

# How to Acknowledge a claim with Money Claim on Line (MCOL)

<https://www.moneyclaim.gov.uk/web/mcol/welcome>

HM Courts & Tribunals Service  
**Money Claim Online**  
Version: (v8.1.14) HMCTS Home | User G

Welcome to Money Claim Online

- Money Claim Online (MCOL) is HM Courts & Tribunals Service Internet based service for claimants and defendants.
- Money Claim Online is a convenient and secure way of making or responding to a money claim on the internet.

**IMPORTANT: YOU MUST READ THIS BEFORE TRYING TO CONTACT THE HELPDESK:**

Before you begin using the Money Claim Online Service please make sure you familiarise yourself with the following information:

- MCOL User Guide for Claimants
- When you have registered with the MCOL website please make a note of the 12 digit user ID and your password. Without this, we may be unable to retrieve the details of your MCOL account so you may not be able to access your accounts in the future.

To begin using the Money Claim Online Service you are required to register for an account with the Secure Credential Platform.

**Notices:**

- If you are having problems logging in, please click [MCOL User Guide for Claimants](#) for assistance and refer to the annex on the final page.
- The Money Claim Online Helpdesk can be contacted on 0300 123 1057 / 01604 619402. It does experience a high volume of calls so you may wish to consider emailing your query to [csco@hmcts.gsi.gov.uk](mailto:csco@hmcts.gsi.gov.uk).
- Please note: If you are completing a Direct Debit mandate form, please leave the reference box beneath the bank address blank.
- To find out how we handle (or process) your personal information please visit <https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service/about/personal-information-charter#hmcts-privacy-policy>
- REMINDER - A Warrant of Control may not be issued for more than £5,000 unless issued under the Consumer Credit Act.

**Login or Register**

Click the Login button below to allow access to Money Claim Online via your Secure Credential Platform account or begin the process of creating an account.

[Login or Register](#)

## 1) Login/Register Button

2)

**Register** if this is your first time –

OR

**Login** using previously registered details

BETA This is a new service – your [feedback](#) will help us to improve it

## Sign in using Government Gateway

Government Gateway user ID  
This could be up to 12 characters.

Password

[Sign in](#)

[Create sign in details](#)

**Problems signing in**

[I have forgotten my password](#)  
[I have forgotten my Government Gateway user ID](#)

## 3) If **NEW** user - Create Sign in details - select the link

If **PREVIOUS** user – enter Gateway ID and password & log in

## 4) Enter Your email address

- **TICK** the box if EMAIL entered correctly

- **Select – Continue**

BETA This is a new service – your [feedback](#) will help us to improve it

[Back](#)

## What is your email address?

We will send you a code to confirm your email address.

Email address

This email address is correct

[Continue](#)

[Get help with this page](#)

5)

- Enter the code sent to your email address
- Select confirm

The screenshot shows a web page with a blue header containing 'BETA' and a feedback link. Below the header is a 'Back' link. The main heading is 'Enter the code'. The text below reads: 'We have sent a code to', 'Code', 'For example, CF-DNCLRK', and 'CF-' followed by an input field. There is a blue link 'I have not got the email' and a green 'Confirm' button. At the bottom, there is a link 'Get help with this page'.

6)

- Confirmation
- Continue

The screenshot shows a web page with the GOV.UK logo and 'BETA' header. The main heading is 'Email address confirmed'. There is a green 'Continue' button and a link 'Get help with this page' at the bottom.

7)

- Enter your full name (as on court claim form)
- Continue

The screenshot shows a web page with the GOV.UK logo and 'BETA' header. The main heading is 'What is your full name?'. Below it is a label 'Full name' and an input field. There is a green 'Continue' button and a link 'Get help with this page' at the bottom.

8)

- Create a password
- Repeat chosen password
- Continue

The screenshot shows a web page with the GOV.UK logo and 'BETA' header. The main heading is 'Create a password'. Below it is a 'Back' link and the text 'Your password must:' followed by a list of requirements: 'be between 8 and 12 characters', 'have at least one number (0 to 9)', 'have at least one letter', and 'not contain special characters'. There are two input fields: 'Password' and 'Confirm your password'. There is a green 'Continue' button at the bottom.

