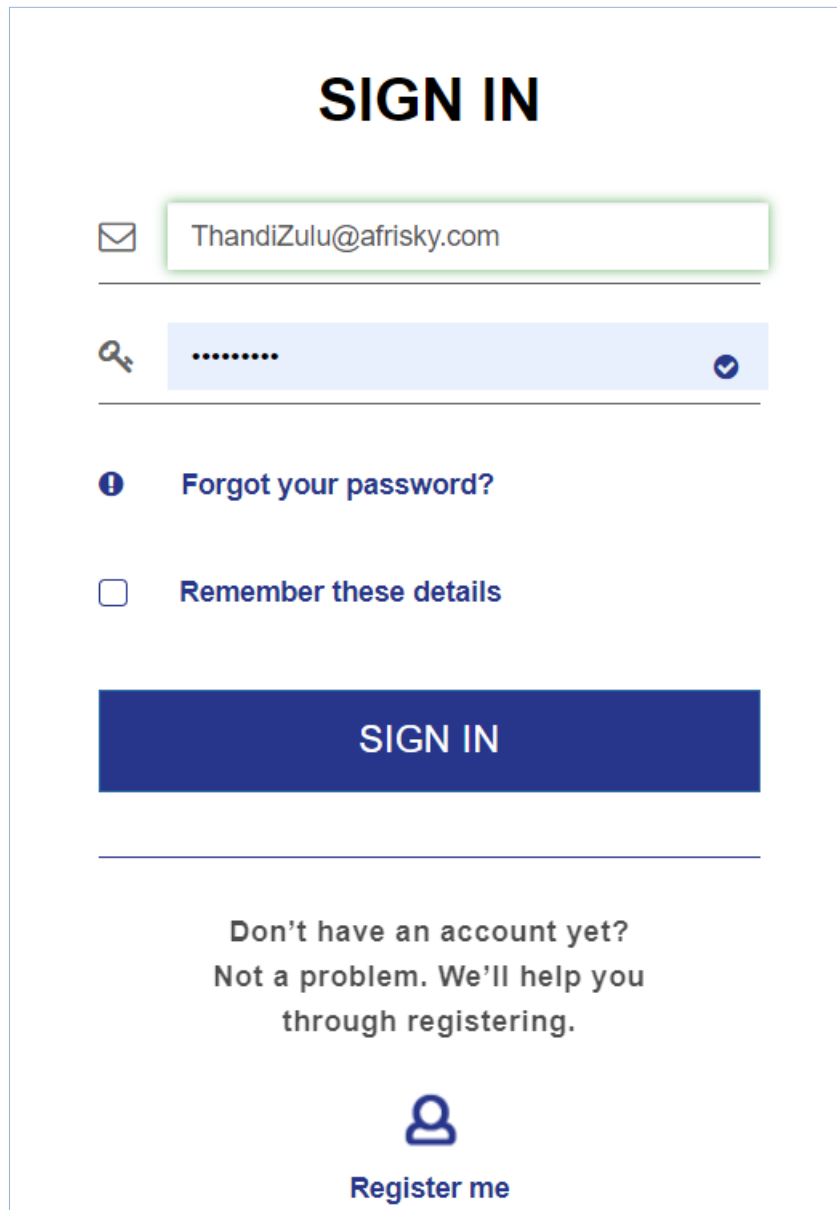
1. The User accesses the home page as illustrated:

Figure 22 - Sign in button



2. Click on **SIGN IN** and the Sign in screen will be displayed as illustrated.

Figure 23 - Sign in screen



The illustration shows a 'SIGN IN' screen. At the top, the text 'SIGN IN' is displayed in large, bold, black capital letters. Below this, there are two input fields. The first field is for an email address, indicated by an envelope icon on the left, and contains the text 'ThandiZulu@afrisky.com'. The second field is for a password, indicated by a key icon on the left, and contains a series of dots. To the right of the password field is a small blue checkmark icon. Below the password field, there are two links: 'Forgot your password?' with an information icon, and 'Remember these details' with an unchecked checkbox. A large, dark blue button with the text 'SIGN IN' in white capital letters is positioned below these links. At the bottom of the screen, there is a section with the text 'Don't have an account yet? Not a problem. We'll help you through registering.' followed by a user icon and the text 'Register me'.

3. Capture the registered e-mail address on the email address field
4. Capture the **Password** in the password field.
5. Click on **SIGN IN** and the System will validate the credentials and the User will be taken to the e-Registry
6. Portal Landing Page.
7. If the credentials are invalid, the system will display an activation error message.

Section 6- Forgot Password

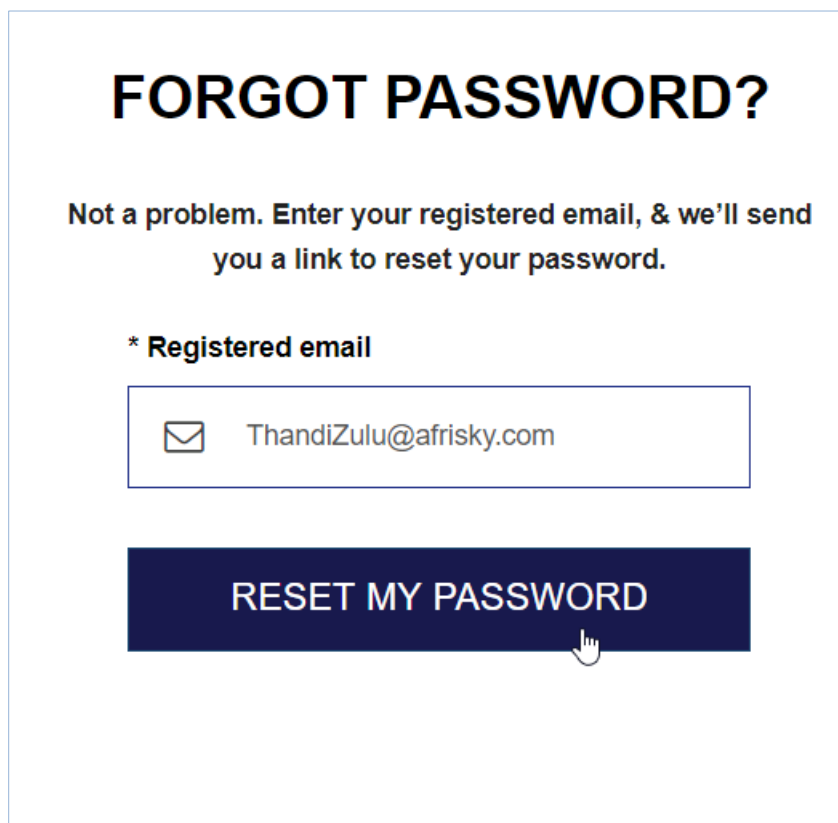
1. Purpose of The Password

If the user has forgotten his password, the system gives the option to reset the password.

Reset Password

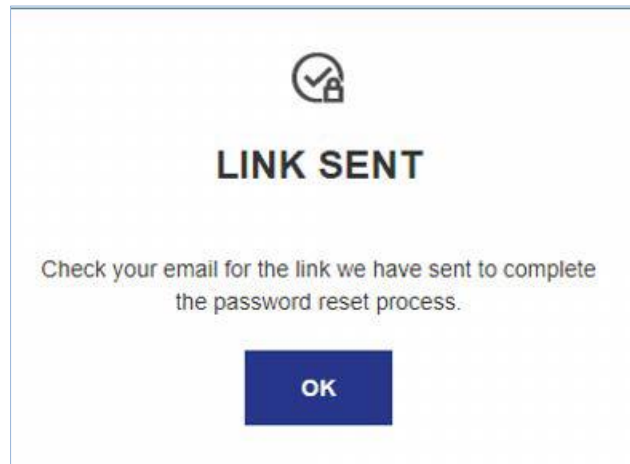
1. From the sign in screen, click on **Forgot Password**

Figure 24 - Reset password screen



2. Capture your registered e-mail address in the e-mail address field.
3. Click on **RESET MY PASSWORD** and you will receive a link to reset your password.

Figure 25 - Link Confirmation screen



4. Click **OK** and the user status will be updated to "Password reset pending"
5. The system will send the email to the user with a link to reset password.
6. The user will reset the password by providing a new password different from any previous password and confirming it within a number of days stipulated.
7. The password is updated.

NOTE

The password criteria are as follows: password should contain both upper case and lower-case characters. Password must have digits and punctuation characters as well as letters, Password must be at least eight alphanumeric characters long.



Chapter 3- Lodging and Joining a Case

This chapter consists of the sections listed below.

- a) Section 1 – Start a Case
- b) Section 2 – Accessing and Joining a Case

Section 1- Start a Case

1. Description

Civil Proceedings will be initiated via “**Start A Case**” on the Portal. This covers the initiation of any Action, Motion, Review or Appeal.

2. Process to Initiate a Case

The following steps must be followed to Initiate a Case on the Portal:

1. Upon login to the **Portal**, the following screen will be displayed:

Figure 26 - Portal home screen



2. Click on **Start a Case**. The following screen will be displayed:

Figure 27 - Start a case screen

THE JUDICIARY

Home

ACTIONS

My Cases

Start a Case

Access a Case

Start a Case

Add the details of the Case

* Which Court is the Case to be filed in

Please indicate if the Case is related to any of the following

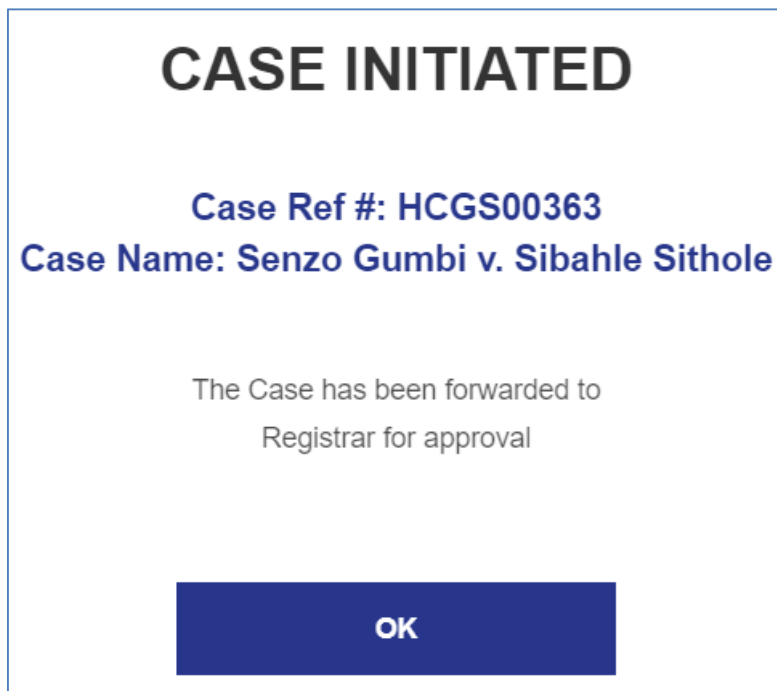
☐ Urgent ☐ Minor ☐ High Profile ☒ None of these

* Upload your file to start a Case

Select to find your file....

