

# [News story: Civil/crime news: webchat service now available for IT queries](#)

## **What is new?**

If you experience technical issues using CCMS, CWA or E Forms you can now use our webchat service to get help, particularly portal password resets or error messages during assessments and billing.

The [Webchat](#) service is available between 9am and 5pm Monday to Friday. During busy periods you will still be able to get help with your query using our other services.

## **Customer support options**

All customer support options are available Monday to Friday, 9am to 5pm.

[Webchat](#) – chat to us online

Telephone helpline 0300 200 2020 – use option 3 to talk to helpline team

[Online-Support@justice.gov.uk](mailto:Online-Support@justice.gov.uk) – email your query to us