## 9) Recovery details

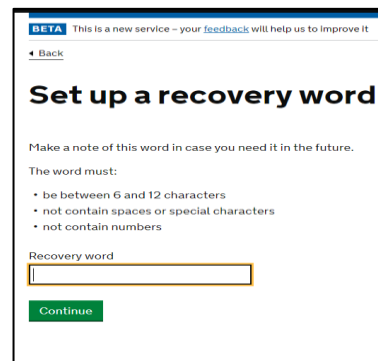
- continue



## 10)

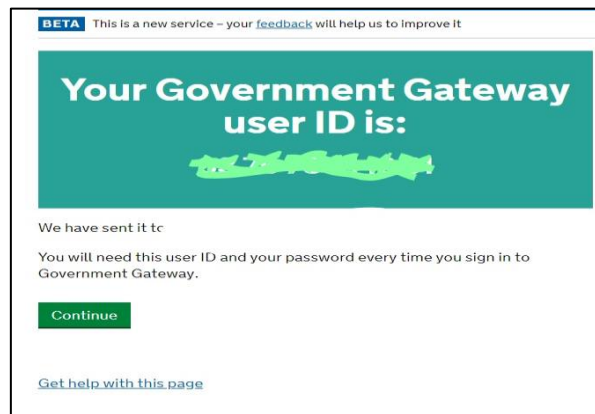
### A memorable word required

- continue

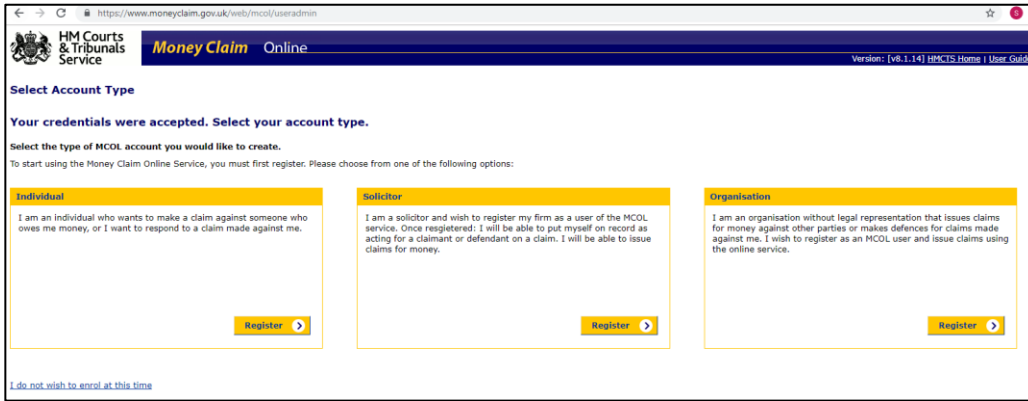


## 11) Your Gateway ID-

- Make a note of this
- Continue



12)



- **Individual Or**
- **Organisation (this is for companies who have claims issued)** Please note this document has been set up for individuals, it is believed that the organisation section will not differ that greatly
- **REGISTER**

13)

- **Add title**
- **Name will already be present**
- **Add House Number & Postcode**
- **Select Look Up**
- **Select address**
- **Enrol**

14) All details entered will be present on this page

- **MCOL Customer Number – should be noted also, essential for accessing assistance at a later date.**

- **Continue**

## 15) The claim

- On the right you enter **Claim Number** (front top right of Court Claim, and **password** bottom right (looks like gobbledegook) **case sensitive** so get it right
- **Respond to claim**

**Homepage**

Welcome to your personal Money Claim Online Homepage.

From this page you can:

- begin new claims
- view and search for claims that you have issued or saved as drafts prior to submission
- respond to a claim made against you and view and search for claims that have been made against you
- Manage your Secure Credential Platform login account

When you select an individual claim you will be able to view a claim summary page and be able to view/print details of documents that have been submitted online. You will also be able to take certain actions, submit certain documents and pay the fee where applicable online.

**Begin New Claim**

The new claim process should take approximately 20 minutes to complete. Once you start your claim, you can save your progress and return to complete it later.

[Begin New Claim >](#)

**Respond to a Claim made against you**

To respond to a claim online, enter your claim number and defence pack password below. You'll find them both in your 'response pack' that's been sent to you in the post.

Claim Number:

Defence Pack Password:

[Respond to Claim >](#)

## 16) START AOS –

## TOP RIGHT BUTTON –

**Status Summary**

Please read this page carefully. From here you can decide what action you wish to take next.

If you do nothing, Judgment may be entered against you.

**Claim History**

A claim was issued against you on: /02/2019

[Recent Transactions >](#)

**Claim Summary**

Claimant	Limited
Claim Number	
Defendant	
Amount Claimed	£193.65
Court Fee	£25.00
Solicitor Costs	£50.00
<b>Total Amount</b>	<b>£268.65</b>
Issue Date	/02/2019

**Available options**

At this time you are able to respond to the claim by filing an Acknowledgment of Service, Defence or Part Admission.

**Acknowledgment of Service**

If you need 28 days (rather than 14) from the date of service to prepare your defence, or wish to contest the court's jurisdiction, complete the Acknowledgment of Service (AOS).

