



The Legal Aid Fax

October 2008 — Special Edition

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My Profile – Lawyer e-services – upgrade coming!

LSS is excited to announce that changes to My Profile in Lawyer e-services are coming in November. These changes will help us work with you more effectively.

The new My Profile will give you quick and easy online access to information in your lawyer profile, which you can update anytime through our secure Lawyer e-services website. Your profile information will help LSS communicate with you and match your preferences to clients' needs.

Once the upgrade is launched in early November, you will be prompted to review, complete, and confirm that your profile details are correct by **December 4, 2008**. You will be prompted once a year thereafter to review your profile. You can also update your profile anytime your practice information changes.

Your profile information includes your:

- general information, which allows LSS to identify, contact, and pay you correctly;
- status, which allows you to notify LSS when you are not available to take referrals;
- office location for your primary and referral addresses;
- practice details, such as areas of law, court locations, and court levels;
- specialized and excluded areas of law;
- special interests; and
- languages.

To validate your profile, please do the following:

1. Log on to Lawyer e-services.
2. Review your information and complete the practice details section.
3. Make any necessary changes.
4. Click *My profile is current*.

Please complete your review and enter your practice details by December 4, 2008. It is important that you do this, as after December 4th LSS will not be able to issue referrals to you, and access to other e-services, including e-billing, will be unavailable until you have indicated that your profile is current.

For lawyers who are not currently using e-services, LSS also needs you to update your profile information. Instructions will be sent to you shortly.

If you have any questions about the updates, please e-mail helpdesk.tariff@lss.bc.ca or call 604-601-6155.

Not using Lawyer e-services?

Lawyer e-services is an easy-to-use website that:

- is as secure as online banking (using banking industry standard encryption);
- can be used anytime and anywhere (simply go to www.lss.bc.ca and, in the lower right-hand corner, click *I want to...use LSS e-billing*);
- is used by 80% of all lawyers doing legal aid work (over 800 lawyers); and
- currently has the following functions:
 - E-billing — used to create and send your accounts directly to LSS for processing. Accounts are received into our systems daily (eliminating the time it takes for mailed accounts to be received by LSS and entered into our systems). Payment time is quicker — five to six days on average, compared to 12 – 15 days for paper accounts;
 - My payments — a resource for the 723 lawyers registered for direct deposit (using industry standards for the quick electronic transfer of funds, eliminating the time it takes for mailed cheques to be received and deposited). Lawyers can immediately retrieve, save, and print their cheque remittances; and
 - Expert search — used to search for experts by area of expertise, area of law, or by region. You can use this resource to get the names, contact information, and CVs of professionals throughout the province who can help you with your legal aid case.

LSS plans to expand Lawyer e-services. We are almost ready to launch the enhanced My Profile and are working on phase one of E-Authorizations, which allows you to submit disbursement and transcript requests online, respond to any questions LSS might have about those requests, and see the status of your requests.

Are you ready to sign up?

1. Go to the LSS website at www.lss.bc.ca.
2. Click *I am a...Lawyer*.
3. Click *I am looking for...Forms & questionnaires*.
4. Click *Vendor forms*.
5. Download the *Lawyer E-services Security Access Request Form* and the *Lawyer Direct Deposit Form*.

Our staff would be happy to assist you in getting started. Call our Tariff Helpdesk at 604-601-6155