

News story: Civil/crime news: update on LAA Portal upgrade

All remaining Portal users are scheduled to upgrade to the new Portal from 11 September 2017.

From 11 September, you will need to use the new Portal to access:

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

You will need to apply for legal aid and complete your monthly submissions using the new Portal from 11 September. This means it is crucial you are prepared.

Access to these systems via the current route will not be available after 11 September.

The upgrade will require an IT outage to the Portal and all the applications accessed through it. From 8 September:

- CWA will be unavailable from 3pm
- The Portal, CCMS, CCLF, Management Information and eForms will be unavailable from 5pm

Following the upgrade, the new Portal and all the applications listed above will be available to use from 7am on 11 September.

If legal aid is required during this IT outage, delegated functions are to be used for urgent civil applications. Crime applications will be backdated as required to cover the period where a date stamp cannot be obtained.

Once the work has been finalised 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

Updating your password

You will need to reset your password once the upgrade has been completed.

It is vital that that you know your password for the current Portal in order to do this.

If you cannot recall your current password, you will need to use the 'Password Resets' link before 5 September 2017.

If you know your password, you will not need to reset it at this stage.

Further information