



Solicitors
Regulation
Authority

mySRA
User Guide for Individuals

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1. 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. 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](#).

» **My Services**

Services

» **Individual Services**

Welcome to your mySRA account.

» Organisation Related Services

Here you can keep your information up to date and submit applications.

» **My Profile**

- My Profile - update your employment and contact details, you can also opt in to your firm's bulk renewal.

» **My Organisations**

- My Organisations - if you are an authorised signatory or organisation contact, you can manage your firm's data here.

» **My Documents**

- My Documents - here you can find copies of your applications and certificates.

» **Upload Documents**

- Upload Documents - add information to applications you have made.

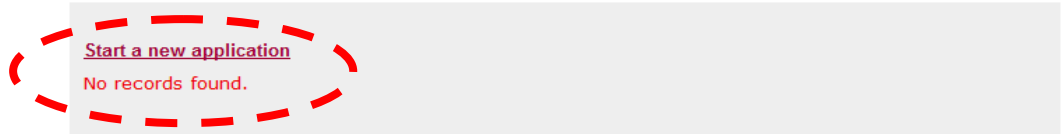
» **Change password**

Our mySRA [user guide](#) for individuals will help you manage your account.

Applications

Here you can:

- start a new application
- continue a saved application
- track your submitted applications
- you should make sure your details are up to date before starting an application.
- if you have opted in to a firm's bulk renewal you will not be able to see some individual applications here.



[Start a new application](#)
No records found.

[Continue a saved application](#)

Application	Assessment Year		
Removal from the roll	Not Applicable	Select	Cover Sheet

<< < 01 of 01 page(s) > >>

Tip: You are eligible to remove your name from the roll at any time. Therefore, the application form **Removal from the roll** will be available to you throughout the year.

If you wish to stay on the roll **do not** complete this application.

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.

[Continue a saved application](#)

No records found.

Submitted application(s)

Application	Assessment Year	Application Status	Application Submitted By	Application Submitted Date	Payment Status
Removal from the roll	Not Applicable	In progress		14/09/2016	

<< < 01 of 01 page(s) > >>

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.

The screenshot shows a sidebar on the left with the following menu items: » My Services, » My Profile (highlighted), » Personal & Professional Detail, » Equality and Diversity, » Character and Suitability, » My Organisations, » My Documents, » Upload Documents, and » Change password. The main content area is titled 'My Profile' and contains a sub-section 'Personal & Professional Details'. A yellow banner reads: 'To view or update your professional details select your organisation from the drop down list below.' Below this is a 'Select Organisation' dropdown menu with '-Select-' selected, circled in red. At the bottom are two buttons: 'Left organisation' and 'Add organisation', both with right-pointing arrows.

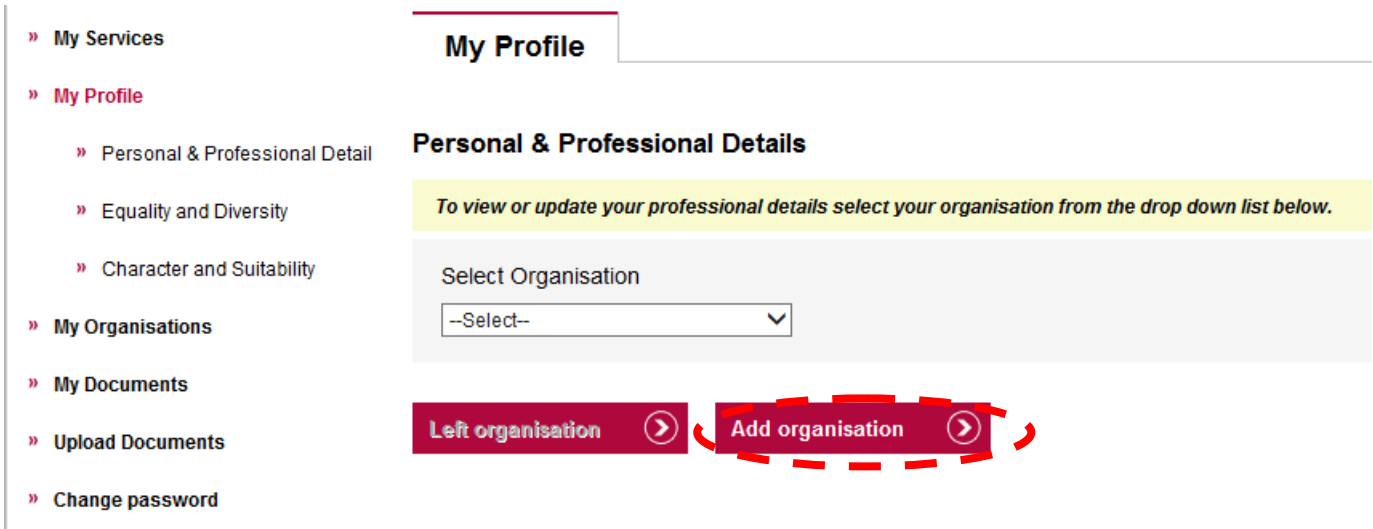
Additional tabs will now be available to you:

