Contents

1. Logging in to mySRA ......................................................... 4

2. My Services - Individual Services .................................... 4

3. My Services - Organisation Related Services ..................... 6

4. My Profile - Personal & Professional Details ....................... 7
   • Selecting a current organisation ..................................... 7
   • Adding a new organisation ............................................ 8
   • Leaving an organisation ............................................... 9
   • Personal details .......................................................... 9
     o Update your name
     o Amend inaccuracy in your date of birth
   • Personal Addresses ..................................................... 14
     o Add, delete or amend personal addresses, including telephone numbers
   • Email Addresses ......................................................... 17
     o Add, delete or amend email address
   • Languages .................................................................. 18
     o Add or remove languages
   • Work Categories .......................................................... 19
     o Add or remove areas of work
   • Jurisdiction .................................................................. 20
     o Add or remove Jurisdictions qualified in
   • Professional Details ................................................ ..... 22
     o Opt in/out of bulk renewal
• **Office**
  - Choose the main office you are based at

• **Posts**
  - Add or end any open post at an organisation

• **Roles**
  - Add or end any open roles at an organisation

5. **My Profile - Equality & Diversity**

6. **My Profile - Character & Suitability**

7. **My Documents**

8. **Upload Documents**

9. **Change Password**

10. **Contact Us**
1. Logging in to mySRA

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

**Tips:**

Forgotten username:
- Click on **Forgotten username?**
- Enter your email address we hold on record 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 we hold on record
- 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. My Services - Individual Services

When you have logged in to your account, you will be in **My Services – Individual Services**.

In this section you will be able to start new applications, complete and saved applications and check the progress of any submitted applications.

Any application for which you are currently eligible will be available under **Start a new application**.

To start a new application click **Select**. Guidance on completing individual applications can be found within the available user [guides](#).
Any application you start but do not submit will be saved in the Continue a saved application section.
When you have submitted an application, you can track its progress in the **Submitted application(s)** section.

3. **My Services - Organisation Related Services**

All individuals will be able to click into **Organisation Related Services**.

Only individuals with the role of Authorised Signatory (AUS) or Organisation Contact (ORC) will have access to any relevant applications in this section – such as the bulk renewal application.

Information on these roles, how to become an AUS/ORC and what you are able to do with this role and be found in the user [guide](#) for Organisations, Authorised Signatories and Organisation Contacts.
4. My Profile - Personal and Professional Details

Click My Profile, followed by Personal & Professional Details.

In Personal & Professional Details you can manage the information we hold about you. You can move through the relevant tabs to view or amend your details.

You can manage your professional details by selecting your organisation from the drop down list and moving through the new tabs which appear.

You can add an organisation if you have a new position or close a position if you have left an organisation.

Selecting your current organisation

Select your organisation from the drop down list.

Additional tabs will now be available to you:

- Professional details
- Office
- Posts
- Roles
Add a new organisation

Click Add organisation.

Enter the Organisation name, SRA ID number, Postcode or City/Town (See Tip on following page).

Click Search.

Note: When searching for your organisation, you must use the details of the Head Office.

You can select the office where you are based later on.
**Tip:** You should not complete all of the text boxes. You should search for your organisation using just one field, for example: Organisation name. You can then select your organisation from the table of search results.

Select the correct organisation from the search results.

Enter the **Date employment started**, in the format **DD/MM/YYYY** or click the calendar symbol to select the start date.

Click **Save**.

You will be prompted to ensure that the Post and Role information is updated, click **OK**.

**Tip:** Help on how to add a post or role can be found in **this section**.

**Leaving an organisation**

Select your organisation from the drop down list.

Click **Left organisation**.

Enter the **date left the organisation**, click **Save**.

The additional tabs will now be unavailable to you: **Professional Details**, **Office, Posts and Roles**.

**Tip:** When you click **Save**, any open posts or roles with the organisation will end as of that date. **It is important** that before you leave, you update the email address held on record to one you will have access to once you have left. This means that if you misplace your log in details you will be able to reset them.

**Personal Details**

Click **My profile**, then **Personal & Professional Details** and you will be in **Personal Details**.

In this section you can manage the information we currently hold on record for you. Go to the relevant field and make the change you need.

You can change your **title** without needing to upload any documents as evidence.

You can change your **name** or **date of birth** we hold for you. You will need to upload documentation as evidence.
Delete the information within the text box. Type in your new name or correct date of birth, scroll down the page and click **Save**.

We will need to assess evidence before we approve a change of name or date of birth.

**Note:** Acceptable forms of evidence for name change requests are: marriage certificate, deed poll, passport, driving licence and statutory declaration.

Acceptable forms of evidence for corrections to date of birth are: passport, driving licence.

Click [here](#) to upload evidence.

A separate window will now open.
Evidence is required for a change in first name, middle name(s), surname or date of birth (e.g. copies of a birth certificate, marriage certificate, deed poll or passport). Please click here to upload this evidence.

Type a brief description of what your document is.

Click **Browse** and select the document(s) from your saved files.

Click **Open** then **Upload**.

