

[News story: Civil/crime news: Portal upgrade now complete](#)

Users should now be accessing the Portal through the link to the new LAA Online Portal.

As of 11 September 2017, all users should now be using the link to the new LAA Online Portal:

[LAA Online Portal](#)

This will be needed to access the new Portal for the:

- Client and Cost Management System (CCMS)
- Contracted Work and Administration (CWA)
- Crown Court Litigator Fee online (CCLF)
- Management Information
- eForms

You will no longer have access to these applications through the old Portal.

Now that the upgrade is complete you should see the following improvements.

- increased stability
- quicker log-in times
- more user-friendly password reset process
- status bar for all applications, providing up-to-date information on any issues affecting performance

Using the new Portal

We recommend that you log in to the new Portal to update your security information and familiarise yourself with the features it offers and how it works.

Providing feedback

We would like to hear how the upgrade went for you. A short survey is available for you to complete. Your feedback will help us improve the communications and processes for future changes.

Further information

[New Portal login page](#) – to access the upgraded portal from 11 September

[Portal upgrade guidance](#) – advice on logging into the new Portal and frequently asked questions

[Portal upgrade survey](#) – provide us your feedback on your experiences of the

portal upgrade Upgraded Portal Password Resets – a short video on what to do if you forget your password in the upgraded Portal (video will load automatically).

Portalpasswordresets@legalaid.gsi.gov.uk – to submit a password request if your password is not accepted when logging in to the new Portal (allow 24 hours for resets to be actioned)