# Civil Legal Advice - User Journey Map

## Digital Channel

Web browser

## GOV.UK

Check if Civil Legal Advice can help you

/start

## CLA Digital Service

What do you need help with?

/scope/diagnosis/...

### CLA Digital Service

CLA Feedback

You're unlikely to get legal aid (ineligible)

/scope/refer/<category>

You may be able to get free advice (face-to-face)

/scope/refer/legal-adviser

You may be able to get legal aid (family mediation)

/scope/refer/mediation

Means test

Review your answers

/review

Before you contact Civil Legal Advice

/reasons-for-contacting

### Contact CLA

You might qualify for legal aid (face-to-face)

/result/refer/legal-adviser

You're unlikely to get legal aid (ineligible)

/result/refer/<category>

We need more information (provisionally eligible)

/result/provisional

You might qualify for legal aid (eligible)

/result/eligible

Contact Civil Legal Advice (skipped digital process)

/contact

### GOV.UK

GOV.UK CLA Feedback

Contact confirmation

/result/confirmation

Exit

## Outcomes

| Not Complete | Referral | Not Complete | Complete |
|---|---|---|---|
| Digital | Digital | Assisted Digital | Digital |