



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. At the top, there's a navigation bar with tabs: In Tray, Messages, Saved Forms, Track Forms, New Forms, and Offline. The Offline tab is selected. Below the tabs, there's a link: [Click here to go to the Offline Crime Forms](#). A red box highlights this link. Below the link, there's a note: "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's a section titled "Offline Crime Forms". A red box highlights a 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. [Click here for guidance on how to solve this problem.](#)" Below this, there's a section titled "Browser Support for Offline Forms". A red box highlights the list of supported browsers: Desktops/laptops (Internet Explorer 10 or later, Chrome 10 or later, Firefox 10 or later, Opera 12 or later, Safari 5 or later) and 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](#)

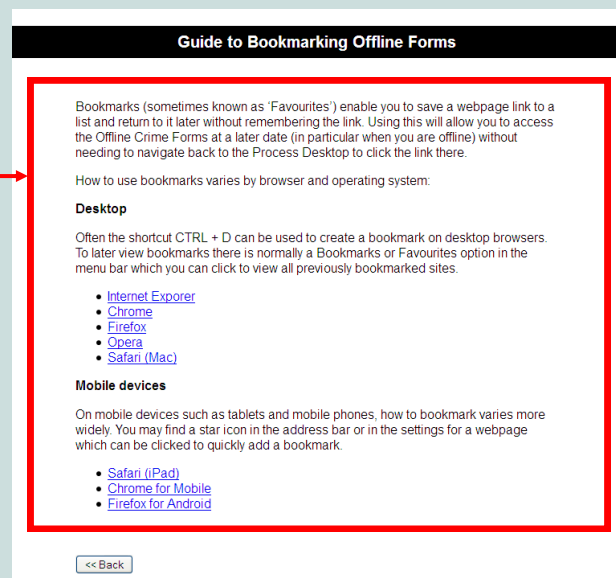
The screenshot shows the "Offline Crime Forms" page. At the top, there's a green "Online" icon. Below it, there's a table with columns: Form, Task, Last Modified, Delete, and Transfer. The table has one row: CRM14 English, Start New Form, and empty cells for Last Modified, Delete, and Transfer. Below the table, there's a button: "Transfer All Forms...". A red box highlights the "Important:" section: "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**.

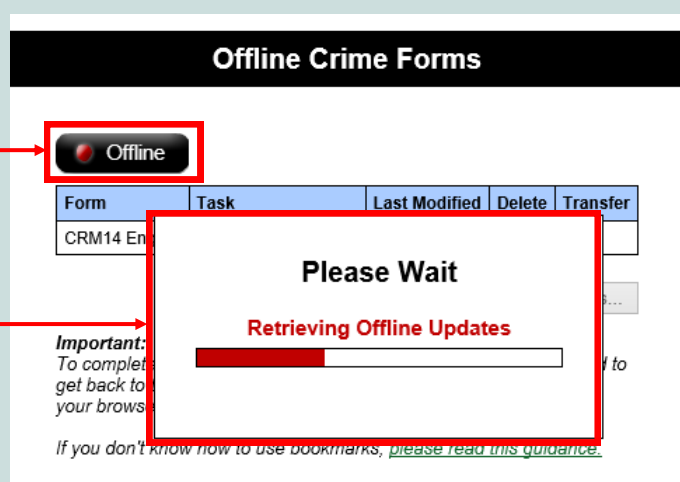
Once the page is bookmarked, when there is **NO** Internet (**Wi Fi**) connection, by clicking on this link will load the **Offline Crime Forms** page.



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.

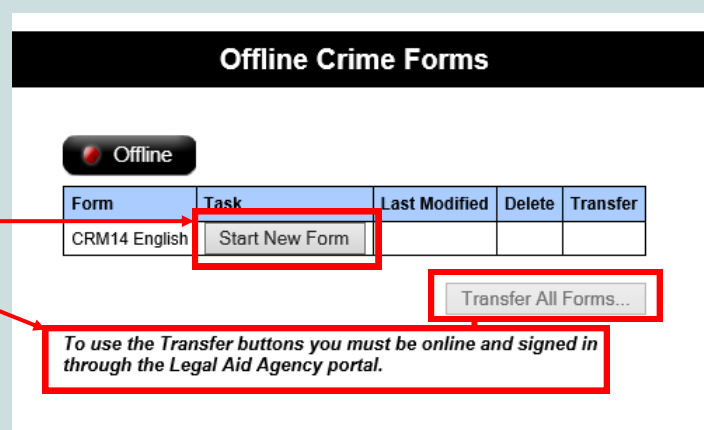
A progress bar should indicate Offline updates are being retrieved - this information (incl forms started Offline) saved to your computer or mobile device.



