



General Notes

- The information below to be used when **NAVIGATING** within the eForms application.
- **NOT** all Tabs will be available to registered eForms Users - it depends on the eForm role you have been assigned.
- When searching use the **Refresh** button, to update any recent changes on your eForms account.

TABs



7 Tabs:

InTray - Messages - Saved Forms - Track Forms - New Forms - Offline - Administration

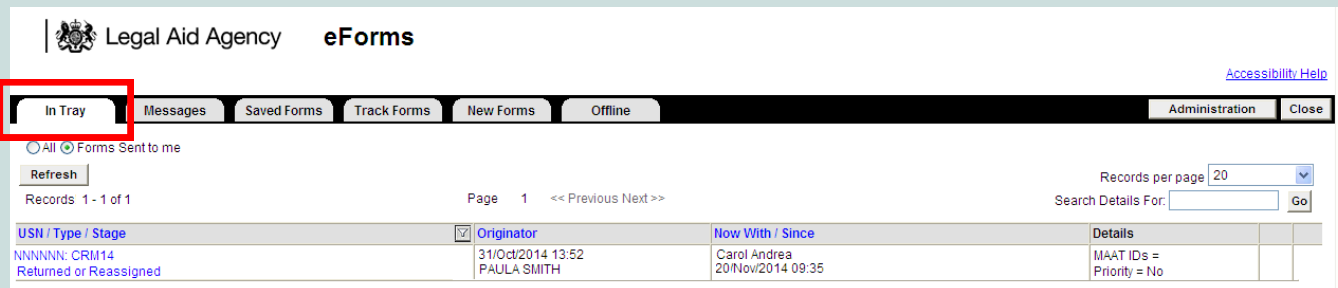
Note: You may not have all the tabs shown above, as they relate to the eForm role(s) you have been assigned by the eForms administrator.

eForms Administrator - will have all 7 tabs available.

eForms Author - will have 6 tabs available, but **NOT** the Administration tab.

eForms Reviewer - will have all 7 tabs available.

1. In Tray



Forms in the In Tray -

Sent for Review - these forms have been sent to be Reviewed - see *quick guide, eForms Reviewer Role*.

Returned (rejected) - these forms have been rejected by the LAA and require the further work to be completed before re-submitting.

Reassigned - these have been reassigned to another user by an eForms administrator- see *quick guides, Reassigning a CRM14 form and CRM14: Finding your Returned (rejected) or Reassigned Form*.

2. Messages

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Accessibility Help

In Tray Messages Saved Forms Track Forms New Forms Offline Close

Refresh Records per page 20

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Sent	Message	
10/Nov/2014 15:42	Dear Paula Smith Client Name: Davis Unique Submission Number (USN): NNNNNN Your client's CRM14 eForm has been processed and the overall result is: MAAT Reference: NNNNNN Result: Granted You will receive further documentation shortly.	Open
06/Nov/2014 15:51	Dear Paula Smith Client Name: James Unique Submission Number (USN): NNNNNN Thank you for submitting a CRM14 eForm. You will now be able to track the status of your client's application through the eForm system. You will receive a message when the application has been considered. For further assistance with eForms and contact details, please visit https://www.gov.uk/legal-aid-e-forms	Dismiss
06/Nov/2014 15:20	Dear Paula Smith Client Name: Davis Unique Submission Number (USN): NNNNNN Your client's CRM14 eForm cannot be processed and has been returned to you for the following reason:	Open

Messages are sent by the LAA to Users about the progress of their application. The messages are listed in date order with the last message sent being the first.

There are two types of message:

1. Informing of the progress of the submitted form.
2. Requesting further information.

NOTE: Messages requesting the user send further information is time limited, you will have 7 days to respond to the request (*a reminder message sent within 3 - 4 days*), if not responded to within this time period the form will be rejected outright and you will need to resubmit using the USN or submit a new form in the case of POA1s.

IMPORTANT NOTE: Messages sent for a CRM14 requesting the user send further information, do not have the option to attach the information via the message, the form is instead returned (*see 1. In Tray*) to the User to be resubmitted - *see quick guide CRM14: Finding your Returned (rejected) or Reassigned form.*

Open

When you click on Open, you should find the options to submit requested documents electronically or to send by post.

NOTE: If the option to attach a document is not available then the time limit (7 days) to respond to the message has expired and you will need to resubmit the form via New Forms - entering the USN (*create a new form based on a previously rejected form*).

Dismiss

When you click on Dismiss, you will have the option to remove the message from the Messages list.

3a. Saved Forms - Forms you created

USN / Type	Started	Last Viewed	Details
NNNNN: CRM14	31/Oct/2014 16:03	31/Oct/2014 16:09	MAAT IDs = Priority = Yes Provider Account No = Queue = Client Surname = Hayes Language = English
NNNNN: CRM14	31/Oct/2014 13:52	31/Oct/2014 15:46	MAAT IDs = Priority = No Provider Account No = Queue = Client Surname = Wilkinson Language = English
NNNNN: CRM14	23/Oct/2014 13:42	23/Oct/2014 13:46	MAAT IDs = Priority = Yes Provider Account No = Queue = Client Surname = Atwaters Language = English
NNNNN: CRM14	21/Oct/2014 14:48	23/Oct/2014 13:36	MAAT IDs = Priority = No Provider Account No = Queue = Client Surname = Samuel Language = English
NNNNN: CRM14	21/Jul/2014 16:13	11/Aug/2014 16:01	MAAT IDs = Priority = No Provider Account No = Queue = Client Surname = Hussain Language = English

Forms you created - these are all the forms you have started - those you have not submitted or resubmitted.

