



Legal Aid Agency

CCMS Provider: Granting Existing CCMS Users Access to CCMS (Upgraded)

CCMS has been upgraded to improve user experience when making applications. In order to access the upgraded version of CCMS the correct roles must be applied to users already registered in CCMS and to any new users created. This guide covers the steps required to grant existing users access to the upgraded version of CCMS.

1

LAA Online

Welcome to the Online Portal. Please click a link below to access the application you require.

If you experience any problems using the Online Portal, or would like to view guidance on how to use the Online Portal, please click on the link below.

Online Applications:

- Contracted Work & Administration (CWA)**
Submit Crime Lower, Legal Help Level 1 and 2 claim, Mediation Claims, Self-Managed Claims
- Client and Cost Management System (Original)**
The original version of CCMS. Supported in Internet Explorer 7 & 8

Log in to the LAA Online portal (for help doing this, see the 'Logging in' quick guide).

Click on the **Contracted Work & Administration** link on your list of applications.

2

In the CWA Navigator, click **CCMS Firm Administrator**.

Note: If you only have one role assigned to your username, you may not see the Navigator screen and will continue to step 3.

Navigator

- CCMS Firm Administrator**
- LSC Activity Reporter (External)
- LSC Activity Reporter Manager (External) role
- LSC Firm Manager (external role)
- LSC Firm Sysadmin (external role)
- LSC Office Manager (external role)

3

Select the **Admin** tab on the top right hand corner of the screen to view the Profile Management menu.

Click on **User Accounts** so see a list of the existing users at your firm. If there are more than ten existing users, you will need to click next 10 to view them all.

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Home Admin

Notifications

Full List

Subject	Date
No results found.	

Profile Management

- Firm Details
- Office Details
- Contact Directory
- User Accounts**



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User Accounts will display all existing CWA users in your firm. If you're setting up a new user you should check that the user has not been previously set up on the system before registering them.

If the user you want to give CCMS access to already exists, click on the pencil icon next to them.

User Accounts

The following people have active accounts and can access the portal on behalf of your company. [Add Supplier User](#)

User Name	Email	First Name	Middle Name	Last Name	Phone Number	Job Title	Edit
ELIZABETHWHITE	elizabeth.white@legal.co.uk	Elizabeth		White	0208 111 223		
JACKBLACK	jack.black@legal.co.uk	Jack		Black	0208 111 224		

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Manage User Profile

* Indicates required field

Firm PAUL A BROOK Firm Number 10239 [Cancel](#) [Apply](#)

Username JACKBLACK Job Title

* Email jack.black@legal.co.uk * Phone 0208 111 224

Contact Title * First Name Jack Phone Extension

Middle Name Fax

* Last Name Black

User Password

Select to reset user's password. A system generated password will be emailed to the user.

Reset Password
You cannot reset the password and change email at the same time.

User Access

Responsibilities

Select Object:

Applications **CCMS Application**

[Select All](#) | [Select None](#)

Select	Responsibility table	Application
<input type="checkbox"/>	CCMS Office Manager	CCMS Application
<input checked="" type="checkbox"/>	CCMS Firm Administrator	CCMS Application
<input type="checkbox"/>	CCMS Cross Office Access	CCMS Application
<input type="checkbox"/>	CCMS Case management supervisor	CCMS Application
<input type="checkbox"/>	CCMS Case management	CCMS Application
<input type="checkbox"/>	CCMS Bill Supervisor	CCMS Application
<input type="checkbox"/>	CCMS Bill Preparation	CCMS Application

Scroll down the screen until the Responsibilities section is displayed.

Change the Applications drop down box to **Client and Cost Management System (New)**.

A new list of roles will be displayed.



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Tick the roles you wish to apply to the user under the select column.

CCMS User External will give the user access to the upgraded version of CCMS.

Responsibilities

Select Object:
Applications Client & Cost Management System (New) ▼

Select All | Select None

Select	Responsibility	Application
<input type="checkbox"/>	CCMS User external	Client & Cost Management System (New)
<input type="checkbox"/>	CCMS User Admin	Client & Cost Management System (New)

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Manage User Profile

* Indicates required field

Firm PAUL A BROOK Firm Number 10239 Cancel Apply

Username JACKBLACK Job Title

* Email jack.black@legal.co.uk

After selecting the CCMS User External role option scroll to either the top or bottom of the screen and click **Apply**.

A confirmation message will be displayed to confirm that the account has been changed and the user will have access to the upgraded version of CCMS within 30 minutes.

For help registering a new user to use CCMS, see the 'Registering a New user for CCMS' quick guide.