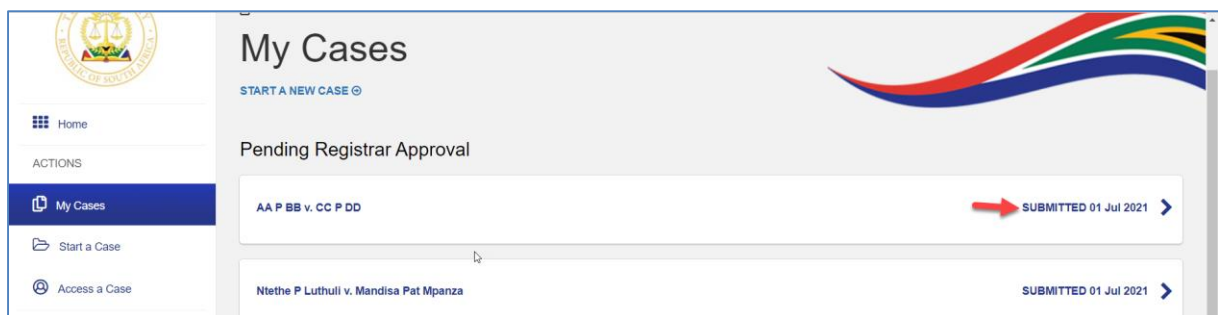
3. Complete all fields on **Start a Case** form and attach a **PDF** of initiating Document and optionally any supporting documentation.
4. Sign the submission by entering your portal name in the signature block and click **SUBMIT**.
5. The system will provide notification that the case is Lodged and pending Registrar's approval.

Figure 28 - Notification screen




6. The above notification will be sent to the user to notify the him/her about the case reference number (which is not the case number), the case name and that, the case has been forwarded to the Registrar for approval.
7. If you click on **My Cases**, the status of the case will be indicated as below:

Figure 29 - Pending cases screen



8. The submitted case will be waiting for Registrar/Registrar's Clerk's approval on CRM.
9. *Alternatively*, complete all fields on **Start a Case** form and click on **SAVE AS DRAFT**.
10. To locate a case saved in drafts, click on the home tab and scroll down to draft items at the bottom of the screen.

Figure 30 - Draft Items

DRAFT ITEMS		
Last draft update	Item	Case
 08 Aug 2021	New Case	Draft Case Sindy Zulu v. Thandi Bhengu
Select an item to continue editing		

NOTE

- Submitted case(s): Will be shown under “Pending Registrar Approval”.
- Saved case(s): Will be shown under Draft items and user can open and submit them.
- The user will be notified about the outcome of the case, whether it was approved, rejected or referred





3. Notifications

Notifications on case progress will be sent by SMS and via email, depending on your options.

3.1 Change Notification Options

1. Sign in to the portal
2. Click on your name to access your profile as illustrated

Figure 31 - Name button to access your profile

<div>  <div>Thandi Brown</div> </div>		
<div> <div>Activity</div> <div>2 Case(s)</div> <div>My Cases</div> </div>		
NOTIFICATIONS		
Sent	From	Action
 02 Aug 2021	Registrar South Gauteng High Court	View message >
 02 Aug 2021	Registrar South Gauteng High Court	View message >
 02 Aug 2021	Registrar South Gauteng High Court	View message >

3. Click on My Profile

4. Click on Contact Details
5. Select your Communication Preference
6. Select your **Communication Frequency** as shown below

Figure 32 - Communication frequency

The screenshot shows a web form titled "Contact details" with a dropdown arrow in the top right corner. The form contains several input fields and a dropdown menu. The "Email" field is marked with a red asterisk and contains the text "sphilemoeti@gmail.com". The "Mobile number" field contains "0846102135". The "Business number" field also contains "0846102135". The "Communication preference" field is a dropdown menu showing "Email & SMS" with a right-pointing arrow. The "Communication frequency" field is a dropdown menu that is currently open, showing three options: "Real-Time" (which is highlighted in blue and has a right-pointing arrow), "Select", and "Daily". A mouse cursor is pointing at the "Real-Time" option.

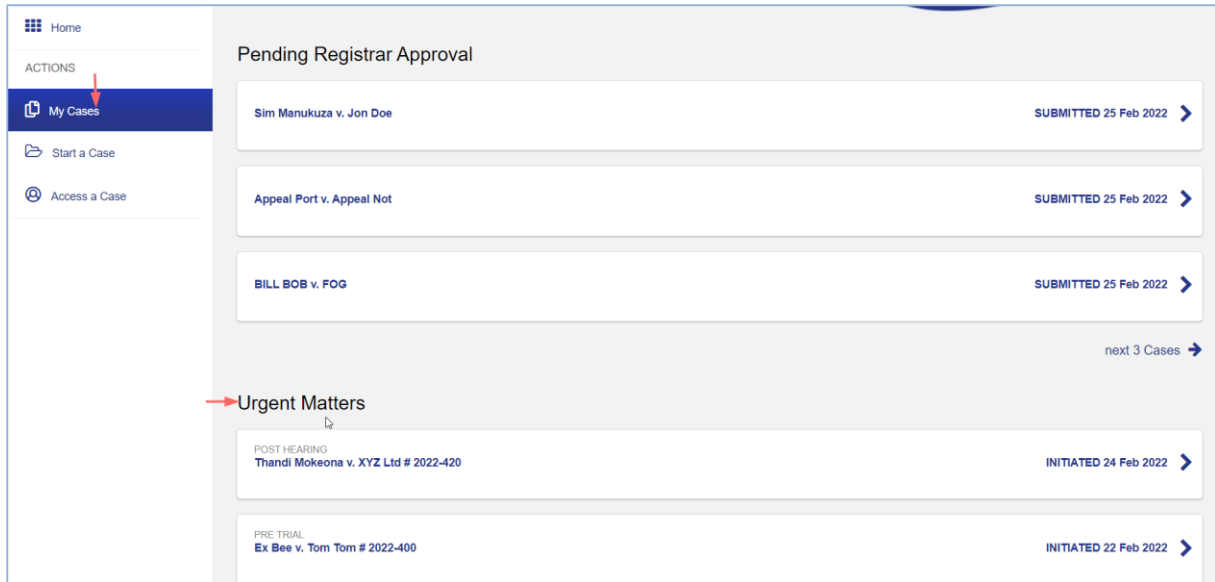
3.2 View Notification

1. Notifications will be sent via SMS or/and via email. Notifications are also available on the portal.
2. Click on the **Home** tab on the portal
3. The notifications are displayed on the right side of the screen

3.3 Urgent Cases

1. Cases that were marked as urgent during creating are placed under urgent matters
2. To view the urgent matters, click on My Cases
3. The urgent matters are displayed as shown below:

Figure 33 - Urgent Matters



Section 2-

Accessing and Joining a Case

1. Description

Accessing a case is where the user uses the Access a Case option and select accessing a case as a member of public which will immediately give the user read-only access to the case for 24 hours. Members of public can only access finalized cases, where an order has been issued. Joining a case is where a user uses the Access a Case option and select that he/she is not requesting access as a member of public. This will force the user to upload a document and describe the type of document. Once the document is filed, the user will be part of the case.

2. Add a Litigant to a Case

The litigant that initiated the case can invite other relevant parties to the case. The litigant being invited should be a registered Portal user.

1. Open the relevant case
2. Click on the Parties and contact tab
3. Add the email of the litigant being invited to the case as shown below

Figure 34 -Parties and contacts tab

THE JUDICIARY

Case # 2022-400

Ex Bee v. Tom Tom # 2022-400

CASE DETAILS **MY CASE DOCUMENTS** **PARTIES & CONTACTS**

Urgent Matter

Add a new Contact to access this Case (contacts must be registered)

queen.langa@thinkpad.co.za

SEND INVITE TO CONTACT

4. Click on the **SEND INVITE TO CONTACT** button
5. The litigant will be added to the case

3. Process to Access a Case

The following steps must be followed to Access a Case on the Portal:

1. Upon login to the **Portal**, click on **ACCESS A CASE**. The following screen will be displayed

Figure 35 - Access a case screen

THE JUDICIARY

Access a Case

* The Case number you would like to access

2021-274

Are you requesting public access (for example as a journalist, student etc)

☒ Yes ☐ No

REQUEST ACCESS

2. Type in the case number of the case you want to access.
3. Select **YES/NO** to indicate if you are accessing the case as the member of public or not.
4. Click on **REQUEST ACCESS**. If you have selected **YES**, the following screen will be displayed:

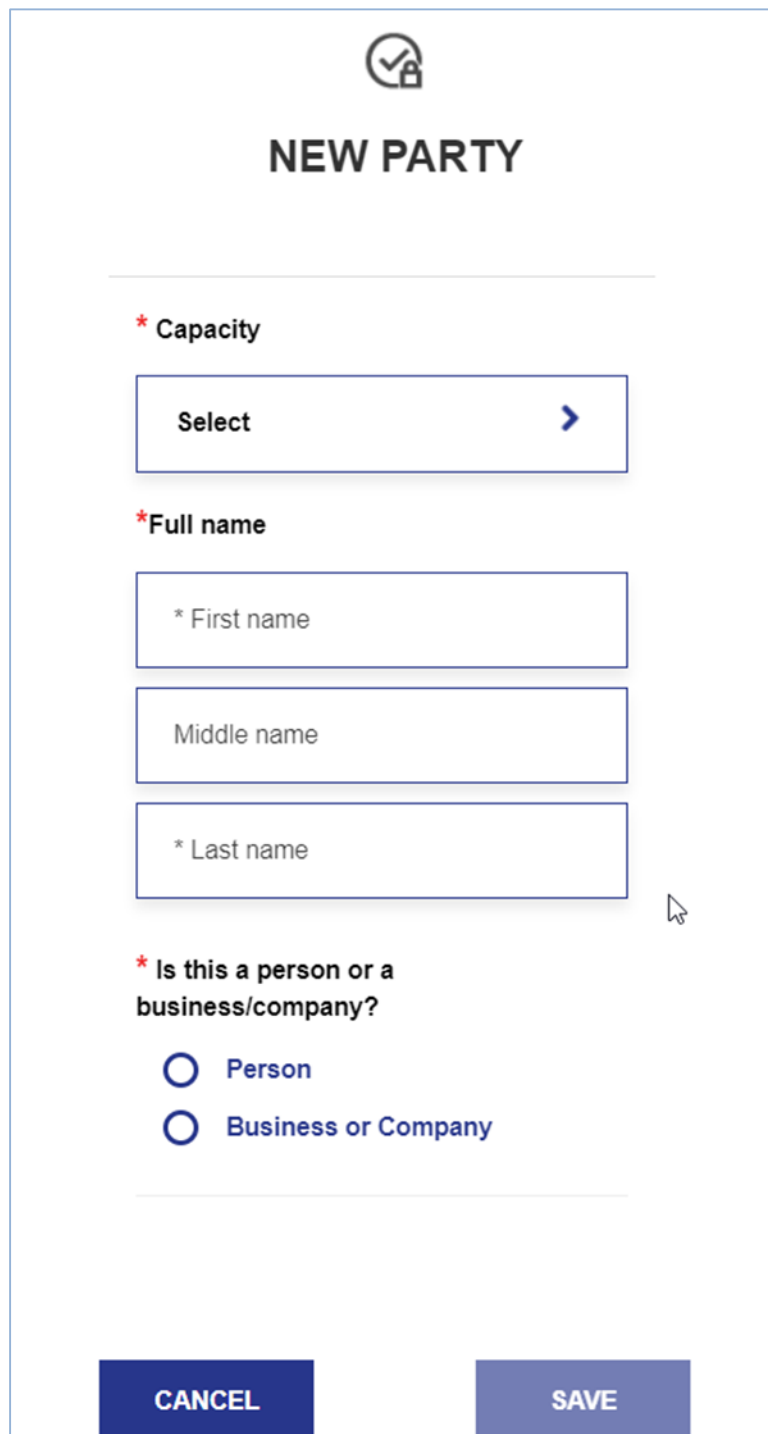
Figure 36 - Accessing a case screen

5. A message, stating that an access has been granted, the case will be displayed on the screen.
6. If you have selected **NO**, to indicate if you are not accessing the case as the member of public but as a Defendant Legal Representative, the following screen will be displayed:


Figure 37 - Upload document screen

7. Select the person are you representing
8. Click on **Provide Your Details** and the following screen will be displayed

Figure 38 - New Party dialog box



The image shows a 'NEW PARTY' dialog box. At the top, there is a circular icon with a checkmark and a lock. Below the icon, the title 'NEW PARTY' is centered. A horizontal line separates the title from the form fields. The first field is labeled '* Capacity' and contains a 'Select' button with a right-pointing arrow. The second section is labeled '* Full name' and contains three stacked text input fields: '* First name', 'Middle name', and '* Last name'. Below these fields is a question '* Is this a person or a business/company?' with two radio button options: 'Person' and 'Business or Company'. At the bottom of the dialog box, there are two buttons: 'CANCEL' and 'SAVE'.



