



Legal Aid
Agency

LAA Online Portal

Guidance for Providers

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Background

This guide outlines how to log in to the upgraded Portal for the first time.

In 2017 the LAA Portal underwent an upgrade to improve its performance and stability, and decrease the likelihood of the occurrence of the types of severe issues that caused it to go offline for nearly a week in 2016. The upgraded Portal has:

- improved security and data protection
- increased stability,
- quicker log in times,
- a more user friendly password reset process, and
- a status bar for all applications, providing up to date information on any issues affecting performance.

When attempting to access the Portal for the first time following the upgrade you will be required to **reset your password and set four challenge questions**.

Please see below for screenshots outlining:

1: Logging in to the Portal for the first time following the upgrade, and creating a new password and creating challenge questions.

2: How to reset your password and challenge questions in the new Portal.

Please see below for Frequently Asked Questions.

Logging in to the Portal for the first time

There are four steps for logging in to the Portal for the first time:

1. Log in to the Portal using the username and password you used in the old Portal
2. You will be automatically directed to the self-service login page, and will need to re-enter your username and password to confirm your identity
3. You will be prompted to create new password and set challenge questions
4. Once you have updated your security settings you will be redirected to Portal Landing page

Each of the four steps and associated screen shots are outlined below.

Step 1: Log in to Portal using your username and current password.

If you are unable to remember your log in details please contact the Customer Service Team on 0300 200 2020. You will be emailed a temporary password and can then continue the process as described below.

To sign in to the Online Portal please enter your username and password.

By logging in to this Portal you accept the [Terms and Conditions](#).

Enter your Single Sign-On credentials below

Username:

Password:

[Login >](#)

Guidance
[Terms and Conditions](#)
[List of Services](#)
[Help](#)

Service Status	
CCLF	Good Service
CCMS	Good Service
CWA	Good Service
EForms	Good Service
LAA Online Portal	Good Service
MI	Good Service

No reported issues

Step 2: Confirm your identity by re-entering your login details.

LAA Portal Self Service

Sign In

Sign in with your account

User ID

Password

[Forgot Password?](#)

Step 3: Confirm your current password, create and confirm new password, and set challenge questions.

Your new **password must not contain your username** and must include at least:

- 8 characters
- 1 uppercase character
- 1 lowercase character
- 1 number

Select your four challenge questions (from a dropdown list of eight) - these will allow you to reset your password manually in the future. Please be aware that the answers to your challenge questions are **case sensitive**. Select 'Submit'

The screenshot shows the 'LAA Portal Self Service' interface. At the top left is the GOV.UK logo. The main heading is 'LAA Portal Self Service'. On the right, there is a user profile indicator 'ACOX' with a dropdown arrow and a 'Logout' link. The central form is titled 'Password Management' and includes a 'Submit' button and a note '* Required field'. The form contains three password fields: 'Old Password', 'New Password' (with an information icon), and 'Re-Type New Password'. Below these is a section for 'Register challenge questions for your account' with four rows, each containing a question dropdown and an answer text field.

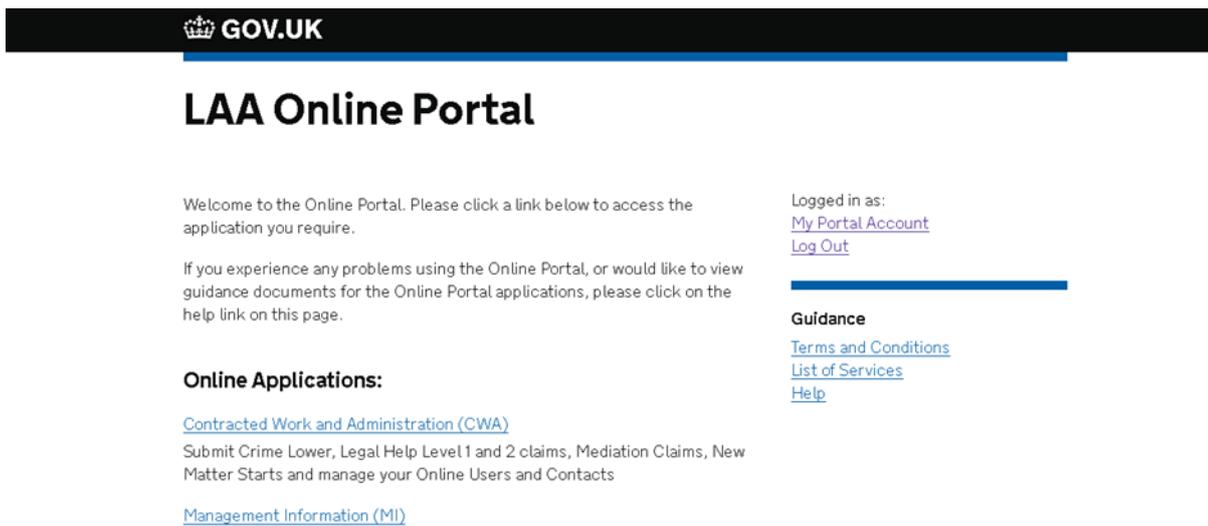
Step 4: You will be redirected to the home page, from which you can select the appropriate application to open.

