



26 November 2025

Dear Provider,

The phased restoration of CCMS is proceeding well. Therefore, in line with the plan we shared with you previously we are today rolling out the multi-firm user feature that will let third party users access multiple firms' work via a single email address/account.

Third party users (such as Cost Lawyers, Cost Drafters, Barristers & Barristers clerks) will begin receiving email instructions to activate their SiLAS account today. If you haven't received an activation email by the end the of the day, please contact our Customer Service Team at online-support@justice.gov.uk. Provider Admins will be able to delegate access to third party users as soon as those users have activated their accounts. Further guidance is available [here](#).

We continue to monitor CCMS performance and have increased the concurrent users limit.

A reminder that if you log on the CCMS service and capacity has been reached, you will see the following message: "No streaming resources are available."

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.
- Follow the contingency rules to submit paper-based applications.