



# Granting CCMS access to an existing user

# 1

Log in to the LSC Online portal (for help doing this, see the 'Logging in' quick guide). User access to CCMS within your organisation is controlled through the CWA application. Click on the **'Contracted Work & Administration'** link on your list of applications. You will be taken to the CWA Navigator. Click **'CCMS Firm Administrator'**. If you only have one role assigned to your username, you may not see the Navigator screen and will continue to step 2.

Legal Aid Agency

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 applications (in a new window).

Online Applications:

- Contracted Work & Administration (CWA)**  
Submit Crime Lower, Legal Help Level 1 and 2 claims, New Matter Starts and manage your Online Users and Contacts

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)

# 2

Select the **'Admin'** tab on the top left hand corner of the screen. Then choose **'User Accounts'** from the menu provided on the left.

Home Logout Preferences Help

Home **Admin**

Notifications

Full List

Subject	Date
No results found.	

Profile Management

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

**'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		

# 3

This will open the **'Manage User Profile'** screen, where you can edit information such as the user's contact number and email address if necessary.

**Note:** You cannot amend the username as this is fixed as soon as it has been created.

**Manage User Profile**

\* Indicates required field

Cancel Apply

Username: JACKBLACK

\* Email: jack.black@legal.co.uk

Contact Title: [Dropdown]

\* First Name: Jack

Middle Name: [Text]

\* Last Name: Black

Job Title: [Text]

\* Phone: 0208 111 224

Phone Extension: [Text]

Fax: [Text]

**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



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Scroll down the screen to 'Responsibilities' to see what roles the user currently has.  
View CCMS roles by choosing the 'CCMS Application' from the drop down list.  
Click the tick box next to relevant CCMS Role(s) for the user to add the role.

**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

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If you want to change a user's office access, click 'Modify Offices' to open the Modify offices screen.  
Select all the office(s) that you want the user to be able to access and click 'Apply'.

**User Access Restrictions**

If no Offices are specified, the user will be able to access all the data for this firm.

Office Restrictions

**Modify Offices**

Firm Name	Office
Access not restricted by Office.	

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**Manage User Profile**

\* Indicates required field

Cancel Apply

Username: JACKBLACK  
 \* Email: jack.black@legal.co.uk  
 Contact Title: [dropdown]  
 \* First Name: Jack  
 Middle Name: [text]  
 \* Last Name: Black  
 Job Title: [text]  
 \* Phone: 0208 111 224  
 Phone Extension: [text]  
 Fax: [text]

**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**

When you have chosen the CCMS roles and made any other amendments to the user, click on the 'apply' button (located at the top or bottom of the screen) to save the changes.

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

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