



Legal Aid
Agency

Contracted Work & Administration User Guide for Providers

Section 1: Getting Started

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Getting Started

Introduction

This User Guide has been created to guide you through using the Contracted Work & Administration (CWA) system. The User Guide is divided into four sections:

1. Getting Started
2. Submissions
3. Bulk Load Submissions
4. Administration

Each section of the User Guide is available as a separate document on the Gov.uk Website. This is the Getting Started User Guide.

In this guide we will look at logging in and out of LAA Online, Navigating to CWA and changing your user role and logging out.

User Names and Passwords

You will receive email confirmation of your LAA Online user name and password. These emails will also contain a link to the LAA Online login page and a link to the LAA Online pages on the Justice Website.

Your user account is linked to the organisation that you work for. Each organisation will have at least one user set up as a System Administrator.

Your CWA Firm Sysadmin user in your organisation can create and modify user accounts for your organisation.

Logging In

Click on the link to LAA Online from the email or go to:

<https://lsconline.legalservices.gov.uk/>

This is the Online Portal login screen:



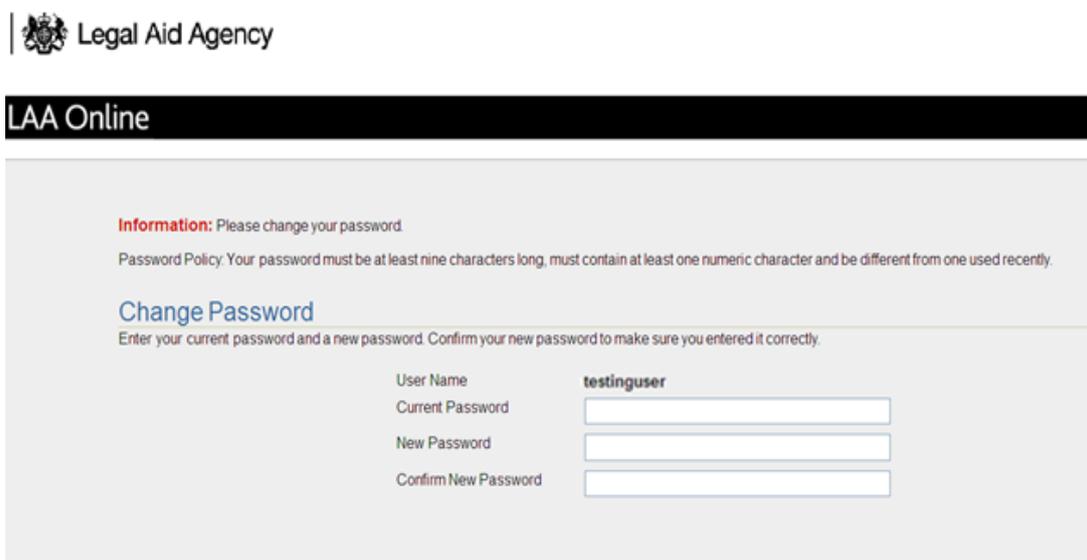
The screenshot shows the "LAA Online – Portal Sign In" page. At the top, there is a black header with the text "LAA Online – Portal Sign In" in white. To the right of the header, there are links for "Help", "Terms & Conditions", and "List". Below the header, the main content area is light gray. It contains the following text: "To sign in to the Online Portal please enter your User Name and Password. By logging in to this Portal you accept the [Terms & Conditions](#)." Below this text are two input fields: "User Name" and "Password". To the right of the "Password" field is an "OK" button. At the bottom left of the form area, there is a link: "[To request a new password or to unlock your account - Click here.](#)".

1. Enter your User Name and Password. Note that password fields are case sensitive.
2. Click OK to login to LAA Online.

Note: The link, [To request a new password or to unlock your account](#). Click on this link to request a new password. You will receive the new password by email. You can also use this if you have locked your account to get a new password

First Time Login

The first time you login you will be asked to change your password on the Change Password screen. We recommend that you copy and paste the password from the email sent to you by LAA to avoid typing errors. If your password is in a PDF document you can copy by clicking 'Tools' then 'Select' at the top of the PDF document. You should then be able to copy and paste as normal.



