

Top Tips – Accessing and Using LAA Online Services

The LAA have been tracking contact to our Online Support Team in the first week of restoration.

If you are having any of the issues outlined below, please follow the guidance before contacting Online Support:

1. Uploading/downloading documents in CCMS

When you use the Secure Browser to access CCMS you will be required to undertake some additional steps to either upload or download documents. The following guidance has been developed to support you with uploading or downloading documents in CCMS:

- Permissions to allow copy/paste and uploads/downloads in the secure browser - [CCMS in Secure Browser Frequently Asked Questions – Legal Aid Learning](#)
- What to do if the file name is invalid when uploading to CCMS - [CCMS in Secure Browser Frequently Asked Questions – Legal Aid Learning](#)
- My excel file will not upload into CCMS - [CCMS in Secure Browser Frequently Asked Questions – Legal Aid Learning](#)
- Uploading documents - [Uploading files – Legal Aid Learning](#)
- Downloading files - [Downloading files – Legal Aid Learning](#)

2. Copying/Pasting in CCMS

To copy and paste information from your computer to the Secure Browser you will need to ensure you have allowed permissions.

- [Using copy and paste in Secure Browser – Legal Aid Learning](#)
- [What do I do if I accidentally declined permissions when I first logged in to Secure Browser – Legal Aid Learning](#)

3. User account is showing as blocked

- If you receive an error message when you launch CCMS in Secure Browser, stating that your account is blocked, please continue to contact Online-Support@Justice.gov.uk Please include a screen shot of the error message and your account username.
- Online Support cannot action password resets, please follow the guidance: [SiLAS: Registration and sign-in – frequently asked questions – Legal Aid Learning](#)

4. Multi-Factor Authentication Resets

- If you need to set up MFA on a new or different device please contact MFA-reset@justice.gov.uk by email, sending a screen shot of the error along with your username. The email must be sent from the address linked to the account to be reset.

5. Third party users (e.g. Barristers, Costs Draftsmen) are missing account access

- If you are a third-party user and you do not have a SiLAS account or you are missing access LAA online services, you need to contact the provider firm you undertake work for to request access and check they have requested a SiLAS account for you. If this has not been requested, the provider will need to contact their Contract Manager to request this.
- If the provider has already requested the account, the provider should follow this guidance to delegate access to the third party: [Delegate access to third-party users \(for example cost professionals\)](#)

6. Users have activated their account, but no roles have been added

- Guidance on setting user roles and responsibilities can be found here: [User roles and responsibilities – Legal Aid Learning](#)

If you require further support with accessing LAA online services, please contact our support team:

- Telephone: 0300 200 2020 (option 3)
- Email: online-support@justice.gov.uk
- LAA Customer Service X account: [@LAAHelpTeam on X](#)