Keeping of the roll
Completing the removal from the roll application
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1. Getting started - logging in to mySRA

Go to the mySRA login page, [here](#) and click the blue **Login** button.
Enter your username and password, click **Login**.

Tips:

**Forgotten username:**
- Click on **Forgotten username?**
- Enter your email address and press **Submit**
- Your username will be emailed to you

**Forgotten password:**
- Click on **Forgotten password?**
- Enter your username and press **Submit**
- A link will be sent to your email address
- Click on the link and then confirm your username
- Change your password

If you can’t remember the email address held on your record please [Contact us](#).

2. Before starting the application

You will need to update your **Personal and Professional Details** within the **My Profile** section of your mySRA account. Guidance can be found in the individual mySRA user [guide](#).

**Note:** Information within the application is pre-populated with information we hold about you. This is not editable within the application and must be changed within the **My Profile** section of your account.

3. Accessing and completing the application

**Note:** The screenshots in this guide are used to provide an example of the screens you will see when completing your application.
Click **My Services**, followed by **Individual Services** where you will be

To access the application form:

- Click **My Services**
- Then **Individual Services**
- Click **Select** next to the Removal from the Roll title

**Tips:** You can leave the application and return to it at a later date. Any sections which you have completed will be saved.

To return to the application:

- Click **My Services**
- **Individual Services**
- **Continue a saved application** as shown below.
Start a new application

<table>
<thead>
<tr>
<th>Application</th>
<th>Assessment Year</th>
<th>Select</th>
</tr>
</thead>
</table>

Continue a saved application

<table>
<thead>
<tr>
<th>Application</th>
<th>Assessment Year</th>
<th>Select</th>
<th>Cover Sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removal from the roll</td>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitted application(s)
No records found.

Click **Select** to enter the application.

**Completing the application**

The application is made up of 4 sections which are displayed on the left-hand menu.

1. **Introduction**

2. **Personal Details**

3. **Summary**

4. **Fee/Declaration/Payment**

Read the information in **Introduction** then click on the **Continue** button.

**Tips:** When navigating through the sections of the application you will have to click on **Continue** or **Save and Continue** to submit information. You may have to scroll down or across the screen to locate this button in the bottom right-hand corner of the screen.
Personal Details

Check the pre-populated details held on your record.

If you need to change any of these details:

Click **Return to My Services**
**My Profile**
**Personal and Professional Details**

Confirm that you wish to have your name removed from the roll by selecting **Yes**.

You must provide details about why you wish your name to be removed from the roll. Enter the information in the text box provided.
Confirm whether you have ceased to hold and receive client money and ceased to operate any client's own account as signatory. If you have not held client money select No.

If you select Yes, you must enter the date in the format DD/MM/YYYY or use the calendar.

We may not remove you from the Roll if you are responsible for the delivery of an outstanding ceased to hold report.

I am not aware of any disciplinary proceedings which have been brought or will be brought against me in my capacity as a solicitor. I do not know of any cause for such proceedings to be brought and I am not in breach of any of the SRA’s regulatory arrangements.

We may refuse your application if there is an outstanding complaint or ongoing disciplinary proceedings against you.

Answer the question about disciplinary proceedings as Agree or Disagree.

Click Save and Continue.
Summary

You can view a summary of your application before you submit it.

Fee/Declaration/Payment

Click Continue. There is no fee for this application.

Read the declaration and click the option I confirm the information I have given on this application is correct to the best of my understanding.

Click Continue.
Note: Your application has now been successfully submitted.

We aim to process 95% of applications within 30 days. Once your application has been processed, we will confirmation to the email address you have in My Profile.
5. How to contact us

Telephone

You can call our Contact Centre on 0370 606 2555 (inside the UK)
International callers +44 (0)121 329 6800

Opening hours

08.00 - 18.00; Monday, Wednesday, Thursday, Friday
09.30 - 18:00; Tuesday

Email

You can contact us by email at contactcentre@sra.org.uk

Post

Contact Centre
Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham, B1 1RN

DX 720293
BIRMINGHAM 47

Reasonable adjustments

Our reasonable adjustments policy is published on our website. If you have a
disability under the Equality Act (2010) you can make a request for a
reasonable adjustment. You can download a request form at Contact us and
return it to us using our postal address or you can contact us by phone.