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## Welcome to our monthly CCMS E-Trainer

Thank you for taking the time to read this publication. This regular training update looks at some of the current CCMS training issues impacting users of CCMS.

We recently passed a key milestone, making the use of CCMS mandatory for all Special Children Act applications on the 1st February.

Our next major milestone is fast approaching. CCMS will become mandatory on the 1st April 2016 for all other application types.

Sign up for our online training modules [here](#).

April 2016						
Sun	Mon	Tue	Wed	Thu	Fr	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

There are 44 days until CCMS is mandatory



### [Visit the CCMS Training Website](#)

The [CCMS Training Website](#) holds numerous training materials to support your use of CCMS. For instance our quick guides that cover the functions within CCMS and explain with screenshots how to use the system.

We also run Counsel Overview Online Modules by a CCMS Trainer. Alternatively, you can download the Interactive Module which gives you the opportunity to use a simulation of CCMS.

Use the links in the table below to access some of the training options available.

Online Module	Interactive Module	Quick Guide
<a href="#">Click here to book</a>	<a href="#">Download here</a>	<a href="#">Lots of quick guides can be found here</a>

## SPOTLIGHT: Duplicate Hearings

CCMS prevents a Family Advocacy Scheme (FAS) claim being submitted if any duplicate hearing activities are detected.

When a new FAS claim is being created or submitted, CCMS will check all previous FAS claims on the case from all advocates. If the hearing date has already been claimed, it will flag this as an error to the user. It will do this for each affected line.

The error message will state; “The claim line is a duplicate activity. The hearing work has already been claimed for the same date on a previous FAS claim on this case. You may wish to speak to the instructing solicitor if you have any queries”

If you are claiming duplicate hearing activities in error, please remove the offending line (or lines) from the claim. If you have entered an incorrect date on the offending line (or lines), please change the activity date(s).



[Click to view the guide](#)

*“If the hearing date has already been claimed, it will flag this as an error to the user.”*



[Click to view FAQs](#)

## Your Questions

We're regularly asked questions by CCMS users. Here is a selection from the last couple of weeks.

*“How can I submit an enquiry to the LAA in CCMS?”*

All correspondence on cases in CCMS should be sent through CCMS. On the homepage of CCMS there is an option to 'Create General Request' (pictured overleaf). Use this option to send all of your queries to the LAA, whether they are case or not case specific.

## Your Questions (Cont...)

### Client and Cost Management System

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

[5 Outstanding Actions \(5 overdue\)](#)

[View Notifications \(6 outstanding\)](#)

#### Support

**Case enquiries:** 0300 200 2020 (Monday to Friday, 9:00 - 17:00)  
Alternatively you can 'Submit Case Query' within a case.

**Technical Support:** 0203 334 6664 (Monday to Friday, 9:00 - 17:00)  
Email: [online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk)

For non case related queries please create a general request.

[Create General Request](#)

*“If my bill has been rejected, do I have to start from scratch and create it again?”*

No, in CCMS you can copy the rejected bill. In the financials section of CCMS there is an option to 'Copy Bill'.

The 'Copy Bill' option will not appear if you have started drafting or submitted a new bill after the previous bill was rejected.

Make sure you make the amendments outlined in the rejection letter before you resubmit the bill.

*“When I’m creating a line-by-line bill in CCMS, instead of scrolling down is there a function to get to the bottom of the page?”*

Yes you can click 'End' on your keyboard. The next bill entry line will be shown on screen.

*“How will I know that I have been assigned to a case?”*

You will receive a notification in your Actions and Notifications.