



20 August 2025

Dear Provider,

Update to Expected Restoration Timelines

We have previously written to you to inform you of the expectation that services will begin to be restored from early September onwards. Following internal reviews and progress in system restoration, we are now in a place to share the following provisional timeline for access to applications. This is subject to the testing and acceptance, security and legal criteria being met. Our focus for restoration is putting safety, legality and responsibility at the heart of decision-making, which will ultimately determine the stand up of systems.

Our expected phased restoration is as follows:

- **In mid-September, Crime Apply and Submit a Crime Form** will be available for access.
- From **mid to late September, Civil Apply and CCMS** will be available for access.
- Services relating to functionality previously provided by **CWA** are expected to return from **October**.

We are continuing to engage with representative bodies to understand your experiences and help us shape the steps to system restoration in a way which supports you most effectively. We will be working to support the transition from contingency measures to restored services, including entering civil applications information from contingency processes into the systems. More detail on arrangements to transition back will be provided over the coming weeks.

We appreciate that the steps required to validate user accounts and support the onboarding of providers for the new secure Sign in to Legal Aid Services (SiLAS) platform is taking additional time and internal scrutiny – we ask for your continued engagement and provision of requested data at this time, to support a smoother experience as you access the systems again for the first time.

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.

Crime billing – CRM5 PDF form

We have created a new PDF version of the Application for Extension of Upper Limit form to reflect changes in terminology and scope since the previous PDF form (CDS5 Version 3 November 2009) and to make it easier to complete. This is available on the [Cyber security incident page](#).

FAQ

The following question has been added to the [FAQ](#) section on the incident webpage.

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

How will I know if user accounts are successfully created?

After we have collected your data and in advance of systems going live, you will receive an email with a link to an authentication process. As part of this you will receive confirmation that you have successfully set up your user account.

Who assigns user roles and permissions?

Firm Provider Admin users within each firm can assign applications and permissions once services are live. Details on the system roles will be provided in due course and can be amended by the Firm Provider Admin as required.

Can users be added individually after the bulk upload?

Yes, you can make an application to the LAA to create a new individual account. Details will be provided.

Will I need to complete a new declaration for each new user?

A declaration must be provided every time a request for new users is sent to the Legal Aid Agency. If one request covers more than one user, only one declaration is required.

For the multifactor authentication can I utilise the same phone number?

No, you should use a unique phone number when completing authentication.

For the multifactor authentication can I use a One Time Password via email if a user does not want to use their personal phone number?

No, in order to have multifactor authentication, a method other than an email address is required. There is further information on [multifactor authentication \(MFA\) here](#).

When will we have access to systems?

No earlier than September. More information will be provided on Gov.uk closer to the go live date.

Another firm has been granted access before me. How do I get access to the service?

We are working directly with a small pilot group to test our new process. This is a short pilot so will not create a large delay in getting other users activated. Once we have completed the pilot testing, we will be activating all remaining users. You cannot request priority to this rollout, you will automatically be contacted via email once your activation is enabled.

Can users share a generic email address?

No, all users must have their own account set up using an individual email address.

Can third parties such as costs drafts people share a generic email address?

No, all users must have their own account set up using a separate email address.

Does the email address have to be a firm account (e.g. name@lawfirm.co.uk)?

No, any email address can be used, the only requirement is that it is unique so has not been used to set up another user account.

I only have cases on CIS do I need to register?

CIS cases do not require the user to log into Sign into Legal Aid Services, these cases are dealt with via email communication with caseworkers (as per BAU).

Will I be able to remove a user if they leave our organisation or no longer require access to the service?

Yes, a firm admin user will be able to remove any users once they no longer require access to the service.

If a user continues to use their maiden name for work purposes, can I accept ID in their married name?

As long as you are satisfied that their identification matches their legal name, they can be added under their preferred / maiden name.

Who should be included in third party tab on Organogram?

Anyone not employed by your firm that needs access on behalf of your firm, such as a costs drafts person not directly employed by yourselves.

Can I use “paralegal” or “administrative staff” as user roles?

Yes, these are acceptable role titles.

What if a user does not hold any government issued photo ID?

If a user does not hold any government issued photo ID then they must provide two copies of non-photographic government issued photo ID (e.g. birth certificate, paper-based driving licence). If they are not able to provide this then they cannot be onboarded onto the Service.

What if a user refuses to provide identification?

If a user refuses to provide identification, then they cannot be onboarded onto the Service.

Do I need to obtain ID for every costs draftsperson that I use?

Yes, you must obtain identification for every user onboarded onto the Service.

Some of my staff do not have a work phone, how can they carry out multifactor authentication (MFA)?

There are various methods of MFA. There is further information on MFA here.

What will the new login procedure to SILAS be?

When your account has been created you will receive an email from

laa.account.activation@notifications.service.gov.uk

with the title 'Sign in to legal aid services – activate your account'. The email will contain an activation code and a link to 'Activate your account'. During account activation you will be asked to set up multifactor authentication (MFA).

When will I receive my activation email?

You will not receive your activation email until the Services goes live in September.

Can I use the services of an online ID checker that confirms whether ID is verified?

Currently online ID checkers are not acceptable.

Can an external firm handle the verification of their users and provide a third party declaration to our firm?

Currently external ID checkers are not acceptable.

We use a firm to cover costs draftsperson tasks. They have a large number of staff that processes work as it arises. How do they gain access to the service?

You will need to add the details of the cost drafting staff to your organogram as third party users.

Can ID be provided via email or does it need to be seen in person?

Copies of ID can be provided via email.

Will barristers be required to undertake all roles themselves as the vast majority of these tasks are carried out by Clerks?

Each account is unique and may only be accessed by that individual. We are engaging with rep bodies to better understand the options available.

Can I use the Fees Clerks email address for all the barristers as they employ us to sort out their bills and filter notifications?

The email address must be unique as each individual must respond to a One Time passcode request.

What is required for an audit trail when checking user identification?

That there is a copy of ID for each individual included in the organogram or for any subsequent users added.

Do I need to retain copies of the users identification that are checked for users?

Yes, these must be retained for audit purposes.

I have an account under Contingent Liability that holds the same Firm ID/Number as a live account, should I include this on the Organogram?

Yes, if the Contingent Liability account has the same Firm ID/Number as a live account then the Contingent Liability account should be included on the Organogram.

What is the position with Novation Contingent Liability accounts that have a different Firm Number?

Access is by Firm Number so a 'Novation CL' account with a different Firm Number will require a separate Organogram. Please note that the users will have to hold different email addresses to those on the main account Organogram under the unique user account rules. A separate declaration is not required as, following merger, they are the same entity.

My organisation is withdrawing from Legal Aid. Do I still need to register on the service?

If there is remainder work still outstanding to bill then you will still need access to the Sign in to Legal Aid Services in order to be able to do this.