

Case Center: Page Limitation Enhancement

Summary Guide

Overview

As of July 20th, 2026, Case Center is enforcing page count and file size limits on uploaded materials. These changes are to improve system performance and reduce case disruptions.

What is changing?

- **Upload limits will be enforced**

When uploading documents into Case Center, users will be subject to the following defined limits: a maximum of **500 pages or 2 GB maximum file size per document** and up to **10 GB for multimedia files**.

- **Materials exceeding the system limits will not be accepted**

Documents or multimedia files that exceed these limits will not upload successfully and an on-screen message indicating that the upload was rejected will appear. Materials within the defined limits will continue to upload without changes to the current process or user experience.

- **Email notifications may be provided**

In addition to the onscreen message, users may also receive an email confirming which documents were successfully uploaded and which were not accepted due to exceeding limits (depending on email notification settings).

- **Handling of larger or complex files**

For bookmarked PDFs that have been uploaded into a single section, the system will assess the file based on how the document is submitted. Depending on the structure, portions of the upload may be accepted, or the entire file may be rejected if it exceeds the defined limits.

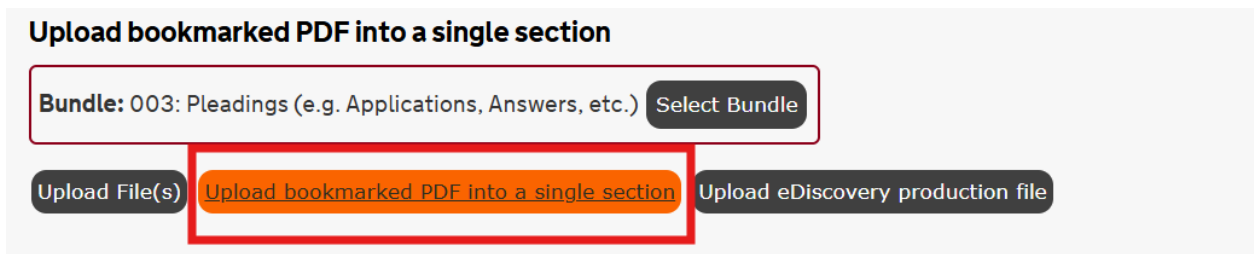
How do I upload documents that exceed the limitation?

- **Split the document into smaller files:** If a document exceeds the 500-page limit or 2 GB maximum file size, it should be divided into multiple volumes or parts, ensuring each document falls within the allowable limit before uploading.

For example, if a document such as a book of authorities is longer than 500 pages, it should be broken down into Book of Authorities Vol. 1 - Respondent - Smith - 01-JAN-2021, Book of Authorities Vol. 2 - Respondent -Smith - 01-JAN-2021, etc.

- **Upload bookmarked PDF into a single section:** If working with a large, bookmarked PDF or Word document, ensure the document is formatted so that the first level bookmarks represent the multiple volumes or parts you wish to split the document into. Each of the volumes or parts must not exceed the 500-page limit or the 2 GB maximum file size.

Additionally, in Case Center, on the "Upload Files" page, ensure the "Upload bookmarked PDF into single section" option is selected before selecting the file for upload, as this will split the document into smaller parts based on these first level bookmarks after the upload is complete.



The screenshot shows the 'Upload Files' page in Case Center. At the top, there is a section titled 'Upload bookmarked PDF into a single section'. Below this title, there is a text field labeled 'Bundle: 003: Pleadings (e.g. Applications, Answers, etc.)' and a 'Select Bundle' button. Below the bundle selection, there are three buttons: 'Upload File(s)', 'Upload bookmarked PDF into a single section', and 'Upload eDiscovery production file'. The 'Upload bookmarked PDF into a single section' button is highlighted with a red border and a red background, indicating it is the selected option.

- Relevant Links to Material

[Thomson Reuters Case Center Support](#)

[Superior Court of Justice – Case Center \(How to organize and Upload Documents\)](#)

[Ontario Court of Justice – Case Center → Filing and Uploading Your Documents in Case Center\)](#)

Appendices

Appendix I: If a document exceeds the system limitation

Upload File(s)

Bundle: 50: Trial Documents **Select Bundle**

Upload File(s) **Upload bookmarked PDF into a single section** **Upload eDiscovery production file**

Select Section: **A - Plaintiff/Applicant Documents**

Uploading to Section: A - Plaintiff/Applicant Documents

Upload using American date format: ☐

Import Bookmarks: ☐

Restricted: ☐

Please note if a file is restricted it will not display in sub-bundles unless the sub-bundle has been configured to show restricted files. This can be configured in the bundle settings.

