FAQs about using mySRA

Browse FAQs about using mySRA. To begin, select a topic below.

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Using mySRA

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Who is responsible for ensuring personal profile information is correct and up to date?

You must make sure that your personal and professional details are correct.

If you opt in, your authorised signatory and organisation contact can also view and change the information for you.

To find out how to update your personal and professional details, go to Managing my individual account [/mysra/manage-account/individual-account/] .

There are errors in the data held about me/my firm. How do I correct these?

You can change your details in the 'My Profile' section of your mySRA account.

Log in to mySRA now
[/link/93f017776e78490eac32edeb8f5a63e0.aspx]

[/link/93f017776e78490eac32edeb8f5a63e0.aspx]

If you opt in, your authorised signatory and organisation contact can view and change the information for you.

Go to manage my individual account [/mysra/manage-account/individual-account/] to help you to change your personal and professional details.

How do I update my personal/professional details?

You can change your details in the 'My Profile' section of your mySRA account.

Go to manage my individual account [/mysra/manage-account/individual-account/] to help you to change your personal and professional details.

mySRA user support

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I have been locked out of my account. What should I do?

After 10 attempts mySRA will temporarily lock for 1 minute, each incorrect attempt after that will increase the lock time by a further 1 minute

If you reset your password it unlocks the account.

To reset your password, you should select Forgotten Password on the login page.

- Enter your username and your account email address.
- Click 'email me my verification code'
- The code will be emailed to you.

- Enter the 6- digit code and continue
- Then enter and confirm your new password
- Go back to the login page to login with your new password.

I have forgotten my password. What should I do?

To reset your password, you should select Forgotten Password on the login page.

- Enter your username and your account email address.
- Click 'email me my verification code'
- The code will be emailed to you.
- Enter the 6- digit code and continue
- Then enter and confirm your new password
- Go back to the login page to login with your new password.

Log in to mySRA now [/link/93f017776e78490eac32edeb8f5a63e0.aspx]

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I have forgotten my username. What do I do?

Go to login page.

Enter the email address for your account.

We will email your username to your account email.

I don't have a valid activation code. What should I do?

To activate your account

- Go to login page
- Click on Request an activation code link
- Your activation code will be sent to the postal address we hold for you (the code is only valid for 28 days)
- When you receive the activation, code go to login page and click on the link I have a valid activation code.
- You can then complete the setup of your account by choosing a username and password.
- Once your account is fully set up you can login by going to the login page and entering your username and password and selecting the 'sign in' button.

Individual mySRA

Open all [#]

My practising details are not appearing on Find a Solicitor. Why?

Your practising details should appear on Find a Solicitor if you have a practising certificate, you have added an association to your organisation, and a post in mySRA.

How to manage your individual account [/mysra/manage-account/individual-account/] will help you to change your professional details.

Once any changes are made in your mySRA account, it may take up to 48 hours for the details to appear on Find a Solicitor.

If you do not appear or have any queries about the information shown please contact the Law Society Support Centre on +44 (0)20 7320 5757 (Monday to Friday from 09:00 to 17:00) or email thesupportcentre@lawsociety.org.uk [mailto:thesupportcentre@lawsociety.org.uk]

What is a post?

It is a position that you hold within an organisation such as assistant, associate, partner, member, director, consultant, employee.

You can add, change and remove posts in the My Profile, Work details section of your mySRA account..

Please note that managerial posts (partner, director, member) can only be added by the authorised signatory at your firm.

Log in to mySRA now [/link/93f017776e78490eac32edeb8f5a63e0.aspx]

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What is a role?

It is a responsibility that you hold within an organisation such as authorised to supervise. You can add, change and remove roles in the My Profile, Work details section of your mySRA account.

How to manage your individual account [/mysra/manage-account/individual-account/] will help you to add, change or delete a role.

There are some roles that cannot be added through mySRA:

- Compliance officer for financial and administration
- Compliance officer for legal practice
- Training principal.

These are roles that we authorise.

I do not want my organisation's authorised signatory or organisation contact to see my personal information. What should I do?

You need to opt out of Personal Information Management.

Go to My Profile, Work details, Manage employment. Make sure there is no tick in Personal Information Management.

How to manage my individual account [/mysra/manage-account/individual-account/] will help you change your personal and professional details.

If I am opted into Personal Information Management what can the authorised signatory or organisation contact change?

Your personal and professional details in the My Profile section of your mySRA account. They will not see equality data.

How to manage your individual account [/mysra/manage-account/individual-account/] will help you to opt in or opt out of Personal Information Management.

Will I be notified if my details have been updated by the authorised signatory/organisation contact?

Yes.

If you are opted in you will receive an email if changes are made to your mySRA account.

How do I update my personal/professional details?

You can update your details in the 'My Profile' section of your mySRA account.

How to manage your individual account [/mysra/manage-account/individual-account/] will help you to change your personal and professional details.

Individual practising certificate

Open all [#]

How do I apply for a practising certificate?

Click Apply for a practising certificate under Start a new application.

How to manage your account [/mysra/manage-account/individual-account/] will help you to complete the application.

Read more about our fee policy [/mysra/fees/] .

Log in to mySRA. Before starting the application make sure that your professional details are up to date.

Log in to mySRA now
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Are there any reduced practising certificate fees?

