



5 November 2025

Dear Provider,

We would like to share some key information with you in preparation of restoration of Civil systems. This includes:

- An overview of the Secure Browser, an additional authentication layer introduced to enhance system access and security;
- Initial details on the phased onboarding approach for providers once systems are live

Further information on each of these areas is provided below.

Provider Onboarding

As part of the restoration of service we are taking proactive steps to manage the on-boarding of users to minimise the risk of service outages and/or performance issues once Civil systems become available.

We will be phasing users onto the system and we will be restricting concurrent users on the system to manage

demand. We will monitor system performance and user volumes in real time, using data to inform when to safely raise the cap.

As a further measure to mitigate performance issues we will ask providers to initially limit activity. Details will be shared with you in due course.

We are currently refining a phased approach for national rollout for access to Civil systems, with providers who already have an active SiLAS account being granted access first.

We would welcome your feedback and invite you to share any observations to refine this process to ensure a smooth and effective transition for all users.

Introduction of Secure Browser authentication

As part of our ongoing commitment to improving digital security, we have implemented an additional layer of authentication for users accessing CCMS, once the system becomes available.

To strengthen access controls, users will now be required to complete a two-step authentication process. After logging in via Sign in to Legal Aid Services (SiLAS) and selecting CCMS, users will be redirected to a Secure Browser login page where they must enter their username and password.

Please note:

- The Secure Browser page is branded as part of Amazon Web Services (AWS) and will not display Legal Aid Agency or Ministry of Justice logos.

- Please be reassured that despite the lack of Government branding, this page is a legitimate and secure part of the authentication process.

Users will not need to install anything on their systems to run AWS Secure Browser. As the name suggests, it runs inside a web browser. AWS set out requirements for client devices (such as laptops) that need to run the Secure Browser tool, which can be accessed via the link below.

<https://docs.aws.amazon.com/dcv/latest/userguide/client-web.html>

We will share detailed guidance with providers in due course, but below is an initial overview of what the new Login Process for Civil Applications will look like:

- Log in via SiLAS using existing credentials.
- Select CCMS from the available applications.
- You will be redirected to the Secure Browser login page.
- Enter your username and password to complete authentication.
- Upon successful login, you will gain access to CCMS.

Civil and Crime applications need to be accessed independently. If users need to switch between them, they must log out of SiLAS completely, and log back in, selecting the appropriate application during login.

We are organising webinars on both topics listed above to guide you through the upcoming changes. These sessions will also offer an opportunity to ask questions and share feedback. The schedule and registration details will be shared with you via these weekly emails.

Finally, we would also like to take this opportunity to thank you again for your continued patience and understanding during this challenging time, and for the constructive feedback you have provided. Your engagement has been greatly appreciated.