⚠ One or more of your file uploads were unsuccessful. **More Details**

Filename	Status	Size
Expert Report – Applicant – Lewis McCarthy – 09-JUNE-2026....	100%	738 kb

Add Files **Start Upload** 100% 738 kb

Update All Documents **View Section Documents**

Please follow these instructions when uploading documents:

- Upload up to 100 files per section. Uploaded document files must not exceed 500 pages or 2 GB. Uploaded multimedia files must not exceed 10 GB. These limits apply across all sections when uploading into multiple sections.
- Do not upload password-protected documents. Flatten PDF forms using Microsoft Print to PDF before uploading. All uploaded PDFs will be flattened automatically, with the original file remaining available for download. A resolution of 300 DPI is recommended.
- HEI files will be automatically converted to JPEG on upload, with the original file remaining available for download. Conversion may extend upload time.
- Files that cannot be uploaded due to size or page restrictions will not be processed, and you will receive an email notification.
- You may continue working while uploads are processed in the background.
- Filenames must not contain the following invalid characters: \ / : ; " * ? | < > , or any ASCII control characters (0x00–0x1F, 0x7F). Files with invalid characters in their name will be rejected at the point of upload or rename.

If a document exceeds the system limitation, only the document(s) that exceed the defined limits will **not** upload into Case Center, while documents within the allowable limits will upload successfully. The system will display an error message identifying the specific document(s) that could not be uploaded, along with an explanation indicating that the limitation was exceeded. Selecting **More Details** will provide the reasoning and the document name.

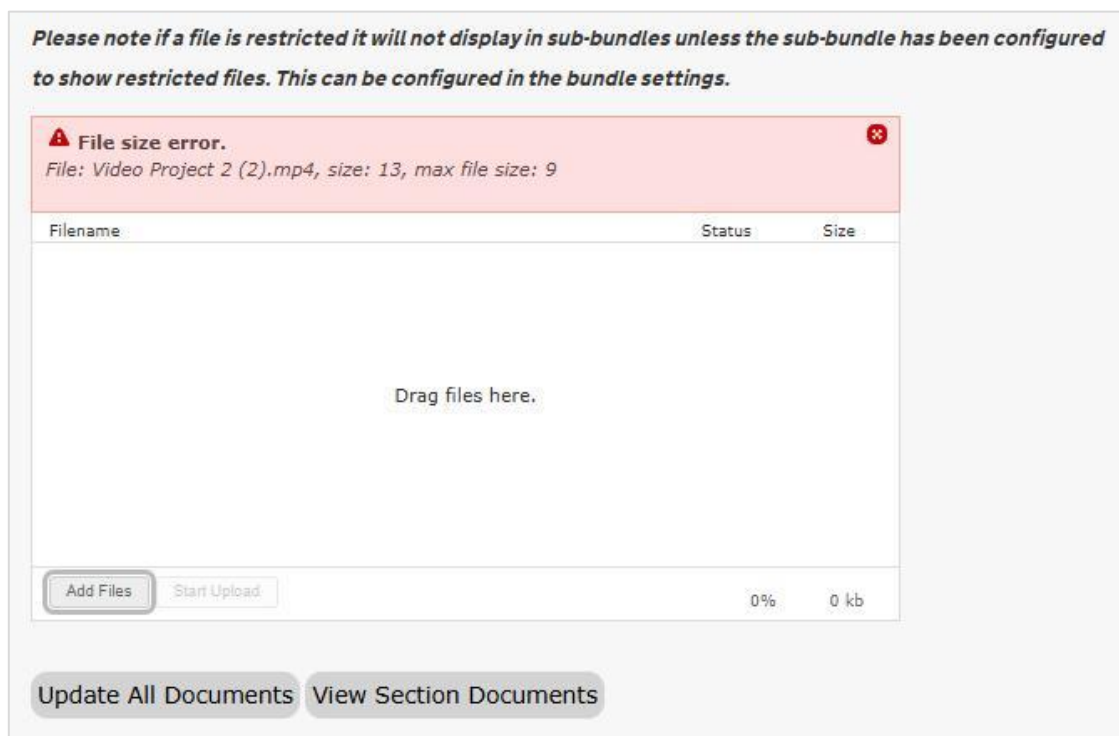
• Upload up to 100 files per section

No.	File Name	File Size	Maximum Allowed Limit	Error
1	Expert Report – Applicant – Lewis McCarthy – 09-JUNE-2026.pdf	552 pages	500 pages	Document page count exceeds organization limit

