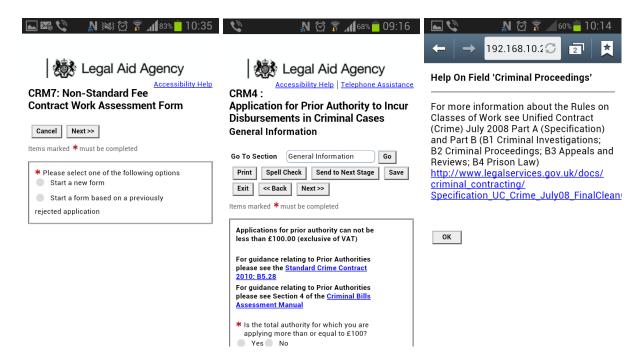


Guidance on eForms changes for Providers

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:

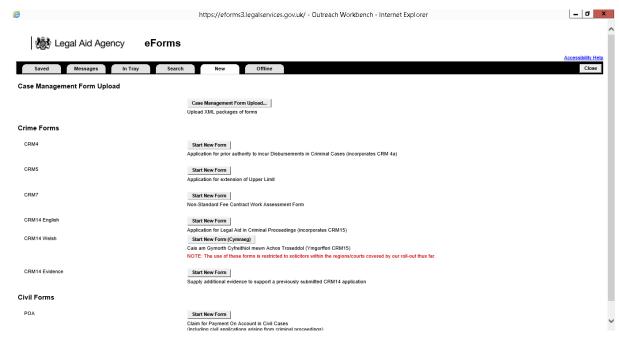


This feature is currently available for the Offline version of CRM14. Please see www.gov.uk/guidance/legal-aid-crime-eform for further information relating to the Offline eForm.

The New Workbench (eForms Landing Page)

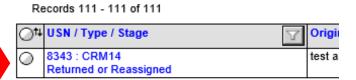
This is the area that all users work in when they have logged in through the portal, and now becomes is named Workbench





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



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	In Tray tab
(CRM4/5/7 & POA) or reassigns it to another	-
provider in their firm (CRM14)	
Provider saves a form in their In Tray (e.g. one	In Tray tab (with saved
returned by caseworker)	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