



Auto Reply - Online Support

From: Online-Support (LAA) (online-support@justice.gov.uk)

To: re_wired@ymail.com

Date: Monday 27 October 2025 at 10:26 GMT

Thank you for contacting the LAA Online Support Team. Please note that this email is for reporting system issues only. Please allow up to 5 working days for a response.

If your query is urgent, please contact the team by telephone on 0300 200 2020, selecting Option 3 for reporting technical or system issues.

Please note that webchat functionality is also available. This can be found [here](#) and is available between the hours of 9am and 5pm.

For training queries, and guidance on using the LAA Online Portal, please visit <http://legalaidlearning.justice.gov.uk/> for further assistance on CCMS, <https://www.gov.uk/government/publications/cwa-quick-guides> for CWA, and <https://legalaidlearning.justice.gov.uk/introduction-to-the-apply-for-criminal-legal-aid-service/> for Crime Apply.

Non-technical issues should be directed to the appropriate Customer Service team.

- For urgent civil queries, please call 0300 200 2020, selecting option 1
- For urgent crime matters please call 0300 200 2020, selecting option 2

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