Legal Aid Agency

SiLAS: Manage your users

Frequently Asked Questions

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General Overview

What is 'Manage your users'?

'Manage your users' is a new service that replaces the old User accounts admin section in Contracted Work Administration (CWA).

It is where authorised people, such as Firm system admins, can:

- assign services and roles to users in their firm
- amend or remove roles from users in their firm
- change office assignments for users in their firm

How to access 'Manage your users'

To access 'Manage your users', go to Sign in to legal aid services and sign in to your account.

On the homepage you will see a list of the services you have access to. If you have the necessary permissions, you will see 'Manage your users' and can select this as an option.

What if 'Manage your users' is not listed on the services homepage?

If 'Manage your users' is not listed on the services homepage, you should refresh the browser window and sign in again. If you still do not see 'Manage your users' listed, contact the LAA Online Support team.

Who can use 'Manage your users' and what can they do?

Only authorised people with external user manager permissions can use 'Manage your users'.

An authorised person can:

- assign services and roles to users in their firm
- amend or remove roles from users in their firm
- change office assignments for users in their firm

User management

Q5: How to set up a user’s access

Begin by finding the user whose access you want to set up. On the ‘Manage your users’ dashboard:

- users that need their access set up will have the status of ‘Incomplete’ in the status column
- users that already have their access set up will have the status of ‘Complete’ in the status column

To set up a user’s access, you can either select a user that has a status of ‘Incomplete’, or you can search for a specific user using the search box.

To set up access follow the steps below.

1. Select the user’s name to access the user details screen.
2. Select ‘Manage access’ on the user details screen and continue.
3. Select all the services the user will need access to and continue.
4. Select the roles this user will need for each service and continue.
5. Select which of the firm's offices they are attached to (if applicable).
6. Check your answers and confirm.

You will see a confirmation page showing which services, roles, and offices you have set up for this user.

You will need to notify the user that their access has been set up.

How to amend or remove services, roles or offices from a user

To amend or remove a user’s access to services, roles, or offices, you can either select a user from the list on the ‘Manage your users’ dashboard, or you can search for a specific user using the search box.

To amend or remove access follow the steps below.

1. Select the user’s name to access the user details screen.
2. Select ‘Manage access’ on the user details screen and continue.
3. Deselect any services you wish to remove access to and continue.
4. Deselect the roles you wish to remove for each service and continue.

5. Deselect any of the firm's offices you wish to remove access to.

6. Check your answers and confirm.

You will see a confirmation page showing which services and roles, and offices you have amended for this user.

Roles and permissions

Which services are available at launch?

The following services are included at launch. Others will be added over time.

- Submit a crime form
- Apply for criminal legal aid

Which service roles can be assigned to a user?

The table below shows the roles that can be assigned for different services. You will not be able to add Admin roles to another user.

Service	Role	Responsibility
CCMS (Client and cost management system)		
CCMS Provider roles	CCMS Firm Administrator	Create user accounts and manage user access
	CCMS Office Manager	View all cases, notifications, and actions for the firm, including Bacs remittances and account statements
	CCMS Cross Office Access	View all cases, notifications, and actions assigned to other users within the firm
	CCMS Case Management	Create draft applications for review
	CCMS Case Management Supervisor	Review and submit applications
	CCMS Bill Preparation	Create draft bills and payments on account for review
	CCMS Bill Supervisor	Review and submit bills and payments on account
CCMS Chambers roles	CCMS Chambers Administrator	Create user accounts and manage user access, and

		view Bacs remittances and account statements
	CCMS Counsel Bill Preparation	Create draft bills and payments on account for review
	CCMS Counsel Bill Submission	Review and submit bills and payments on account
CCMS Advocate roles	CCMS Advocate Administrator	Create user accounts and manage user access, and view Bacs remittances and account statements
	CCMS Advocate Bill Preparation	Create draft bills and payments on account for review
	CCMS Advocate Bill Submission	Review and submit bills and payments on account
Apply for criminal legal aid		
	Crime Apply Access	Will be automatically assigned, as there is only one role for this application
Submit a crime form		
	Crime Form Submit Access	Will be automatically assigned, as there is only one role for this application
Apply for civil legal aid		
	Civil Apply App User	Will be automatically assigned, as there is only one role for this application

Can multiple roles be assigned to a user?

Yes. More than one role can be applied by selecting multiple checkboxes on the screens that ask which roles the user needs.

For more information, see the FAQs for Setting up and managing user access [ADD LINK]

Can I assign roles to myself?

You can assign service roles to yourself, but to assign an admin role you will need to contact LAA Online Support.

For more information, see the FAQs for Setting up and managing user access [ADD LINK]

Can office restrictions be applied to the user?

Yes. Office restrictions can be applied by selecting the appropriate checkboxes in the offices screen for the selected user.

For more information, see the FAQs for Setting up and managing user access [ADD LINK]

Security and compliance

Is user activity logged?

Yes, all actions (including assignments, removals, logins) are logged and can be audited for compliance purposes.

How is data secured?

The 'Manage your users' service utilises end-to-end encryption, multi-factor authentication (MFA), and role-based access control (RBAC) to ensure data security.

How often is multi-factor authentication (MFA) needed to access 'Manage your users?'

MFA is required every time a user accesses Sign in to legal aid services. Once signed in, users can go in and out of the 'Manage your users' service as often as they need to, without having to go through MFA again.

Users will be timed out after 12 hours, if they move location, or if they close your browser.

What if I cannot access Sign in to legal aid services?

Refer to the FAQs for registration service [ADD LINK]

Troubleshooting for users

I cannot assign access to a user. What should I do?

Make sure the user's email is valid and not already in use. If the issue continues, contact the LAA Online Support team.

A user service role has been removed by mistake. Can access be reassigned?

Yes. Access can be reassigned by selecting the checkbox on the role assignment page of 'Manage your users'.

For more information, see the FAQs for Setting up and managing user access [ADD LINK]

Can a user be deactivated or deleted?

It is currently not possible to completely remove or deactivate a user. This functionality will be enabled in a future release of 'Manage your users'. In the meantime, a user can be prevented from accessing any applications or services by having their permissions removed on the role assignment page of 'Manage your users.'

For more information, refer to the FAQs for Setting up and managing user access [ADD LINK]

Users not found in 'Manage your users'

If some users are not found in 'Manager your users', you should refresh your browser window and sign in again. If the users are still not listed, contact the LAA Online Support team.

Roles cannot be assigned to or removed from a user

If roles cannot be assigned to or removed from a user, you should refresh your browser window and sign in again. If roles still cannot be assigned or removed, contact the LAA Online Support team.

Service role has been applied but the user still has no access

If a service role has been applied but the user still has no access, you should refresh your browser window and sign in again. If the role has still not been assigned, contact the LAA Online Support team.

Support

If I see an error screen

Contact the LAA Online Support team quoting the code on the error screen

How to contact the LAA Online Support team

Contact the team by:

- telephone 0300 200 2020 (option 3)
- email online-support@justice.gov.uk

If you are emailing the team, include as much information as possible, not limited to the following:

- username and account number
- any case references, if the issue is specific
- a screenshot of any error message you are receiving
- which system you are trying to use

For CCMS billing questions, submit a case enquiry through CCMS.

Why can I see account numbers in my SiLAS list for offices that no longer hold a live contract

Currently our data is pulling through all office information for a provider into SiLAS Active and Inactive instead of just the live accounts. This is in the process of being rectified, please disregard these account details in the interim. Post rectification you will only see data for live offices.

File information

Ownership

Role	Job/role title	Current post holder
Policy owner		
Policy lead		
Approval body		

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Version history

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