



LAA Online Quick Guides

How to get the most from LAA Online

This short guide will give you some useful hints and tips for making the most of LAA Online. It is based on the calls providers have made to the LAA Online Support Team in recent months.

Managing your LAA Online users

Managing your LAA Online users effectively is the key to making the most of LAA Online and ensuring that your data is protected. The person in your organisation with the LAA Online role, CWA Firm System Administrator, is responsible for managing all your users.

Topic	Detail
Inactive Users	When an LAA Online user leaves your organisation or moves to a different role (which no longer requires system access), you must remove the access rights of this user to ensure your data is protect We will periodically disable inactive users (i.e. those users who have not logged into LAA Online for more than six months)
Setting office restrictions	If your organisation comprises more than one office, you can limit the access rights of users to specific offices. For instructions on how to do this, refer to the 'Modifying User Accounts' section of the detailed CWA user guide admin, available on Gov.uk.
Mergers/de-mergers	When the hierarchy of your organisation changes, we recommend that you review the users to ensure your data is protected. You may need to create new users, or remove users who are no longer part of your organisation. The LAA Online Team will contact you in the event of a merger or de-merger to discuss your user requirements and disable any users who have left your organisation

Logging into the LAA Online

Topic	Detail
Forgotten your password	If you forget your password, you can always click the 'To request a new password or to unlock your account' link on the Sign In screen. LAA Online will send you an email with the new password details. We recommend that you copy and paste the password from the email to avoid typing errors.
Choosing a new password	LAA Online will prompt you to change your password when you next log in after clicking 'To request a new password or to unlock your account'. You will need to choose a password of at least 9 characters, with a combination of letters and numbers.
Account locked?	If you enter your password incorrectly three consecutive times, LAA Online will lock your account. To unlock it, simply click 'To request a new password or unlock your account link to receive a new password.
More information	Go to the CWA pages on Gov.uk to find a LAA online: first-time log in quick guide and a more detailed User Guide CWA – Getting Started

Making your Submission in CWA

Topic	Detail
Finding your Schedule number	To find your current Schedule number, click on Submission List and look for your current Schedule in the list. You can then identify your current Schedule by looking for the Schedule with the most recent month.
Completing your submission	Ensure that you click the 'Submit' button when you have entered or loaded all your claim data to complete your submission. You risk not receiving your Standard Monthly Payment if you do not complete your submission by the monthly submission deadline.
Submitting earlier in the month	We always recommend that you make your submission as early as possible in the month. If you run into any problems, you will have more chance of speaking to your Contract Manager or LAA Online Support and resolving your query in time to meet the monthly submission deadline (20th of the month).
More Information	Go to the LAA Online pages on the gov.uk website to find a range of quick guides to help you with your submission. There are also two more detailed user guides: CWA Submissions and CWA Bulk load Submissions

Managing your LAA Online contacts and notifications

By keeping your LAA Online contacts up to date, you can ensure that you receive important information about LAA Online and any specific impacts on your submission, Contract or Schedule.

There are some contacts that your CWA Firm System Administrator can amend and others that only the LAA can amend.

Contact	Level	Detail	How to update contact
Liaison Manager	Whole organisation	Each organisation must have one Primary Contact, as specified in the Unified Contract (Contract Standard Terms Clause 3). This contact is set at organisation-level. The LAA will designate a contact with the title 'Liaison Manager' to be the 'Primary Contact' for your organisation.	Contact your Contract Manager to request change
Office details	Individual office	LAA Online holds contact information for each office in your organisation. This includes office email address, office postal and DX address, telephone and fax number.	Contact your Contract Manager to request change
Individual office contacts	Individual office	You can have individual contacts within each office in your organisation. This includes their names, job titles and email addresses.	CWA Firm System Administrator can change – no need to contact LAA

LAA Online will send an email notification in response to a range of events and actions. The most common notifications are listed below:

Notification Trigger	Notification Recipients
New / revised Contract	All registered Firm users and general office email address
New / revised Schedule	All registered Firm users and general office email address
Successful submission	CWA Activity Reporter Manager and CWA Office Manager
Rejected submission	CWA Activity Reporter Manager and CWA Office Manager
Amended outcome	Primary Contact email address (previous page)
New user	Specific user
New password	Specific user

Where to go for more information

Query	Where to go
Technical queries	<p>LAA Online Support (online-support@justice.gov.uk / 0300 200 2020).</p> <p>LAA Online web pages (https://www.gov.uk/submit-a-contracted-work-and-administration-cwa-claim-online), where you can find quick guides and more detailed guides to help you use LAA Online.</p>
Business queries (e.g. pricing and use of codes)	<p>Your Contract Manager is best placed to respond to any business queries.</p> <p>The LAA website has full details of codes, fees and Unified Contract terms.</p>