

Grants of probate applications move to MyHMCTS



From 2 November 2020 all grant of probate (where there is a will) applications must be made using MyHMCTS – the online service for professionals to issue, pay for and manage applications within civil and family courts and tribunals.

The change follows the Ministry of Justice response to [the Non-contentious probate: mandating online professional applications consultation](#) and a subsequent [amendment to the Non-Contentious Probate Rules](#).

Benefits of using MyHMCTS

Responses to the consultation demonstrate broad support for the principle of submitting applications online. Probate professionals recognise the benefits of being able to submit applications at any time of day, monitor the progress of cases and receive notifications of developments. There is also a dedicated, national telephone helpline provided by Courts and Tribunals Service Centres where fully trained staff have access to systems both in physical centres and remotely.

Adam Lennon, Deputy Director and Probate Service Owner commented:

The COVID-19 outbreak has proved the importance of the online probate system in providing a modern and reliable service for probate professionals who are submitting around 180,000 applications each year either on behalf of individuals or as executors in their own right.

We have been pleased by the feedback that we have received so far on the service and we believe the time is now right to mandate the use of MyHMCTS. It's secure, reduces errors and improves processing times allowing us and probate professionals to provide members of the public with a high-quality service at challenging times in their personal lives.

Preparing for the move to MyHMCTS

There was an initial grace period until 30 November 2020 when paper applications would still be accepted to give professional users time to prepare, this has since been extended to 11 January 2021 for users who are experiencing any issues registering for the service. After 11 January 2021 all applications except the confirmed exceptions must be submitted using the online service. Users who have or can register are urged to continue to use the online service in the intervening period.

If you are a new user, before beginning the registration process for MyHMCTS [read the guidance](#) and check that your organisation does not have an existing account.

If your organisation does not use MyHMCTS, it will need to [register to process payments](#) using a HMCTS Fee Account (also known as 'Payment by Account') and then [register online](#) for access to MyHMCTS.

[Additional guidance on using the service](#)

Help and support

Help and support to register is available from MyHMCTSsupport@justice.gov.uk. Please ensure you include the word 'Probate' in the subject of your email.

If you require further help or support with an online application, please email contactprobate@justice.gov.uk or telephone 0300 303 0648.

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1. 2 December 2020

Grace period extended.

2. 28 October 2020

Added translation