[Start AOS >](#)

**Response Forms**

If you dispute the whole claim or wish to make a claim (a counterclaim) against the claimant, complete the defence form.

[Start Defence >](#)

If you admit part of the amount claimed, complete the Admission and the Defence form.

[Start Part Admission >](#)

If you admit all of the amount claimed, complete the Admission form.

[View Instructions >](#)

**NO OTHERS OPTIONS ADVISED AT THIS POINT**

17)

- Unique Ref – Can be left Blank (Parking Crooks e.g.)

If multiple claims – maybe use the PCN number to help differentiate – (BWLEGAL issue in this manner)

- NEXT

This screenshot shows the 'Acknowledgment of Service - Personal Details' form, Step 2 of 5. The form includes fields for Claim Number, Defendant, Your Unique Reference, and Reference. It also has sections for Personal Details (Title, First name, Surname, Date of birth), Correspondence Address (Address, Postcode), and Additional Contact Details (Telephone number, Fax Number, DX Number, Email Address). Navigation buttons for Previous, Status Summary, Save, and Next are visible at the bottom.

18) Defend all of the claim

- Unless You want to offer payment for part of the claim (**BEWARE** - they will state this makes you liable for all of the charges)
- Jurisdiction – Blank unless you believe claim should be in another court (Magistrates for Byelaws or You are **NOT WALES/ENGLAND** RESIDENT)
- NEXT

This screenshot shows the 'Acknowledgment of Service - Intention' form, Step 3 of 5. It includes fields for Claim Number and Defendant. A section titled 'Intention' asks 'I intend to:' with radio button options for 'Defend all of this claim' and 'Defend part of this claim'. A 'Contest Jurisdiction' section asks 'I intend to contest jurisdiction' with a checkbox. Navigation buttons for Previous, Status Summary, Save, and Next are visible at the bottom.

19)

**Acknowledgment of Service - Summary & Statement of Truth** Step 4 of 5

Claim Number: \_\_\_\_\_ Defendant: \_\_\_\_\_

Those fields marked with \* are mandatory.

**Your Unique Reference**

\_\_\_\_\_

**Additional Contact Details**

**Email Address**

\_\_\_\_\_

**Intention**

I intend to defend all of this claim.

**Statement of Truth**

I am the Defendant  
 I am a Litigation friend

I confirm I have read the Acknowledgment of Service [guidance](#) \*

Signed: \* \_\_\_\_\_ Type your name here. \_\_\_\_\_

[Previous](#) [Status Summary](#) [Save](#) [Submit](#)

- Select I am the Defendant
- Tick Confirmation box after reading AOS guidance notes
- Type name in Box
- **SUBMIT**

20)

**Acknowledgment of Service - Confirmation** Step 5 of 5

Thank you. You have successfully submitted your Acknowledgment of Service (AOS) form to the court.

**Acknowledgment of Service Submitted**

Claim Number	Response type	Claimant name	Defendant name
	Acknowledgment of Service		... Limited

If your response was submitted on or before 4:00pm on a day on which the court is open, it will be received and processed on that day. Responses submitted after 4:00pm will be received and processed on the next day that the court is open.

You may print a PDF or plain text version of your AOS using the following options:

You do not need to send a paper copy of this document to the court.

[View AOS as PDF](#) [View AOS as Plain Text](#)

[Status Summary](#)

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**AOS COMPLETE - > Status Summary**

**You can download your AOS and save for future reference**

21)

## Overview with AOS noted (Top Left)

**Status Summary**

Please read this page carefully. From here you can decide what action you wish to take next.  
If you do nothing, judgment may be entered against you.

**Claim History**

A claim was issued against you on	02/2019
Your acknowledgment of service was submitted on	11/03/2019 at 03:09

**Claim Summary**

Claimant	Limited
Claim Number	
Defendant	
Amount Claimed	£193.65
Court Fee	£25.00
Solicitor Costs	£50.00
Total Amount	£268.65
Issue Date	02/2019

**Available options**  
You have submitted an Acknowledgment of Service. You can view, print and save your Acknowledgment of Service and respond to the claim by filing a Defence or Part Admission.

**Acknowledgment of Service**

[View as PDF](#) [View as Plain Text](#) [View AOS](#)

**Response Forms**

If you dispute the whole claim or wish to make a claim (a counterclaim) against the claimant, complete the defence form. [Start Defence](#)

If you admit part of the amount claimed, complete the Admission and the Defence form. [Start Part Admission](#)

If you admit all of the amount claimed, complete the Admission form. [View Instructions](#)

## COMPLETED AOS – CONGRATULATIONS

Your Defence is due for submission **33** days from the issue date on the claim form  
– Calendar days – Weekends & Bank Holidays included – Note it in your diary.