



Guidance on eForms changes for Providers

On 9th March 2016 the eforms system will undergo a planned upgrade to improve effectiveness and performance. As part of the upgrade the following changes will be made:

Improved compatibility with browsers and devices.

The enhancement will allow eForms to be opened and processed on a variety of browsers for modern laptops, tablets and smart phones with ease. The form responds to the type and size of the browser window and resizes itself to maintain a coherent form layout which allows the user to navigate around a form without extreme use of scroll bars. For example, on an Android phone eForms appear like this:

The image displays three screenshots of the Legal Aid Agency eForms interface on an Android phone. The first screenshot shows the CRM7: Non-Standard Fee Contract Work Assessment Form, with a 'Cancel' button and a 'Next >>' button. Below the form, there is a section for 'Items marked * must be completed' with two radio button options: 'Start a new form' and 'Start a form based on a previously rejected application'. The second screenshot shows the CRM4: Application for Prior Authority to Incur Disbursements in Criminal Cases form. It features a 'Go To Section' dropdown menu set to 'General Information' and a 'Go' button. Below this are buttons for 'Print', 'Spell Check', 'Send to Next Stage', 'Save', 'Exit', '<< Back', and 'Next >>'. A 'Help On Field' section is visible on the right, providing information about the Rules on Classes of Work and a link to the legal services documentation. The third screenshot shows a 'Help On Field' for 'Criminal Proceedings' with a link to the legal services documentation. Below the help text is an 'OK' button.

This feature is currently available for the Offline version of CRM14. Please see www.gov.uk/guidance/legal-aid-crime-eform for further information relating to the Offline eForm.

The New Workbench (eForms Landing Page)

This is the area that all users work in when they have logged in through the portal, and now becomes is named Workbench



https://eforms3.legalservices.gov.uk/ - Outreach Workbench - Internet Explorer

Legal Aid Agency eForms

Saved Messages In Tray Search New Offline

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)

Saving forms in the In Tray works more intuitively; in the Process Desktop, when you saved an item it moved out of your In Tray and into the Saved Forms tab. In the new Workbench, it does not move around but stays in the In Tray, with a circle icon on the left to denote that it has been opened and saved.

[Refresh View](#)

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<input type="radio"/>	USN / Type / Stage	Origin
<input type="radio"/>	8343 : CRM14 Returned or Reassigned	test a



This means that for providers, only forms sent directly to them (e.g. returned by a caseworker) are shown in the In Tray and only new, saved forms are shown in the Saved tab (this is all the Saved tab is used for in the new workbench).

To summarise the various actions that users can take and where the form will be located in each case:

Action	Location in Workbench
Provider starts new form & saves it	Saved tab
Provider sends a form for internal review (CRM4/5/7 & POA) or reassigns it to another provider in their firm (CRM14)	In Tray tab
Provider saves a form in their In Tray (e.g. one returned by caseworker)	In Tray tab (with saved icon)
Provider submits a form	Work Queue, as set in Form Routing Control



Other improvements include:

- The ability for providers to delete their unneeded forms from the Saved tab.
- Minor rewording to aid usability (e.g. “Track Forms” is now “Search”)
- Ability to open forms for editing as well as read-only from Search

Postcode Lookup.

A postcode-based lookup has been added to all appropriate areas of the form (where there are non-populated address fields) with a postcode field and search button at the top of each address block. The areas where this has been implemented are:

CRM5

- Client’s Details – Address

CRM14 (English & Welsh)

- About You: 1 – Do you have a usual home address?
- About You: 1 – To what address should we write to you? The following address
- About Your Partner – Is your partner’s usual home address different from yours?
- Income: 1 – Employment tables – Employer’s address
- Income: 1 – Businesses tables – Business address
- Land & Property – Land/Property tables – The address listed below

Once the provider has entered a valid UK postcode and pressed search, a dialog appears with all possible addresses. They select the address they want and it is entered into the appropriate address fields, making it easier and quicker to fill in forms. The lookup can be run as many times as needed.

Please note postcode must be entered in the format XXXX XXX (with the space in between) when using the search function