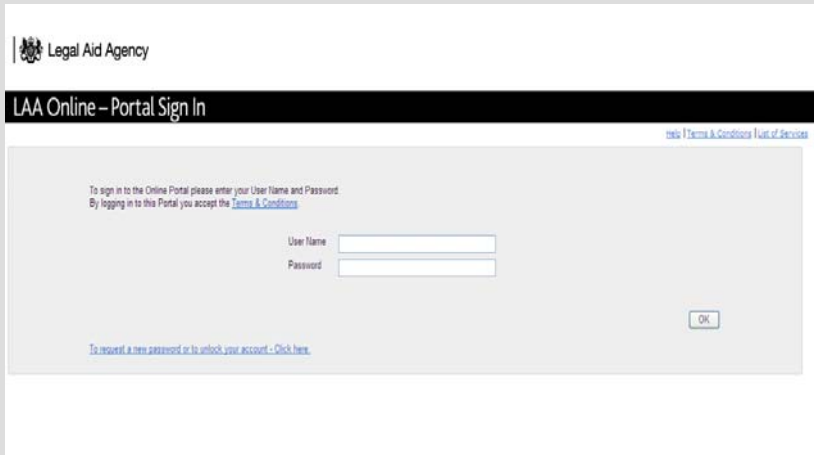




# LAA Online Quick Guides

## Logging In For The First Time

### Sign in Screen



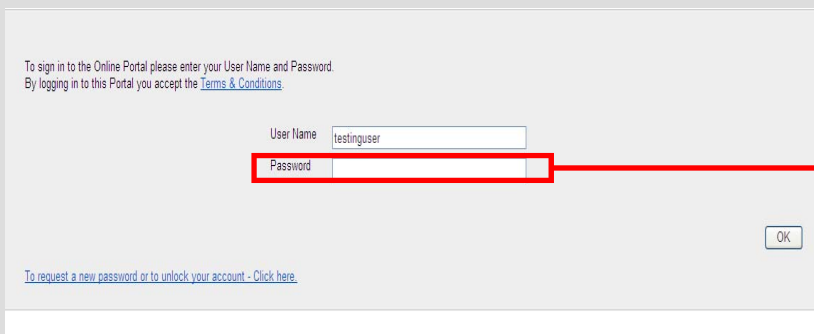
To access Online Portal go to: <https://sconlinesso.legalservices.gov.uk/sso/pages/login.jsp>

You will receive an email confirmation of your username and password.

If you do not have any user details, please refer to your organisations, **CWA System Administrator**. They can create and modify CWA user accounts.

Alternatively contact the Online Support Team

### Entering User Details



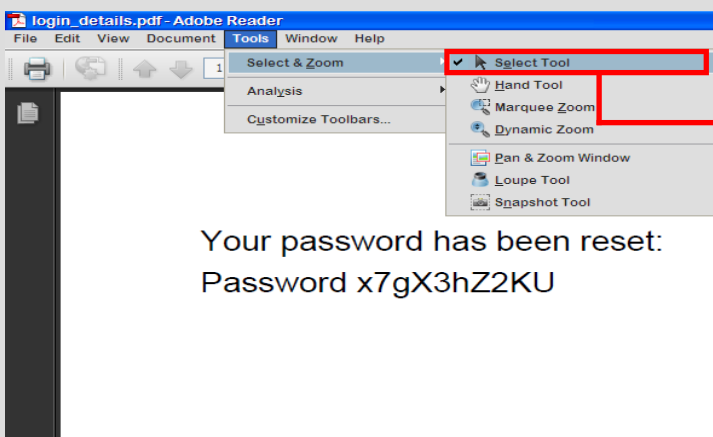
Enter your user name and password.

**The password field is case sensitive.** If you enter the wrong information you will see the following message:

**Error: Authentication failed. Please try again.**

If you see this error message please carefully check the information you are entering and try again.

### Copy and Paste your Password



We recommend that you copy and paste the password from the email to avoid typing errors.

If your password is in a PDF document you can copy by clicking the **'Select Tool'** at the top of the PDF. You can then copy and paste as normal.

## Changing your Password

**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:

Current Password:

New Password:

Confirm New Password:

When you log in for the first time, or with a new password, you will need to change your password.

**Current Password**—Enter the password from the email again.

**New Password**—This is made up by yourself, it should be:

- Minimum of 9 characters
- Letters and numbers
- A password that has not been used before

**Confirm New Password**—Enter your new password again.

## Sign in

**Error:** You must enter your logon password.

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](#).

User Name:

Password:

[To request a new password or to unlock your account - Click here.](#)

You will then be asked to enter your password again to sign in.

Enter the new password you have just made up. This will then take you to the Online Portal.

This process of changing your password will only happen the first time you use your new password.

## Forgotten your password? - Account Locked?

If you enter your password incorrectly you will receive a locked account message.

**Error:** Your account is locked, please click the request new password/unlock account link below to unlock your account and receive a new password.

To unlock your account, click the **‘To request a new password or to unlock your account - Click here.’** link.

[To request a new password or to unlock your account - Click here.](#)

Enter your username and email address then click **‘Submit’**. This will unlock your account and email you a new password.

If you are still having problems please contact the **Online Support Team** at [online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk)

### Password request and Account Unlock

Please enter your user name and email address.

User Name:

Email:

A new password will be sent to you by email in a secure PDF document. Please click on the Log in link to enter the new password.