

In this issue

[LSS Online and you](#); [Criminal Case Management — Update](#); [Lawyer e-services — New password management features](#); [TLABC course bursary offer — *Criminal Law at a Crossroads*](#); [Appeals Tariff simplification](#); [Email address change](#) — [Finance helpdesk](#)

LSS Online and you

LSS Online is the new system that's going to replace Lawyer e-services this fall. If you missed our announcement about why it's necessary to replace our current system, read the [July Special Edition of the LAB](#) (How will the new system benefit you?).

We described some of the great new features of LSS Online in the last LAB, but there are a lot more, such as:

- Everything in the portal will happen in real time. When you submit a bill, we'll receive it right away. Or if we issue you a contract (referral) or complete your authorization request, you'll see it right away, not a day later.
- All authorizations requests will be made via the portal, including additional charges, transcript requests, service stop or bill by-date extensions, and extended family services requests.
- It's client-centric, which means you can search the system by client name (and not have to enter the long LSS file number) and see all associated contracts, billings, and authorizations for that client (no more faxes to file).
- Communication with LSS will be enhanced through your Notifications centre, where you'll see what kinds of messages you have; for example, a response to your authorization request, that you've been paid, an alert about a planned portal outage, or a newsfeed item (no more *Legal Aid Brief*). If we have questions about an invoice, it will be in the context of the invoice — and, for authorizations, you can respond there too.

LSS Online will introduce many positive changes to our processes, but we know you'll need some help getting used to it. Future issues of this newsletter will describe the training support you can expect and who to contact if you need help.

Criminal Case Management — Update

In last month's [LAB](#), we announced that all active Criminal Case Management (CCM) cases will be migrated to new system. We're reviewing each of the approximately 250 active cases to determine what stage they're at and what remains in the budget for them. Starting in September through October, if you have an active CCM case, expect a letter advising you of when your case is being transferred and the number of hours being transferred, along with materials that'll explain how to use the new system, and who to contact if you need help.

Lawyer e-services — New password management features

In response to your feedback, we're making some changes in early September to the way you log into our Lawyer e-services portal. You'll be able to change and reset your password by setting up three security questions as follows:

Important!

Bill out if work on your referral is complete, or will be complete before November. Active referrals will be moved to the new LSS Online system. That involves a huge amount of data. We'd like to limit the number we have to transfer.

Billing and authorizations suspension

We'll disconnect Lawyer e-services for a few weeks prior to the launch of the new system so we can finish processing existing accounts and authorizations. During this time, you'll be unable to submit new billings until the new system goes live.

1. On the login screen, click "Forgot password?"
2. Click "Edit my Profile" and follow the on-screen instructions.
3. When prompted, choose three security questions that you'll have to answer to change or reset your password if you forget it.

Once you've created this profile, you can reset your forgotten password. Simply click "Forgot password?" and then "Reset my Password." You'll be prompted to answer the three security questions you chose. As an added security precaution, you'll receive an email notifying you that you reset your password.

TLABC course bursary offer — *Criminal Law at a Crossroads*

As part of our ongoing Quality Assistance Program, we're offering bursaries to lawyers with less than five years' call for TLABC's *Criminal Law at a Crossroads: New Practice Strategies*, a one-day course being held in Vancouver on Friday, September 19, 2014. We'll pay the registration fee for a limited number of lawyers, who must agree to take 12 referrals in the coming year. To apply, email lawyersresources@lss.bc.ca indicating your call date and agreeing to accept 12 referrals or more. Find out more on the [TLABC website](#).

Appeals Tariff simplification

In 2010, we simplified the Criminal, Family, and CFCSA Tariffs, and in 2011, we simplified the Disbursement Tariff. Now it's time to simplify the Appeals Tariff. One of the reasons we're working on this project is to have a simplified Appeals Tariff ready to implement with LSS Online. Together, LSS Online and the simplified Appeals Tariff will make billing easier for lawyers.

We've done some initial consultations with our Appeals staff and case review lawyers and developed a preliminary model for the simplified Appeals Tariff. The model reduces the number of tariff items without changing coverage and eligibility, and streamlines how information is presented in the Tariff Guide. It doesn't significantly change the number of hours that will be authorized for appeal services.

Over the next couple of months, we're doing a more focused consultation because the tariff revision doesn't alter our long-standing approach to funding appeals. We'll consult with our tariff advisory committees, case review lawyers, and select users of the Appeals Tariff. We anticipate implementing the simplified Appeals Tariff when we launch LSS Online. We'll provide more information in a future *Legal Aid Brief*.

Email address change — Finance helpdesk

We've changed our email address. Our new address is finance.support@lss.bc.ca.

Use this email for vendor number applications, changes to direct deposit information (including changes to your email address for direct deposit), and questions about information provided on your online remittance advice in My Payments.

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