



20 February 2026

Dear Provider,

**For the attention of Civil legal aid contract holders**

**Managing Notifications:**

Further guidance on managing notifications in the Client and Cost Management System (CCMS), including how to set up and assign Cross Office access, is available on the Legal Aid Learning website.

Cross Office access allows users to:

- View notifications for cases they are not assigned to; and
- Reassign cases where necessary.

**How notifications are sent in CCMS**

Notifications will generally default to the fee earner assigned to the case.

For example, if a third-party cost lawyer completes and submits a Case Outcome, the notifications relating to that Outcome will still be sent to the fee earner assigned to the case.

### **Exception – end-of-case claims**

The only exception is for claims submitted at the end of a case. In these instances, notifications will default to the CCMS user who submitted the claim. This ensures that third-party cost lawyers or costs drafters submitting a claim on behalf of a fee earner receive the relevant notifications.

More information:

[Re-assigning historic and in-flight case work in CCMS – Legal Aid Learning](#)

[User roles and responsibilities – Legal Aid Learning](#)

### **Email notifications:**

We are continuing to explore how best to reactivate email notifications and will share further information in due course.