The screenshot shows the 'LAA Online Portal' home page. At the top left is the GOV.UK logo. The main heading is 'LAA Online Portal'. The page content is divided into two columns. The left column contains a welcome message, a link to 'My Portal Account', and a 'Log Out' link. The right column contains a 'Logged in as:' section with the same links. Below this is a 'Guidance' section with links for 'Terms and Conditions', 'List of Services', and 'Help'. The bottom section is titled 'Online Applications:' and lists 'Contracted Work and Administration (CWA)' and 'Management Information (MI)'. The 'CWA' section includes a description: 'Submit Crime Lower, Legal Help Level 1 and 2 claims, Mediation Claims, New Matter Starts and manage your Online Users and Contacts'.

Resetting your password and challenge questions

For a short video on how to reset your password and challenge questions in the new Portal please visit the [CCMS Training Website](#) (video will load automatically).

Step 1: Log in to the Portal with your username and password. Select the ‘My Portal Account’ option from the top righthand corner of the screen.



The screenshot shows the LAA Online Portal homepage. At the top is the GOV.UK logo. Below it is the title "LAA Online Portal". The main content area is split into two columns. The left column contains a welcome message, a link to access applications, and a link to view guidance documents. The right column contains a "Logged in as:" section with links for "My Portal Account" and "Log Out". Below that is a "Guidance" section with links for "Terms and Conditions", "List of Services", and "Help". At the bottom of the left column is an "Online Applications:" section with links for "Contracted Work and Administration (CWA)" and "Management Information (MI)".

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LAA Online Portal

Welcome to the Online Portal. Please click a link below to access the application you require.

If you experience any problems using the Online Portal, or would like to view guidance documents for the Online Portal applications, please click on the help link on this page.

Online Applications:

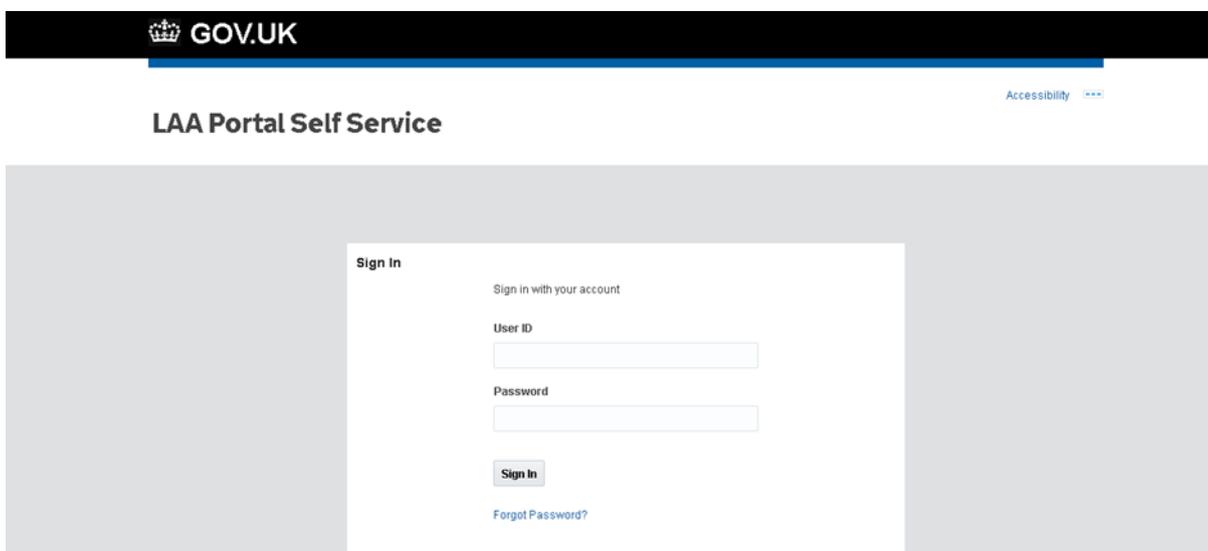
- [Contracted Work and Administration \(CWA\)](#)
Submit Crime Lower, Legal Help Level 1 and 2 claims, Mediation Claims, New Matter Starts and manage your Online Users and Contacts
- [Management Information \(MI\)](#)

