



23 April 2026

Dear Provider,

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

**CCMS Notifications Update**

On 31 March 2026, we confirmed that email notifications from the Client and Cost Management System (CCMS) had been reactivated.

Since the introduction of Sign into Legal Aid Services (SiLAS) accounts, the way actions and notifications are accessed and received depends on whether they relate to pre-SiLAS or SiLAS usernames. The following guidance is a reminder on how to view, action, and receive actions and notifications in both scenarios.

All emails relating to outstanding actions and notifications are sent from:

[laaonline@legalservices.gov.uk](mailto:laaonline@legalservices.gov.uk)

We are aware that users may receive the same email notification for actions and notifications across both their pre and post-SiLAS user accounts, including Remittance Advice, and we are actively working to reduce this.

### **Emails for SiLAS username**

For actions and notifications linked to a SiLAS username:

- Emails will be sent to the email address associated with the SiLAS account
- The “To” line in the email body will display the SiLAS username, in the following format:
  - JOE-BLOGG-EXAMP-SOL-LTD

### **Viewing actions and notifications assigned to your SiLAS account**

To view actions and notifications that are already assigned to your SiLAS user:

- Outstanding actions and notifications are displayed by default on the CCMS home screen. The number shown in brackets includes outstanding notifications
- Actions are considered ‘overdue’ if they are not addressed within 7 days

The screenshot shows the user interface of the Legal Aid Agency's Client and Cost Management System. At the top, there is a navigation bar with the Legal Aid Agency logo and the text "Legal Aid Agency". To the right of the logo are navigation links: "Home", "Cases and Applications", "Actions and Notifications", and "Help". Below the navigation bar, the user is logged in as "SOL-LTD" on behalf of "SOLICITORS LTD", with a "Logout" link. The main heading is "Client and Cost Management System", followed by the subtitle "Civil legal aid applications, amendments and billing." A green button labeled "New Application" is visible. Below this, the text "You currently have:" is followed by two links: "1 Outstanding Actions (None overdue)" and "View Notifications (8 outstanding)". These two links are enclosed in a red rectangular box.

## Emails for pre-SiLAS username

For actions and notifications linked to pre-SiLAS usernames:

- Emails will be sent to the email address associated with the pre-SiLAS username
- The “To” line in the email body will display your old username, for example:
  - [Joe.bloggs@example Solicitors.com](mailto:Joe.bloggs@example Solicitors.com) or;
  - JOEBLOGGS

## **Accessing actions and notifications linked to pre-SiLAS usernames**

### Cross Office role requirement

To review actions and notifications that were issued to pre-SiLAS usernames, users must have the Cross Office role assigned to them in SiLAS. Without the Cross Office role assigned the user will not be able to view these notifications.

Guidance on how to assign the Cross Office role can be found here:

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

When applied to a user who already holds a CCMS role, Cross Office access extends their permissions so they can:

- View all cases for the firm, including those created before the cyber attack
- Amend provider contact for the case to ensure further notifications are sent to the correct user.
- Search for actions and notifications assigned to other users, including their pre-SiLAS username(s).
- Action those notifications.

(If you are unable to view a specific fee earner/user then please contact your contract manager)

## **Viewing actions and notifications assigned to pre-SiLAS accounts**

To view actions and notifications that are still assigned to pre-SiLAS usernames:

1. Click “Actions and Notifications” in the top-right of CCMS
1. Select “Refine Search”

1. Amend the assignee drop-down so that it shows:
  - a. Your previous (pre-SiLAS) account, or
  - a. Another account the notification is currently assigned to

This will allow you to view and manage those notifications. For further information, please see- <https://legalaidlearning.justice.gov.uk/civil/office-manager-actions-and-notifications/>

### **Amending contact details**

Users can update the contact name by using the “Amend provider details” process in CCMS, further details can be found here: <https://legalaidlearning.justice.gov.uk/amend-provider-details/>

Only once the Provider Contact has been amended to the SiLAS username will new actions and notifications be sent to the correct account.