NEW PARTY

*** Capacity**

Select >

*** Full name**

* First name

Middle name

* Last name

*** Is this a person or a business/company?**

☐ Person

☐ Business or Company

CANCEL **SAVE**

9. Select your **Capacity**
10. Enter your **Full Name**
11. Select whether you are a person or a company
12. Update all mandatory fields, indicated by the Asterisk (*).

13. Update any optional fields.
14. Click on **SAVE**
15. Upload the supporting document.

Figure 39 - Requesting to join screen

16. Click on the arrow to select the type of document uploaded. The following screen will be displayed:

Figure 40 - Document type screen

17. Select the document type and add your signature.
18. Click **REQUEST TO JOIN** button as shown in Figure 41.

Figure 41 - Request to join button

* Select the type of document this is

Notice of Intention to Oppose

* Your signature

Enter your first and last name in upper case

This will serve as your digital signature and will be recorded as being entered the day you request to join the Case.

REQUEST TO JOIN

19. The request will be forwarded to the registrar for approval

20. Once access to the case is granted the user will receive notification

Notes

Notes

[illegible]

Chapter 4- Case Lifecycle

This chapter consists of the sections listed below.

- a) Section 1 – File Stage
- b) Section 2 – In Pleadings Stage
- c) Section 3 – Pre-Trial Stage
- d) Section 4 – Creating Events and Bundles (Pre-Trial)
- e) Section 5 – Trial
- f) Section 6 – Motion Case
- g) Section 7 – Appeal Case
- h) Section 8 – Taxation
- i) Section 9 – Closed Cases

Section 1- Filing a Document

1. Description

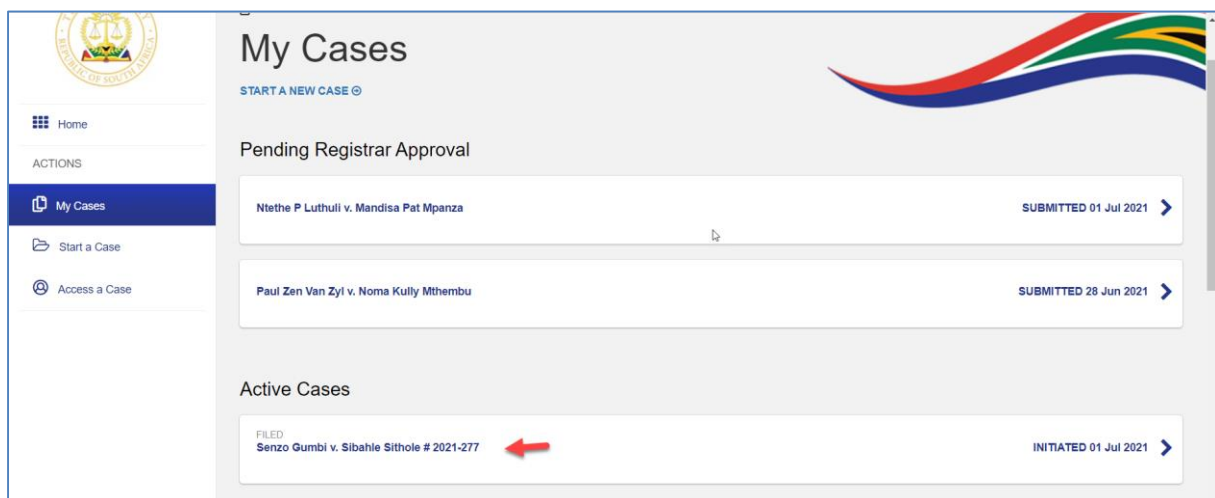
This feature provides a Portal user with the ability to submit documents to the court as part of the court case process. Once the case has been issued by the registrar the portal user will be notified of the approval and can log in to the portal to file the necessary case documents.

2. Process to Submit a Document

The following steps must be followed to File a document on the Portal.

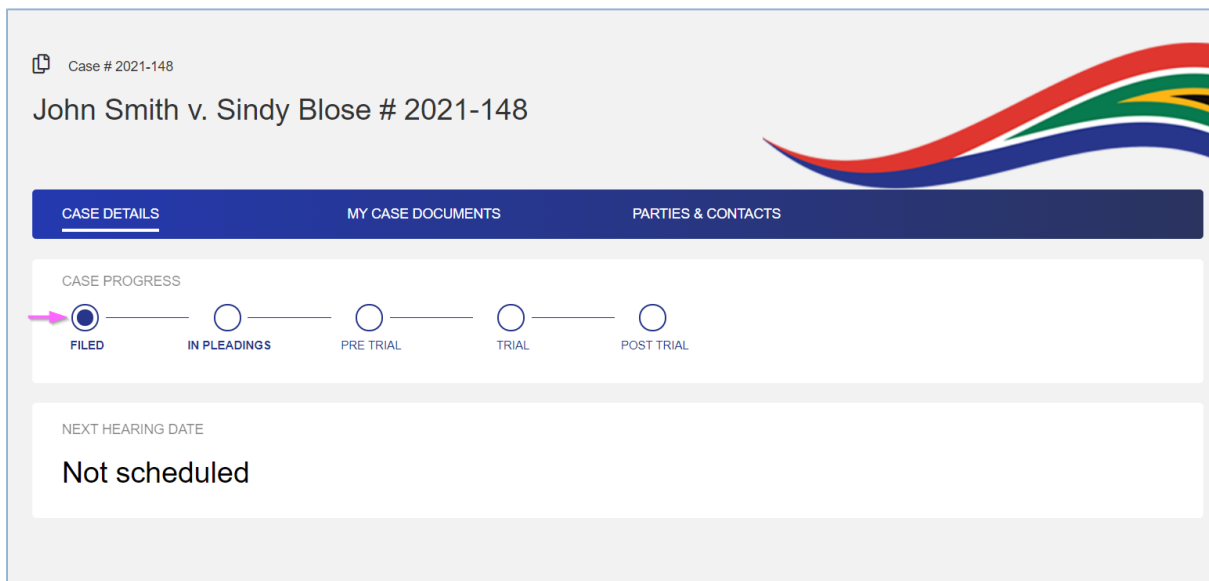
1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:

Figure 42 - My Cases screen



2. Under **Active Cases**, click on the case. The following screen will be displayed:

Figure 43 -Filed case screen



3. The status of the case on Portal is indicated as **Filed**.
4. On the same screen, click on **My Case Documents**. The following screen will be displayed:

Figure 44 - Uploading documents screen



5. Click on the **upload icon** to upload the document- **Return of Service** (PDF). The following screen will be displayed:

Figure 45 - Document type screen

The screenshot shows a web application interface for document submission. On the left is a sidebar with 'Home', 'My Cases', 'Start a Case', and 'Access a Case'. The main area is titled 'CASE DETAILS' and contains a dropdown menu for selecting a document type. The dropdown list includes: 'Application for Default Judgement in terms of Rule 31(5)', 'Application for Pre-Trial Date', 'Application for Trial/Hearing Date', 'Certificate of ownership and encumbrances', 'Certificate of service of foreign process', 'Conditions of sale in execution of immovable property', 'Discovery Affidavit', 'Discovery Notice to inspect documents', 'Discovery Notice to procedure', 'Form of security under rule 45(5)', 'Heads of Argument', 'Notice in terms of rule 35(5)', 'Notice in terms of rule 43', 'Notice To Alleged Partner', 'Notice to Third Party', 'Other', 'Practice Notes', 'Return of Service', and 'Subpoena'. A red arrow points to 'Return of Service'. Below the dropdown is a 'File Name' field with a 'documents' icon. To the right is a 'CONTACTS' section with a 'Remove' button. At the bottom, there is a 'Your signature' section with a text input field and a 'SUBMIT' button. A red arrow points to the 'SUBMIT' button.

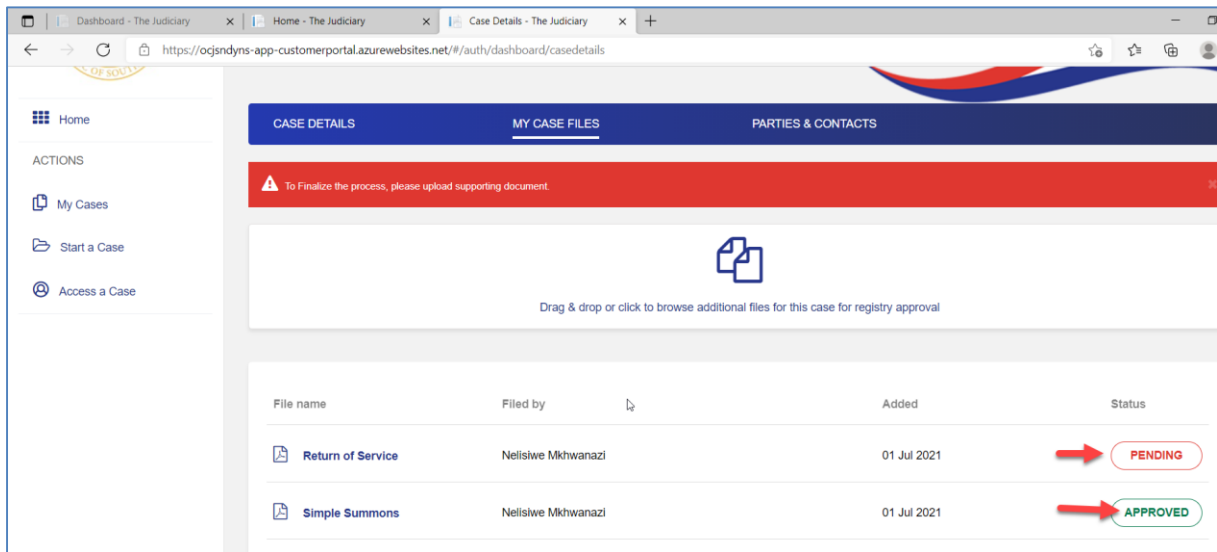
- Click on the arrow to select the relevant document and attach your signature. If you click on **Save as Draft**, the document will be stored in temporary storage. If you click on **Submit**, the document will be submitted and a notification will be received as indicated on the screen below:

Figure 46 - Notification screen

The screenshot shows a notification screen with a white background and a blue border. At the top, it says 'FILES SUBMITTED' in bold. Below that, it displays 'Case Ref #:2021-308' and 'Case Name: Jomo Sono v. Kaizer Motaung # 2021-308'. A message follows: 'Please view "My Case Documents" to see if the files were added to the court file or if it is awaiting the registrar's approval'. At the bottom, there is a dark blue button with the text 'OK' and a hand cursor icon pointing to it.

