



24 March 2026

Dear Provider,

Please find below an update on the reactivation of email notifications from the Client and Cost Management System (CCMS).

For the attention of all legal aid contract holders

We are writing to update you on the reactivation of **email notifications from the Client and Cost Management System (CCMS)**. This follows extensive internal testing and feedback from representative bodies and users, and we know this will be a welcome change for many firms.

What is happening and when

CCMS email notifications are scheduled to be switched back on **from Friday 27 March 2026**, following planned digital release activity.

This change will help firms keep track of actions that require attention without needing to log into CCMS to check each case individually.

Why this matters

Providers have told us that the absence of notifications has made it harder to monitor case progress, and

logging into CCMS to see what is outstanding is inefficient. Restoring email notifications will improve visibility of outstanding tasks without having to access CCMS.

Important: Cases may still be assigned to your old and new CCMS usernames

Because many providers still have cases linked to their former (pre-SiLAS) CCMS usernames, **email notifications may initially be received under both profiles** until cases are fully reassigned.

To support firms during this transition:

- Notification wording has been updated to clearly state **which CCMS user profile** the notification relates to.
- Guidance has been provided on how to check and reassign cases to the correct SiLAS account so future notifications route appropriately, which you can find on the legal aid learning website:
<https://legallaidlearning.justice.gov.uk/re-assigning-historic-and-in-flight-case-work-in-ccms/>

Open Cases Report

Ahead of notifications being restored, we will issue an **Open Cases Report**, which we will send to you monthly. This will show which cases are allocated to which user profiles, giving firms full visibility of current allocations.

This will help you:

- identify any cases still linked to old CCMS logins
- reassign work to the correct SiLAS user
- avoid duplicate or misrouted notifications when the feature is switched back on

Will you receive historic notifications?

Email notifications will include all outstanding notifications on CCMS cases.

What you need to do now

No immediate action is required. However, once the Open Cases Report is issued, we encourage you to review case allocations and reassign any that remain under old usernames. Guidance on how to do this is available on Legal Aid Learning [here](#).

You may find the cross-office functionality available within CCMS to be helpful in managing notifications.

Please see the Legal Aid Learning website to find out how to get this role assigned:

<https://legalaidlearning.justice.gov.uk/civil/user-roles-and-responsibilities/>

Support

If you experience difficulties viewing or reassigning cases, please contact the Customer Service Team. We will monitor the rollout closely and provide further communications as needed.

Thank you for your continued cooperation