



Legal Aid
Agency

Five steps to using CCMS (Client and Cost Management System)

<http://ccmstraining.justice.gov.uk>

1



Get access to CCMS

Visit the 'Before Using CCMS' page on the CCMS website to decide who should be able to do what in CCMS in your organisation

<http://ccmstraining.justice.gov.uk>

2



Get trained up

Do our online training – different modules, lasting around 15 minutes, are on the legal aid training website

<http://legalaidtraining.justice.gov.uk>

Review the quick guides, summarising the training, on the 'Training and Quick Guides' page of the CCMS website

<http://ccmstraining.justice.gov.uk>

3



Start using CCMS

There's information on the 'Using CCMS' page of the CCMS website that you can refer to when using the system, including:

- frequently asked questions
- process maps

<http://ccmstraining.justice.gov.uk>

4



Take part in our online master classes

We run regular, online master classes on using CCMS. Details, including how to book a place, are on the 'Training and Quick Guides' page on the CCMS website

<http://ccmstraining.justice.gov.uk>

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Contact us

We answer both CCMS case and technical queries - and deal with any problems - by email, over the phone and face-to-face

Visit the 'Contact Us' page on the CCMS website for our contact details

<http://ccmstraining.justice.gov.uk>