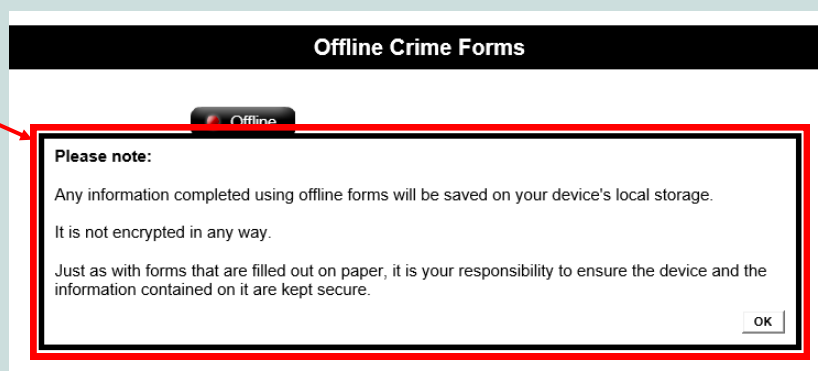
2b. Offline Crime Form Page

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.



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



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.

Legal Aid Agency

CRM14: Application for Legal Aid in Criminal Proceedings

For the Legal Representative's use

Save Save and Exit << Back Next >>

Legal Rep Use

About You: 1
About You: 2
Interests of Justice: 1
Interests of Justice: 2
About The Information
Declarations

For the Legal Representative's use

This online form incorporates CRM14 and optionally CRM15. The CRM15 sections will become available if needed. If any evidence is required at the time of submission, you will be requested to attach all relevant evidence towards the end of the form.

* Please select:

☒ This is a new application
☐ This application relates to a change of financial circumstances

* Case Type:

☐ Summary-Only
☐ Either-Way
☒ Indictable
☐ Trial already in Crown Court
☐ Committal for Sentence
☐ Appeal to Crown Court

* Is this a Priority Case?

☒ Yes
☐ No

Please select at least ONE type of Priority Case:

☒ Custody
☐ Vulnerable
☐ Youth

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?

Legal Aid Agency

CRM14: Application for Legal Aid in Criminal Proceedings

For the Legal Representative's use

Save Save and Exit << Back Next >>

Legal Rep Use

About You: 1
About You: 2
Interests of Justice: 1
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About The Information
Declarations

For the Legal Representative's use

This online form incorporates CRM14 and optionally CRM15. The CRM15 sections will become available if needed. If any evidence is required at the time of submission, you will be requested to attach all relevant evidence towards the end of the form.

* Please select:

☒ This is a new application
☐ This application relates to a change of financial circumstances

* Case Type:

☐ Summary-Only
☐ Either-Way
☒ Indictable
☐ Trial already in Crown Court
☐ Committal for Sentence
☐ Appeal to Crown Court

* Is this a Priority Case?

☒ Yes
☐ No

Please select at least ONE type of Priority Case:

☒ Custody
☐ Vulnerable
☐ Youth

Warning: This page may have inconsistent data. Please review the following warnings:

You cannot select 'Your usual address (as above)' if you have not answered 'Yes' to 'Do you have a usual home address?'

Save anyway?

OK

Cancel

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

Offline

Form	Task	Last Modified	Delete	Transfer
CRM14 English	Start New Form			
	Untitled	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

Offline

Form	Task	Last Modified	Delete	Transfer
CRM14 English	Start New Form			
	MURRAY	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.

The screenshot shows the 'Offline Crime Forms' page. At the top, there is a black bar with the text 'Offline Crime Forms'. Below this, there is a green 'Online' button. A red box highlights the 'Online' button and a 'Please Wait' dialog box. The dialog box has the text 'Please Wait' and 'Retrieving Offline Updates' with a progress bar. Below the dialog box, there is an 'Important:' section with text: '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.' There is also a 'Transfer' button and a 'Transfer All Forms...' button.

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

The screenshot shows the 'Offline Crime Forms' page. At the top, there is a black bar with the text 'Offline Crime Forms'. Below this, there is a green 'Online' button. A table with the following columns: Form, Task, Last Modified, Delete, and Transfer. The first row shows 'CRM14 English' under 'Form' and 'Start New Form' under 'Task'. The 'Last Modified' column shows 'Thu 3 Jul 2014 21:01'. The 'Delete' column has a 'Delete' button. The 'Transfer' column has a 'Transfer' button, which is highlighted with a red box. Below the table, there is a 'Transfer All Forms...' button. An 'Important:' section at the bottom contains the same text as in the previous screenshot.

The screenshot shows a 'Please Log On' message box. It contains the text: 'You must be logged on to the LAA Online portal before you can use the Transfer buttons to transfer your data to the online system. 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'. There is an 'OK' button at the bottom right.

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

The screenshot shows the 'Offline Crime Forms' page. At the top, there is a black bar with the text 'Offline Crime Forms'. Below this, there is a green 'Online' button. A table with the following columns: Form, Task, Last Modified, Delete, and Transfer. The first row shows 'CRM14 English' under 'Form' and 'Start New Form' under 'Task'. The 'Last Modified' column is empty. The 'Delete' column is empty. The 'Transfer' column is empty. Below the table, there is a 'Transfer All Forms...' button. An 'Important:' section at the bottom contains the same text as in the previous screenshots.

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**.

Legal Aid Agency eForms

Accessibility Help

In Tray Messages **Saved Forms** Track Forms New Forms Offline Close

☒ Forms you created ☐ Other forms you are working on

Refresh Records per page 20

Records 1 - 20 of 44 Page 1 2 3 << Previous Next >>

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

Look up Court

The court where the case commenced:

Look up Court

The court hearing the case:

Legal Representation

Items marked * must be completed

Legal Representation

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.