



Legal Aid
Agency

Email Information Required

Information required when contacting Online Support via email.

Firm / Counsel Name:

Firm / Counsel Account Number:

Users Username:

Case Reference Number (when applicable):

Error Message / Description:

Browser Type (Internet Explorer, Chrome etc):

Screenshot of Error / Issue:

Bulk Upload Error Code (when applicable):

Bulk Upload XML File (when Bulk Upload issue):

Bulk Upload Execution Report (when Bulk Upload Issue):