



24 November 2025

Dear Provider,

CCMS and Civil Apply go live today, Monday 24 November.

Following successful Business Acceptance Testing we have begun onboarding providers onto CCMS and Civil Apply this morning (Monday 24 November).

We're taking a phased approach and will start with joint providers – those working across both civil and crime, and limit CCMS to non-billing roles.

Over the coming days, subject to satisfactory onboarding, we will expand functionality and gradually scale access, as follows:

Wednesday 26 November:

- All remaining CCMS roles will be released for firm administrators to assign as appropriate to their users.
- Cost Lawyers, Cost Drafters, Barristers and Barrister's Clerks will be invited to complete registration.

Monday 1 December:

- Civil-only providers will be invited to register.

Accessing CCMS & Civil Apply

Access to CCMS and Civil apply will be through your Sign in to legal aid services (SiLAS) account, which provides a single sign-on access to LAA's core applications. More information on SiLAS can be found [here](#).

Firm administrators will be need to login to SiLAS and assign roles to their users.

CCMS Availability

CCMS will be available between the hours 7:00 - 21:30, 7 days a week.

To safeguard system stability, manage risk, and ensure a smooth transition for all users and providers, during onboarding and once the full user base has access there will be a concurrent user limit applied to CCMS.

See below for more details on the concurrent user limit.

Civil Apply Availability

Civil Apply will be available between the hours 7:00 - 21:30, 7 days a week. There will be no concurrent user limit.

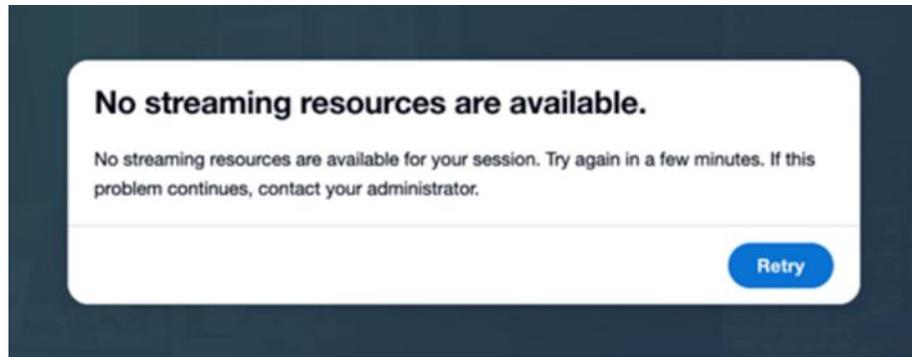
Civil Apply is available for the standard family categories (Domestic Abuse, Section 8, Combined Domestic Abuse and Section 8, Special Children Act and Public Law Family).

CCMS Concurrent User Limit

We will be monitoring CCMS performance, and the concurrent user limit will be adjusted as we progress through the phased go-live. Subject to satisfactory system performance:

- Monday 24 & Tuesday 25 November: 1000 concurrent users.
- Wednesday 26 November: increase to 2000 concurrent users.
- Friday 28 November: increase up to 6,000 concurrent users.

If you log on the CCMS service and capacity has been reached, you will see the following message:



If you are unable to access the service, you have the option to:

- Try to log in at a different time, as users exit the service, the availability of the service will be updated.
- Use Civil Apply for the standard family categories, listed above.
- Follow the contingency rules to submit paper-based applications.

What help is available?

If you have any issues accessing the services, our Customer Service Team are available to provide support.

There are 3 different methods to contact our Customer Service Team:

- Phone: 03002002020
- Email online-support@justice.gov.uk
- Webchat [Online Support – Legal Aid Learning](#)

We will be sending an email, this afternoon, Monday 24th November, with further details on Business Continuity processes, AWS browser and restoration processes.

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