

# How to manage my individual account

Updated 27 September 2024

Trainees, solicitors and other individuals at a firm or freelance solicitors can manage their individual applications in mySRA. Find out how to update your details and apply for applications which may require some extra help with our 'step by step guides' and 'How to' instructions.

## Video guides

### **How to reset your mySRA password**

How to reset your password in mySRA

### **Find your mySRA username**

How to find out your mySRA username.

### **Find applications within mySRA**

How to find individual and organisation applications in mySRA



## Updating your work details in mySRA

Find out what you need to update your work details within mySRA.

## Step by step guides

Our step by step guides can help you complete the most frequently applied for applications and those which relate to the keeping of the roll.

- [Apply for a practising certificate](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-practising-certificate/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-practising-certificate/]
- [Submit a notification of non-renewal of your practicing certificate or registration](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/notification-non-renewal-practising-certificate-registration/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/notification-non-renewal-practising-certificate-registration/]
- [Apply for Higher Rights of Audience](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/higher-rights-audience/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/higher-rights-audience/]
- [Apply for registration as a Registered Foreign Lawyer](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-for-registration-rfl/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-for-registration-rfl/]
- [Apply to remain on the roll of solicitors](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/remain-on-roll/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/remain-on-roll/]
- [Apply to be removed from the roll of solicitors](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/]
- [Apply to be restored to the roll of solicitors](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/]

## How to

### Access your account

[Open all \[#\]](#)

### [Create an account](#)

1. Go to login page and go to 'create an account'
2. Enter an email address you will have always access to
3. Type in the characters you see on screen to complete ReCAPTCHA
4. We will then email you a verification code
5. Once you have entered this code, scroll up and choose a username and password
6. Continue and set up your verification phone number

7. Register a number so we can text or call you every time you log in - we recommend using a personal phone number

### **Step by step video guide**

### **Verifying your mySRA account**

1. Register a personal phone number (you will need access to this every time you log in)
2. Log into mySRA and choose either a code via SMS text or a phone call
3. Enter the code or answer the call to verify your identity

[Find out more \[https://indemnity.sra.org.uk/mysra/updates/verifying-mysra-account/\]](https://indemnity.sra.org.uk/mysra/updates/verifying-mysra-account/)

### **Forgotten password**

1. Go to login page. Click on Forgotten password link.
2. Enter username and account email address.
3. We will email you a verification code
4. Type in the 6 digit code and submit
5. Enter new password and confirm
6. You can now sign in to access your account.

[Watch our video to learn more \[https://www.youtube.com/watch?v=D-R-jnKODvsI\]](https://www.youtube.com/watch?v=D-R-jnKODvsI)

### **Forgotten username**

1. Click forgotten username
2. Enter the email address used for your account
3. Click Submit
4. You will then be sent your username to your account email address



[Watch our video to learn more \[https://www.youtube.com/watch?v=j5W0tewNzhw\]](https://www.youtube.com/watch?v=j5W0tewNzhw)

## **Unlock my account**

1. After 10 incorrect password attempts, your account will be locked.
2. To do this, you should select Forgotten Password on the login page
3. Enter your username and your account email address
4. Click 'Email me my verification code'
5. The code will be emailed to you
6. Enter the 6 digit code and continue
7. Then enter and confirm your new password
8. Go back to the login page to login with your new password

## **Contact us if you have a problem with your account**

See our [contact us page \[https://indemnity.sra.org.uk/home/contact-us/\]](https://indemnity.sra.org.uk/home/contact-us/) if you have an issue.

## **Update your work details**

[Open all \[#\]](#)

## **Add a work category**

1. To add work categories such as children's law or banking, select 'my profile' tab
2. Select the Practising Status tab
3. Click edit
4. Click Add, under the title work category. Select the work category
5. Click Save

## **Change my practising status**

1. Select my profile then edit
2. Click Practising Status tab
3. Click Edit. Use the drop down to tell us if you do or do not want a practising certificate
4. Click Save

Find out how to [renew your practising certificate \[https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-practising-certificate/\]](https://indemnity.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/apply-practising-certificate/).

## **Apply for a practising certificate**

If you need a practising certificate you can access this in Start a new application.

## **Register a period of recognised training**

If you are eligible you will be able to register your training. Find out more about how to [register your training \[https://indemnity.sra.org.uk/become-solicitor/legal-](https://indemnity.sra.org.uk/become-solicitor/legal-)



[practice-course-route/period-recognised-training/managing-trainees/registering-trainee/1.](#)

## **Adding or removing employment details and/or roles**

1. Go into your profile
2. Click work details and add employment
3. Search for your organisation and click add
4. Complete the fields such as start date
5. Confirm any roles you hold
6. Click Save

[Watch our video to learn more \[https://www.youtube.com/watch?v=kne63SGXclQ\]](https://www.youtube.com/watch?v=kne63SGXclQ)

## **Opt in so that your organisation can manage your personal information**

1. Go into your profile
2. Click work details and add employment
3. Search for your organisation and click add
4. Complete the fields such as start date, position and if you hold a role
5. Click I want the firm to manage my information. This option will only appear if the organisation offer that service.
6. Click Save

## **Opt in to an organisation's bulk renewal application**

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

[Watch our video to learn more \[https://youtu.be/ESVr9WxjxZE\]](https://youtu.be/ESVr9WxjxZE)

## **How to 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

## **Update my personal information**

[Open all \[#\]](#)

## **Change my name**

1. Go to my profile and click edit
2. Edit your name



3. You will need to upload a supporting document, such as a marriage certificate, decree nisi or deed poll documentation
4. Use the drop down to confirm what the documentation is
5. Click Save

### **Change my address**

1. Go to My Profile and click edit
2. Once you have changed your address click Save.

### **Change my account email address, contact email address or phone number**

1. Go to My Profile, you can edit any of these contact details.
2. Once you have edited them click Save.

### **Edit your equality and diversity information**

1. Go to 'my profile'
2. Select the Equality and diversity tab
3. Click edit. Once you have amended your data, click Save.

### **Find out if I have outstanding actions**

If you want to check which actions are outstanding, go to the Actions tab.

## **Qualifying work experience**

### **Confirming qualifying work experience**

1. You'll receive an email letting you know there is a period of QWE for you to confirm
2. Use the link in the email and log in to mySRA
3. You'll then be shown a table with the period(s) of QWE you have been asked to confirm
4. Candidates then get an email from us telling them it has been approved or rejected.

If you do not receive an email, please log into mySRA and go to 'Actions'. There will be a notification showing you there is a period of QWE for you to confirm.

[Find out more about QWE and what a solicitor is confirming](https://indemnity.sra.org.uk/become-solicitor/sqe/qualifying-work-experience-candidates/qualifying-work-experience-employers/)  
[<https://indemnity.sra.org.uk/become-solicitor/sqe/qualifying-work-experience-candidates/qualifying-work-experience-employers/>]

### **Step by step video guide**