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LAA Online

Information: Please change your password.
Password Policy: Your password must be at least nine characters long, must contain at least one numeric character and be different from one used recently.

Change Password
Enter your current password and a new password. Confirm your new password to make sure you entered it correctly.

User Name	testinguser
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

1. Start by entering your old/current password. Initially, this will be the password you have been sent. Remember that password fields are case sensitive, it may be better to copy and paste.
2. Enter your new password. The password should be a minimum of **9** characters with a mixture of alpha and numeric characters.
3. Finally, confirm the new password by re-entering it.
4. Click **OK** to confirm the password change.

You are returned to the Login screen, to log in to the site



The screenshot shows the 'Online – Portal Sign In' interface. At the top, there is a black header with the text 'Online – Portal Sign In' in white. To the right of the header, there are links for 'Help' and 'Terms & Cond'. Below the header, the main content area has a light gray background. It features an error message in red text: 'Error: You must enter your logon password.' Below this, there is a paragraph of instructions: 'To sign in to the Online Portal please enter your User Name and Password. By logging in to this Portal you accept the [Terms & Conditions](#).' There are two input fields: 'User Name' and 'Password', each with a corresponding text box. To the right of the 'Password' field is an 'OK' button. At the bottom left, there is a link: '[To request a new password or to unlock your account - Click here](#)'.

1. Enter your Username.
2. Enter your new Password.
3. Click **OK** to login to LAA Online.

Passwords

You will be asked to choose a new password every 60 days for security purposes. The process will be the same as steps 1-6 above, except 'old password' will be the password you have been using to log in.

Note that password fields are **case sensitive**.

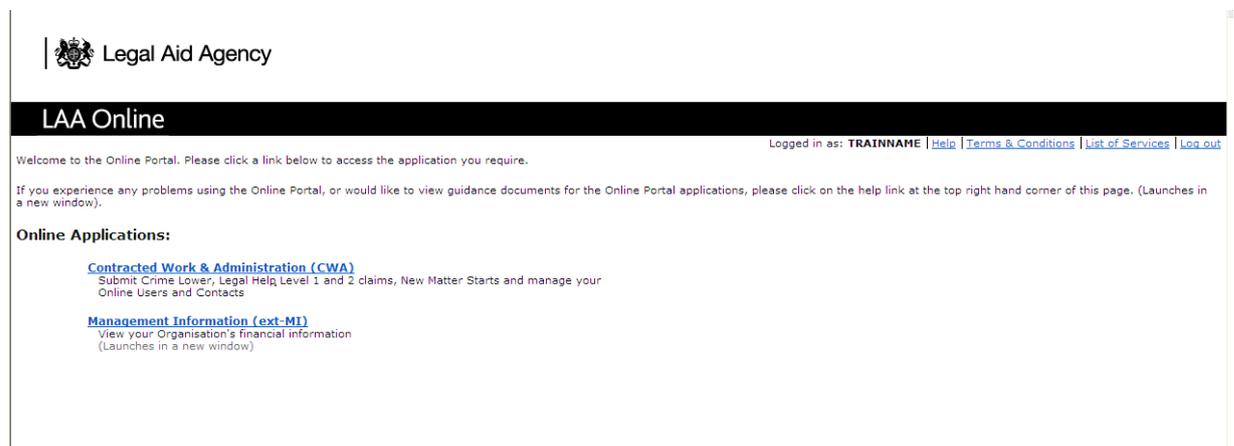
LAA Online Welcome Screen

Once you are logged in you will be directed to the LAA Online Welcome Screen. A list of the LAA Applications that you have access to will be displayed.

