



Legal Aid Agency

16 September 2026

Dear Provider,

Updates marked for the attention of 'legal aid practitioners' are intended for all Providers, Barristers and others who interact with the Legal Aid Agency's systems and processes.

For the attention of all Legal Aid Practitioners:

Sign in to Legal Aid Services (SiLAS): New Process for Reactivating User Accounts

We have improved the process for reactivating Sign in to Legal Aid Services (SiLAS) user accounts that have been deactivated either by the system after 90 days of inactivity or by an LAA user. This is part of our ongoing work to reduce administrative burden for Legal Aid practitioners.

What do Provider Administrators need to do?

Provider Administrators should now request account reactivation directly through the "Manage Your Users" section in SiLAS. When submitting a request, you will need to explain:

- Why the account was inactive for more than 90 days.

- Why the account is now needed and will continue to be used.

What's changing?

- You no longer need to email the LAA User Registration team for standard account reactivation requests; reducing administrative burden.
- Reactivation requests must be submitted through “Manage Your Users” in SiLAS.
- The terms "disable" and "enable" in SiLAS will be replaced with "deactivate" and "reactivate". This terminology change does not affect how user accounts are managed or the rules for setting them up.

Guidance is available [here](#).

Provider Administrator and Multi-Firm Accounts

If the account requiring reactivation belongs to the only Provider Administrator in a firm, or a Multi-Firm user, you must continue to contact the LAA User Registration team directly at LAAUserRegistration@justice.gov.uk. Your email must explain why the Account was unused for the extended period of 90 days and what has changed such that the account is now required to be reactivated.

If another Provider Administrator exists within the firm, they should use the new “Manage Your Users” process instead.

Deactivating Unused Accounts

The process for proactively deactivating user accounts remains unchanged.

If a user account is no longer needed, for example because of extended leave or at the firm's discretion, a Provider Administrator can still deactivate it. They will continue to be able to reactivate the account later if required.

Guidance is available [here](#)

SMS and Voice only MFA support will end January 2027

As you may be aware, from 31 January 2027, Sign in to Legal Aid Services (SiLAS) will no longer support Multi-Factor Authentication (MFA) by text message (SMS) or phone call. Instead, you will need to use an authentication app, such as Microsoft Authenticator.

If you need to reset your MFA, email MFA-Reset@Justice.gov.uk from the email address linked to your SiLAS account. For security purposes, ensure your email signature includes your firm's details, e.g. joe.bloggs@firmname.com.

Once your request has been processed, you'll receive instructions by email. Microsoft Authenticator will be offered as the default option, but you can choose a different authentication app if you prefer by selecting the 'I want to set up a different authenticator' and follow the instructions when prompted to use the Microsoft app.

Thank you for your continued cooperation as we work to keep SiLAS secure.