



13 August 2025

Dear Provider,

Further to our email on 6 August, we continue to progress with the data collection for user onboarding. We are collecting this data now to ensure users' accounts are verified and ready for when the Sign in to Legal Aid Service platform becomes available from September, and to ensure that any delays to access are minimised.

We have received some common queries in relation to the data collection so have created some Frequently Asked Questions. We will provide further FAQs as this work progresses.

Civil billing - Average Payments Scheme

A reminder that the process to opt in to civil billing contingency and accept the payment is running on a weekly basis, giving you flexibility to opt in each week. To opt in, you must let us know by midday each Monday to make that week's payment run.

Average Payments Scheme Webinars

Are you a civil provider, barrister, or cost lawyer? Are you aware of how to claim civil contingency payments during our system outage? Do you still have questions about the opting in process for these payments? If you've answered yes to either of these then sign up for our upcoming webinars on the scheme here: [Webinar: Contingency process: Average payments | Eventbrite](#)

We will be joined by staff from Civil Case Management and Contract Management to talk you through the process and answer any questions you may have.

FAQ

We have updated the [FAQ](#) section on the incident webpage with the following:

Data collection for onboarding onto the new Sign in to Legal Aid service

What should I do if I don't have all of the information for a user? [added 13 August 2025]

You cannot submit any user that hasn't been validated or has missing information on the organogram. Please do not proceed until all required information is validated. If you are unable to validate a user, then you can add them at a later date.

Should users be set up for each office code held? [added 13 August 2025]

No, each user only needs to be added once, even if you hold more than one office. The provider admin will be able to allocate access to any office codes required.

Can I add more than one provider admin? [added 13 August 2025]

Yes, you can add as many firm admins as is necessary. This will vary depending on the size of your firm, the number of offices held, volume of work, office policies, etc. We advise a minimum of two to provide cover for leave etc.

Does the signature on the returned declaration need to be a wet signature? [added 13 August 2025]

No, a digital or typed signature is acceptable.