Logged in as:
[My Portal Account](#)
[Log Out](#)

Guidance

- [Terms and Conditions](#)
- [List of Services](#)
- [Help](#)

Step 2: Confirm your identity by re-entering your username and password on the LAA Portal Self Service page



The screenshot shows the LAA Portal Self Service sign-in page. At the top is the GOV.UK logo. Below it is the title "LAA Portal Self Service". The main content area is a sign-in form with the following elements: "Sign in with your account", "User ID" input field, "Password" input field, a "Sign In" button, and a "Forgot Password?" link. An "Accessibility" link is visible in the top right corner.

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LAA Portal Self Service

Accessibility

Sign In

Sign in with your account

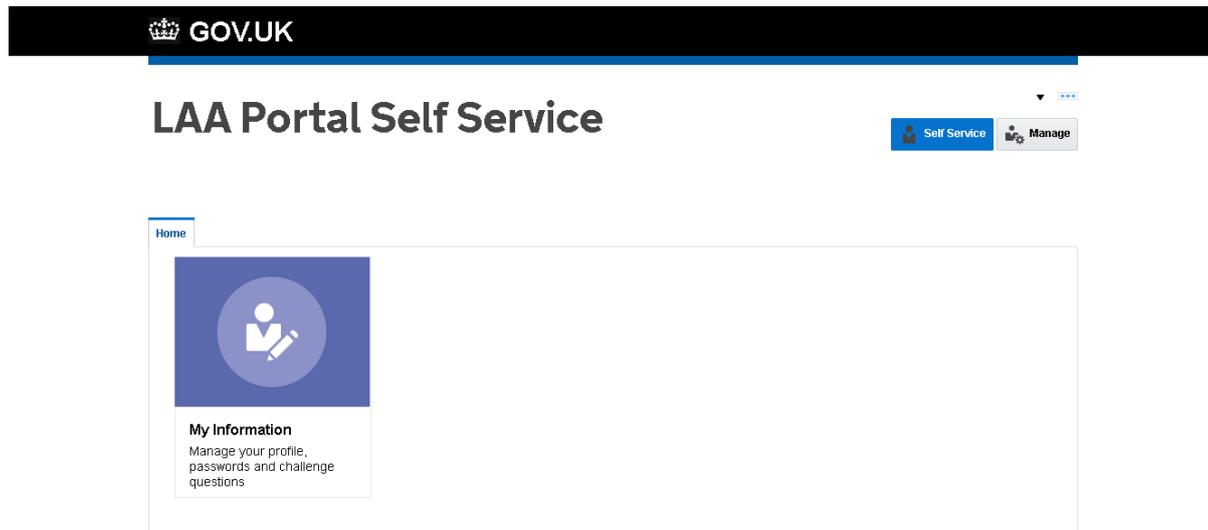
User ID

Password

Sign In

[Forgot Password?](#)

Step 3: Select 'My Information' from the top righthand corner of the screen. Please do not select the 'Manage' tab, currently this will only generate a blank screen.



