



Legal Aid
Agency

CCMS Means Test Review Outage

Wednesday 2nd August 2023

CCMS Updates to be Implemented:

What:

As part of the implementation of the Means Test Review (MTR) legislation, we are updating CCMS with the relevant rules to facilitate the start date for this work. This will necessitate CCMS being unavailable to all users for a short period.

When:

The CCMS downtime will run from 5pm on 2nd August 2023 until Midnight

If there are any changes to this timetable, we will communicate them as soon as possible.

Why:

This work is a necessary to ensure CCMS reflects the changes in legislation from MTR.

Required Provider Actions:

There should be minimal impact for providers and counsel as part of the migration programme. All users should ensure that they click on the **Save & Return** link in the Portal for any work they have not completed before 5pm on Wednesday 2nd August 2023.

This applies to all pieces of work currently in CCMS, including:

- Applications
- Amendments



- Bills
- Outcomes
- Notification Updates

Failure to click the **Save & Return** link may lead to any unsaved work being lost.

Once the update is complete, CCMS users will be able to log in to CCMS using the Portal as normal. There will be no visual changes to CCMS and the log in process will remain the same.

Contact LAA:

If you have urgent work that needs completing during this period, you will still be able to contact our call centre on 0300 200 2020.

If there are any issues with CCMS when it is live again, then you can contact our Online Support Team at Online-Support@Justice.gov.uk. However, please refer to any messages on the LAA Portal for more information on Tuesday morning prior to contacting the team.