Please choose a preferred document description before clicking "browse" to select a saved document to upload. The description specified can be edited at a later stage.
The filename and description of any documents uploaded will display in a table format.

Please choose a preferred document description before clicking “browse” to select a saved document to upload. The description specified can be edited at a later stage.

Close the window by clicking X to return to the previous screen.
You will be unable to edit the **name** or **date of birth** fields until your request has been authorised.

The link to upload evidence will remain until your request has been authorised. If you have uploaded your evidence then you can ignore this.

**Note:** Changes to personal details can take up to 30 days to be processed. You will receive a confirmation email once the changes have been made.

You should request an amended practising certificate by emailing notifications@sra.org.uk

You can also change the country you are national of here.

Select your country from the drop down list.

Click **Save**.

**Tip:** Great Britain is not listed as a nationality because we regulate solicitors of England and Wales only. England, Wales, Scotland and Northern Ireland are listed as separate countries.
**Personal Addresses**

In this section you can manage your personal addresses. You can edit any current addresses. If your address has changed you must add a new personal address not edit the existing one.

**Note:** If you only have one address you will not be able to remove it. You must add a new address before removing your old one.

You cannot remove a primary address. You must select it as your secondary address to remove it.

Click **Add another address**.

Scroll down, enter your postcode and click **Search**.
Select your address from the available options and click **Select Address**.

Select the **Contact type** from the drop down list, click **Save**.
To remove an address, select it as the **Secondary address** and click **remove**.

Click **Edit**, to change the contact type of your address or any other optional information such as the telephone number.

When you have made your changes, **click Save**.

<table>
<thead>
<tr>
<th>Primary Address</th>
<th>Secondary Address</th>
<th>Address</th>
<th>Contact type</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
<td>The Law Society, 199 Wharfside Street, BIRMINGHAM, UNITED KINGDOM, B1 1RN</td>
<td>Home</td>
</tr>
<tr>
<td><img src="image3.png" alt="Image" /></td>
<td><img src="image4.png" alt="Image" /></td>
<td>The Law Society, 100-113 Chancery Lane, LONDON, UNITED KINGDOM, WC2A 1PL</td>
<td>Communications Address</td>
</tr>
</tbody>
</table>

**Tip**: You can only have one open address with the contact type of home. If you are adding a new (home) address and your current primary address is listed as home, select communication address as the contact type. Once added you can make this your primary address, meaning you can remove the old one. You may then also click edit to change the contact type from communication address to home.

The Law Society Gazette is automatically sent to the work address held on record. If there is no work address on record, you will need to contact the Law Society Gazette Subscription team on 0207 841 5523 to provide details as to where this should be sent.

**Tip**: If you need to edit information in Address line 1 or Address line 2, you must follow the instructions to add a new address and then remove the incorrect address.
Email Addresses

You can add or remove email addresses in this section.

A primary email address must be on record at all times. You will not be able to edit an existing email address, you will need to add a new one and remove the incorrect one.

**Note:** Email is the primary method of communication used by the SRA.

Enter your new email address in the text box provided and click **Save**.

<table>
<thead>
<tr>
<th>Primary email address</th>
<th>Enter your email address</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td><a href="mailto:mp2train10@sra.org.uk">mp2train10@sra.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Enter a new email address and click **Save**.

To remove your old email address, make sure it is not selected as your **Primary email address**.

Click **Remove**.

<table>
<thead>
<tr>
<th>Primary email address</th>
<th>Enter your email address</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td><a href="mailto:mp2train10@sra.org.uk">mp2train10@sra.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>0</td>
<td><a href="mailto:example@sra.org.uk">example@sra.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Enter new email address

Save  ![Checkmark]  Cancel  ![Close]
Languages

You can add any languages you speak in this section.

Select the language from the drop down list and click Save.

To remove any language from your profile, click Remove this language.
Work Categories

You can manage the work categories you are trained in within this section.

Select the work category from the drop down list, click **Save**.

To remove any work category from your profile, click **Remove work category**.
**Jurisdiction**

You can add any jurisdictions in which you are qualified in this section. It is not necessary to add England & Wales as a jurisdiction so you will not see that in the list.

Select your jurisdiction from the drop down list.

Only tick the box if you are currently entitled to practise as a member of that jurisdiction.

Enter the date you qualified in the form **DD/MM/YYYY** or click the calendar symbol.

Click **Save**.

You can amend the date qualified or your entitlement to practise in a jurisdiction by clicking **Edit**.

Change the relevant details and click **Save**.

If you are no longer qualified in a jurisdiction then click **Remove**
If you need to change the date qualified or your entitlement to practise in a jurisdiction then click **Edit**.

Change the details and click **Save**.