The current LAA Online Applications are:

- Contracted Work and Administration (**CWA**)
- Crown Court Litigators Fee (**CCLF**), which is used by some Crime providers
- Management Information (**MI**)
- Electronic Forms (**eForms**)
- Client and Cost Management System (**CCMS**)

Click on the link to Contracted Work and Administration (**CWA**)



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LAA Online

Logged in as: **TRAINNAME** | [Help](#) | [Terms & Conditions](#) | [List of Services](#) | [Log out](#)

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

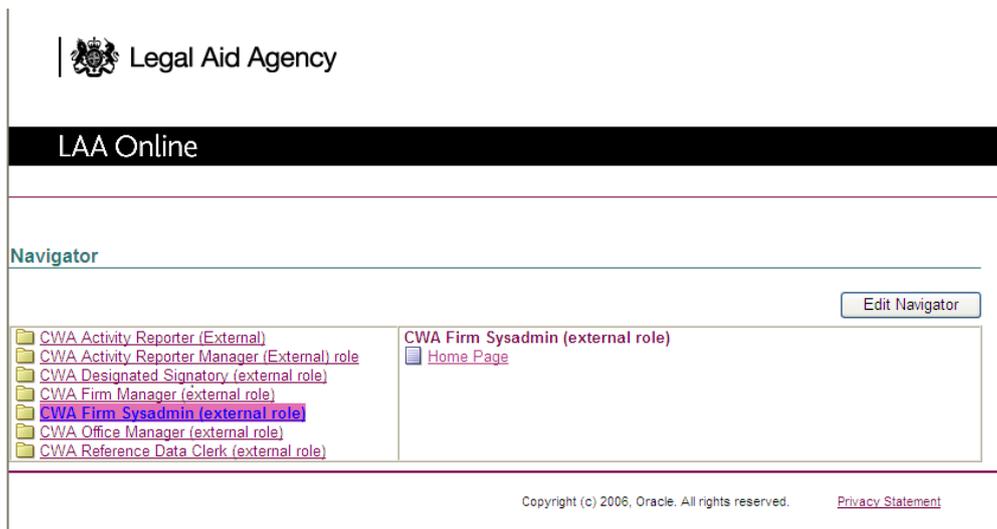
If you experience any problems using the Online Portal, or would like to view guidance documents for the Online Portal applications, please click on the help link at the top right hand corner of this page. (Launches in a new window).

Online Applications:

- [Contracted Work & Administration \(CWA\)](#)
Submit Crime Lower, Legal Help, Level 1 and 2 claims, New Matter Starts and manage your Online Users and Contacts
- [Management Information \(ext-MI\)](#)
View your Organisation's financial information
(Launches in a new window)

The Navigator Screen

You are directed to the Navigator screen. If you have been given access to more than one role, you will need to select a role from the list before you can continue.



Each role has access to a specific area of the system. Please refer to **Appendix A** for more information about these roles. If the role that you require is not displayed, please contact the CWA Firm Sysadmin user in your firm.

CWA Home Screen

CWA is divided into three main areas:

- Activity Management
- Contract Management
- Admin

When you have chosen a user role you will be taken to the CWA home screen for that role. You will see tabs near the top of the screen which link to the areas within CWA, as well as a **Home** tab. The tabs you see will depend on the user role you have currently selected.

LAA Online

[Home](#) [Orders](#) [Admin](#)

Notifications [Full List](#)

Subject	Date
No results found.	

Documents At A Glance [Full List](#)

Number	Description	Date
CDS/0A101K/11		21-Mar-2013 15:03:17
414434		21-Mar-2013 13:57:58
0A101K/SCC/15		21-Mar-2013 13:38:20
414431		21-Mar-2013 13:13:05
0A101K/2013/15		18-Mar-2013 15:48:28

Contract Management

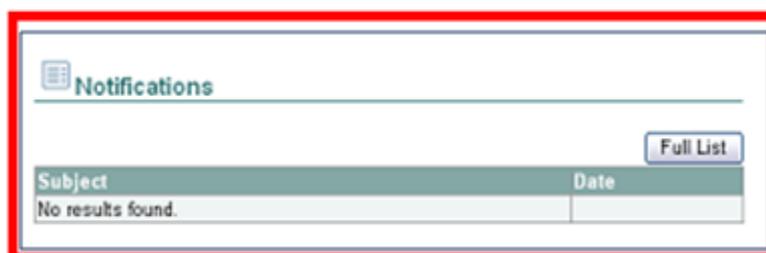
- [Schedules](#)
- [All Documents](#)
- [Document History](#)

Note that Contract Management is found under the **Orders** tab.

