



General Notes

- When there is **NO** Internet (**Wi Fi**) connection for you to complete a **CRM14** Form, follow the steps below to start an application for when an Internet connection (**Wi Fi**) becomes available for you to then complete the form online. **Important Note:** You **DO NOT** need to complete an Offline form for it to be transferred once you're connected to the Internet.
- Only certain Internet Browsers support the Offline Form.
- **Date Stamp, DWP or Evidence** checks cannot be done while in the Offline Form.
- You will **NOT** be able to upload document evidence using the Offline Form.

1a. Offline Form - Initial access

Once **logged on** to the LAA Portal to access eforms from the LAA applications page, 'click' on the **Offline** tab, and then 'click' on the link to go to the **Offline Crime Forms**.

If your browser does not support Offline Forms then an error message will inform you there is a problem and what you will need to do to successfully access the **Offline Form**.

'click' on Click here for guidance on how to solve this problem.

The browsers on **Desktops/ Laptops** and **Mobile devices** on the list support CRM14 Offline forms, older versions of these may also work.

The screenshot shows the LAA eForms portal interface. At the top, there is a navigation bar with tabs: In Tray, Messages, Saved Forms, Track Forms, New Forms, and Offline. The Offline tab is highlighted. Below the navigation bar, there is a link: [Click here to go to the Offline Crime Forms](#). A note below the link states: "NOTE: The use of the Offline Crime Forms is restricted to solicitors who have been confirmed as included in the offline pilot." Below this, there is a section titled "Offline Crime Forms" which contains an error message: "There is a problem. We have detected that this facility, which allows forms to be completed when not connected to the internet, will not work on this browser." Below the error message is a link: [Click here for guidance on how to solve this problem](#). Below the error message is a section titled "Browser Support for Offline Forms" which lists the following browsers that support the use of offline eForms:

- Desktops/laptops**
 - Internet Explorer 10 or later
 - Chrome 10 or later
 - Firefox 10 or later
 - Opera 12 or later
 - Safari 5 or later
- Mobile devices**
 - Safari on iOS 7 or later
 - Default browser on Android 4.4 or later
 - IE Mobile 11 or later
 - Chrome 30 or later
 - Opera Mobile 16 or later
 - Firefox Mobile 25 or later
 - Amazon Silk 3 or later

1b. Offline Form - Initial access

If your browser supports Offline Forms, the main page will indicate (**Online** icon) that you are currently online - you will see this within a minute or if the browser is refreshed.

NOTE: To start completing a CRM14 form Offline you will need get back to this page - **bookmark** this page in your browser - see link please read this guidance

The screenshot shows the "Offline Crime Forms" page. At the top, there is a status indicator: **Online** (with a green dot). Below this is a table with the following columns: Form, Task, Last Modified, Delete, and Transfer. The table contains one row: CRM14 English, Start New Form, [empty], [empty], [empty]. Below the table is a button: "Transfer All Forms...". Below the button is an **Important:** note: "To complete forms when not connected to the internet, you will need to get back to this page. The way to do this is to bookmark the page in your browser. If you don't know how to use bookmarks please read this guidance."

1c. Bookmarking the Offline Form Page - Initial access

- please read this guidance

A guide to bookmarking (also known as favourites) Offline Forms, displays the information needed to bookmark this page on the various browsers supporting the **CRM14 Offline Form**.

Once the page is bookmarked, when there is **NO** Internet (**Wi Fi**) connection, by clicking on this link will load the **Offline Crime Forms** page.

Guide to Bookmarking Offline Forms

Bookmarks (sometimes known as 'Favourites') enable you to save a webpage link to a list and return to it later without remembering the link. Using this will allow you to access the Offline Crime Forms at a later date (in particular when you are offline) without needing to navigate back to the Process Desktop to click the link there.

How to use bookmarks varies by browser and operating system:

Desktop

Often the shortcut CTRL + D can be used to create a bookmark on desktop browsers. To later view bookmarks there is normally a Bookmarks or Favourites option in the menu bar which you can click to view all previously bookmarked sites.

