



27 May 2026

Dear Provider,

For the attention of all CCMS users

File naming changes in CCMS

To improve user experience, we are making a change to CCMS so that providers can use spaces and special characters in file names.

Since the restoration of CCMS, providers have needed to replace spaces with alternative characters due to the secure browser requirements. We recognise that some providers have found this inconvenient and have been working on a solution that maintains security while reducing any extra steps needed to upload documents.

This change will go live on **Thursday 28 May 2026**.

What this means for users

- You will no longer need to adjust file names before uploading documents.

- This will make the upload process quicker and easier.

In some cases, CCMS will automatically standardise file names after upload. This means the file name may look slightly different in the system, although the document itself will not be affected.

Example:

- Uploaded file: *My interesting%filename!.pdf*
- Stored in CCMS as: *My_interesting_filename_.pdf*

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Legal Aid Agency

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You will still be able to search for documents using either version of the file name, provided most of the original characters are standard.

If you experience any issues, please contact your Contract Manager.