



HM Courts &  
Tribunals Service

**Adam Lennon**  
Divorce Service Owner  
HM Courts & Tribunals Service

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**Dear Sir/Madam,**

**Online Divorce: National roll out for legal professionals**

The online divorce service for citizens was launched on GOV.UK in May 2018 and in that time more than 70,000 individuals have applied for their divorce through the service. Since then, we have expanded the service and during July 2019 an end-to-end solution was launched for citizens to progress their application through to Decree Absolute utilising the online solution.

During this period, we have also been developing an online service for legal professionals. More than 100 firms have taken part - using real cases - to test and provide feedback on the system. With thanks for their input, I am pleased to tell you that we are now ready to roll out the divorce online service nationally which will allow access to the end-to-end online divorce service for any legal professional who would like to use it.

From **16 December**, all legal professionals will be able to make an application for a divorce online and progress through to Decree Absolute on behalf on their client.

The new online service will enable each law firm to:

- manage their own account on the system;
- view all their divorce applications in a single dashboard; and
- monitor the stages of their applications online, removing the need to phone us for updates.

By enabling legal professionals to directly input the information used to apply for and progress a divorce in the system, we will minimise errors and mistakes that sometimes come about when we copy information from paper forms. This should help to increase the speed in which applications can proceed through the divorce process.

**How do I sign up?**

To sign up visit <https://register-org.platform.hmcts.net>

To use the new service, you must have a Pay by Account (PBA) account. This account allows you to use the HMCTS Fee Account system to pay for online applications.

To set up a PBA account, go to: <https://www.gov.uk/government/publications/form-fee-account-application-form-fee-account-customer-application-form>

Once you have signed up, we will need to approve your request. It takes up to 3 working days for the onboarding process to take place. Once your onboarding request is successfully confirmed, you will be able to manage your accounts at <https://manage-org.platform.hmcts.net> and start your online divorce applications at <https://manage-case.platform.hmcts.net>

### **How do I sign up if I represent a respondent?**

To sign up, as a solicitor for the respondent on a case that has been initiated digitally you will need to email the Divorce Service team at: [HMCTSTFinancialRemedy@justice.gov.uk](mailto:HMCTSTFinancialRemedy@justice.gov.uk). It usually takes 1 week to onboard you to this process.

Once you contact this email account the team will arrange for you to have access to the respondent's case via your email address. The team have to conduct a check on the case record to check the email address given is correct, otherwise you will not be able to access the case. You will receive a link via email where you can set up a password and can complete the acknowledgement on behalf of the respondent you represent.

### **Next steps in relation to divorce online service**

We will continue to add new features into the online journey in the coming months. These features will include, the ability to make an application to bailiffs, and for deemed and dispensed with service.

### **Financial remedy**

A pilot is currently being run in relation to both consented and contested financial remedy applications being made and progressed online. A national roll out of the consent pilot will take place during Q1 2020, and once we are ready to roll out nationally, we will contact you further with the details.

### **Help and support**

If you have a query while applying for a specific divorce application online, please call **0300 303 0642**.

Yours faithfully,

Adam Lennon