- [Internet Explorer](#)
- [Chrome](#)
- [Firefox](#)
- [Opera](#)
- [Safari \(Mac\)](#)

Mobile devices

On mobile devices such as tablets and mobile phones, how to bookmark varies more widely. You may find a star icon in the address bar or in the settings for a webpage which can be clicked to quickly add a bookmark.

- [Safari \(iPad\)](#)
- [Chrome for Mobile](#)
- [Firefox for Android](#)

<< Back

2a. Offline Crime Form Page

The main page will indicate (**Offline** icon) that you are currently not online - you will see this within a minute or if the browser is refreshed.

A progress bar should indicate Offline updates are being retrieved - this information (incl forms started Offline) saved to your computer or mobile device.

Offline Crime Forms

Offline

| Form | Task | Last Modified | Delete | Transfer |
|---------------|------|---------------|--------|----------|
| CRM14 English | | | | |

Please Wait

Retrieving Offline Updates

Important:
To complete get back to your browser.
If you don't know how to use bookmarks, [please read this guidance.](#)

2b. Offline Crime Form Page

To start a new form 'click' **Start New Form**.

NOTE: All transfer document (upload documents) buttons - Transfer All Forms, will be greyed out, as you need to be online to use this option.

Offline Crime Forms

Offline

| Form | Task | Last Modified | Delete | Transfer |
|---------------|----------------|---------------|--------|----------|
| CRM14 English | Start New Form | | | |

Transfer All Forms...

To use the Transfer buttons you must be online and signed in through the Legal Aid Agency portal.

A message will inform you of your responsibility in making sure the offline information is kept secure.

Offline Crime Forms

Offline

Please note:

Any information completed using offline forms will be saved on your device's local storage. It is not encrypted in any way.

Just as with forms that are filled out on paper, it is your responsibility to ensure the device and the information contained on it are kept secure.

OK

3. Starting a New Form

The sections to complete on the Offline Form are the same as the Online Form except that **Legal Representation**, **Submit** and **Evidence** are not available for you to complete.

Navigate around the form using the sections list on the left, the **NEXT** and **BACK** buttons or on mobile devices a drop down sections list is available.

NOTE: As you complete the form you will be aware that the **Date Stamp** and **DWP** check button options do not appear. They will become available once you are Online and have transferred the Offline Form in to eforms via the transfer button options.

4a. Saving a New Form

When exiting a form that is not complete a warning message will inform you that One or more mandatory fields haven't been filled in - Save anyway?

Other warning messages may indicate incorrect data, but will always ask if you want to Save anyway?

4b. Saving a New Form

Forms are identified by Surname and the date/time they were last modified.

If you save a form before you have entered the clients details then under Task - Untitled will be displayed.

To **edit** a Form 'click' the surname in the 'Task' column.

A **Delete** button option will allow you, if needed to remove the form from the Offline forms list.

NOTE: All transfer document (upload documents) buttons -Transfer All Forms, and Transfer will be greyed out, as you need to be online to use these options.

NOTE: You can save and have more than one Form in the **Task** column.

| Offline Crime Forms | | | | |
|---------------------|-----------------|----------------------|--------|----------|
| Form | Task | Last Modified | Delete | Transfer |
| CRM14 English | Start New Form | | | |
| | <u>Untitled</u> | Thu 3 Jul 2014 10:51 | Delete | Transfer |

Transfer All Forms...

To use the Transfer buttons you must be online and signed in through the Legal Aid Agency portal.

| Offline Crime Forms | | | | |
|---------------------|----------------|----------------------|--------|----------|
| Form | Task | Last Modified | Delete | Transfer |
| CRM14 English | Start New Form | | | |
| | <u>MURRAY</u> | Thu 3 Jul 2014 20:55 | Delete | Transfer |

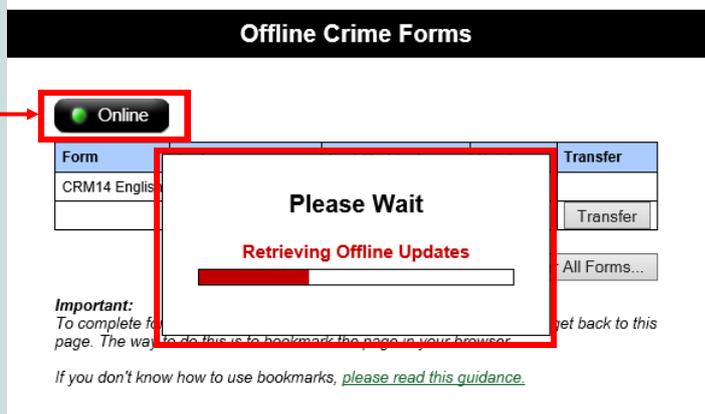
Transfer All Forms...

