

## In this issue

Special edition: LSS Online and you

### LSS Online and you

We're making some changes to our online systems that we think you're going to appreciate. Coming this fall, LSS Online will replace the Lawyer e-services portal. Sure, our lawyer portal will have a new name and fresh, modern look, but that's not the only reason why we're doing it.

LSS Online will make life easier for all of us, as we explain below.

#### Why get rid of the current system?

The technology used to run e-services is over 15 years old and fast becoming obsolete. It's expensive to maintain and LSS requires a system that can be adapted to changing needs within LSS and the justice system. We've also heard from you that the current system doesn't provide enough detail about your legal aid cases.

#### How will the new system benefit you?

Almost all of your dealings with us will be centralized in one place. You'll be able to click your *contract* (currently called a "referral") to find out the details of your retainer. You'll see:

- the tariff items and amounts you can bill;
- the items that require authorization and which authorizations have been granted; and
- if you've billed, you'll see what amount is remaining.

But there's more: you'll also be able to bill fees and disbursements together with no limit to the number of items.

#### When is this happening?

LSS Online will replace Lawyer e-services in late November 2014...so long as everything goes according to plan (and we'll certainly let you know if that date changes).

#### How are you going to know how to use LSS Online?

Some lawyers have already reviewed the prototype and found it easy to use. But you'll also get some help. We're developing training materials for you, and our staff will be available to answer your questions when we launch the new system.

*Be sure to watch for upcoming LAB issues to learn more about LSS Online's exciting new features, what it will look like, the training support you can expect, and who to contact if you need help using our new system.*

### An important note for criminal case lawyers

Some of you are already using our [Criminal Case Management \(CCM\)](#) system. This fall, more of you'll be introduced to the new system as we migrate all CCM cases into the system.

Case management already applies to all criminal cases where the preliminary hearing or trial is scheduled to last more than 20 half days. This process helps us identify which cases have the biggest impact on our budget and improves our ability to forecast costs.

What does the new system mean to you? All authorizations on CCM cases will be done online instead of by letter and fax. Billings will be more clearly linked to authorizations. You'll also be able to see the status of requests and the time remaining on authorizations.

We'll provide online materials and telephone support to help you and your assistant use the new CCM system. More details to come.

All legal aid lawyers are required to receive this email. You may unsubscribe and we will contact you to discuss options for the newsletter.