



CCMS Upgrades

This document will take you through the recent upgrades to CCMS, their benefits and how they can be used.

More guidance on how to use the upgrades can be found in the relevant quick guides found on the CCMS Training website.

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1. Access to CCMS
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1. Access to CCMS

When you access CCMS:

- There will be only one CCMS link on the LAA Online Portal homepage.
- All users will be directed automatically to the Upgraded version of CCMS **unless** you are using Internet Explorer versions 7 or 8.
- If using Internet Explorer 7 or 8 you will be re-directed to a page that advises you to upgrade your browser.
- You will still be able to access the original version of CCMS from the redirection page.

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 documents for the Online Portal application, please click the link below.

Online Applications:

[Contracted Work & Administration \(CWA\)](#)

Submit Crime Lower, Legal Help Level 1 and 2 claims, Mediation Claims, New Matter Starts and manage your Online Users and Contacts

[Client and Cost Management System](#)

The latest version of CCMS. Supported in most modern browsers.

The LAA Online Portal homepage, now with one CCMS link.

Using the upgraded version you will benefit from:

- Reduced screens in the Means and Merits assessments.
- Being able to upload documents during the application stage.



2. Merits Assessment Upgrade

The screens in the upgraded merits assessment differ from how they appeared in the original version of CCMS. The assessment has been broken into sections, allowing users to see their progress via a progress bar through the assessment.

You are now able to navigate directly back to sections of the application that have been completed through the progress bar on the left of the screen. The white sections show the completed work, the grey sections show what is left to complete.

Merits Assessment

Introduction Screen

Merits Assessment

This interview is designed to collect all relevant information about the circumstances and facts of the client's case in order to enable the Director to decide if the applicable criteria for the grant of Legal Aid, under the appropriate Regulations and Statute, are satisfied.

If your application or any part of it is for Exceptional Funding under section 10 of the Legal Aid, Sentencing and Punishment of Offenders Act 2012 you will be asked additional questions to enable the Director to make a separate decision against the relevant criteria.

At any point of the interview you can cancel your progress or choose to save progress in order to allow you to continue with your application at a later stage.

Please note that at any point throughout the interview help text can be obtained by opening the text and scrolling down to the relevant section.

Please click next to continue

LAR v5.2.3 (54)

Merits Assessment

[Cancel and return to Create Application](#)

General Details

Please confirm the date your client first visited the firm about this case: *

application? *

these proceedings. *

Next [Back](#)

We have also introduced an interactive calendar which will allow you to select the date by clicking the icon displayed.



3. Means Assessment Upgrade

Users of the upgraded means assessment will benefit from:

- A reduction in the overall number of screens in the means assessment by up to 80%.
- The ability to track their progress through the means assessment.
- Being able to navigate back and forward to different pages.

The upgraded means interview can be used to create applications for all cases.

Application Summary

To create an application, please complete the relevant application sections in the summary below. Please use the links provided to access the various sections. Although the section can be completed in any order, it is recommended that you work from top to bottom as some areas later in the process may be established as irrelevant in earlier sections.

When you have finished all application sections, click 'Complete Application' to send your application details to LAA.

Application Sections	Status	Last Saved	Last Saved By
Application Type	Substantive	11/05/2016	
Provider Details	Complete	11/05/2016	
Client Details	Complete		
General Details	Complete	11/05/2016	
Proceedings and Costs	Complete	11/05/2016	
Opponents and Other Parties	Complete	11/05/2016	
Means Assessment	Complete	11/05/2016	
Merits Assessment	Complete	11/05/2016	
Document Upload NEW			
View Application Summary	N/A		

[Complete Application](#) [Abandon Application](#)

Means Assessment

- Initial Details
- Means Assessment
- General Details
- Client Details
- Capital
- Business Means
- Additional Information
- Income & Deductions
- Result
- Evidence
- Declaration
- Submission

Client Details

General Information

Is the client a prisoner? Please answer yes if the client is on remand or serving a current sentence. Please answer no if the client is being held under immigration powers (including post conviction) in a prison, or in relation to any asylum matters. *

Yes No

Has the client recently separated or divorced? *

Yes No

Partner Information

Having consideration to our definition of Partner and the guidance provided, does the client have a Partner? Please tick yes at this stage even if they hold a contrary interest to the proceedings applied for. *

Yes No

Passporting Benefits

Is the client receiving a passporting benefit? *

Yes No

[What constitutes passporting benefit?](#)

[Next](#) [Back](#)

The upgraded means interview section has more questions on the page allowing for a reduction in the overall screens.



4. Document Upload

The functionality will allow you to:

- Upload supporting documents before submitting your application or outcome.
- Provide all of the required evidence for the full substantive application when you amend the certificate from emergency to substantive.
- See the list of evidence you are required to submit at the end of the means and merits assessment.
- Submit the evidence alongside the application.
- Retain the option of sending paper documents to the Central Scanning Centre.

You should only use this option if all of the documents and evidence are available for upload, if you do not have all requested documentation available you will be sent a documents required action.

Application Summary

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When you have finished all application sections, click 'Complete Application' to send your application details to LAA.

Application Sections	Status	Last Saved	Last Saved By
Application Type	Substantive	05/01/2016	
Provider Details	Complete	05/01/2016	
Client Details	Complete		
General Details	Complete	05/01/2016	
Proceedings and Costs	Complete	05/01/2016	
Opponents and Other Parties	Complete	05/01/2016	
Means Assessment	Not Started		
Merits Assessment	Not Started		
Document Upload NEW			
View Application Summary	N/A		

[Complete Application](#) [Abandon Application](#)

The document upload section will only become available once all the previous application summary sections have been completed.



5. Training

The CCMS website is regularly updated to advise and support users. It provides the following help:

- Latest news articles, and access to previous articles published. These cover the key topics for any CCMS users such as enhancements to the system.
- Advice on getting started on CCMS including user set up, best practice for providers, case studies and desk aids.
- Quick Guides on all aspects of CCMS, quick guides and interactive modules to the merits, means and document upload upgrades. Quick guides are short documents with screens and key information for performing a task.
- Training resources, including online and interactive training modules.

6. Browser information

Internet Explorer browsers older than version 9 may not be compatible with the upgraded version of CCMS.

If you have recently updated your browser but are still having problems viewing our site, please consider:

- Your update may have failed. Try starting the process again and you should soon be able to tell whether this is what happened.
- If you decided to install a different browser instead of updating your current one, for example, downloading Chrome when you currently use Internet Explorer, you might still be using the old browser by accident. Try setting your new browser as "default" so you don't keep accidentally using the old one.

Click [here](#) for more information on browsers.