OK

Appendix II: If a multi-media file exceeds the system limitation

If a multimedia file exceeds the system limitation, it will not be uploaded into Case Center. The system will display an on-screen error message indicating that the file exceeds the maximum 10 GB size limit, along with details of the file size and an explanation of why the upload was not successful.



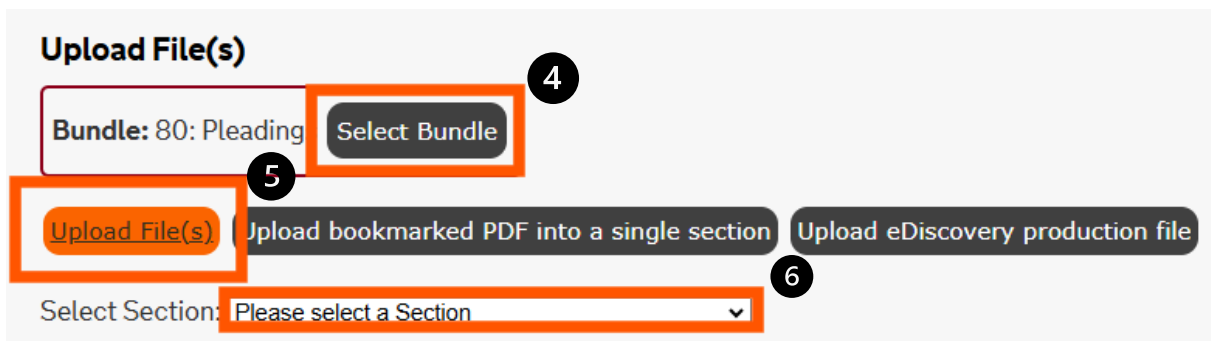
Appendix III: Detailed Steps to Upload Individual Files Without Bookmarks in Case Center.

If a given document exceeds the limitations, users can split the document into smaller individual files or volumes.

To upload an individual document:

1. [Find the case.](#)
2. Select the **Update Case** button.
3. Select the **"Upload"** button.

4. Select “**Select Bundle**” and choose the appropriate bundle from the dropdown list.
5. Select “**Upload File(s)**”.
6. Select the appropriate section in the “**Select Section**” field.



The screenshot shows the 'Upload File(s)' section of the Case Center interface. It includes a 'Bundle' dropdown menu currently set to '80: Pleading', a 'Select Bundle' button, and three upload options: 'Upload File(s)', 'Upload bookmarked PDF into a single section', and 'Upload eDiscovery production file'. Below these is a 'Select Section' dropdown menu. Numbered callouts indicate: 4 points to the 'Select Bundle' button; 5 points to the 'Upload File(s)' button; and 6 points to the 'Select Section' dropdown menu.

7. To select the document:
 - a. Select the document from your computer and drag it into the box; Or,
 - b. Select “**Add Files**” and select the documents you want to add.
 - c. You can add multiple documents by either selecting or dragging all the documents into the box.

Tip —You will see each of your documents listed individually. Case Center will upload the documents in the order that they appear in the list. You can change the order of the documents by using your cursor and dragging them into the correct order.

Please note, counsel and parties must also upload draft orders and forms with fillable fields to Case Center in **Word format (.doc or .docx)** and ensure “Protect Document” permissions are removed before uploading a document to Case Center.

9. Select “**Start Upload**”. Case Center will perform a virus scan on the document. Depending on the size of the document, it may take a moment for it to appear in Case Center.

Appendix IV: Detailed Steps to Use the “Upload bookmarked PDF into a single section” Option in Case Center.

Alternatively, users can use first-level bookmarks to divide the document if it exceeds the limitations,

1. Create a bookmark or heading for each volume of your document using the document naming protocol as referenced in the appropriate Practice Direction. (E.g., Book of Authorities Vol. 1 — Respondent Smith — 01-JAN-2021, Book of Authorities Vol. 2 — Respondent Smith — 01-JAN-2021, etc.)

