

Civil news: means and merits update for CCMS users

News story

A change to the layout and style aims to improve the user experience for means and merits work in the Client and Cost Management System (CCMS).



Providers carrying out means and merits work will shortly benefit from new features in the Client and Cost Management System (CCMS).

The roll out is due to take place on Wednesday 24 March 2021 at 7pm.

The styling changes mean navigation and presentation will look visually different with the aim of making the system easier for assessment work in CCMS.

It is important that users of the system take note of the deadline and complete any outstanding means or merits assessment prior to the upgrade work on Wednesday evening.

As the data in these sections may not be retained on the system.

What is different?

Among the changes users will notice are:

- back and next buttons placed more intuitively
- typefaces will be bigger and clearer to read
- partially completed assessments can be restarted where you were last working

The ability to restart partially completed assessments applies when 'proceedings and costs' or 'opponents and other parties' are unchanged.

Remember also that you have the option of revisiting your answers to completed questions before completing the assessment.

This is explained in a new [Quick Guide](#).

Is the content changing?

The aim of these styling changes is to improve the user experience and to allow scope for future improvements to the system to be implemented.

Content and questions will remain the same after the software update is released.

Further information

The new [legal aid training website](#) has a Quick Guide on 'CCMS means and merits assessments new look and feel'.

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