



15 September 2025

Dear Provider,

We are pleased to confirm we are restoring access to **Crime Applications (Crime Apply and Submit a Crime Form)** from today, via our new **Sign in to Legal Aid Services (SiLAS)** platform. We are grateful for the significant patience, partnership and flexibility shown by all providers, and for the constructive input of the professional representative bodies to help make both the contingency processes and the planned recovery as smooth as possible.

Providers with Crime contracts (including those with both Crime and Civil contracts) will begin to receive activation emails for their SiLAS accounts from the email address laa.account.activation@notifications.service.gov.uk with the subject line '**Sign in to legal aid services – activate your account**'. **These need to be actioned by individual users in order for Provider Administrators to assign the correct permission groups in order to allow access through to the Crime Applications.**

If you are a provider with a **Civil only contract**, your users will **not** receive your activation email yet - this is because we are not in a position to restore access to Civil Applications at this time. We are aiming for Civil restoration later in September, and will provide more information to help you prepare for this in our Wednesday communications this week.

Guidance on **Crime Applications Restoration** can be found here: [Crime applications restoration guidance – Legal Aid Learning](#). It covers key information that you need to know about restoration, including **process changes for submitting applications**. As a first activity, please read this guidance and complete your account activation. You can continue to find learning support for the Crime Applications on our [Legal Aid Learning platform](#).