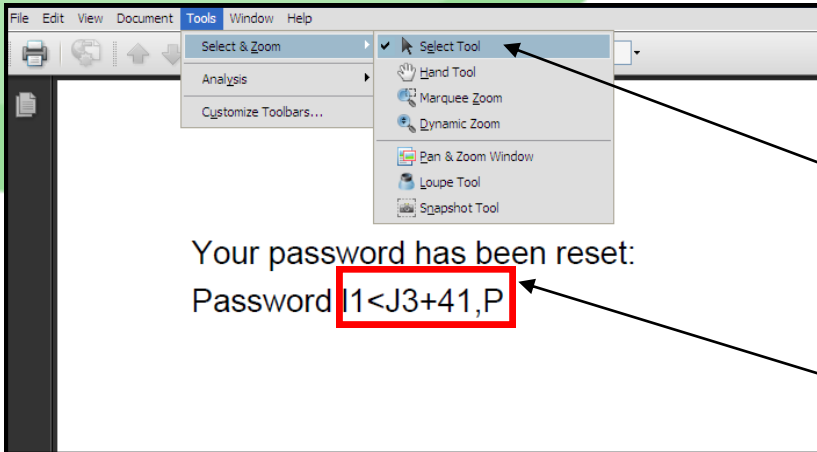




1

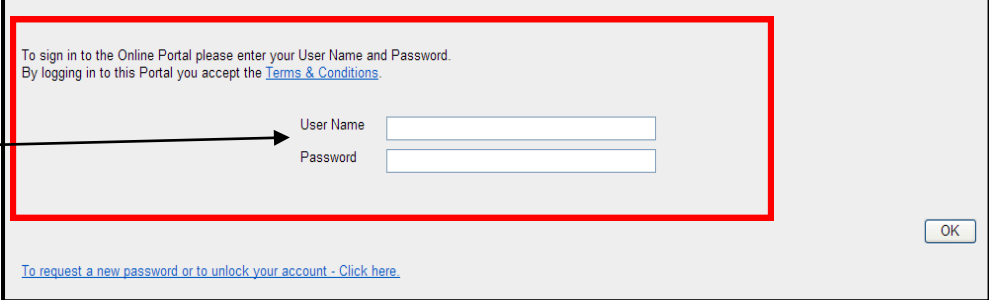
CCMS is accessed through the Online portal, which can be found at: <https://lsconline.legalservices.gov.uk>
You need a username and password to log in. You will have received your username and password in two separate emails as confirmation that you have been set up to use the system.



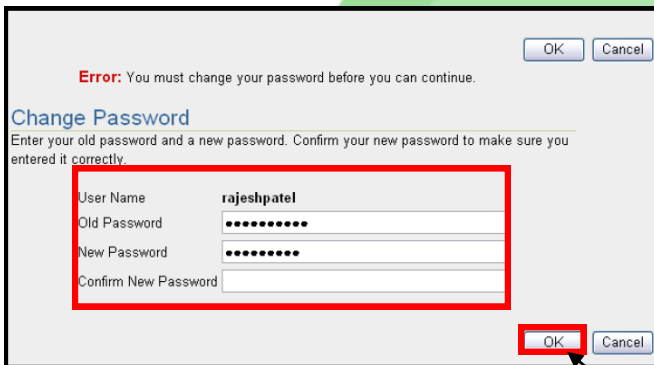
We recommend that you copy and paste the password you have been sent from the email to avoid typing errors.
If your password is in a PDF document you can copy by clicking the 'Select' tool at the top of the PDF. You should then be able to copy and paste as normal. Make sure to only select the combination of numbers and letters, not any of the space on either side.

2

Enter your username and paste your password and then click 'OK' Note that the password field is case sensitive but the user-name field is not.



3



When you log in for the first time, or with a new password, you will need to select a new password for yourself on the 'Change Password' screen.
Old Password– this is the password received in the email or PDF document, not any previous password you have been using.
New Password—This is made up by yourself, and should be a minimum of 8 characters with letters and numbers and must be one that has not been used before.
To confirm your new password, click 'OK'



4

Once you have completed the password change, you will then be asked to enter your username and password again to sign in.

Enter the new password you have just created to access the Online Portal.
Note: You will only be required to change your password the first time you login after being registered, or if you are logging in having reset your password.

You should now be taken to the Applications page.

Click the **'Client and Cost Management System (CCMS)'** link to go to the CCMS home page.

Note: If you have been set up with the 'Administrator Role' you will see another application known as CWA. This is because access to CCMS is controlled through CWA. For more details, see the **'Registering a user and granting access to CCMS'** quick guide.

5

Entering your password incorrectly 3 times will cause your account to lock.

If your account is locked or you have forgotten your password click the **'To request a new password or to unlock your account—Click here'**

Error: Your account is locked. Please notify the system administrator.

[To request a new password or to unlock your account - Click here.](#)

On the **'Forgotten your Password'** page, enter your username and email address then click **'Submit'**. This will unlock your account and email you a new password. You can then log in again using steps 1-4 on this guide.