

6 September 2017

LAA Online Portal Upgrade - CCCG brief

What's Happening?

From the 11 September all Portal users will need to login to a new Portal to access:

- CCMS.
- CWA
- CCLF
- CCR
- eForms
- OBIEE
- ERIC MI (Financial Statements)

To enable the upgrade to the new Portal there will need to be outages to the current & new Portal as well as the applications listed above. The outage will take place over the weekend commencing 8 September and will end the morning of the 11 September.

CWA will be unavailable from 3pm Friday whilst the portals and all other applications will be offline from 5pm. Following the upgrade the new Portal and the applications it is used to access will be available from 7am Monday 11 September.

During the outage all Portal applications will be unavailable for providers to use.

Why are we doing this?

The new portal will have improved security, stability, quicker log in times, and a performance status bar.

How will Providers be impacted?

From 11 September you will need to access the new Portal using the link below:

<https://portal.legalservices.gov.uk/LAAPortal/pages/home.jsp>

The first time you log into the new portal you will be prompted to create a new password before setting four challenge questions and answers. This will enable you to reset your password should you forget it in the future.

If you cannot remember your password when you attempt to login you will need to submit a request for it to be reset by emailing Portalpasswordresets@legalaid.gsi.gov.uk

If you experience any technical issues you should contact LAAportalupgrade@legalaid@gsi.gov.uk