Document naming protocols:

- [Superior Court of Justice Provincial Practice Directions](#)
- [Ontario Court of Justice → Filing and Uploading Your Documents in Case Center → Document Naming Protocol](#)

To apply first level bookmarks in Adobe:

- i. Select the area in the PDF file that will serve as the destination for the new bookmark.
- ii. Click on the “**Add Bookmark**” button.
- iii. The new bookmark will either be named “Untitled” or will contain the text that you selected.
- iv. Ensure this bookmark is a top-level bookmark.
- v. Use “**Rename Bookmark**” so the title of the bookmark is consistent with the court's naming protocol. Case Center will use the title of the bookmark as the document title after upload.

To apply Heading 1 bookmarks in MS Word:

- i. Type the name of the document using the court's naming protocol. Case Center will use the title of the bookmark as the document title after upload.
- ii. In the “**Home**” tab, find the “**Styles**” feature.
- iii. Select “**Heading 1**”.
- iv. The name of your document will be formatted as a heading. This will enable Case Center to recognize what is under the heading as a

distinct document and separate it after upload. You can make the heading invisible by changing the font colour to white.

- v. You can use the “Acrobat” tab to convert your Word document into a PDF. Converting your document from Word format to a PDF will retain the first level bookmarks you applied and the links you created between documents.

2. Find the case.

A link to the case is available from the email sent by casecenter-noreply@thomsonreuters.com with the subject: “Ontario Courts have granted access to the following court case”.

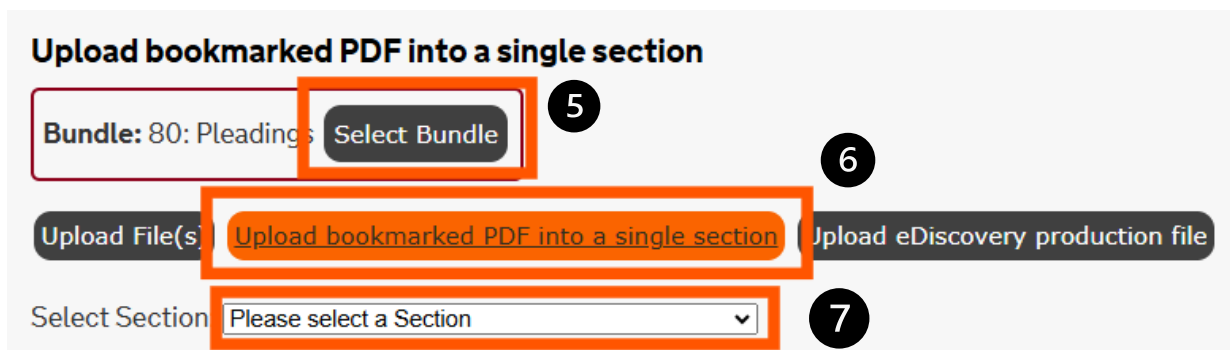
3. Select the **Update Case** button.

4. Select the **“Upload”** button.

5. Select **“Select Bundle”** and choose the appropriate bundle from the dropdown list.

6. Select **“Upload bookmarked PDF into a single section”**.

7. Select the appropriate section in the **“Select Section”** field.



The screenshot shows a web interface titled "Upload bookmarked PDF into a single section". It features three main components highlighted with orange boxes and numbered callouts:

- Callout 5:** A box containing the text "Bundle: 80: Pleadings" and a "Select Bundle" button.
- Callout 6:** A button labeled "Upload bookmarked PDF into a single section", which is part of a row of three buttons including "Upload File(s)" and "Upload eDiscovery production file".
- Callout 7:** A dropdown menu labeled "Select Section" with the placeholder text "Please select a Section".

8. To select the document:

- a. Select the document from your computer and drag it into the box; Or,
- b. Select **“Add Files”** and select the documents you want to add.

- c. You can add multiple documents by either selecting or dragging all the documents into the box. **Tip** —You will see each of your documents listed individually. Case Center will upload the documents in the order that they appear in the list. You can change the order of the documents by using your cursor and dragging them into the correct order.
9. Select **"Start Upload"**. Case Center will perform a virus scan on the document. Depending on the size of the document and how many volumes it has been split into, it may take a moment for it to complete.

Once the document has finished uploading, each first level bookmark will appear as a separate document in Case Center, but hyperlinks in the separated document will still work since they were uploaded as one document.