Yes. There are reduced renewal fees for maternity leave.

Read more about our fee policy [/mysra/fees/] .

Authorised signatory / Organisation contact

Open all [#]

What is an authorised signatory (AUS)?

A person nominated to update their organisation details and sign the declaration in a bulk renewal application.

In a law firm, it must be a solicitor or registered European lawyer (REL) with a current practising certificate/registration and who is a manager (a partner in a partnership; a member in an LLP; a director in a company).

If you work within an in-house team, it can be a solicitor or a REL with a current practising certificate/registration.

The authorised signatory (AUS) can nominate an organisation contact (ORC) to complete the bulk renewal application but only an AUS can sign it.

To find out how to add, change or delete a role, go to Manage My Organisation Account [#] .

How do I become an authorised signatory (AUS)?

You can add the role in the My Profile section of your mySRA account.

In a law firm, you must hold a current practising certificate/registration and be a manager (a partner in a partnership, a member in an LLP, a director in a company).

If you work within an in-house team, you must simply hold a current practising certificate/registration.

For further information, go to Managing my Individual Account [/mysra/manage-account/individual-account/] .

What is an organisation contact (ORC)?

They are the person nominated by an authorised signatory (AUS) to update organisational details and complete the bulk renewal application for an organisation. Less

ORCs can see and change individuals' personal and professional details if they have opted in.

There are no restrictions on who can be an ORC but the AUS should be satisfied they are suitable for this role.

To be nominated as an ORC, you must have a mySRA account.

Find out how to get a mySRA account.

How do I add a manager post in mySRA?

Go to Manage my organisation account [/mysra/manage-account/organisation-account/] to find out how to add, change or delete a post.

How do I remove individuals who have left my organisation?

If the individuals have ended their posts and roles it will reflect this in the organisation record. If they have not, then:

- Click my organisation
- Click Employees and click End Employment.
- Select the date the individuals have left the organisation.
- Click Save. This will end all posts and roles. This will include manager posts.

Will an authorised signatory or organisation contact be able to view and print off practising certificates?

Yes. Organisation contacts (ORC) and authorised signatories (AUS) can view and print individual practising certificates.

They can access them through their mySRA account. They can view them in My Organisation tab. Then go to Manage my organisation applications and documents.

Opting in / out

Open all [#]

What is opt in / opt out?

You can opt in for bulk renewal and personal information management if your organisation offers the service.

If you opt in to bulk renewal your firm will be able to renew your practising certificate as part of the firm application.

If you opt in to personal information management the organisation will be able to see and change your personal information. This does not include equality data.

If you opt out of bulk renewal you would need to make an individual application to renew your practising certificate.

If you opt out of personal information management you would need to keep your own details up to date in your mySRA account.

How do I opt in?

1. Go into your profile
2. Click work details
3. Select Manage
4. Click I want to opt into the organisation's bulk renewal. This option will only be available if the organisation complete a bulk renewal application.
5. Click Save

Log in to mySRA now [/link/93f017776e78490eac32edeb8f5a63e0.aspx]

[/link/93f017776e78490eac32edeb8f5a63e0.aspx]

How do I opt out?

1. Go into your profile
2. Click work details
3. Select Manage
4. Untick the relevant option for I want the firm to manage my information or I want to opt into the organisation's bulk renewal
5. Click Save

Organisation's bulk renewal application

Open all [#]

Where can I find the bulk renewal application?

It can be found under 'Start a new application' and in 'Organisation applications'. It is now called 'Pay your periodic fees and apply for bulk renewal'.

Will the form 'freeze' once started?

Before, when the form was opened, it was 'frozen' and no changes could be made to related mySRA accounts. Now in mySRA, the form can be accessed at any time before you submit it, giving you freedom to look at the questions and the information you need before completing it.

This also means that solicitors and registered European or foreign lawyers in your organisation can opt into your bulk renewal at any time before you submit this. If someone does add themselves, you will get a notification, so you will know if this has happened.

What turnover should I provide in my application?

You must provide the most recent turnover figure available in step 10 of the application. The figure should cover a 12-month period prior to 1 November 2020. For instance, 1 February 2019 - 31 January 2020.

You can then tell us in the form if this figure is based upon closed accounts. This turnover figure will then be used to calculate next year's periodic fee.

How to submit information on the organisation's indemnity insurance?

You can tell us about your insurance details by completing step 3 of the application. Here you can choose your firm’s insurer from the list provided or tell us if your firm is exempt from indemnity insurance.

We do not need any other documentation to support your application. So, you do not need to upload any documents.

What do you ask in the bulk renewal application form?

Find out what will be asked in our mySRA update article about the bulk renewal form questions [/mysra/updates/bulk-renewal/] .

Certificates of good standing

What information is included in a Certificate of Good Standing?

A Certificate of Good Standing confirms the following information:

- Your admission date.
- Whether you hold a current practising certificate. Any conditions may be disclosed.
- Whether you have Findings and Orders. If you have they may be included.
- Your address.
- That you have not been struck off or suspended from practise.
- That there are no disciplinary proceedings pending against you.

The address on your certificate must be an address which is held on our records. Please make sure that your address is up to date in the My Profile, About me section of your mySRA account.

We can send the certificate to an address of your choice whether or not it is held on our records.