



Accessing CCMS FAQ's

Why is there no username in the Fee Earner / Supervisor drop down list, how can I add this?

The 'Fee Earner' and 'Supervisor' drop down list are populated from information held in the 'Contacts' section within CWA. (CWA is where you create and amend all users and contacts for all LAA applications including CCMS.) Your CCMS System Administrator can access CWA and create 'Contacts' to appear as fee earners and supervisors. Check that your 'CCMS System Administrator' has added the name in the CWA contact directory.

See the [Creating a Fee Earner or Supervisor](#) quick guide for more information.

I am unable to access CCMS as I am experiencing an error message when clicking CCMS from the Online Portal.

If you are a new user and your account has just been created, you may need to allow 5 working days for the account to sync and provide you will full access. If you are experiencing issues after 5 working days then please contact the Online Support Team.

Why am I not receiving any actions or notifications on CCMS?

There are three points to consider:

- Check with your firms CCMS System Administrator that the user does not have multiple usernames. Then check and confirm the username allocated to the case is correct.
- Only the case contact assigned to the case receives the actions and notifications in relation to applications, amendments and case outcomes. If the contact has left, you will need to request the CCMS Office Manager to assign the case to you.
- For billing, it is the user who submitted the bill/payment on account that will receive the documents required action.

What do I do if I can't log into the LAA Online Portal?

Your password/log in details may have become locked, it's your first time logging in or you cannot remember your security answers and therefore your password needs to be reset.

Please see click here [Online Portal Password Reset](#) for a demonstration on how to reset your password.

How do I remove a user who should no longer have access to the firms CCMS Account?

You are unable to remove the user from CCMS directly however the CCMS System Administrator can remove the roles assigned to that user and then they should email online-support@justice.gov.uk who will then arrange for the user to be deleted.

See [Remove access from an existing CCMS user video](#) for further information.