- Click **OK**. The following screen will be displayed:

Figure 47 - Approved/Pending documents screen



The status of the **Approved/Pending** documents will be indicated.

- Approved documents are documents that have been approved by the Registrar or that do not need approval.
- Pending documents are documents that are awaiting Registrar's approval.

Notes

[illegible]

Section 2- Pleadings

1. Description

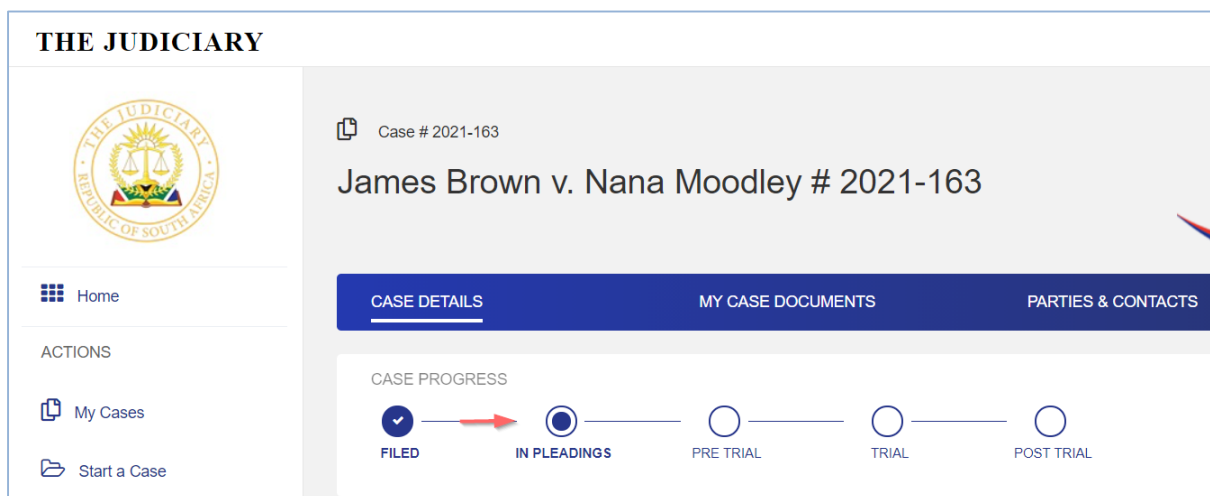
This is a stage where the different representatives will be filing documents or pleading against the case.

2. Process for pleadings

The following steps must be followed when the case is in pleadings.

1. Upon login to Portal, click on your case under **Active Cases**. The screen will be opened showing that your case process has moved to in **Pleadings** as indicated on the screen below:

Figure 48 - In Pleadings case screen



2. The case is now in Pleadings. Click on **My Case Documents**. The following screen will be displayed:

Figure 49 - Upload document screen

Case # 2021-163

James Brown v. Nana Moodley # 2021-163

CASE DETAILS MY CASE DOCUMENTS PARTIES & CONTACTS

To Finalize the process, please upload supporting document.

Drag & drop or click to browse additional files for this case for registry approval

File name	Filed by	Added	Status
Combined Summons	Thandi Brown	07 Aug 2021	APPROVED

3. Upload the document. The following screen will be displayed:

Figure 50 - Document type screen

CASE DETAILS CONTACTS

Select One

- Application for Default Judgement in terms of Rule 31(5)
- Application for Pre-Trial Date
- Application for Trial/Hearing Date
- Certificate of ownership and encumbrances
- Certificate of service of foreign process
- Conditions of sale in execution of immovable property
- Discovery Affidavit
- Discovery Notice to inspect documents
- Discovery Notice to procedure
- Form of security under rule 45(5)
- Heads of Argument
- Notice in terms of rule 35(5)
- Notice in terms of rule 43
- Notice To Alleged Partner
- Notice to Third Party
- Other
- Practice Notes
- Return of Service
- Subpoena

Please identify the document(s) uploaded

File Name	Action
documents	Remove

* Your signature

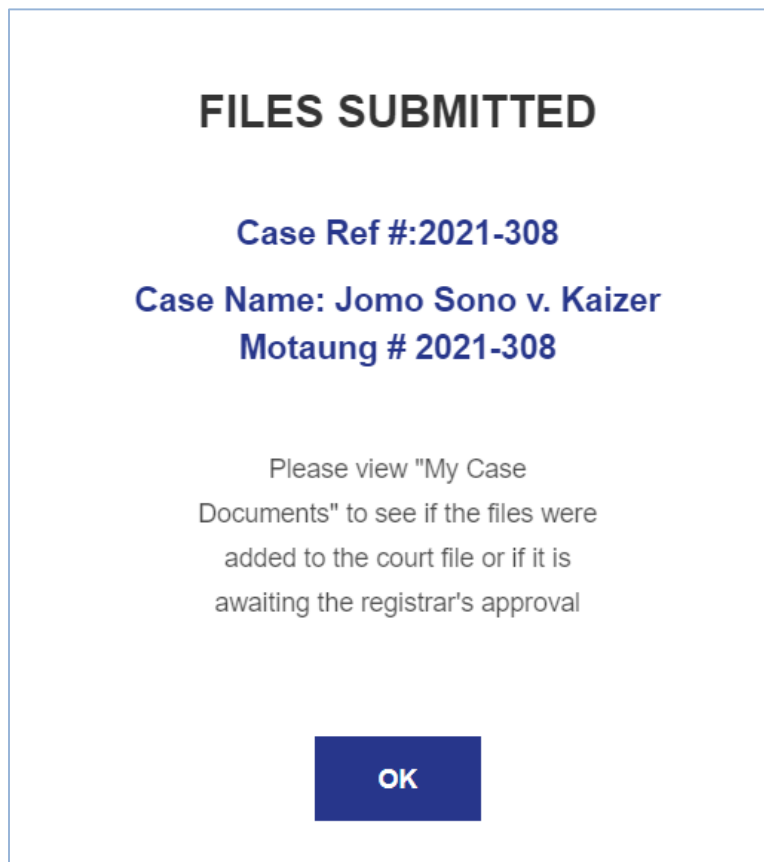
Enter your first and last name in upper case

This will serve as your digital signature and will be recorded as being entered the day you request to join the Case.

SAVE AS DRAFT SUBMIT

4. Select the document type e.g. Heads of Arguments.
5. Attach your signature and click on **Submit**. The following notification will be displayed:

Figure 51 - Notification screen



6. If the document needs to be approved by the Registrar, it will be indicated as Pending, but if it is marked as auto approved, it will be automatically approved as indicated on the screen below:

Figure 52 -Approved document screen

Drag & drop or click to browse additional files for this case for registry approval			
File name	Filed by	Added	Status
Simple Summons	Nelisiwe Mkhwanazi	01 Jul 2021	APPROVED
Return of Service	Nelisiwe Mkhwanazi	01 Jul 2021	APPROVED
Heads of Argument	Nelisiwe Mkhwanazi	01 Jul 2021	APPROVED

Notes

[illegible]

Section 3- Applying for Hearing

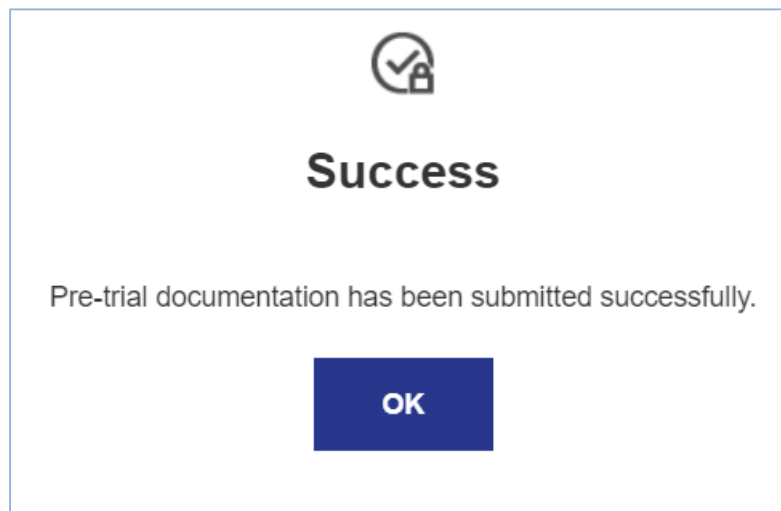
1. Description

While the case is still in Pleadings, the two parties might not come to an agreement and they determine that they want to go to court and apply for hearing date.

2. Process to Apply for Hearing

1. The following steps must be followed when the case is in pleadings.
2. Upon login to Portal, click on your case under **Active Cases**. Your case will be opened.
3. Click on **My Case Documents**. The screen will be displayed where you have to upload the documents.
4. Click on **upload icon** to upload the document.
5. Select the **document type** e.g. Application for Trial/Hearing Date, and sign the document.
6. Click on **Submit**.
7. A notification will be displayed to indicate that the document has been submitted. Once it is submitted it will become part of the case.

Figure 53 - Notification for pre-trial documentation



8. If you check on your list of documents submitted, the document will be indicated as **PENDING** if it needs to be reviewed by the registrar or **APPROVED** if it is auto-approved.

Section 4- Creating Events and Bundles (Pre-Trial)

1. Process to Create an Event and Bundles

Events are created by the Registrar and once created, the Portal user can create the bundle for the event. The user can add documents to the bundle relating to the event.

Go to the **Portal** to file your document.

1. Click on **My Cases** then your case. The screen will be opened showing that your case process has moved to **Pre-Trial** as indicated on the screen below

Figure 54 - Pre-trial case screen



2. The created event will be displayed under case details.
3. Select your event on **Please select a hearing date** drop down option

Figure 55 - Hearing date screen

Please select a hearing date

10/8/2021 - Trial Sindy Zulu v. Thandi Bhengu # 2021-164

10/8/2021 - Trial Sindy Zulu v. Thandi Bhengu # 2021-164

* Upload Pre-hearing document for the hearing 10/8/2021 - Trial Sindy Zulu v. Thandi Bhengu # 2021-164

Upload pre hearing document.

