

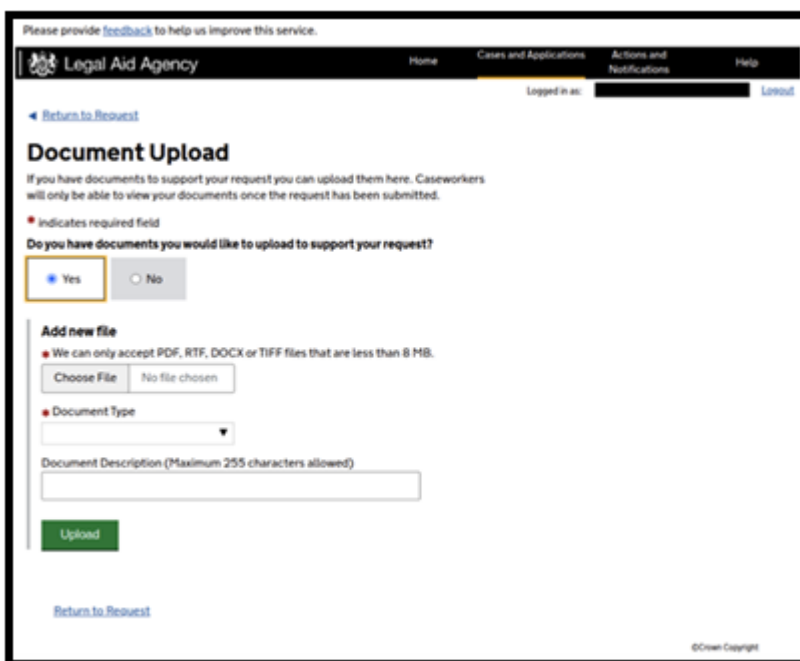
File Naming Changes in CCMS from Thursday 28 May 2026

The LAA say they appreciate the difficulties caused by the secure browser requirements and have been working on a solution that maintains security while reducing any extra steps needed to upload documents.

You will no longer need to adjust file names before uploading documents.

In some cases, CCMS will automatically standardise file names after upload. This means the file name may look slightly different in the system, although the document itself will not be affected. Example:

- Uploaded file: *My interesting%filename!.pdf*
- Stored in CCMS as: *My_interesting_filename_.pdf*



The screenshot shows the 'Document Upload' page of the Legal Aid Agency system. At the top, there is a navigation bar with 'Home', 'Cases and Applications', 'Actions and Notifications', and 'Help'. Below this, the page title is 'Document Upload'. A message states: 'If you have documents to support your request you can upload them here. Caseworkers will only be able to view your documents once the request has been submitted.' There is a legend indicating that a red asterisk (*) indicates a required field. The main question is 'Do you have documents you would like to upload to support your request?' with radio buttons for 'Yes' (selected) and 'No'. Below this is the 'Add new file' section, which includes a note: 'We can only accept PDF, RTF, DOCX or TIFF files that are less than 8 MB.' There is a 'Choose File' button (currently showing 'No file chosen'), a 'Document Type' dropdown menu, and a 'Document Description (Maximum 255 characters allowed)' text input field. An 'Upload' button is at the bottom of the form. A 'Return to Request' link is at the bottom left, and a small '© Crown Copyright' notice is at the bottom right.

You will still be able to search for documents using either version of the file name, provided most of the original characters are standard.

The LAA advises that if you experience any issues, please contact your Contract Manager.