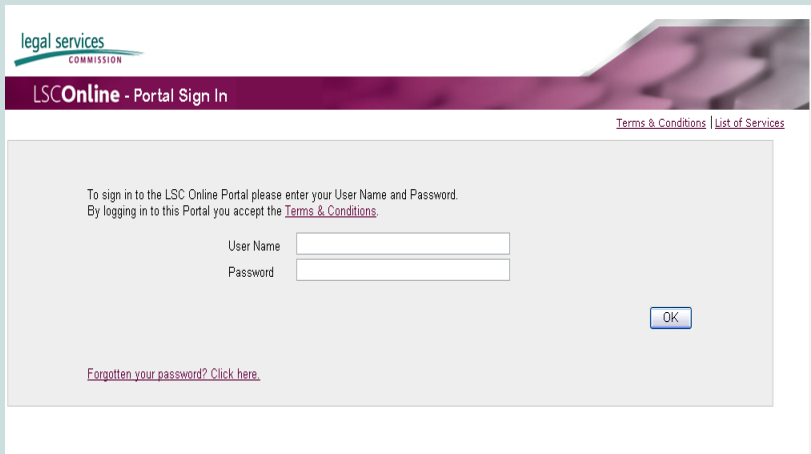


# LSC Online Quick Guides

## Logging In For The First Time

### 1. Sign in Screen



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LSCOnline - Portal Sign In

[Terms & Conditions](#) | [List of Services](#)

To sign in to the LSC Online Portal please enter your User Name and Password.  
By logging in to this Portal you accept the [Terms & Conditions](#).

User Name

Password

[Forgotten your password? Click here.](#)

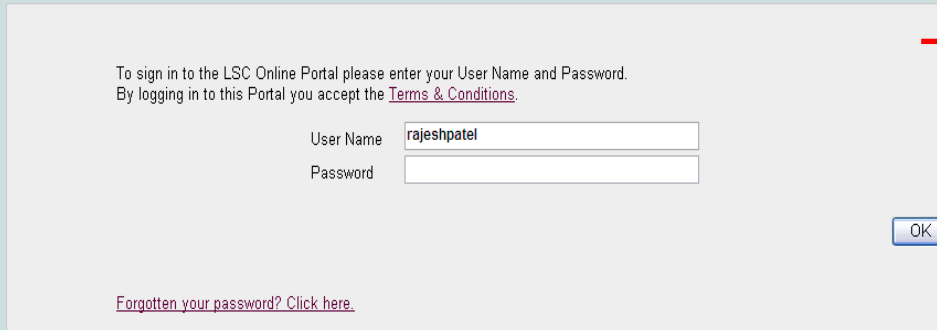
To access LSC Online go to:  
**<https://lsconline.legalservices.gov.uk>**

You will receive email confirmation of your user-name and password.

If you do not have any user details, please refer to your organisations **Contracted Work & Administration (CWA) System Administrator**. They can create and modify CWA user accounts.

Alternatively contact the LSC Online Support Team at [online-support@legalservices.gsi.gov.uk](mailto:online-support@legalservices.gsi.gov.uk)

### 2. Entering User Details



To sign in to the LSC Online Portal please enter your User Name and Password.  
By logging in to this Portal you accept the [Terms & Conditions](#).

User Name

Password

[Forgotten your password? Click here.](#)

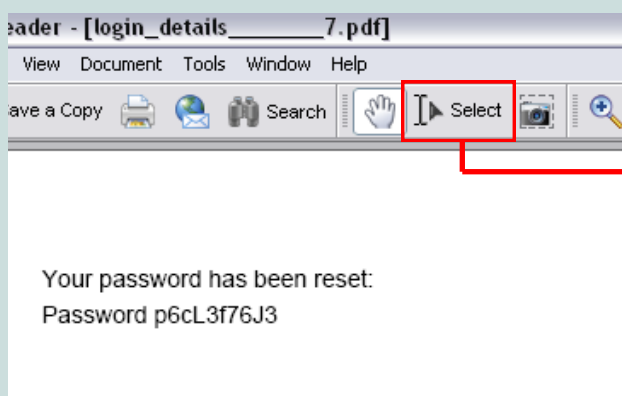
Enter your user name and password.

**The password field is case sensitive.**  
If you enter the wrong information you will see the following message:

**Error:** Authentication failed. Please try again.

If you see this error message please carefully check the information you are entering and try again.

### 3. Copying and Pasting your Password



We recommend that you copy and paste the password from the email to avoid typing errors.

If your password is in a PDF document you can copy by clicking the '**Select**' tool at the top of the PDF. You should then be able to copy and paste as normal.

## 4. Changing your Password

**Error:** You must change your password before you can continue.

**Change Password**

Enter your old password and a new password. Confirm your new password to make sure you entered it correctly.

User Name

Old Password

New Password

Confirm New Password

When you log in for the first time, or with a new password, you will need to change your password.

**Old password**—Enter the password from the email again.

**New Password**—This is made up by yourself, it should be:  
*-Minimum of 8 characters*  
*-Letters and numbers*  
*-A password that has not been used before*

**Confirm Password**—Enter your new password again.

## 5. Sign in

**Error:** You must enter your logon password.

**Sign In**

Enter your Single Sign-On user name and password to sign in.

User Name

Password

[Forgotten your password?](#)

You will then be asked to enter your password again to sign in.

Enter the new password you have just made up. This will then take you to the LSC Online Portal.

This process of changing your password will only happen the first time you use your password.

## 6. Forgotten your password? - Account Locked?

If you enter your password incorrectly you will receive a locked account message.

To unlock your account, click the '**Forgotten your password? Click here**' link.

Enter your username and email address then click '**Submit**'. This will unlock your account and email you a new password.

If you are still having problems please contact the **Online Support Team** at [online-support@legalservices.gsi.gov.uk](mailto:online-support@legalservices.gsi.gov.uk)

**Error:** Your account is locked. Please notify the system administrator.

[Forgotten your password? Click here.](#)

**Forgotten Your Password**

Username:

Email:

A new password will be sent to you by email in a secure PDF document.