Drag & drop or click to browse your PDF file

* Trial Readiness

☒ Ready for Hearing/Trial ☐ Withdraw from Hearing/Trial

Hearing Estimate #

Please enter hearing estimate #

Hearing Estimate Units

Select

4. Click on **upload icon** to upload the relevant document.
5. Select the **document type** e.g. **Practice Notes**, and sign the document.
6. Change image to the new screen displaying Remove from trial/hearing roll (instead of withdraw).
7. Indicate the estimated duration of the Trial/Hearing on **Hearing Estimate**
8. Indicate **Hearing Estimate Units** as illustrated

Figure 56 - Hearing estimate screen

* Trial Readiness

☒ Ready for Hearing/Trial ☐ Withdraw from Hearing/Trial

* Hearing Estimate #

14

* Hearing Estimate Units

Days

Select

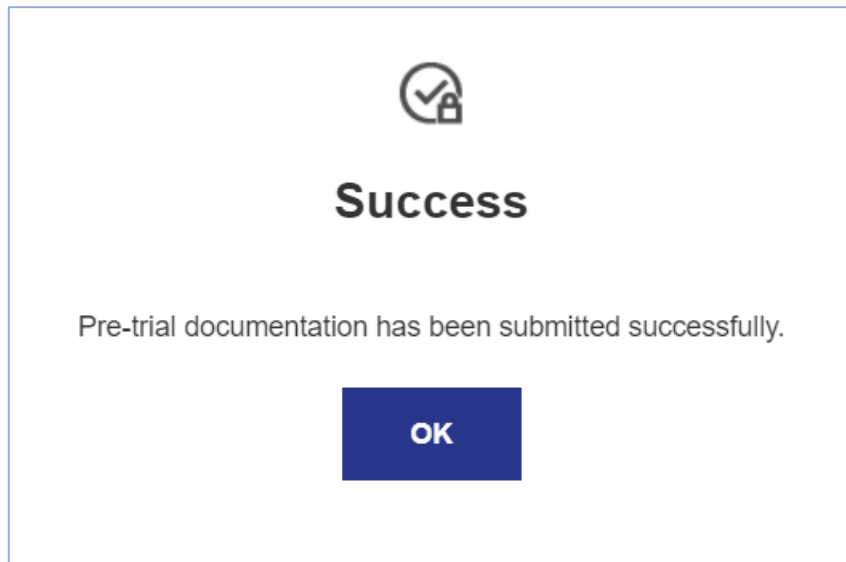
Days

Hours

SUBMIT

9. Click on **Submit**.
10. A notification will be displayed to indicate that the document has been submitted. Once it is submitted, it will become part of the case.
11. The notification will be sent as indicated below:

Figure 57 - Notification screen



2. Bundles

A court bundle is a folder(s) which contains copies of all the documents which are considered relevant to a court case. Once an event is available on the system, the user is able to create a bundle.

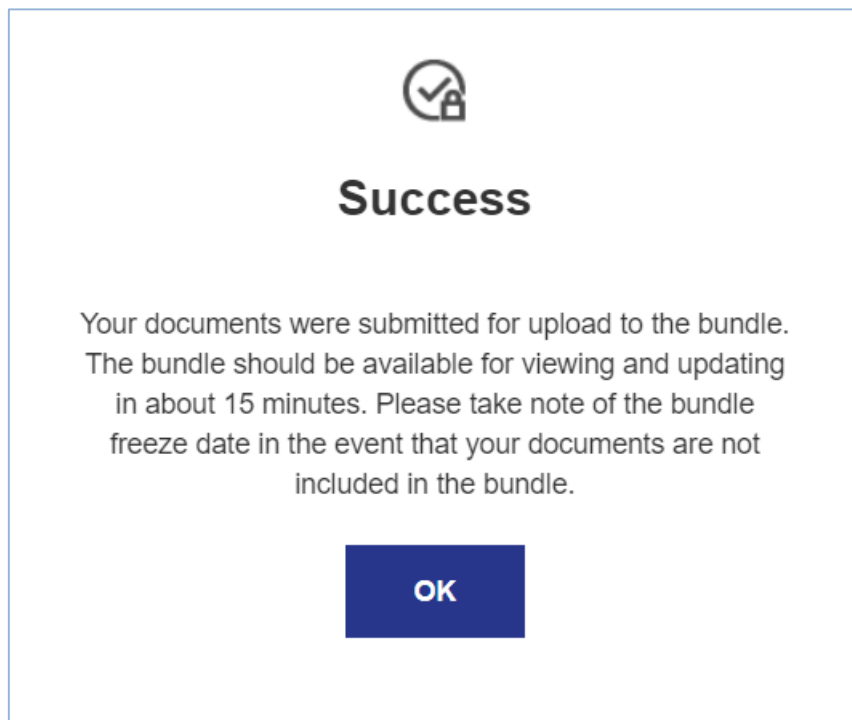
1. Open your case
2. Click on Create Bundle
3. The bundle will be created in Portal and Caselines
4. Go to My case documents and click on the word **Bundle**. The following screen will be displayed:

Figure 58 - Bundle screen

<input checked="" type="checkbox"/>	Application for Trial/Hearing Date	Notice of Motion with Fo	▼
<input checked="" type="checkbox"/>	Heads of Argument	Simple Summons	▼
<input checked="" type="checkbox"/>	Practice Notes	Combined Summons	▼
<input type="checkbox"/>	Practice Notes	Select Bundle Section	▼
<input type="checkbox"/>	Practice Notes	Select Bundle Section	▼
<input type="checkbox"/>	Return of Service	Select Bundle Section	▼
<input type="checkbox"/>	Simple Summons	Select Bundle Section	▼

5. Select the documents you want to add to your case and indicate the name of the document.
6. Click on **Add Selection Bundle**. The following screen will be displayed:

Figure 59 - Notification screen



7. The notification will pop up on the screen to indicate that the bundle will be available for viewing. If the document is big it will take some time.

NOTE

If the bundle freeze date has been reached, no documents will be added to the bundle

8. Click **OK**.
9. If you go back to the case again on Portal and click on the word bundle and then click on **Go to Bundle**. The following screen will be displayed:

Figure 60 - Document screen



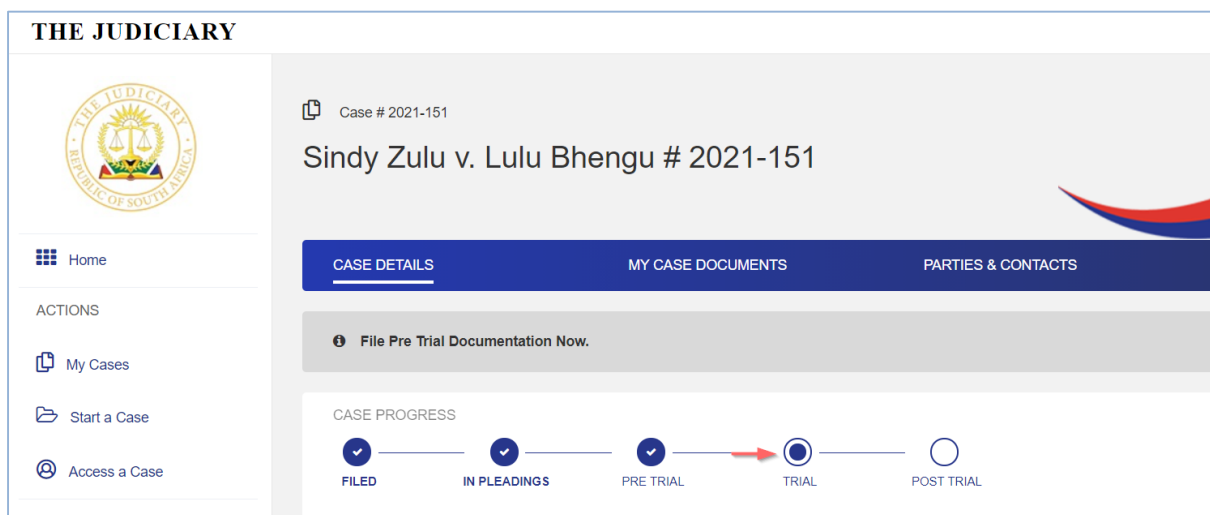
10. All the documents added to the bundle will be displayed as indicated on the screen above

Section 5- Trial

1. Description

When the case is in Trial stage, it means the case is enrolled. All the endorsements will be captured as outcomes. The Judge will give the outcome/ judgement regarding the case conducted. That outcome/judgement should be captured either against the event or the case. Once all the outcomes have been captured, the case will move to the next stage, Post Trial.

Figure 61 - Trial screen



Notes

Section 6- Motion Case

1. Description

A written application made to a court or judge to obtain a ruling or order directing that some act be done in favour of the applicant. In an application, the matter is determined with reference only to the papers and as a general rule, no oral evidence is permitted.

2. Filing of Documents

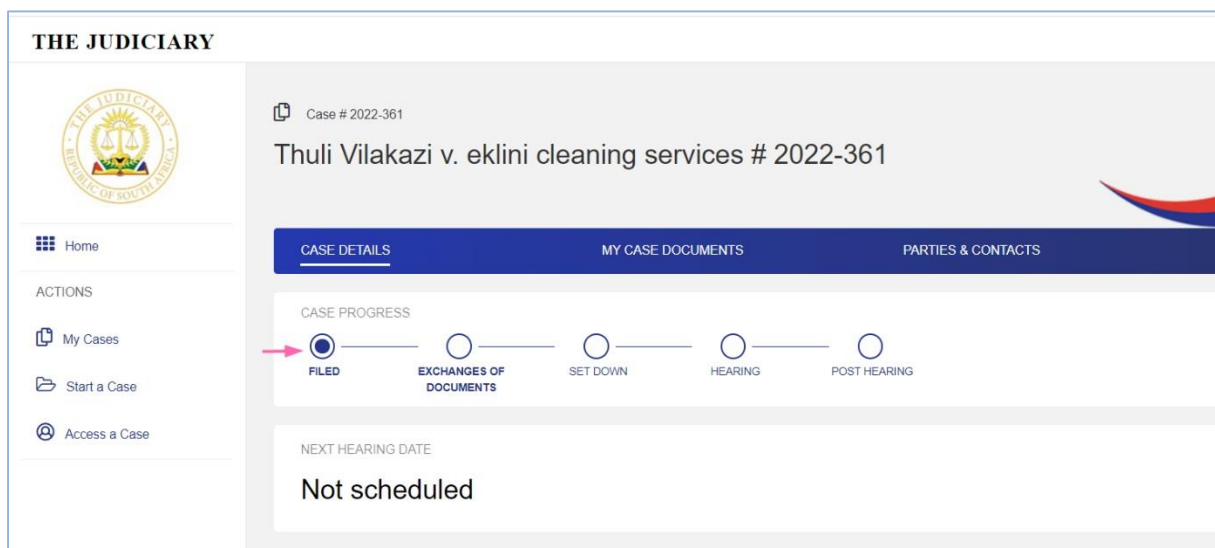
When the case is issued by the registrar it moves to the filling stage where parties can submit the required documents like the return of service.

3. Process to Submit a Document

The following steps must be followed to File a document on the Portal:

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:
2. Under **Active Cases**, click on the case.

Figure 62 -Filed case screen



3. The status of the case on Portal is indicated as **Filed**.

4. On the same screen, click on **My Case Documents**.
5. Upload document
6. Select the **Document Type**
7. Add your **Signature**
8. Click on **Submit**
9. Click on **OK**.
10. The defendant requests access to the case and can add the **Notice of intention to defend**.

