



## 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://qltt.sra.org.uk/mysra/services/faqs-user/)  
[https://qltt.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://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [https://qltt.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://qltt.sra.org.uk/contactus/)  
[https://qltt.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 \[https://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/\]](https://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/).

If you have any additional queries, you can [contact us \[https://qltt.sra.org.uk/contactus/\]](https://qltt.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 \[https://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/\]](https://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/removal-roll/)

## **Authentication**

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### **Why is authentication mandatory when logging into mySRA?**

This additional security reduces the chances of your mySRA account being accessed by a third party. It is an effective cybersecurity 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 authentication work?**

It uses a trusted device that's not easily duplicated, in this case a phone, to text you a one-time code or phone call.

### **In the telephone call, it asks to press the pound key. What is the pound key?**



The pound key is also known as the hash mark (#). It is found in the bottom right-hand corner of the number keypad.

### **If I leave my computer for short time, will I need to authenticate when I log back in?**

If you are signed out of mySRA, you will need to reauthenticate when you log back in.

### **Will I be charged for the SMS text messages or phone call?**

No, you will not be charged for a text message or phone call.

### **What if I don't get the code despite asking for it to resent?**

If you do not receive a code, then please [contact us](https://qltt.sra.org.uk/home/contact-us/) [\[https://qltt.sra.org.uk/home/contact-us/\]](https://qltt.sra.org.uk/home/contact-us/) to reset your authentication phone number.

### **How do you register a new phone number?**

If you need to change your authentication phone number, then please [contact us](https://qltt.sra.org.uk/home/contact-us/) [\[https://qltt.sra.org.uk/home/contact-us/\]](https://qltt.sra.org.uk/home/contact-us/).

### **What do I do if I lose my phone?**

If you no longer have access to your phone number, then you will need to [contact us](https://qltt.sra.org.uk/home/contact-us/) [\[https://qltt.sra.org.uk/home/contact-us/\]](https://qltt.sra.org.uk/home/contact-us/) to change 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://qltt.sra.org.uk/home/contact-us/receiving-emails-from-us/) [\[https://qltt.sra.org.uk/home/contact-us/receiving-emails-from-us/\]](https://qltt.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://qltt.sra.org.uk/sra/consultations/consultation-listing/restoring-annual-keeping-roll-exercise/). [<https://qltt.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://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [<https://qltt.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/). [<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://qltt.sra.org.uk/mysra/manage-account/individual-account/step-by-step-guides/restoration-roll/) [<https://qltt.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/].