- **Professional details**
- **Office**
- **Posts**
- **Roles**

The screenshot shows two rows of navigation tabs. The first row contains: 'Personal Details' (highlighted with a red border), 'Personal Addresses', 'Email Addresses', 'Languages', and 'Work Categories'. The second row contains: 'Jurisdiction', 'Professional Details', 'Office', 'Posts', and 'Roles'.

Add a new organisation

Click **Add organisation**.



The screenshot shows the 'My Profile' page with a sidebar on the left containing navigation links: My Services, My Profile, Personal & Professional Detail, Equality and Diversity, Character and Suitability, My Organisations, My Documents, Upload Documents, and Change password. The main content area is titled 'My Profile' and 'Personal & Professional Details'. A yellow banner states: 'To view or update your professional details select your organisation from the drop down list below.' Below this is a 'Select Organisation' dropdown menu with '--Select--' as the current selection. At the bottom, there are two buttons: 'Left organisation' and 'Add organisation'. The 'Add organisation' button is highlighted with a red dashed circle.

Enter the Organisation name, SRA ID number, Postcode or City/Town.

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.



The form consists of four input fields stacked vertically, each with a label above it: 'Organisation name', 'ID', 'Postcode', and 'City/Town'. Each field is currently empty.



At the bottom right, there are two buttons: 'Return to Org selection' and 'Search'. The 'Search' button is highlighted with a red dashed circle.

Tip: You do not need to complete all of the text boxes. You can 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 [here](#).

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.

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.

Personal Details | Personal Addresses | Email Addresses | Languages | Work Categories

Jurisdiction

SRA number
98286

Title
Mr

First name
Example

Middle name(s) (Optional)

Surname

Date of birth
09/09/1949



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.

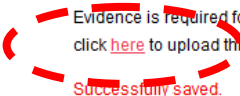
Acceptable forms of evidence for corrections to date of birth are: passport, driving licence.

Click [here](#) to upload evidence.

A separate window will now open.

[Personal Details](#)
[Personal Addresses](#)
[Email Addresses](#)
[Languages](#)
[Work Categories](#)

[Jurisdiction](#)



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.

Successfully saved.

SRA number
98286

Title

First name
Example

Middle name(s)

Surname
Test

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.