The options available will change depending on the role that you selected on the Navigator screen. In the example above, we have logged in under the CWA Firm Sysadmin User role.

Notifications

On the left of the Home Screen you will see the heading 'Notifications'. These are sent to you from the LAA to confirm actions that have been taken in CWA and to advise you of any changes that the LAA has made, e.g. a modification to an outcome that has been submitted.



If you navigate away from the Notifications screen you can access it again using the **Home** tab.

Activity Management Tab

Submissions can be made to the LAA in the Activity Management area of CWA.

The Activity Management area is divided into 3 sections:

- Bulk Load
- Submission List
- Previous Submissions

These options can be accessed from the menu bar.

The screenshot displays the LAA Online web interface. At the top, a black header bar contains the text "LAA Online". To the right of this header are links for "Home", "Logout", and "Preferences". Below the header is a purple navigation bar with three tabs: "Bulk Load", "Submission List", and "Previous Submissions". The "Bulk Load" tab is highlighted with a red rectangular box. To the right of this bar are three buttons: "Home", "Activity Management", and "Orders". Below the navigation bar, the page title is "Bulk Load File Selection". A note states "* Indicates required field". There is a "Next" button in the top right corner. Under the "Selection" heading, the "Firm Name" is set to "TRAINING & CO". The "Bulk Load File" field is empty, with a "Browse..." button next to it. A second "Next" button is located at the bottom right of the form area. At the very bottom of the page, there is a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved." and a link to the "Privacy Statement".

Contract Management Tab

The Contract(s) and Schedule(s) for the Firm can be found in Contract Management, which is accessed from the **Orders** tab.

The screenshot shows the LAA Online interface. At the top, there is a navigation bar with 'Home', 'Logout', 'Preferences', and 'Help'. Below this, there are tabs for 'Home', 'Activity Management', and 'Orders'. A purple bar contains links for 'Purchase Orders', 'Agreements', and 'Purchase History'. The main content area is titled 'All Documents' and includes a 'Views' section with a dropdown menu set to 'Last 25 Documents' and a 'Go' button. Below this is a table of documents.

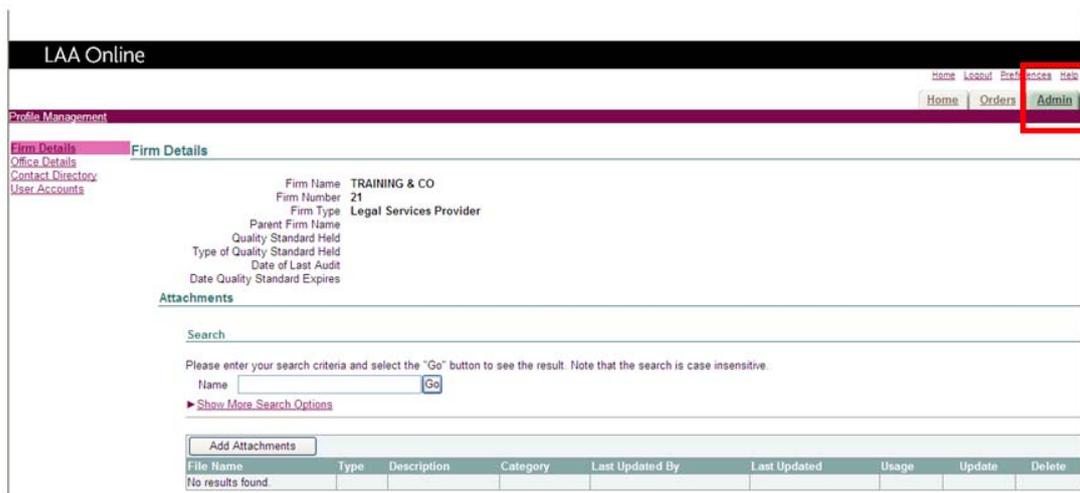
Number	Rev	Document Type	Description	Order Date	Contact	Attachments
CDS/0A101K/11	0	Schedule		21-Mar-2013 15:03:17	App Ms Con	
414434	0	Contract		21-Mar-2013 13:57:58	App Ms Con	
0A101K/SCC/15	0	Schedule		21-Mar-2013 13:38:20	App Ms Con	
414431	0	Contract		21-Mar-2013 13:13:05	App Ms Con	
0A101K/2013/15	0	Schedule		18-Mar-2013 15:48:28	App Ms Con	
414421	0	Contract		18-Mar-2013 14:42:54	App Ms Con	

CWA refers to contracts and schedules as documents. They are listed here for you to view. Click on the document number to view the actual contract/schedule.