NOTE: Forms that have been reassigned to you will NOT be in this list.

3b. Saved Forms - Other Forms you are working on

USN / Type / Stage	Originator	Sent	Last Viewed	Details
NNNNN: CRM14 Returned or Reassigned	PAULA SMITH	20/Nov/2014 09:35	20/Nov/2014 15:50	MAAT IDs = Priority = No Provider Account No = 1A234B Queue = CAT Liverpool Client Surname = SMITH Language = English
NNNNN: CRM14 Returned or Reassigned	PAULA SMITH	03/Nov/2014 15:45	04/Nov/2014 08:56	MAAT IDs = Priority = Yes Provider Account No = 1A234B Queue = CAT Liverpool Client Surname = Language = English

Other forms you are working on - all forms reassigned or returned to you.

NOTE: Forms that have been reassigned or returned to you should be in the **In Tray**, if not found there, then in this list.

4. Track Forms

USN / Type / Stage	Originated / By	Now With / Since	De
NNNNN: CRM14 Caseworker Received	06/Nov/2014 14:34 PAULA SMITH	LAA/HMCTS 06/Nov/2014 15:05	MA Pri
NNNNN: CRM14 Initial	31/Oct/2014 16:03	31/Oct/2014 16:03	MA Pri
NNNNN: CRM14 Initial	31/Oct/2014 13:52 PAULA SMITH	31/Oct/2014 13:52	MA Pri
NNNNN: CRM14 Returned or Reassigned	31/Oct/2014 12:10	03/Nov/2014 15:45	MA Pri
NNNNN: CRM14 Initial	23/Oct/2014 13:42 PAULA SMITH	23/Oct/2014 13:42	MA Pri

Search Active Forms Only (Exclude Completed Forms)

Originator: (Any) [Set...]

Process Type: (Any)

Filter By Tracked Form Data

Stage: (Any)

Now With (contains):

Originated Between: (All dates are inclusive)

From Date: Day [] Month [] Year [23]

To Date: Day [] Month [] Year [23]

Last Processed Between:

From Date: Day [] Month [] Year [23]

To Date: Day [] Month [] Year [23]

Show Results Clear All Criteria

Tracked Forms - Track forms you created or Track specific form using the USN - include submitted forms - *uncheck box*.

NOTE: If you have the Administrator Role assigned you will also have the option to Track any form- using various filtering criteria i.e. Originator.

NOTE: You can NOT amend a form searched in **Track Forms** - see *quick guide Tracking Forms*.

5. New Forms

All forms available on the eForms application - Crime forms: CRM4, CRM5, CRM7 & CRM14, and Civil form - POA.

NOTE: You will only have access to the forms for the category of law you have a contract for i.e. either Crime and/ or Civil - see *quick guides on eForms CRM forms and POAs*.

NOTE: You can bulkload your submissions by using the Case Management Upload option - see *quick guide Uploading from a Case Management System*.

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In Tray Messages Saved Forms Track Forms **New Forms** Offline Administration Close

Case Management Form Upload

Case Management Form Upload...
Upload XML packages of forms

Crime Forms

CRM4 **Start New Form**
Application for prior authority to incur Disbursements in Criminal Cases (incorporates CRM 4a)

CRM5 **Start New Form**
Application for extension of Upper Limit

CRM7 **Start New Form**
Non-Standard Fee Contract Work Assessment Form

CRM14 English **Start New Form**
Application for Legal Aid in Criminal Proceedings (incorporates CRM15)

CRM14 Welsh **Start New Form (Cymraeg)**
Cais am Gymorth Cyfreithiol mewn Achos Troseddol (Ymgorffori CRM15)
NOTE: The use of these forms is restricted to solicitors within the regions/courts covered by our roll-out thus far.

CRM14 Evidence **Start New Form**
Supply additional evidence to support a previously submitted CRM14 application

Civil Forms

POA **Start New Form**
Claim for Payment On Account in Civil Cases
(including civil applications arising from criminal proceedings)

6. Offline

Offline - gives you access to Offline Crime Forms - see *quick guide Offline Form*.

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In Tray Messages Saved Forms Track Forms New Forms **Offline** Administration Close

[Click here to go to the Offline Crime Forms](#)

NOTE: The use of the Offline Crime Forms is restricted to solicitors who have been confirmed as included in the offline pilot.

7. Administration

Administration - an eForms administrator can access the messages of all forms submitted by eForms users in their firm, by choosing the user in Administration Options.

NOTE: Reassigning a form can only be done by the eForms administrator and only completed via Track Forms - see *quick guide, Reassigning a CRM14 form*.

If you require assistance with any of the above TABs information, contact the **Customer Services Team**.

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Accessibility Help

New Forms Offline **Administration** Close

Page 1 << Previous Next >> Records per page 20 Search Details For: [] Go

Originator	Now With / Since	Details
<input checked="" type="checkbox"/> 31/Oct/2014 13:52 PAULA SMITH	Carol Andrea 20/Nov/2014 09:35	MAAT IDs = Priority = No

Administration Options

Items marked * must be completed

Please select the user whose messages you wish to view:

* User PAULA SMITH **View Messages**

Close