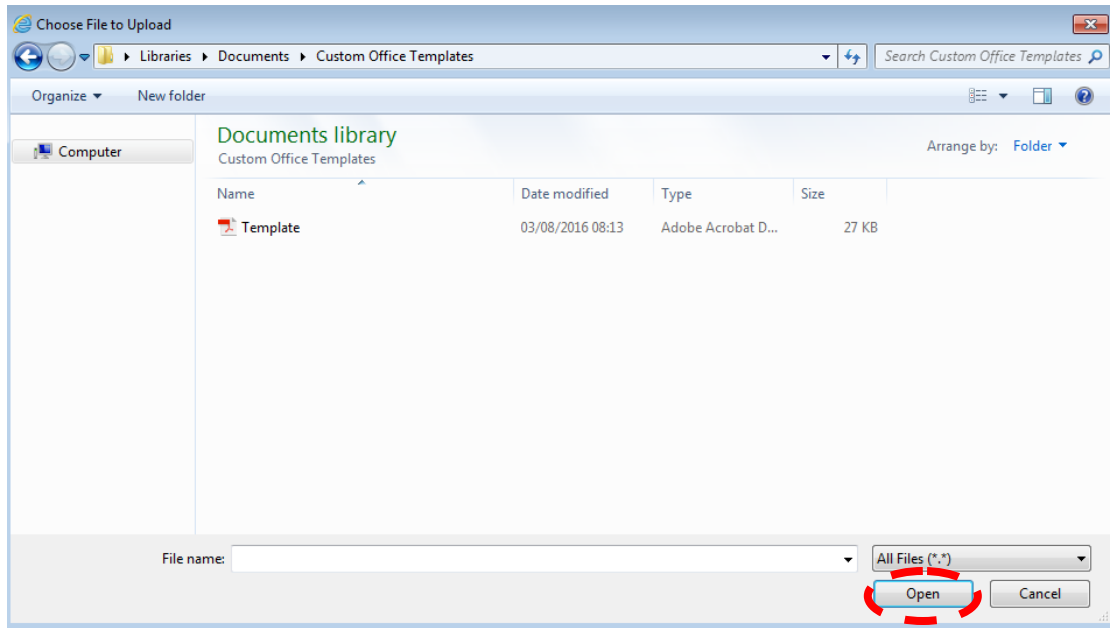
Upload Documents

Document description

Select document to upload

Browse...

Upload ➤



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.

File Name	Document Description		
Template.pdf	Evidence	Edit	View

Upload Documents

Document description

Select document to upload

 Browse...

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.

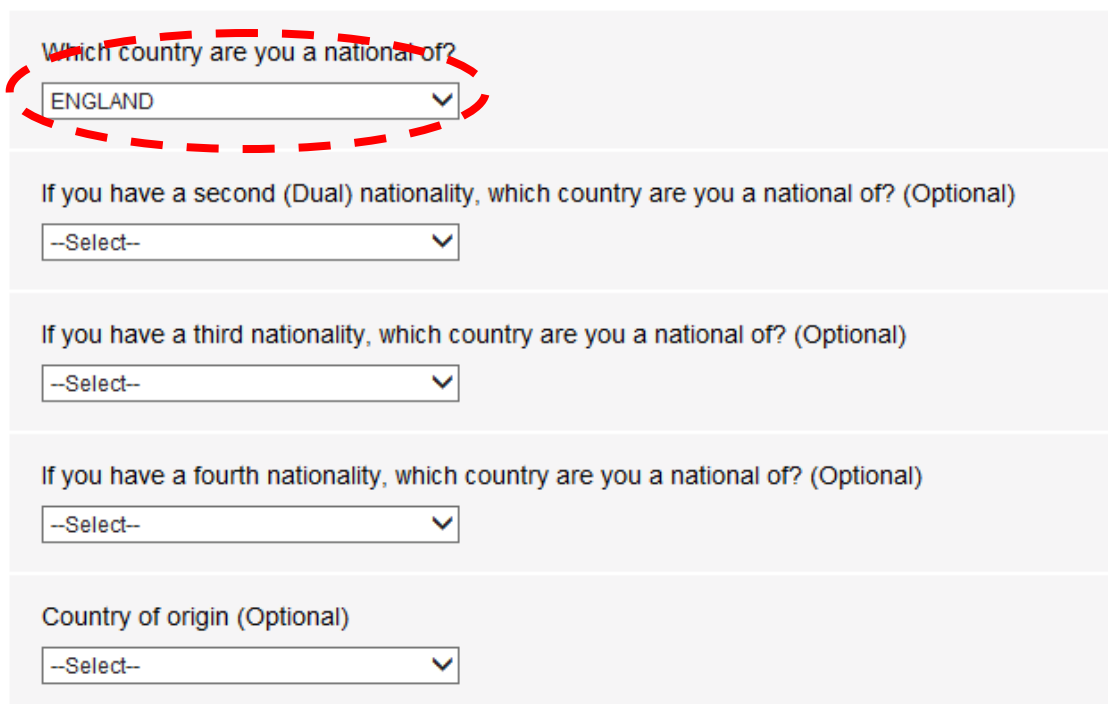
Note: Changes to personal details can take up to 7 days to be processed. You will receive a confirmation email once the changes have been made.

You can 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**.



Which country are you a national of?
ENGLAND

If you have a second (Dual) nationality, which country are you a national of? (Optional)
--Select--

If you have a third nationality, which country are you a national of? (Optional)
--Select--

If you have a fourth nationality, which country are you a national of? (Optional)
--Select--

Country of origin (Optional)
--Select--

Save ✓

Cancel ✕

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 or add a new personal address.


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**.

Primary Address	Secondary Address	Address	Contact type	
<input checked="" type="radio"/>	<input type="radio"/>	The Law Society, 199 Wharfside Street, BIRMINGHAM, UNITED KINGDOM, B1 1RN	Home	Edit  Remove 


Would you like to add another personal address?