Admin Tab

Admin is broken down into 4 areas. These can be accessed from the menu on the left of the screen after you have selected the **Admin** tab. The four areas are:

- Firm Details
- Address Book
- Contact Directory
- User Accounts.

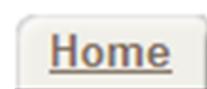


Returning Home

Please note that there are 2 home options. The purple 'Home' link near the top of the screen will take you back to the Navigator screen.



The other **Home** tab will return you to the main screen for the role you have chosen.



Quick Links to Contracts

The **Home** tab displays links to **Contract Management** and **Documents at a Glance**. These are shortcuts to accessing the contract(s) and schedule(s) for your firm.

The screenshot shows the LAA Online interface. At the top, there is a navigation bar with the following tabs: Home, Activity Management, and Orders. The 'Home' tab is highlighted with a red box. Below the navigation bar, there are three main sections:

- Notifications:** A section with a 'Full List' button and a table showing 'No results found'.
- Documents At A Glance:** A section with a 'Full List' button and a table containing the following data:

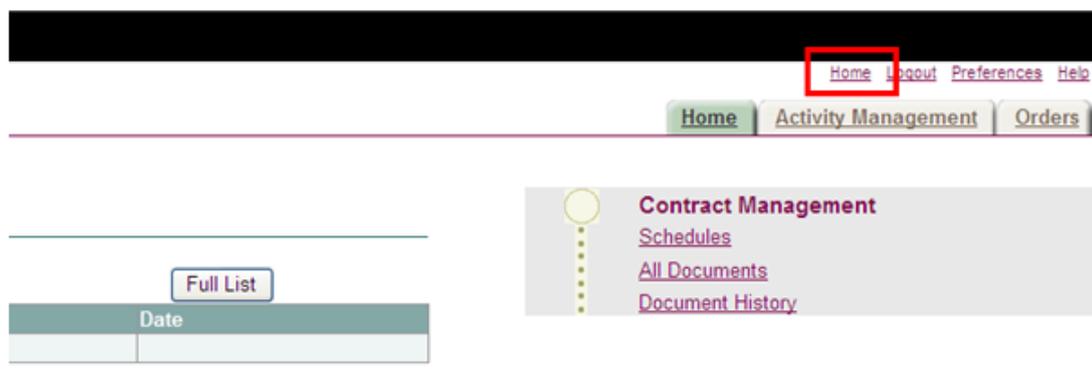
Number	Description	Date
COG/0A101K/11		21-Mar-2013 15:03:17
434434		21-Mar-2013 13:57:58
0A101K/SCC/15		21-Mar-2013 13:38:20
434431		21-Mar-2013 13:13:05
0A101K/2013/15		19-Mar-2013 15:48:28

- Contract Management:** A section with a 'Full List' button and a list of links: Contract Management, Schedules, All Documents, and Document History. This section is also highlighted with a red box.