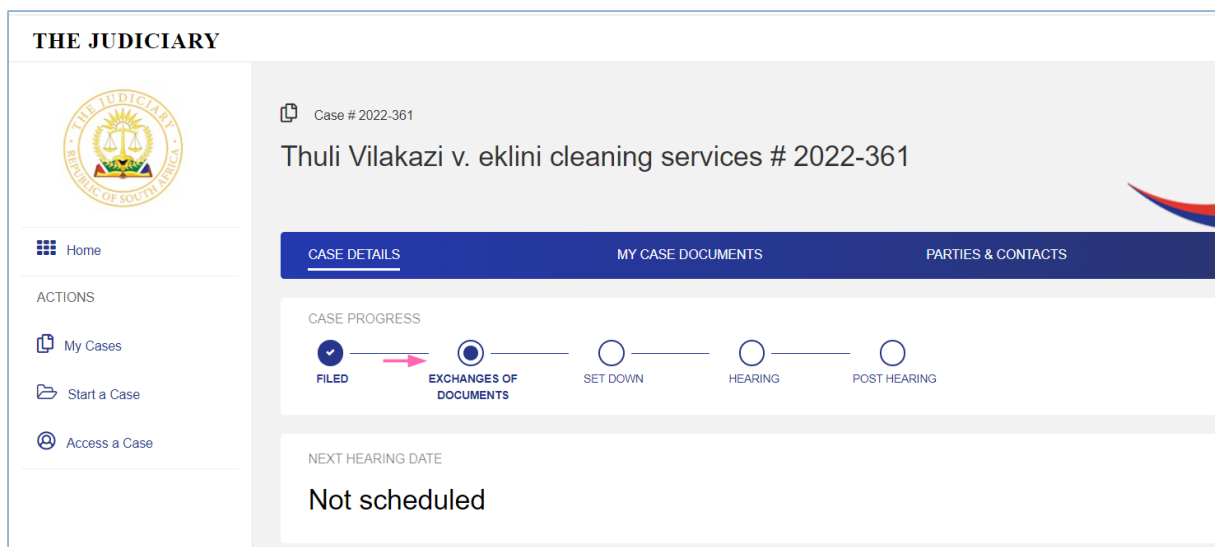
NOTE

Default Judgement: During the filing stage the applicant can upload documents to apply for default judgement if the respondent does not respond to the case. If the default judgement is granted the case moved to Post Hearing.

4. Exchange of Documents

This is a stage where the different representatives will be exchanging documents or pleading in the case

Figure 63 - Exchange of documents stage



5. Set Down

Once the process of Exchange of documents is completed, the application is set down for hearing where the parties will attempt to prove, with evidence, what is averred in the exchange of documents

Figure 64 - Set down

The screenshot displays the 'THE JUDICIARY' web interface for Case # 2022-361, titled 'Thuli Vilakazi v. eklini cleaning services # 2022-361'. The left sidebar contains navigation links: Home, ACTIONS, My Cases, Start a Case, and Access a Case. The main content area features a top navigation bar with 'CASE DETAILS', 'MY CASE DOCUMENTS', and 'PARTIES & CONTACTS'. Below this, a message states 'File Pre Trial Documentation Now.' The 'CASE PROGRESS' section shows a sequence of steps: FILED (completed), EXCHANGES OF DOCUMENTS (completed), SET DOWN (current stage, indicated by a red arrow), HEARING, and POST HEARING.

6. Ready for hearing

The parties indicate their readiness for a hearing

Figure 65 - Hearing date selection

This screenshot shows the same case management interface as Figure 64, but with the 'SET DOWN' stage completed. The 'CASE PROGRESS' bar now shows 'SET DOWN' as the current stage. Below the progress bar, a section titled 'Please select a hearing date' contains a dropdown menu. A red arrow points to the selected option: '14/2/2022 - Opposed Motion Thuli Vilakazi v. eklini cleaning services # 2022-361'.

1. Select your event on Please select a hearing date drop down option
2. Click on upload icon to upload the relevant document.
3. Select the document type e.g. Practice Notes, and sign the document.


4. On the Trial Readiness option Indicate whether you are ready for Trial or not.
5. Indicate the estimated duration of the Trial/Hearing on **Hearing Estimate**
6. Indicate **Hearing Estimate Units**.

7. Hearing

The Presiding Judge shall decide on the appropriate mode of hearing to address the application. Once the hearing is conducted the outcome will be recorded.

Figure 66 - Hearing

THE JUDICIARY



Home

ACTIONS

My Cases

Start a Case

Access a Case

Case # 2022-361

Thuli Vilakazi v. eklini cleaning services # 2022-361

CASE DETAILS

MY CASE DOCUMENTS

PARTIES & CONTACTS

File Pre Trial Documentation Now.

CASE PROGRESS

FILED

EXCHANGES OF DOCUMENTS

SET DOWN

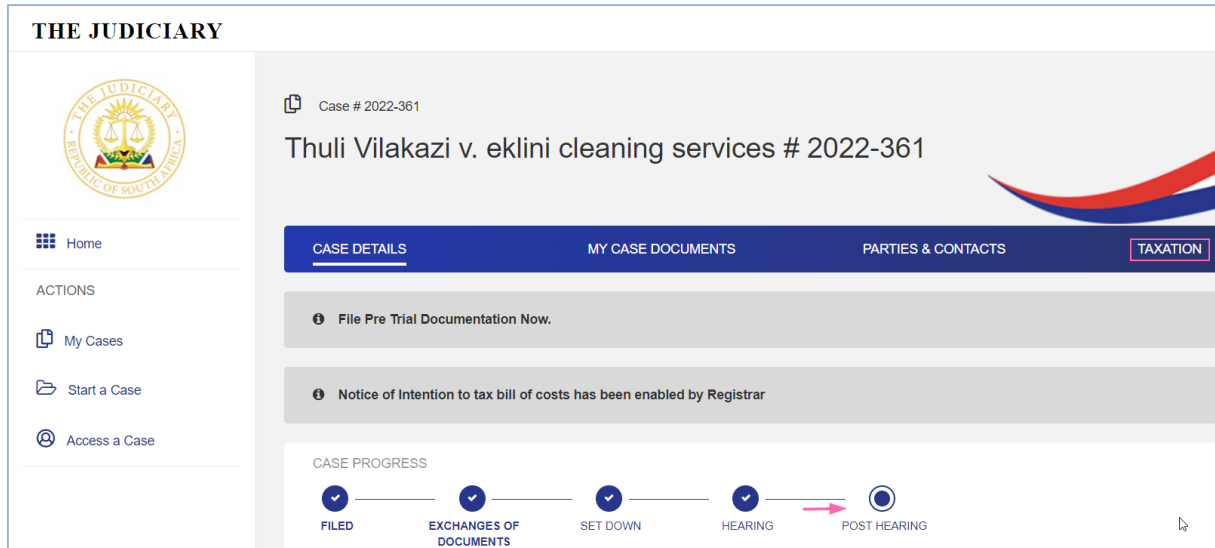
HEARING

POST HEARING

8. Post Hearing

After the hearing the case moves to Post Hearing. **Taxation** tab is available on the post hearing step. To file for taxation, follow the steps in Chapter 4; Section 8 **Taxation**

Figure 67 - Post hearing



Section 7- Appeal Case

1. Description

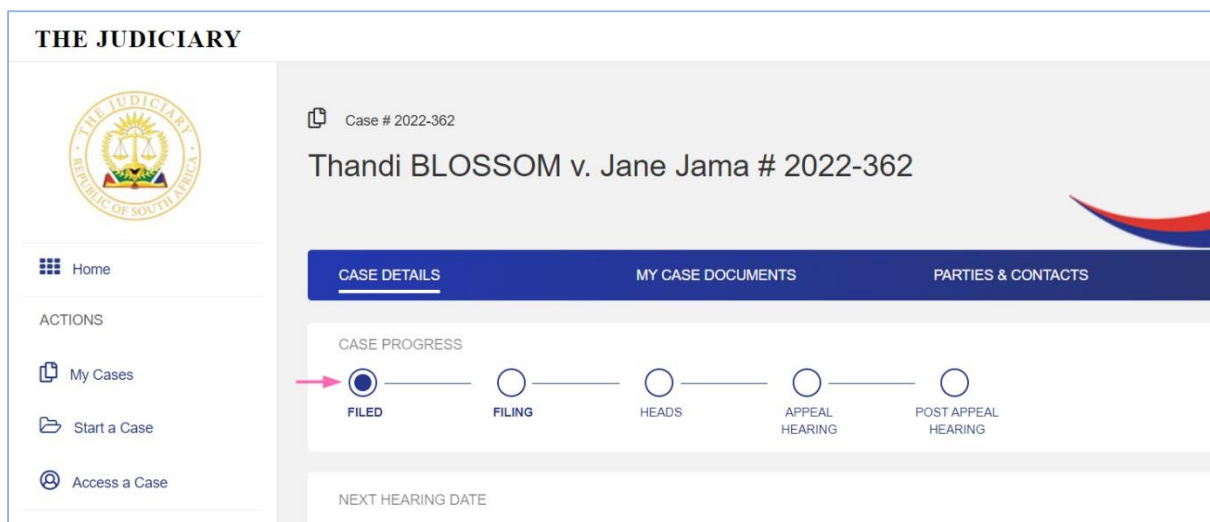
Where a dissatisfied litigant is of the view that the judgment ought to be set aside because the court reached the wrong conclusion on the facts or law, the appropriate remedy is appeal. Since an appeal involves re-evaluation of the court's decision, it will be based solely on the record of the proceedings.

Appeal proceedings are instituted by lodging an application for leave to appeal. Leave to appeal is not granted automatically and the party bringing the application must first apply for leave to appeal to the court that handed down the decision.

2. Filing of Documents

When the case is issued by the registrar it moves to the filed stage where the appellant can submit the required documents like the return of service.

Figure 68 - Filed stage Appeal case



3. Process to Submit a Document

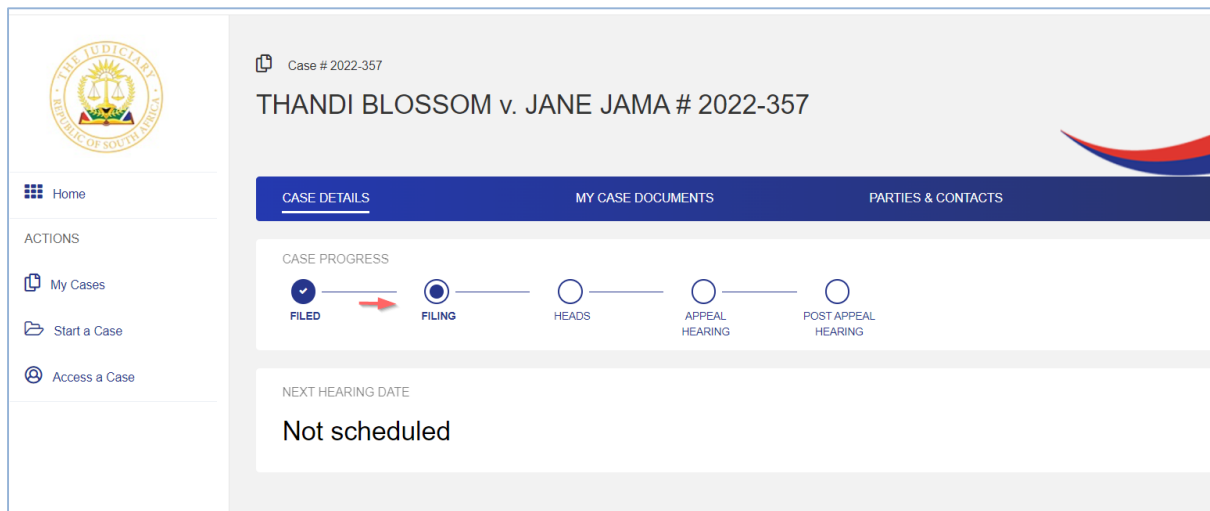
The following steps must be followed to File a document on the Portal:

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed:
2. Under **Active Cases**, click on the case.
3. The status of the case on Portal is indicated as **Filed**.
4. On the same screen, click on **My Case Documents**.
5. Upload document
6. Select the document type
7. Add your signature
8. Click on **SUBMIT**
9. Click on **OK**.

