



## FAQs about keeping of the roll

Updated 29 March 2025

Browse FAQs about applying to stay on the roll of solicitors or restoring/removing your name to/from the roll. To begin, select a topic below.

You can also browse [FAQs about using mySRA](https://guidance.sra.org.uk/mysra/services/faqs-user/)  
[<https://guidance.sra.org.uk/mysra/services/faqs-user/>]

### Apply to remain on the roll

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#### **I haven't applied to remain on the roll, can I complete it now the window has closed?**

The deadline to apply was 28 May 2025 so you can no longer access the application in your mySRA account.

Instead, if you wish to remain on the roll, you will need to ask us to review our decision to remove you from the roll. We will send you a notice by email or letter telling you what you need to do and how you ask us to review this decision. This must be done within 28 days of the notice being sent to you.

Your name will be removed from the roll if you do not ask us to review this or our decision is upheld. Following this, if you wish to be restored to the roll, you will need [to apply to do this](https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [<https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/>].

If you have any additional queries, you can [contact us](https://guidance.sra.org.uk/contactus/)  
[<https://guidance.sra.org.uk/contactus/>].

#### **I started my remain on the roll application but didn't finish it, what do I do now?**

The deadline to apply was 28 May 2025 so you can no longer access your draft application in mySRA.

Instead, if you wish to remain on the roll, you will need to ask us to review our decision to remove you from the roll. We will send you a notice by email or letter telling you what you need to do and how you ask us to review this decision. This must be done within 28 days of the notice being sent to you.



Your name will be removed from the roll if do not ask us to review this or our decision is upheld. Following this, if you wish to be restored to the roll, you will need [to apply to do this](https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/].

If you have any additional queries, you can [contact us](https://guidance.sra.org.uk/contactus/) [https://guidance.sra.org.uk/contactus/].

## **Can I be removed from the roll without my knowledge?**

We will email you using the contact email address you have recorded in your mySRA. This will be done on multiple occasions, both before and during the application window.

It is essential that all of your contact details are correct in mySRA. If you do not keep these up to date it may result in us, after taking steps to contact you using those details, removing you from the roll without your knowledge.

## **Removing yourself from the roll**

### **I do not want to remain on the roll - what should I do?**

You can apply to be removed from the roll of solicitors at any time. [Find out how](https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/) [https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/]

## **Authentication**

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### **Why is it mandatory to verify my identity in addition to entering my username and password when logging in to mySRA?**

Multi-factor authentication significantly reduces the chances of a third party accessing your mySRA account. It is an effective tool that helps protect your data and stop identity theft. You will not be able to access your mySRA account if you do not set it up.

### **How does the multi-factor authentication work?**

You will need to use an authenticator app on your mobile device (smartphone or tablet) to generate a time-sensitive six-digit code. You will enter this code to verify your identity after entering your username and password.



## **If I leave my computer for a short time, will I need to verify my identity again when I log back in?**

If you are logged out of mySRA, you will need to verify your identity by entering a six-digit code from your authenticator app when you log in again.

## **What apps can I use?**

We suggest using [Microsoft Authenticator](https://guidance.sra.org.uk/mysra/updates/verifying-mysra-account/) [<https://guidance.sra.org.uk/mysra/updates/verifying-mysra-account/>] or [Google Authenticator](https://guidance.sra.org.uk/mysra/updates/verifying-mysra-account/) [<https://guidance.sra.org.uk/mysra/updates/verifying-mysra-account/>]. However, you can use another app if you prefer. You must exercise due diligence when downloading and installing third-party apps.

## **What should I do if the code expires when I am enrolling my device?**

The code in your authenticator app will be replaced by a new one after 30 seconds. You need to enter it before it is replaced.

## **Can I use a tablet rather than a smartphone to generate a six-digit verification code?**

Yes, you can download an authenticator app to a tablet.

## **What if nothing happens when I scan the QR code using my mobile device?**

Please open the authenticator app on your mobile device to scan the QR code. Don't scan the QR code with your camera or a QR reader app.

## **What if I lose my mobile device that has the authenticator app installed?**

If you get a new phone or other mobile device, download your chosen authenticator app and log in to it. You will be able to use it to generate your six-digit code.

## **Can I change my authenticator app?**

If you need to change your authenticator app, please [contact us](https://guidance.sra.org.uk/contactus/) [<https://guidance.sra.org.uk/contactus/>].

## **Will I be able to log in to mySRA without using a mobile device?**



This is not recommended. However, you could download a third-party authenticator app for PC or Mac. You must exercise due diligence when downloading third-party apps. To find out more, watch our [explainer video \[https://youtu.be/eOckJgOi-BI\]](https://youtu.be/eOckJgOi-BI).

### **Can I use an authenticator app outside the UK?**

Yes.

### **Will an authenticator app work on any mobile device?**

Your mobile device will need to meet the following requirements to download and install an authenticator app.

#### **Apple/iOS devices:**

- Microsoft Authenticator – minimum of an iPhone 8/iOS 15
- Google Authenticator – minimum of an iPhone 6/iOS14

#### **Android**

- Microsoft Authenticator – minimum of Android 8
- Google Authenticator – minimum of Android 6

### **Does my mobile device to be connected to the internet to use an authenticator app?**

No, the device with the authenticator app does not need to be connected to the internet or have network signal for it to work.

### **What is SRA UK Prod?**

This is how your mySRA account will show in your authenticator app.

### **What happens if I lose access to my authenticator app account?**

You will need to contact the authenticator app provider to resolve this.

## **Issues receiving emails**

### **The contact email address listed in mySRA is correct, why am I not getting emails from the SRA?**

There are a number of reasons why, even when we are sending them to a correct address, our emails may not be getting through to you.



For example, they may be getting blocked by your internet service provider or company firewall, or automatically rerouted to spam folders.

Please read our [receiving emails from us guidance](#)

[<https://guidance.sra.org.uk/home/contact-us/receiving-emails-from-us/>] for the simple steps you can take to make sure emails we send to you are received.

## General questions

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### **Why are you reintroducing the need for solicitors without a practising certificate to complete an annual application?**

Due to changes to laws on how personal data is handled and our need to make sure the data we hold is up to date.

These changes directly impact information held on the publicly accessible roll, some of this is also published on the Solicitors Register.

You can read more about this in the consultation we ran on reintroducing the [keeping of the roll](#). [<https://guidance.sra.org.uk/sra/consultations/consultation-listing/restoring-annual-keeping-roll-exercise/>]

### **If your name has been removed from the roll for any other reason**

You can apply to restore your name to the roll of solicitors through your mySRA account. The fee is £20.

Find out how to be [restored to the roll](#) [<https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/>] and complete the application.

## Restoration to the roll

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### **Former solicitor whose name has been struck off the roll**

If you are a former solicitor whose name has been struck off the roll you must apply to the Solicitors Disciplinary Tribunal (SDT), to have your name restored to the roll.

An application must be made on the prescribed form which is available on the [SDT's website](#). [<https://www.solicitorstribunal.org.uk/>]

## **My name has been removed from the roll for another reason what should I do?**

You can apply to restore your name to the roll after the appeal period has ended through your mySRA account. The fee is £20.

Find out how to be [restored to the roll](https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [https://guidance.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/] and complete the application.

If you have been struck off, you must apply to the Solicitors Disciplinary Tribunal (SDT) to have your name restored to the roll.

An application must be made on the prescribed form which is available on the [SDT website](https://www.solicitorstribunal.org.uk/) [https://www.solicitorstribunal.org.uk/].