To use the Transfer buttons you must be online and signed in through the Legal Aid Agency portal.

5a. Transferring an Offline form - Online

When an internet connection (Wi Fi) becomes available the main page will indicate (**Online** icon) that you are currently online - you will see this within a minute or if the browser is refreshed.

A progress bar should indicate **Offline Updates** are being retrieved - this information (incl forms started Offline) saved to your computer or mobile device.



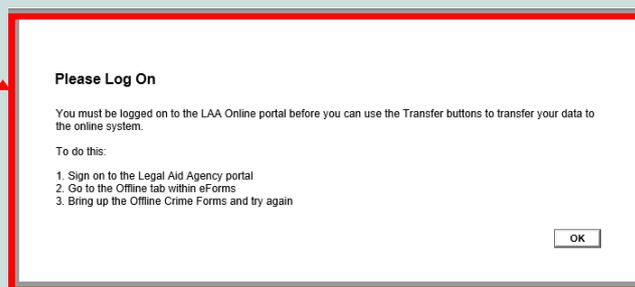
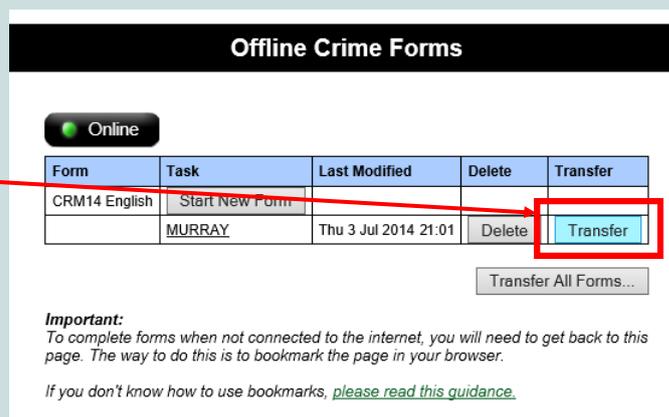
5b. Transferring an Offline form - Online

When the Updates are complete 'click' on the **Transfer** button link.

NOTE: If you get the following message **Please Log On**, after 'clicking' Transfer then you are currently logged out of the portal, you will need to log in - to transfer documents you have saved.

To do this.

1. Sign on to the Legal Aid Agency portal
2. Go to the Offline tab within eforms
3. Bring up the Offline Crime Forms and try again



5c. Transferring an Offline form - Online

When the offline data transfer is completed 'click' OK to return to the main page - **Offline Crime Forms**.

Once the Form has transferred it is removed from the list.

NOTE: You don't have to complete the full CRM14 form before transferring it online.

Offline Data Transfer

Offline Data Transfer

Items marked * must be completed

Please wait while the data is transferred.

Transferring...

Offline Data Transfer

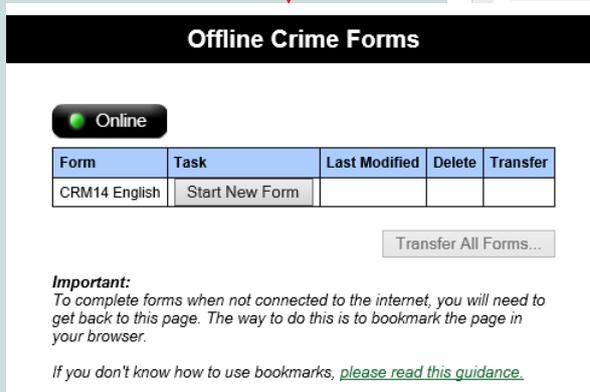
Offline Data Transfer

Items marked * must be completed

Please wait while the data is transferred.

Transfer Complete. Return to the offline menu

OK



6. Viewing a Transferred Offline Form

Once the **Transfer** is complete, to view the CRM14 form, go to the **Saved Forms** tab, 'click' the **Refresh** button.

