



Solicitors
Regulation
Authority

mySRA

How to activate your mySRA account

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1. Getting Started

You need a valid activation code to activate your account.

Go to the [mySRA activation](#) page and click **Activate your account now**.

Tip: If your activation code has expired click on [Activation key lost form](#).

You will need your SRA ID number to request a new code.

A letter with your new activation code should be received at the address we hold on record in five to seven days. **We are unable to provide an activation code by email**, however we can provide it over the telephone. See [Contact Us](#) for contact details.

Enter your 11 digit activation code exactly as it appears, including all hyphens.

Complete the Re-Captcha and click **Submit**. If the Re-Captcha is not accepted you will need to retry until you are successful.

Note: Re-Captcha

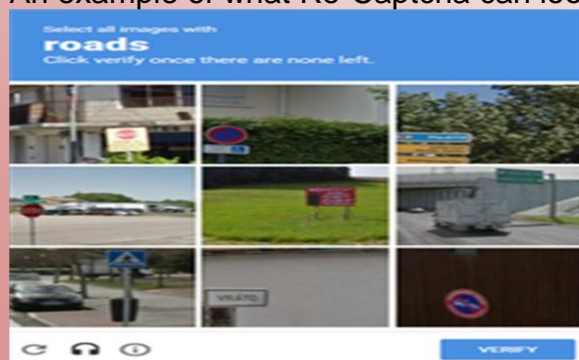
Re-Captcha is a program that can tell whether the user is a human or a computer.

The following may be useful if you have difficulties with Re-Captcha:

- Click images requested. Once the image is clicked it will change. If it still shows the item you have been asked to remove, click again until item no longer showing. Then click verify.
- You can click the refresh button under the images. You will then have a new challenge.
- You can click on the audio button (to the right of the refresh button) to hear a set of words that can be entered instead.

You can try completing Re-Captcha as many times as you like.

An example of what Re-Captcha can look like is shown below:



2. Security Question and Answer

Your name will be pre-populated with the information we hold on record for you.

Enter your date of birth in the format **DD/MM/YYYY** or click the calendar symbol to select your date of birth.

You may also be asked a security question, based on the information we hold on record for you. For example: *'In what year did you complete your LPC?'*

Click **Submit**.

3. Create your account

You will now create your account. Some information on this page will be pre-populated with information we hold on record for you.

Edit the email address if it is incorrect or no longer in use. An email will be sent here at the end of the activation process which you will need access to.

Note: Do **not** use a shared email address as all future important correspondence will be sent to this email address.

Create your login details

Enter a Username and Password in the text boxes available.

Confirm your Password.

Complete the Re-Captcha.

Click **Submit**.

Tip: Guidelines for creating your login details:

- *Username*
Your username should be 8 to 20 characters long. It can be upper and lower-case letters and numbers. It cannot include spaces or special characters such as \ / ()*?
The username you create can be viewed by SRA staff. It cannot be changed later.
- *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.

You can also see this guidance by clicking on the question mark symbol next to each box.

You should keep your log in details safe and **MUST NOT** share this information with another individual for security reasons.

If you create a username that already exists on our system, you will see the following after you have clicked **submit**:



The screenshot shows a web form with a 'Username' label and an information icon. The input field contains 'MHeard92'. Below the input field, a message reads: 'Please choose one of the following available usernames'. Three radio buttons are listed with the following usernames: 'MelHeard15', 'HeardMel40', and 'MelH868684'.

You can select one of the usernames offered to you, or create a different username by retyping it into the box.

4. Verifying your account

An email will be sent to the email address provided earlier. It will contain a verification link which you **must** click to complete the activation process. You will then be able to log into your account.

Tip: If you do not receive the email containing your verification link in your inbox please check your junk and spam folders. Guidance on receiving emails from the SRA can be found [on our website](#). If you do not receive the email within 24 hours please [Contact us](#).