



CCMS Provider: Change of Client Circumstances

Throughout the life of a case your client's details or circumstances may change. This quick guide will take you through the process of how to amend the client's details in CCMS.

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Available Actions

| Action | Description |
|--|---|
| Continue Amendment | Continue to create this amendment |
| Amend Client | View or update the client details |
| Billing | View financial details and Bills/POAs for this case |
| Record Outcome | Record an outcome for this case or for one of its proceedings |
| Submit Case Query | Create a service request related to this case |
| View Case or Application | Open a read-only version of this case or application |
| View Case Notifications | View all notifications belonging to this case |
| View Outcome | View the outcomes for this case |
| Amend Provider Details | Amend Provider Details |
| Amend Correspondence Address | Amend Correspondence Address |
| Allocate Cost Limit | Allocate Cost Limit |

First, search for the case you wish to update and navigate to the Case Overview screen. Scroll to the bottom of the screen to the **Available Actions** table. Click on **Amend Client** to begin amending the client's details.

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Basic Details [Report Client as Deceased](#) [Edit Basic Details](#)

| | | | |
|-------------------------|------------|----------------------------|--------|
| Title | Mr | Home Office Number | |
| Surname | Test | Gender | Male |
| First Name | Client | Marital Status | Single |
| Middle Name(s) | | Vulnerable Client | No |
| Surname at Birth | Test | High Profile Client | No |
| Date of Birth | 01/01/1970 | Vexatious Litigant | No |
| NI Number | | Mental Incapacity | No |

Contact Details [Edit Contact Details](#)

| | | | |
|-----------------------|--------------|--------------------------------|-------------------------------------|
| Telephone Home | 019112345678 | Password | Please contact the LAA to edit this |
| Telephone Work | | Password Reminder | Password |
| Mobile | | Correspondence Method | Letter |
| E-mail Address | | Correspondence Language | English |

The Amend Client screen will open, then edit the applicable details for the client. The links on the right of each section open the fields for editing. Multiple amendments to the client details can be done at the same time. You do not need to submit each individual amendment separately.

NOTE: You will be unable to amend the client's surname, date of birth, password and country of origin as these are protected fields. If you wish to amend these fields (apart from country of origin) please contact the Customer Service Team who will be able to make the amendment on your behalf. To clarify, the country of origin field cannot be amended, however, it has no impact on your application.



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Client Contact Details

Please update the contact details for your client in the fields below. When you have completed your changes, click 'Confirm' to return to the summary page.

*Indicates required field

| | |
|--|---|
| Telephone - Home | <input type="text" value="019112345678"/> |
| Telephone - Work | <input type="text"/> |
| Mobile | <input type="text"/> |
| Email Address | <input type="text"/> |
| * Password Reminder | <input type="text" value="Password"/> |
| * Correspondence Method | <input type="text" value="Letter"/> |
| Correspondence Language | <input type="text" value="English"/> |
| <input type="button" value="Confirm"/> | |

Make the amendment needed to the client's details by changing the previous answers.

Click **Confirm**.

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Contact Details

[Edit Contact Details](#)

| | | | |
|----------------|-------------|-------------------------|-------------------------------------|
| Telephone Home | 01911372468 | Password | Please contact the LAA to edit this |
| Telephone Work | | Password Reminder | Password |
| Mobile | | Correspondence Method | Letter |
| E-mail Address | | Correspondence Language | English |

Address Details

[Edit Address Details](#)

| | | | |
|---------------------|----------------|----------------|-----------------|
| Country | United Kingdom | Address Line 1 | 123 Test Street |
| House Name / Number | 1 | Address Line 2 | Test |
| Post Code | NE12 3AB | City / Town | Test |
| | | County | Tyne & Wear |

Equal Opportunities

[Edit Equal Opportunities Details](#)

| | | | |
|------------------------|---------------|------------|-------------------------|
| Ethnic Origin | White British | Disability | Not Considered Disabled |
| Special Considerations | | | |

From the Amend Client screen, click **Submit Amendments** to begin the submission process.



Legal Aid
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Submission Confirmation

Your data has been successfully processed. Please click 'Next' to continue.

Next

You will then see the Submission Confirmation screen which confirms that the amendment has successfully been submitted.

Click **Next** to return to the Case Overview screen.

NOTE: If the Means or Merits information is updated, a document/evidence request will be sent to the primary contact. This must be processed before the LAA can process the amendment.

For more information on sending evidence, please see the **Submitting Electronic Evidence** or **Submitting Evidence by Post** quick guides.