Step 4: Reset your challenge questions and password.

The 'Change Password' tab can be expanded by selecting the grey arrow to the left of the text. Your new password **must not contain your username** and must include at least:

- 8 characters
- 1 uppercase character
- 1 lowercase character
- 1 number

Select 'Apply'

If you wish to update your challenge questions please select four questions from the dropdown menu. The answers to your challenge questions **are case sensitive**. Once you are happy with your responses select 'Apply'.

Frequently Asked Questions

1 The Portal

1.1 What is the LAA Portal?

The LAA Portal supports seven applications that are central to the core functions of the business. These applications are:

- Contracted Work and Administration (CWA)
- Client Cost Management System (CCMS)
- eForms
- Crown Court Remuneration (CCR)
- Crown Court Litigation Fees (CCLF)
- Oracle Business Intelligence Enterprise Edition (OBIEE)
- Management Information (MI)

2 Password Resets

2.1 Will I be able to use the same username and password?

Usernames are not changing and you will be able to access the upgraded Portal using your existing username.

You will however need to change your password the first time you log in to an application following its move to the upgraded Portal. As part of the password reset you will also need to set four challenge questions so that you can use the self-service password reset if you ever forget your password in the future. We will be in touch with users ahead of outages that will affect their log in processes.

2.2 I am a provider trying to log in for the first time following the upgrade, but I can't remember my password. What should I do?

If you are unable to remember your login details please contact the Customer Service Team on 0300 200 2020. You will be sent an email with a temporary password. You can use this to log in, you will then be prompted to create a set of challenge questions and update your password.

2.3 I was able to log in to the Portal for the first time and set my challenge questions following the upgrade, but now I've forgotten new my password. How do I reset it?

If you've forgotten your password you should select the 'Forgotten Password' link on the login page. You will then be prompted to answer the challenge questions that you set following the Portal upgrade. If you answer these correctly, you will be able to create a new password yourself.

If you answer your challenge questions incorrectly you will have to contact the Customer Service Team on 0300 200 2020. You will be forwarded a temporary password that you can use to log in. From here, you will be prompted to create a new password and challenge questions.

2.4 Are there any parameters that my new password must adhere to?

Yes, your password **must not contain your username** and must include at least:

- 8 characters
- 1 uppercase character
- 1 lowercase character
- 1 number

2.5 In the upgraded Portal will I need to clear my cache before I can reset my password?

No, in the upgraded Portal you will no longer need to clear your cache to reset your password.

2.6 I am trying to log in to the upgraded Portal but I cannot remember my password, how many attempts do I have to log in before the Portal locks me out?

You will have ten attempts to correctly input your username and password, after this you will be locked out of the Portal for thirty minutes. At this stage you can either wait thirty minutes or try again, or you contact the Customer Service Team on 0300 200 2020.

2.7 I am trying to log in to the upgraded Portal but I have forgotten my password and I have received an error message advising that I contact my System Administrator. What should I do?

Please contact the Customer Service Team on 0300 200 2020.

3 Using the Portal

3.1 Which internet browser should I use to access the Portal?

We recommend that you access the Portal using Firefox, Internet Explorer or Chrome.

3.2 Is there a timeout period on the new Portal?

As long as a session is not idle for more than 60 minutes at a time, you will be able to access the Portal for up to 8 hours before you are required to re-authenticate your session by entering your username and password.

3.3 Following the upgrade will the process for creating new users be different?

No, the existing processes for creating new users for the Portal and all other applications will stay the same, except in Crown Court Litigator Fee (CCLF) where users can now be created by your CCLF system admin without contacting the Customer Service Team. You can find more information on this here: [CCLF Online User Guides](#)

3.4 After I've created my challenge questions will I be able to change them?

Yes, you will be able to do this through the link on the landing page.

3.5 Will the current rolling message function be available in the new Portal?

The Portal will have an upgraded message function.

3.6 Will usernames still continue to be saved to the browser?

Providing that your browser allows for this then you will still be able to save your username in the Portal.

3.7 I am a provider and I have a question that's not covered in these FAQs, who should I contact?

If you have a question that's not answered by this guidance please contact your contract manager.