The transferred form will be at the top of the list of **Saved Forms**.

The screenshot shows the Legal Aid Agency eForms interface. The 'Saved Forms' tab is selected. A 'Refresh' button is highlighted with a red box. Below the navigation bar, there are radio buttons for 'Forms you created' (selected) and 'Other forms you are working on'. A 'Records per page' dropdown is set to 20. A table of forms is displayed with columns: USN / Type, Started, Last Viewed, Details, Provider Account No = Queue =, and Client Surname = Language =. The first row is highlighted in red.

| USN / Type | Started | Last Viewed | Details | Provider Account No = Queue = | Client Surname = Language = |
|--------------|-------------------|-------------------|---------------------------|--------------------------------------|---------------------------------------------|
| 4409 : CRM14 | 03/Jul/2014 11:16 | 03/Jul/2014 21:16 | MAAT IDs = Priority = Yes | Provider Account No = Queue = | Client Surname = MURRAY Language = English |
| 4363 : CRM14 | 27/Jun/2014 16:02 | 27/Jun/2014 16:02 | MAAT IDs = Priority = | Provider Account No = Queue = | Client Surname = Language = English |
| 4362 : CRM14 | 27/Jun/2014 16:02 | 27/Jun/2014 16:02 | MAAT IDs = Priority = | Provider Account No = Queue = | Client Surname = Language = English |
| 4359 : CRM14 | 27/Jun/2014 16:02 | 30/Jun/2014 14:08 | MAAT IDs = Priority = No | Provider Account No = Queue = | Client Surname = thigh Language = English |
| 4341 : CRM14 | 26/Jun/2014 12:46 | 26/Jun/2014 12:53 | MAAT IDs = Priority = No | Provider Account No = 2N134P Queue = | Client Surname = Language = English |
| 4313 : CRM14 | 20/Jun/2014 15:44 | 23/Jun/2014 11:48 | MAAT IDs = Priority = No | Provider Account No = 2N134P Queue = | Client Surname = HOSKINS Language = English |

7. Completing and Submitting a Transferred Offline form

The form can now be completed Online, 'click' the link for the form in the **USN/Type** column.

- **Date Stamp** and **DWP** (Income) check will be run automatically on submission if required, but if it fails you may need to fill in more of the Income section or the CRM15.
- **Court lookup** - **NOT** all Courts are currently listed on the CRM14 Form Online, updates of those Courts added to the list will be found on the Legal Aid pages of the MOJ website.
- **Legal Representation**
 - complete & tick the declarations
- Supporting Document Evidence (**Evidence: 2**) can be attached - (if required - form will prompt on submission)

Once all sections are complete then the **CRM14** Form can be submitted to the LAA.

NOTE:

If you need [help](#) on completing a **CRM14** Form see the quick guide: [Submitting a CRM14 form](#)

For any technical help contact the **Customer Services Team**.

The screenshot shows the 'Look up Court' section of the form. It contains two text input fields, each with a 'Look up Court' button above it. The first field is labeled 'The court where the case commenced:' and the second is labeled 'The court hearing the case:'.

The screenshot shows the 'Legal Representation' section of the form. It includes a heading 'Legal Representation' and a note 'Items marked * must be completed'. The section contains several text input fields and radio buttons for the following information:

- The solicitor who you want to act for you
- LAA Account Number: 2P134P
- Title: Mr Mrs Miss Ms Other
- Full name: Authoronly1 Londonfirm
- Name of the solicitor's firm: Eforms London Provider
- * Address line 1: 2 harbour exchange
- Address line 2: london
- Address line 3:
- Postcode: E14 9GE
- * Telephone (land line):
- Mobile phone:
- Document Exchange (DX):
- Fax:
- Email address: Provider@legalaid.gsi.gov.uk
- Firm Administrator's email address:

* Declaration by the Legal Representative

I represent the applicant. I confirm that I am authorised to provide representation under a contract issued by the Legal Aid Agency (LAA).

I represent the applicant. I confirm that I have been instructed to provide representation by:

I understand that, as Legal Representative, I must obtain, and retain on file, a Declaration from the Applicant (and partner if applicable). I understand that this means completing a hardcopy mandate form.