### Jurisdiction and professional title in this jurisdiction.

<table>
<thead>
<tr>
<th>Jurisdiction and professional title in this jurisdiction</th>
<th>Are you currently entitled to practise as a member of the legal profession(s) detailed?</th>
<th>Date qualified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bermuda Attorney</td>
<td>No</td>
<td>14-07-2010</td>
</tr>
<tr>
<td>Mexico Lawyer</td>
<td>Yes</td>
<td>13-04-2004</td>
</tr>
</tbody>
</table>

### Add a jurisdiction

- **Jurisdiction and professional title in this jurisdiction.**
  - Bermuda Attorney

- **Are you currently entitled to practise as a member of the legal profession(s) detailed?**
  - □

- **Date qualified**
  - 14/07/2010

- **Save**
- **Cancel**
Professional Details

You can opt in/out of your organisations bulk renewal in this section.

Note:

Opting in: You agree that your organisations Authorised Signatory and Organisation Contact will apply for your practising certificate on your behalf. They will be able to manage your personal and professional data within mySRA and discuss it with the SRA where necessary.

Opting out: You will have to complete a practising certificate application yourself. Your organisations AUS/ORC will not be able to manage your personal data but will be able to edit professional details (office, posts and roles).

To opt in, tick the box **Opt into bulk renewal** and click **Save**.
To opt out, un-tick the box and click **Save**.

You will need to answer a mandatory question before you can save the change.

You need to select **Yes** and click **Save** to complete opting out.
**Office**

You can choose the main office which you are based. This can be the head office or any branch office addresses.

Select your **main working address** from the options available to you, click **Save**.

<table>
<thead>
<tr>
<th>Office name</th>
<th>ID</th>
<th>Office type</th>
<th>Office address</th>
<th>Main working address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Head Office</td>
<td></td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Branch Office</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note**: This will be the address used by the SRA to communicate with you by post, if applicable.
**Posts**

You can open or close any posts you have within an organisation in this section.

To add a post, select your post from the drop down list.

Enter the **Post Start Date** in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save**.

Tip: Managerial posts can only be added by either the Authorised Signatory (AUS) or Organisation Contact (ORC). Please see the mySRA user guide for organisations for more information.

To end a post, enter the **Post End Date** in the text box provided in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save**.
Roles

You can open or close any roles you have within an organisation within this section.

To add a role select your role from the drop down list.

Enter the **Role Start Date** in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save**.

To end a role, enter the **Role End Date** in the text box provided in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save**.

**Tip:** The role of organisation contact (ORC) can only be added by the authorised signatory (AUS).

**Tip:** You cannot add a role without holding an open post at an organisation.
5. My Profile - Equality & Diversity

You can manage your equality and diversity information and submit requests for a reasonable adjustment in this section. The information will be treated as confidential and stored securely in accordance with the Data Protection Act 1998.

The information will help us analyse and evaluate our policies, procedures and processes to make sure they promote equal opportunity and do not unlawfully discriminate.

Complete the relevant sections and click **Save**.

You can tell us of any reasonable adjustment we can make for you by clicking **Add Adjustment**.

Enter the adjustment and click **Add Adjustment**.
This will now be displayed in the table below.

Click **Save**.

<table>
<thead>
<tr>
<th>Reasonable Adjustments</th>
<th>Large print</th>
<th>Edit</th>
</tr>
</thead>
</table>

**Save**

---

**6. My Profile - Character & Suitability**

You can notify us of any character and suitability matters you have not previously disclosed.

To check if you need to disclose a matter, click **our website**.

Notify us of any new Character and Suitability matters not previously disclosed to the SRA

Failure to disclose material information will be treated as prima facie evidence of dishonest behaviour. You must disclose any matters that have occurred in the UK and/or overseas. You do not need to notify us of matters previously disclosed to the SRA.

To check whether you need to disclose a Character and Suitability matter please read the guidance and decision making criteria on **our website** and then return to this page to proceed with notification.

Your notification should include a statement of events about the matter being disclosed, include any relevant mitigating circumstances, and dates. The notification should also detail rehabilitation and subsequent good behaviour.

Following submission of your notification we will assess the information you have provided and if we need further information we will contact you.

Please enter details here. (Maximum length 500 characters)

Enter the details of your disclosure in the text box provided, click **Save**.

**Note:** We will now assess the information provided. If we need any further information we will contact you.
7. My Documents

You can view any documents that have been produced by us or any supporting documentation uploaded after an application has been submitted.

Click on My Documents, then click on Individual.

To view the document click View.

To edit the description of the document click Edit.

To remove a document click Remove. If you do this the document cannot be restored. Click OK to confirm or cancel to return to the previous screen.
8. Upload Documents

You can upload any supporting documents relating to a submitted application here.

Click **Upload Documents**, then click **Individual**.

Any submitted applications will be shown in the table.

Click **Upload Documents** next to the relevant application and upload your documents.

The steps for uploading a document can be found in the editing **Personal Details section**.
9. Change Password

You can change your mySRA password here.

Enter your **Current Password** in the text box.

Enter a **New Password** in the text and **Confirm your password**.

Click **Change Password**.

---

Tip: Creating your new Password.

Your password should be 8 to 28 characters long. For a strong password, use at least 12 characters and a mixture of upper-case and lower-case letters and at least one number and punctuation mark.
10. 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

contactcentre@sra.org.uk

Post

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

DX 720293
BIMRINGHAM 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.