



CCMS Provider: Office Manager Role Actions and Notifications

This guide shows CCMS Office Managers how to navigate through their teams Actions and Notifications.

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Legal Aid Agency

Cases and Applications **Actions and Notifications** Help

Client and Cost Management System (CCMS)
Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

[9 Outstanding Actions \(none overdue\)](#)

[View Notifications \(3 outstanding\)](#)

Support
Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00) Alternatively you can 'Submit Case Query' within a case. Technical Support: 0203 334 6664 (Monday to Friday, 9:00 - 17:30) online-support@legalaid.gsi.gov.uk. For non case-related queries please create a general request.

The Office Manager role allows the monitoring of actions and notifications of all staff.

From the home page click on **Your Actions and Notifications**.

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On the Your Actions/ Notifications screen all current actions and notifications are listed in the Overview table.

To view actions and notifications owned by other staff click **Refine Search**.

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Cases and Applications **Actions and Notifications** Help

Overview [Refine Search](#) [Return to Home](#)

Please find a list of your most recent actions and/or notifications below. Any overdue actions or notifications are listed at the top.

Your search has returned 12 results. To select one of the records that has been returned, click on the subject title. If the results shown do not include the actions or notifications you are looking for, please refine your search criteria using the link at the top right of the results table.

Date Assigned	Subject	Due Date	Assigned To	Status	LAA Ref	Provider Ref	Client	Fee Earner
31/10/2015	Documents Required	07/11/2015	LAWLEWIS1606	Pending	300000046873		Harding Harding	
31/10/2015	Documents Required	07/11/2015	LAWLEWIS1606	Pending	300000046854	1234A	Simon Jones	
31/10/2015	Documents Required	07/11/2015	LAWLEWIS1606	Pending	300000046854	1234A	Simon Jones	
28/10/2015	Documents Required	04/11/2015	LAWLEWIS1606	Pending	300000047137	ABCDE	Simon Jones	

Click in the **Assigned To** field and select the user whose actions and notifications need to be displayed.

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Cases and Applications **Actions and Notifications** Help

Search [Cancel and return to Search Results](#)

Please enter as many details as you have available in the provided search fields in order to find your required action or notification. At least one of the search criteria fields should be completed.

Assigned To
LAWLEWIS1606

Notification Dates
From (DD/MM/YYYY)
To (DD/MM/YYYY)

Provider Case Ref



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To search for a specific type of application use the **Action/ Notification Type** drop down list.

LAA Application / Case Reference [?]

Client Surname

Fee Earner
Please Select

Action / Notification Type
Please Select
Action
Notification
Overdue

Search

Actions	Requests to take an action such as submit required documents.
Notifications	Notification received, for example a copy of the certificate. No Action is needed.
Overdue	When an action has not been taken the <u>status</u> will change to over to overdue.

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Provider Case Ref

LAA Application / Case Reference [?]

Client Surname

Fee Earner
Please Select

Action / Notification Type
Please Select

Include closed notifications

Search

You can review actions and notifications that have previously been viewed and responded to by clicking the **Include Closed Notifications** box.

Once the search information has been entered **click Search**.

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The search brings up all existing actions and notifications within the search criteria used.

Click in the Subject column to access the action or notification.

Overview [Refine Search](#) [Return to Home](#)

Please find a list of your most recent actions and/or notifications below. Any overdue actions or notifications are listed at the top.

Your search has returned 23 results. To select one of the records that has been returned, click on the subject title. If the results shown do not include the actions or notifications you are looking for, please refine your search criteria using the link at the top right of the results table.

Date Assigned	Subject	Due Date	Assigned To	Status	LAA Ref	Provider Ref	Client	Fee Earner
31/10/2015	Documents Required	07/11/2015	LAWLEWIS1606	Pending	300000046873		Harding Harding	
31/10/2015	Documents Required	07/11/2015	LAWLEWIS1606	Pending	300000046854	1234A	Simon Jones	
23/10/2015	Documents Required	30/10/2015	LAWLEWIS1606	Pending	300000043949		Amy Twist	
24/10/2015	Documents Required	31/10/2015	LAWLEWIS1606	Pending	300000046854	1234A	Simon Jones	
26/10/2015	Documents Required	02/11/2015	LAWLEWIS1606	Pending	300000047054	12345	Simon Jones	
27/10/2015	Documents Required	03/11/2015	LAWLEWIS1606	Pending	300000047095		Mary smith	
27/10/2015	Documents Required	03/11/2015	LAWLEWIS1606	Pending	300000047078		inquest test	
28/10/2015	Documents Required	04/11/2015	LAWLEWIS1606	Pending	300000047137	ABCDE	Simon Jones	

NOTE: You will receive your Remittance Advice through the Actions and Notifications section of CCMS following the process shown above.

Remittance advice will be sent out for each fee earner weekly. The notification will be sent to the CCMS firm administrator or the chambers administrator. Other users can use the refine search option to gain access to the remittance advice.