

LSA Circular 09/2020

9 June 2020

Dear Practitioner,

Implementation of new functionality in the Legal Aid Management System – LAMS

1. Following consultation with representatives of both the Law Society (LSNI) and the Bar (Bar), the Legal Services Agency (LSA) is pleased to advise that it will be introducing new Printing and Reporting functionality to its case management system, LAMS.
2. The new functionality, subject to permissions set by your Account Administrator, will allow you to generate printable documents for all requests. In addition, two dashboard reports have been developed. One dashboard for messages and queries and the other dashboard for requests which provides the status on all requests within your business.
3. This functionality will be available to practitioners from **11 June 2020**.

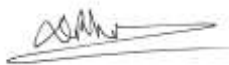
LAMS guidance, help and support

4. To support practitioners following implementation LSA has updated the [LAMS Supplier Manual](#) on the use of this new functionality. Guidance on how to
 - print requests can be found in Section 14.3 (page 61);
 - use the messages and queries dashboard can be found in Section 32.1 (page 223) and
 - access the request dashboard can be found in Section 32.2 (page 224) of the [manual](#).

5. If, having consulted the manual, you are unable to use this new functionality, telephone support is available on 028 9040 8888 between 8.30am and 5.30pm Monday to Friday (excluding Bank and Public Holidays).

6. If the issue cannot be resolved during the call, details will be logged and the issue escalated to the LAMS Support Team. You should provide details of the issue you are facing. The Support Team will prioritise issues referred to them and will contact you by telephone or email to assist you in resolving the issue.

Yours faithfully,



Paul Andrews
Chief Executive