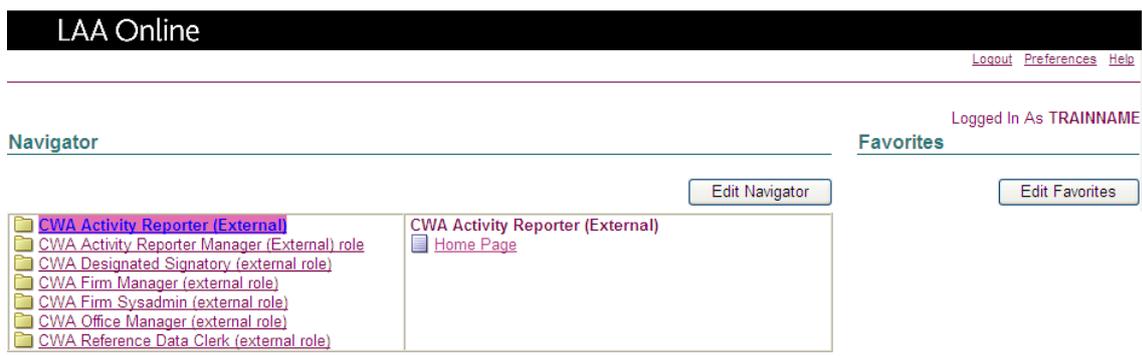
Switching Roles

You may find that you will need to switch between roles when using CWA. Remember not all roles have access to the same functionality. To switch roles, you need to go to the **Navigator** screen.

Click on the purple 'Home' link at the top of the screen to return to the Navigator screen.

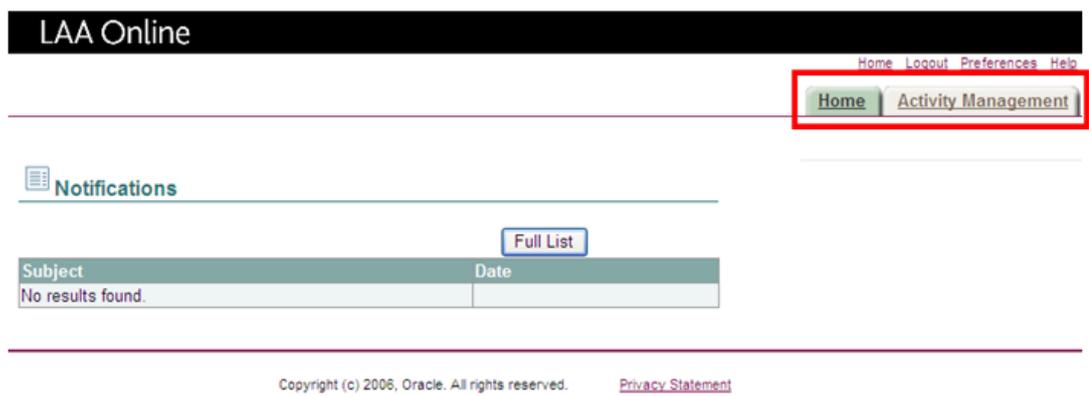


Click on the User Role that you require.



You will be taken back to the Home page for the new role that you have selected.

This is an example of the Home page for the **CWA Activity Reporter** role. Notice that the **Admin** and **Orders** tab are not displayed for this role.



Navigating CWA

It is important that you follow the links on the actual CWA system to navigate around the screens.

Please **do not use** the **Back**, **Forward** and **Home** buttons on your Internet Browser. These buttons can cause problems when using the system and you may force you to log out of the system in the middle of any activity.

Internet Browser

Back and Forward Buttons

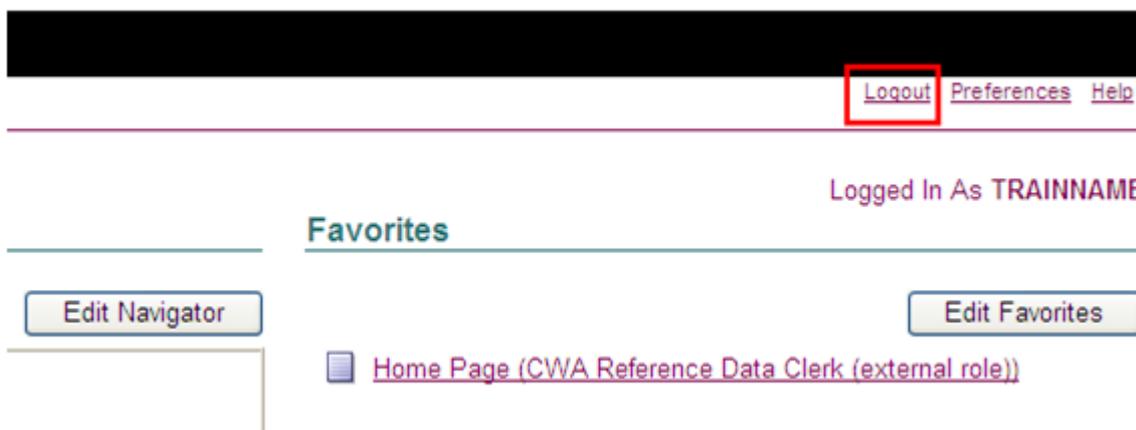


Internet Browser Home Button



Logout

When you have finished using CWA, click on the **Logout** link in the top right corner of the screen.