4. Filing Stage

During the filing stage the Appellant will upload the relevant document required for the appeal. Once the registrar has received all the documents, the case is moved to the next stage: **Heads**

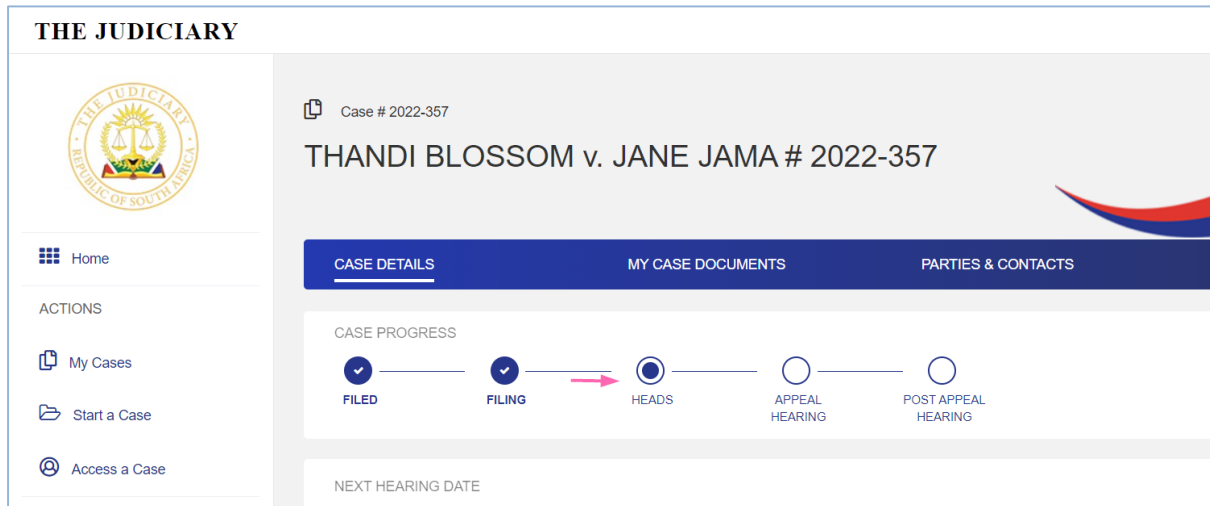
Figure 69 - Filing stage Appeal case



5. Heads

The legal representatives must each upload all necessary documents, Heads of Argument and Practice Notes.

Figure 70 - Heads



6. Appeal Hearing

When the case is at Appeal hearing that means the case is enrolled. All the endorsements will be captured as outcomes. The Judge will give the outcome/ judgment regarding the case conducted. That outcome/judgment should be captured either against the event or the case. Once all the outcomes have been captured, the case will move to the next stage, Post Appeal hearing.

Figure 71 - Appeal hearing

THE JUDICIARY

Case # 2022-357

THANDI BLOSSOM v. JANE JAMA # 2022-357

CASE DETAILS MY CASE DOCUMENTS PARTIES & CONTACTS

File Pre Trial Documentation Now.

CASE PROGRESS

FILED FILING HEADS **APPEAL HEARING** POST APPEAL HEARING

Please select a hearing date

7/2/2022 - Hearing THANDI BLOSSOM v. JANE JAMA # 2022-357

7. Post Appeal Hearing

After the hearing the case moves to **Post Appeal Hearing**. Taxation tab is available on the post hearing step. To file for taxation, follow the steps in Chapter 4; Section 8 **Taxation**

Figure 72 - Post appeal hearing

THE JUDICIARY

Case # 2022-357

THANDI BLOSSOM v. JANE JAMA # 2022-357

CASE DETAILS MY CASE DOCUMENTS PARTIES & CONTACTS **TAXATION**

File Pre Trial Documentation Now.

Notice of Intention to tax bill of costs has been enabled by Registrar

CASE PROGRESS

FILED FILING HEADS APPEAL HEARING **POST APPEAL HEARING**

Section 8- Taxation

1. Description

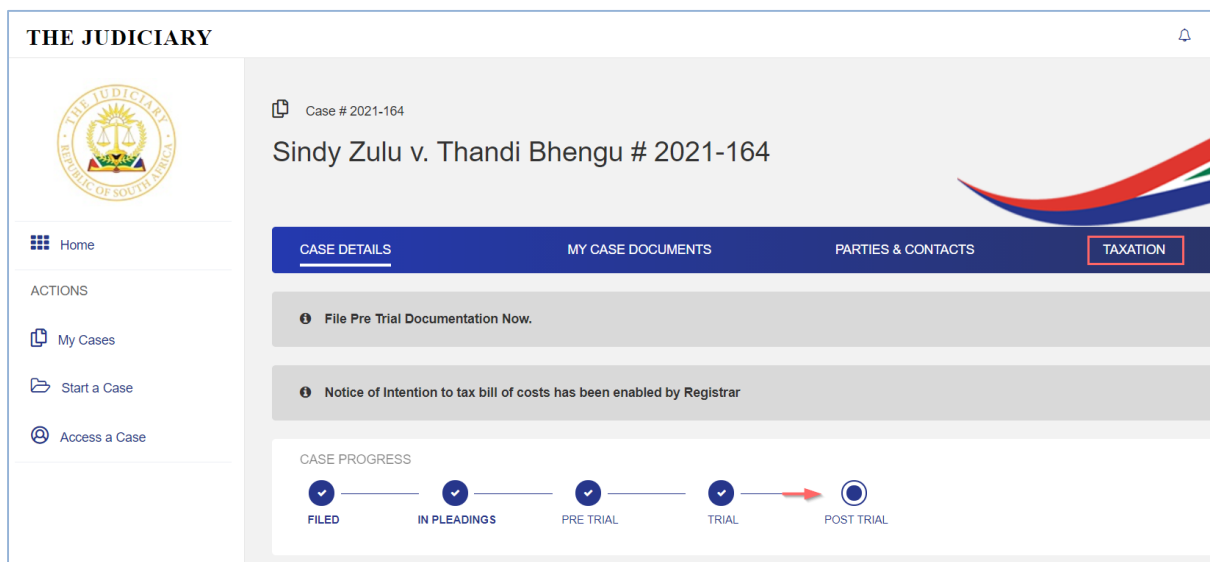
This feature enables a Portal user to submit a notice of intention to tax bill of costs together with all the bill(s) to be taxed. The Taxation process contains 4 options;

- a) Settled Bills
- b) Notice of Intention to Tax Bill of Costs;
- c) Notice of Objection to Tax Bill of Costs; and
- d) Taxation Hearing.

The following steps must be followed when the case is in Post-Trial.

1. Upon login to Portal, click on your case under **Active Cases**. The screen will be opened showing that your case process has moved to **Post Trial** as indicated on the screen below:

Figure 73 - Post trial screen



Upload Settled Bills

These steps must be followed to upload settled bills:

1. Click on the **Taxation** tab
2. Click on the Settled bills radio button as shown in Figure 74

Figure 74 - Settled bills button

3. Upload document
4. Select **Settled Bills** on the document type
5. To upload the individual settled bills Click on the Drag and drop button as displayed in Figure 75

Figure 75 - Settled bills: Drag and drop button

☒ Settled Bills

☐ Notice of Intention to Tax a Bill of Costs

☐ Notice of Intention to Object Bill of Costs

☐ Application for taxation hearing

Please identify the document(s) uploaded NOTE: Ensure that you are uploading the correct document. A document cannot be removed once the blue "SUBMIT" button is clicked.

File Name	Type of document	Action
bill of costs	Settled Bills	<div>Remove</div>

* Bills of Cost

Upload

Submit all

Delete

Drag & drop your PDF file's.
or browse

6. Select the bills to upload
7. Click on **Open**
8. The bills are displayed at the bottom of the window as shown in Figure 76.

Figure 76 - Individual bills

Upload

Submit all







Delete

Drag & drop your PDF file's.
or browse

File Name	#	Amount	Status	Court reference
bill 1.pdf	* Enter bill reference	* Enter bill amount	Pending Submission	To be assigned
cost for expert.pdf	* Enter bill reference	* Enter bill amount	Pending Submission	To be assigned
bill 2.pdf	* Enter bill reference	* Enter bill amount	Pending Submission	To be assigned

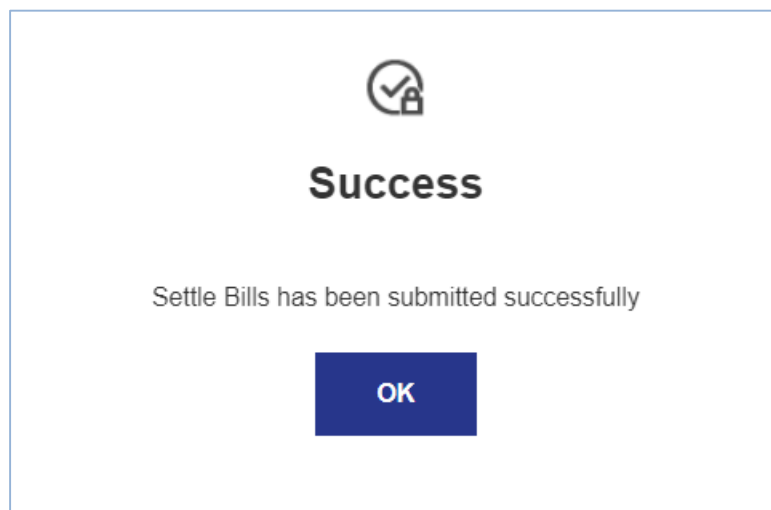
9. For each bill loaded enter a **Bill Reference** and the **Bill Amount**

Figure 77 -Bill reference and Bill amount

File Name	#	Amount	Status	Court reference
  bill 1.pdf	xy4526	5000	Pending Submission	To be assigned
  cost for expert.pdf	ui123	4000	Pending Submission	To be assigned
  bill 2.pdf	* Enter bill reference	* Enter bill amount	Pending Submission	To be assigned

10. Click on the **Submit All** button
11. The settled bills are submitted, click on **OK** to confirm

Figure 78 - Settle bills submitted button



Process to File Notice of Intention to Tax Bill of Costs

These steps must be followed to file Notice of Intention to Tax Bill of Costs:

1. Click on the **Taxation** tab to upload the Notice of Intention to Tax Bill of Costs
2. Click on **Notice of Intention to Tax a Bill of Costs** radio button as illustrated below:

Figure 79 - Notice of intention to tax bill of costs

The screenshot shows a web application for case management. On the left is a sidebar with a logo and navigation links: Home, My Cases, Start a Case, and Access a Case. The main area has a header with the case name 'Motion Blose v. Speed Baloyi # 2022-358' and a tab bar with 'CASE DETAILS', 'MY CASE DOCUMENTS', 'PARTIES & CONTACTS', and 'TAXATION'. The 'TAXATION' tab is selected. Below the tabs, there are two informational messages: 'Notice of Intention to tax bill of costs has been enabled by Registrar' and 'Notice of Objection to tax bill of costs has been enabled.' Below these, a section titled 'What document you are submitting?' contains four radio buttons: 'Settled Bills', 'Notice of Intention to Tax a Bill of Costs' (which is selected and highlighted with a pink arrow), 'Notice of Intention to Object Bill of Costs', and 'Application for taxation'.


