



Legal Aid Agency

2 December 2025

Dear Provider,

For the attention of Civil legal aid contract holders

We want to inform you about a technical issue that some provider administrators may have encountered in recent days.

When attempting to invite a multi-firm user to their firm **and** grant CCMS access simultaneously, the user was not being correctly created in CCMS for that firm. As a result, the following error message appeared when the user attempted to access CCMS via Secure Browser:

Please provide [feedback](#) to help us improve this service.

System Error with Ref No:1764586957716 [Logout](#)

Unable to retrieve User data for SiLAS identity [1JVy02zuLp3-uH2eGNe08XOMtJ61QEuDvTvuZ3a008] from user-management-api - Access to PUI Denied

Unfortunately an error has occurred within CCMS and we apologise for the inconvenience this has caused.

To enable the LAA to investigate the issue, please can you contact our Online Support team.

This issue has now been addressed. Affected users have the option to:

1. Wait until early next week, when the issue will be fixed automatically;

Or

2. Reach out to their firm's provider admin and request they complete the following steps:

1. Log in to SiLAS:- <https://laa-sign-in.external-identity.service.justice.gov.uk/>
2. Navigate to the Admin services and select 'Manage your users'.
3. Tick the '3rd Party' check-box to limit search results to this user type.
4. Select the user account to be edited.
5. Navigate to the Services tab and click 'Change'.
6. Ensure that CCMS is selected and click 'Continue' (Note that other services can also remain selected if the user also accesses those).

7. Uncheck a CCMS User Role/Responsibility to temporarily remove the role, and click 'Continue' to save the changes.
8. Re-instate the previously removed CCMS user roles by re-checking the tick box, and click 'Continue' to save the changes.

Once the above is complete, the CCMS access issue should be resolved within 30 minutes.