[Add another address](#) 

Scroll down, enter your postcode and click **Search**.

Country

Postcode

[Search](#) 

Select your address from the available options and click **Select Address**.

Address

Select Address	Address
<input type="radio"/>	The Law Society, 100-113 Chancery Lane, LONDON WC2A 1PL

01 of 01 page(s)

Select Address  **Cancel** 

Select the **Contact type** from the drop down list, click **Save**.

Contact type
--Select--

Address line 1
The Law Society

Address line 2
100-113 Chancery Lane

Address line 3 (Optional)



Address line 4 (Optional)

City/Town
LONDON

County (Optional)

Telephone number (Optional)

Fax number (Optional)

Save  **Cancel** 

Tip: All communications will automatically go to your work address unless a Communications Address is added.

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 Support Centre on 0207 320 5757 to provide details as to where this should be sent.

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**.

Primary Address	Secondary Address	Address	Contact type	
<input checked="" type="radio"/>	<input type="radio"/>	The Law Society, 199 Wharfside Street, BIRMINGHAM, UNITED KINGDOM, B1 1RN	Home	Edit  Remove 
<input type="radio"/>	<input checked="" type="radio"/>	The Law Society, 100-113 Chancery Lane, LONDON, UNITED KINGDOM, WC2A 1PL	Communications Address	Edit  Remove 

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**.

Primary email address	Enter your email address	
<input checked="" type="radio"/>	mp2train10@sra.org.uk	Remove ✖

Enter new email address

 ✓ ✖

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

Click **Remove**.

Primary email address	Enter your email address	
<input checked="" type="radio"/>	mp2train10@sra.org.uk	Remove ✖
<input type="radio"/>	example@sra.org.uk	Remove ✖

Enter new email address

 ✓ ✖

Languages

You can add any languages you speak in this section

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

Language(s) you speak ?	
English	Remove this language ✖

Language(s) you speak

--Select-- ▾

Save ✓

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

Language(s) you speak ?	
English	Remove this language ✖
Welsh	Remove this language ✖

Language(s) you speak

--Select-- ▾

Save ✓

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**.

Categories of Work ?	
Agricultural Law	Remove work category ✖
Business Affairs	Remove work category ✖
Commercial Property	Remove work category ✖
Conveyancing Residential	Remove work category ✖
Liquor Licensing / Gambling	Remove work category ✖

Categories of Work

--Select--

Save ✓

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

Categories of Work ?	
Agricultural Law	Remove work category ✖
Business Affairs	Remove work category ✖
Commercial Property	Remove work category ✖
Conveyancing Residential	Remove work category ✖
Liquor Licensing / Gambling	Remove work category ✖

Categories of Work

--Select--

Save ✓

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**.

Jurisdiction and professional title in this jurisdiction.

--Select--

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

Date qualified

dd/mm/yyyy

Save ✓ **Cancel** ✕

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**

Jurisdiction and professional title in this jurisdiction.	Are you currently entitled to practise as a member of the legal profession(s) detailed?	Date qualified	
Bermuda Attorney	No	14-07-2010	Edit Jurisdiction ✎ Remove ✕
Mexico Lawyer	Yes	13-04-2004	Edit Jurisdiction ✎ 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.	Are you currently entitled to practise as a member of the legal profession(s) detailed?	Date qualified	
Bermuda Attorney	No	14-07-2010	Edit Jurisdiction  Remove 
Mexico Lawyer	Yes	13-04-2004	Edit Jurisdiction  Remove 


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
 

[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**.

Opt into bulk renewal <input checked="" type="checkbox"/>
Welsh PC <input type="checkbox"/>
Main practice Yes
Currently Subject to Regulation 3 No
Admission date. 15/12/1973
Status Admitted Solicitor in E&W

No associated Accreditation(s) found.

Save <input checked="" type="checkbox"/>	Cancel <input type="checkbox"/>
--	---------------------------------

To opt out, un-tick the box and click **Save**.

Opt into bulk renewal	?
<input checked="" type="checkbox"/>	
Welsh PC	
<input type="checkbox"/>	
Main practice	?
Yes	

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.

Opt into bulk renewal	?
<input type="checkbox"/>	
Please ensure you are aware of the implications of opting an individual out of bulk renewal. Are you sure you wish to proceed with this action?	
<input type="radio"/> Yes	
<input type="radio"/> No	
Welsh PC	
<input type="checkbox"/>	
Main practice	?
Yes	
<input checked="" type="checkbox"/>	

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**.

