



Legal Aid
Agency

LAA Online Portal Help and Contact Information

Contact us

If you are experiencing technical difficulties, please contact the Online Support Team:

Online Support Opening Hours

Monday-Friday 09:00 - 17:00

Closed on Bank Holidays and Weekends

Telephone: 0300 200 2020

Email: online-support@justice.gov.uk

Further Information and Guidance Documents

Further information about the Legal Aid Agency and user guidance on how to use the Online Portal and applications can be found here:

www.justice.gov.uk/legal-aid

System availability

The Online Portal is available between 7am and 7pm Monday to Saturday (except bank holidays). The service is also available outside these hours, but may be subject to maintenance. You will be notified in advance when the system will not be available. Please do not attempt to use it during these times. The core hours may be reviewed and changed depending on the system usage.