3. Upload document
4. Select document type



Only one (1) notice of intention to tax bill of costs is allowed per case.


5. To upload the individual bills, click on the Drag and drop button document button as displayed in Figure 80.

Figure 80 – Drag and drop button

File Name	Type of document	Action
 notice of intention to tax bill of cost	Notice of intention to tax bill of costs	Remove

* Bills of Cost

[Upload](#)
[Submit all](#)
[Delete](#)




Drag & drop your PDF file's.
or browse


6. User uploads each individual bill (document) as a separate PDF. Multiple file select / upload is available to the user for each individual bill uploaded.
7. For each bill the user must add a reference and the bill amount

Figure 81 - Add Reference and amount

[Upload](#)
[Submit all](#)
[Delete](#)

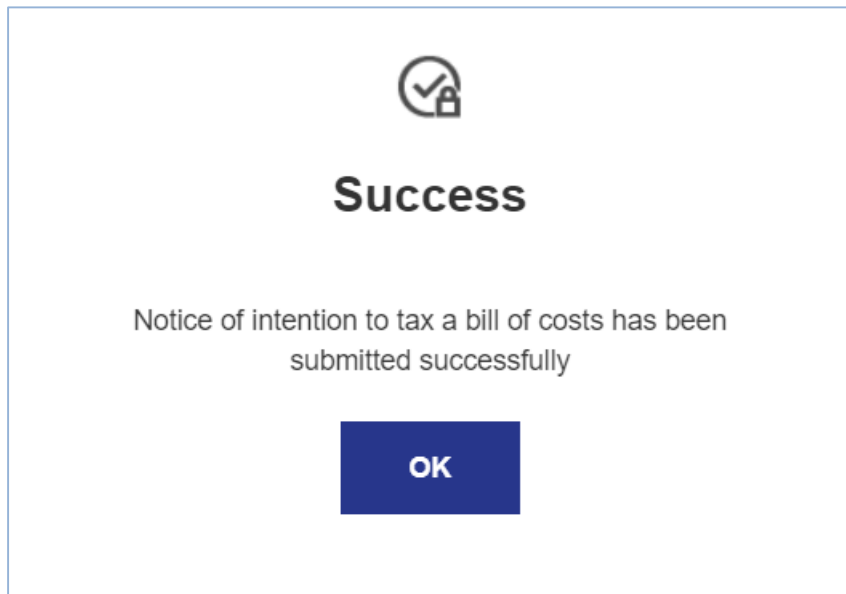


Drag & drop your PDF file's.
or browse

File Name	#	Amount	Status	Court reference
<input checked="" type="checkbox"/>  invoice xyz.pdf	XYZ202105	5000	Pending Submission	To be assigned

8. Tick all the Bills to select them and click on **SUBMIT ALL**
9. A notification will be displayed to indicate that the Notice of Intention to Tax Bill of Costs has been submitted.

Figure 82 - Notification



10. Click on **OK**.

Notice of Objection to Tax Bill of Costs

This feature enables a Portal user to submit a notice of objection to tax bill of costs and to identify the bills to which the user objects.

Process to File Notice of Objection to Tax Bill of Costs

The steps must be followed to access Notice of Intention to Tax Bill of Costs:

1. The Portal User clicks on the Taxation tab
2. Select the **NOTICE OF INTENTION TO OBJECT BILL OF COSTS** radio button
3. Upload your **Notice of Intention to Object Bill of costs** document

Figure 83 - Upload Notice of Intention to Object Bill of costs

CASE DETAILS MY CASE DOCUMENTS PARTIES & CONTACTS TAXATION

Notice of Intention to tax bill of costs has been enabled by Registrar

Notice of Objection to tax bill of costs has been enabled.

What document you are submitting?

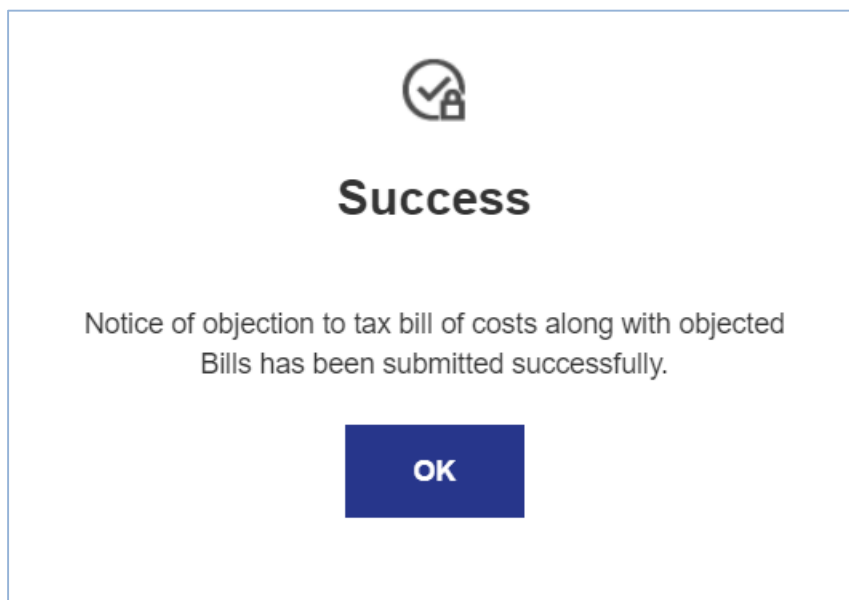
☐ Settled Bills ☐ Notice of Intention to Tax a Bill of Costs ☒ Notice of Intention to Object Bill of Costs ☐ Application for taxation hearing

To object the Bill of Costs, upload your Notice of Intention to Object Bill of Costs, and then select the invoices you wish to object to.

Drag & drop or click to browse your PDF file

4. Selects the Bill(s) that user objects to and click on **SUBMIT SELECTION**. The system updates the status of each bill objected to.
5. A notification will be displayed to indicate that the Notice of objection to Tax Bill of Costs has been submitted.

Figure 84 - Notification



6. Click on **OK**.

Application for Taxation hearing

This feature enables a Portal user to apply for a Taxation Hearing

To apply for a Taxation Hearing, do the following:

1. Click on the **Taxation** tab
2. Select **THE APPLICATION FOR TAXATION HEARING** radio button

Figure 85 - Application for taxation hearing

John Smith v. Sindy Blose # 2021-148

CASE DETAILS MY CASE DOCUMENTS PARTIES & CONTACTS **TAXATION**

i Notice of Intention to tax bill of costs has been enabled by Registrar

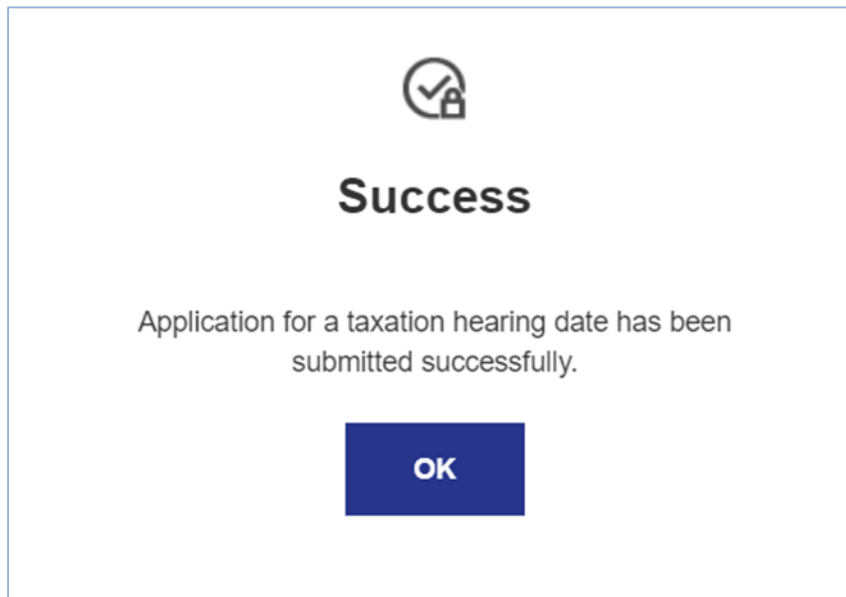
i Notice of Objection to tax bill of costs has been enabled.

What document you are submitting?

☐ Settled Bills ☐ Notice of Intention to Tax a Bill of Costs ☐ Notice of Intention to Object Bill of Costs ☒ Application for taxation hearing

3. Upload the document for Taxation hearing date
4. Select the **Document Type** e.g. Taxation hearing document and sign the document
5. Click on **SUBMIT**.
6. The following notification will be displayed:

Figure 86 - Notification



7. Click on **Ok**.
8. The application will be sent to the registrar for approval
9. The portal user will receive a notification once the application document has been filed.
10. A taxation hearing will be scheduled by the registrar. After the hearing the registrar will update the taxation details on the system.

Notes

[illegible]

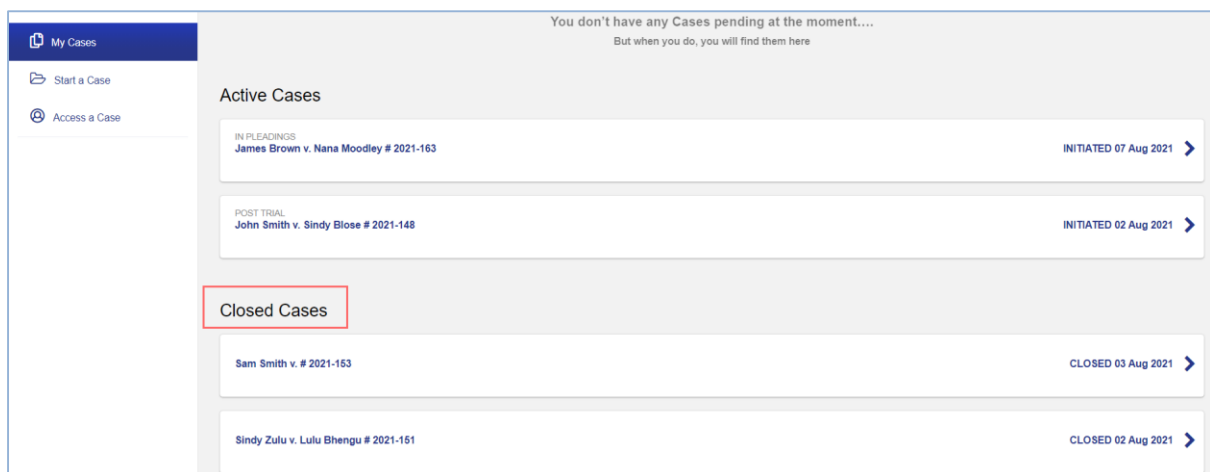
Section 9- Closed Cases

2. Description

Once the case is closed it will be marked as closed and the portal user will not be able to open the case to view the case details.

1. Upon login to the Portal, click on **My Cases**. The following screen will be displayed

Figure 87 - Closed cases



2. Closed cases are listed at the bottom of the screen.

Notes

[illegible]