Personal Details	Personal Addresses	Email Addresses	Languages	Work Categories
Jurisdiction	Professional Details	Office	Posts	Roles

Select your main working address. This is where we will write to you if required.

Office name	ID	Office type	Office address	Main working address
		Head Office		<input checked="" type="radio"/>
		Branch Office		<input type="radio"/>

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**.

Personal Details	Personal Addresses	Email Addresses	Languages	Work Categories
Jurisdiction	Professional Details	Office	Posts	Roles

In this section you can add or remove a post.

Post	Post Start Date	Post End Date	
Director	24/05/2012	<input type="text" value="dd/mm/yyyy"/> 	Save 

Post



Post Start Date



[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**.

Post	Post Start Date	Post End Date	
Director	24/05/2012	dd/mm/yyyy	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**.

What role(s) does this contact fulfil?

--Select--

Role Start Date

dd/mm/yyyy

Save

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

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**.

Training Principal	24/05/2012	dd/mm/yyyy	Save
--------------------	------------	------------	------

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**.

The Equality Act 2010 defines a disability as a physical or mental impairment, which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities.

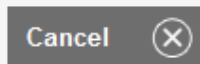
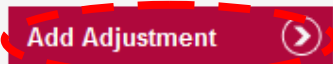
If you have a disability and require any reasonable adjustments when communicating with us, for example if you require communication in large print or braille, please fill in this box. If you do not have a disability, leave the box blank. Our [reasonable adjustment policy](#) is here and if you have any further requirements please contact us.

Are there any reasonable adjustments in relation to your disability that we can make for you?



Enter the adjustment and click **Add Adjustment**.

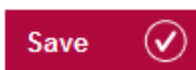
Add Reasonable Adjustments. (Maximum length 500 characters)



This will now be displayed in the table below.

Click **Save**.

Reasonable Adjustments	
Large print	Edit 



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**.

mySRA

- » My Services
- » My Profile
- » My Organisations
 - » My Documents
 - » Individual
 - » Organisation
- » Upload Documents
- » Change password

My Documents

Here you can view:

- > Documents produced by the SRA during the application process including certificates and invoices.
- > Documents you uploaded after submitting an application.

Any documents listed here can be sorted by creation date, file name or document description.

You can edit the descriptions or delete documents to help manage your records.

Sort by: --Select--

Date created	File Name	Document Description			
28/02/2012	MPPD - Example Test_Cover_Sheet	Manage Profile (Personal Details) - Cover Sheet	Edit	View	Remove ✕
12/09/2016	MPPD - Example Test_Cover_Sheet	Postal Notification	Edit	View	Remove ✕
14/09/2016	MPPD - Example Test_Cover_Sheet	Removal from the roll - Summary Sheet	Edit	View	Remove ✕
14/09/2016	MPPD - Example Test_Cover_Sheet	Removal from the roll - Cover Sheet	Edit	View	Remove ✕
14/09/2016	MPPD - Example Test_Cover_Sheet	Removal from the roll - Payment Summary	Edit	View	Remove ✕
14/09/2016	MPPD - Example Test_Cover_Sheet	Manage Profile (Personal Details) - Cover Sheet	Edit	View	Remove ✕

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](#).

mySRA

- » My Services
- » My Profile
- » My Organisations
- » My Documents
- » **Upload Documents**
- » Individual
- » Organisation
- » Change password

Upload Documents

Here you can upload additional documents that you would like to be considered with one of your applications. Choose the relevant application and select "upload documents".

If your application has not yet been submitted, you can upload documents directly to the application before you submit. The manage your uploads button appears on each page of the applications.

Previously uploaded documents are displayed in "My Documents".

Upload Documents for Submitted Application(s)

Application Description	Application Status	
Manage Profile (Personal Details)	Investigation In progress	Upload Documents
Removal from the roll	In progress	Upload Documents

01 of 0 page(s)

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**.

The screenshot shows a user interface for changing a password. On the left is a vertical menu with the following items: » My Services, » My Profile, » My Organisations, » My Documents, » Upload Documents, and » Change password (highlighted in red). The main content area is titled 'Change Password' and contains three text input fields: 'Current password', 'New password' (with an information icon), and 'Confirm your password' (with an information icon). Below these fields is a 'Change Password' button. Red dashed boxes are drawn around each of the three input fields and the button to indicate where to enter information and click.

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
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.