



21 April 2026

Dear Provider,

Further to our communication on 11 March 2026, we are writing to provide **additional information and guidance on the automatic disabling of SiLAS accounts after 90 days.**

For the attention of all legal aid contract holders

Automatic disabling of SiLAS accounts after 90 days

We would like to remind you that we have recently introduced an automated process where any Sign in to Legal Aid (SiLAS) user account which has been inactive for a period of 90 days will be disabled. Users will now receive an email notification 72 hours before they are deactivated reminding them to sign in to retain their account access.

Provider Administrators can also manually disable accounts for users who are on a temporary leave of absence and re-enable it when needed. Guidance on how to do this can be found here: [SiLAS: Manage your](#)

users – frequently asked questions – Legal Aid Learning

If an account was disabled automatically, and the user is part of a Solicitor Firm the user will need to contact their LAA Contract Manager, confirming why they require their account to be re-enabled.

If the user is part of Chambers, then they need to contact LAAUserRegistration@justice.gov.uk directly with any issues.

Once an account has been re-enabled, the user will have **5 days to access it**, otherwise it will be disabled once again.