Do not use the  button in the top right corner of the screen as this will not log you out correctly.

Also note, if you are inactive for more than 30 minutes whilst logged in to CWA (i.e. you do not click anywhere on the screen) you will automatically be logged out.

After you have clicked on logout, you will be returned to the login screen. You can now close this screen by clicking on the  in the top right corner.

LAA Online – Portal Sign In

A screenshot of the LAA Online Portal Sign In screen. The page has a black header bar with the text 'LAA Online – Portal Sign In'. In the top right corner, there are links for 'Help', 'Terms & Conditions', and 'List r'. The main content area is a light gray box containing the following text: 'To sign in to the Online Portal please enter your User Name and Password. By logging in to this Portal you accept the [Terms & Conditions](#).' Below this text are two input fields: 'User Name' and 'Password'. To the right of the 'Password' field is an 'OK' button. At the bottom of the sign-in box, there is a link: 'To request a new password or to unlock your account - Click here.'

Appendix A - CWA User Roles Explained

Users can be assigned multiple roles depending on their job responsibilities. The same role can be assigned to multiple users depending on the needs of the organisation.

CWA Firm Manager

Applies if:

- Responsible for managing your organisation's performance whether multiple office or single office organisation

What you can do:

- View financial statements for the whole organisation
- View and print out previous Crime/Civil submissions for the whole organisation
- Search for individual Crime/Civil claim outcomes for the whole organisation

Notes:

Do not apply Office restrictions to users with the Firm Manager role

CWA Office Manager

Applies if:

- Responsible for managing an individual office's performance in a multiple office organisation

What you can do:

- View financial statements for that individual office
- View and print out previous Crime/Civil submissions for that individual office
- Search for individual Crime/Civil claim outcomes for that individual office

Notes:

- Please apply Office level restrictions to all Office Manager users. This will ensure they are only able to view the office they are associated to.
- If a user needs to view all offices within an organisation or is part of a single Office firm please assign the Firm Manager role instead.

CWA Activity Reporter

Applies if:

- Responsible for entering new Crime/Civil claim outcomes
- Responsible for managing cases i.e. caseworker or solicitor

What you can do:

- Enter new Crime/Civil claim outcomes line by line
- Bulkload new Crime/Civil claim outcomes
- View and print previous Crime/Civil submissions
- Search for individual Crime/Civil claim outcomes

CWA Activity Reporter Manager

Applies if:

- Responsible for entering crime/civil claim outcomes and making the final submission
- Responsible for making the final submission once crime/civil claim outcomes have been entered by provider activity reporter

What you can do:

- Enter new Crime/Civil claim outcomes line by line
- Bulk load new Crime/Civil claim outcomes
- View and print previous Crime/Civil submissions
- Search for individual Crime/Civil claim outcomes
- Review claim data entered by Activity Reporters prior to submission
- Submit completed Crime/Civil claim outcomes by the 20th of each month

CWA Firm Sysadmin

Applies if:

- Responsible for setting up and giving access to LAA Online users in the organisation
- Responsible for IT support within your organisation
- Responsible for administration at a high-level with knowledge of organisation's structure and hierarchy

What you can do:

- Set up new users
- Assign new roles to users
- Restrict users to specific offices within your organisation

CWA Designated Signatory

Applies if:

- Responsible for accepting, rejecting or querying new contracts

What you can do:

- Accept new contracts
- Reject new contracts
- Query new contracts

Other roles:

The role of **CWA Reference Data Clerk** is not currently in use by the LAA. Therefore please do not assign this role to any person in your organisation.

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