

## Using CCMS- advice for advocates

This document is for advocates who have been instructed on a case managed by the Legal Aid Agency's Client and Cost Management System (CCMS).

We have outlined the following steps, and highlighted available information resources, so that you can start using CCMS to claim costs.

### Are you registered for CCMS?

1. To access the system to submit claims for costs, you need to register.
2. If you have registered, you will have received a user name and password allowing you to access your individual advocate account.
3. If you haven't registered, please email the CCMS team at [ccmstranche1@legalaid.gsi.gov.uk](mailto:ccmstranche1@legalaid.gsi.gov.uk) who will take this forward with you.
4. You can find out about accessing your account by clicking the link below and opening the '**Logging in to CCMS**' quick guide.

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources/quick-guides#go%20live%20quick%20guides>

5. If you can't access your account, or have forgotten your username or password, please email the Online Support Team at [Online-support@legalaid.gsi.gov.uk](mailto:Online-support@legalaid.gsi.gov.uk)

### User set-up

1. Once you have access to your account, you need to register and set up other users (to enable clerks to submit claims on your behalf).
2. The '**Registering a user and granting access to CCMS**' and '**Guide to Chambers and Counsel access**' guides contain all the information you need to set up users on the system. Follow the link below.

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources/quick-guides#go%20live%20quick%20guides>

3. If you want to submit your claims yourself, you don't need to set up other users.

### I have been instructed by a provider using CCMS - where can I find the case?

1. The provider should assign you to their case in the CCMS system.

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2. When you log in and search for cases, you should see the name of the case.
3. You can find out how to search for cases using the 'Introduction to CCMS' guide at the link below.

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources/quick-guides#training%20quick%20guides>

4. If you cannot find the case on which you are instructed, please contact the provider to progress this.

5. You can see a list of the providers using CCMS here:

<http://ccmstraining.justice.gov.uk/tranche-1-resources/providers-using-ccms>

I have been instructed and am registered on CCMS - can I submit a claim?

1. You can submit a claim for costs for work undertaken if:
  - a. you have been assigned to the case by your instructing solicitor and
  - b. they have given you sufficient funds in your individual cost limit
2. You can see the cost limit allocated to you when you click into the case.
3. If there are no / insufficient funds for your claim, the system will not let you progress - you will need to raise this with your instructing solicitor and discuss an increase in your individual cost limit.
4. If you have sufficient funds in your individual cost limit, you can submit a claim for work undertaken in accordance with the public funding certificate, via CCMS.
5. You can find more information on how to submit a claim by accessing the Training Quick guides.

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources/quick-guides#training%20quick%20guides>

Further information and support

1. CCMS Website

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources>

This includes all of the documents referred to in this letter, alongside other relevant information.

2. Online CCMS Training Modules

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Register for online training designed for advocates and chambers and complete the modules at any time, depending on your use of CCMS. Click on the purple 'Training' tab at the top of any page of the website.

### 3. Quick Guides

The quick guide webpage contains all the guides referenced above, along with other useful quick guides relevant to counsel.

<http://ccmstraining.justice.gov.uk/tranche-1-resources/counsel-resources/quick-guides>

### 4. LAA Online support

If you encounter technical CCMS difficulties, please email our online support team: [Online-support@legalaid.gsi.gov.uk](mailto:Online-support@legalaid.gsi.gov.uk)

### 5. Bar Contract Manager

If you have an assigned Bar Contract Manager, you can contact them about any other legal aid or CCMS queries.