



17 November 2025

Dear Provider,

As we approach the restoration of Civil Apply and CCMS, I wanted to share a brief recap of last week's message and outline the communications plan for this week.

We remain on track to begin restoring access to Civil Apply and CCMS from the week commencing 24 November 2025, subject to the results of final testing now under way. Our focus this week is on readiness activity and confirming the steps providers will need to take once systems are live.

Monthly claim submissions deadline

This is a reminder for providers that the deadline for **October submissions is today - 17 November**. Submissions received after this deadline will be paid as soon as possible.

Weekly Communications

Recent provider communications were deferred while final testing and clearances took place, but we are now returning to our usual schedule of updates on Mondays and Wednesdays. This week's Wednesday message will provide a briefing on restoration plans for next week, including the practical steps providers will need to take as Civil Apply and CCMS return to service subject to successful business acceptance testing.

Civil Apply and CCMS restoration

Both services will return under the new Sign in to Legal Aid Services (SiLAS) system, which provides single sign-on access and multi-factor authentication for added security. Civil Apply will be available for the standard family categories (Domestic Abuse, Section 8, Combined Domestic Abuse and Section 8, Special Children Act and Public Law Family). CCMS access will resume from the same week, with guidance and joining instructions to follow shortly.

Case re-assignment

When systems are restored, some ongoing cases and notifications will remain linked to your old user account. To continue receiving actions and correspondence, please update the case contact to your new SiLAS account using the existing Amend Provider Details process. Further guidance and screenshots will be provided with joining instructions.

Thank you, as always, for your patience and cooperation as we complete the final steps towards restoring full service.