Electoral Roll Access (ERA)

Creating an ERA account

USER GUIDE

July 2022

Creating an ERA account

This guide describes how to create a user account for Electoral Roll Access (ERA).
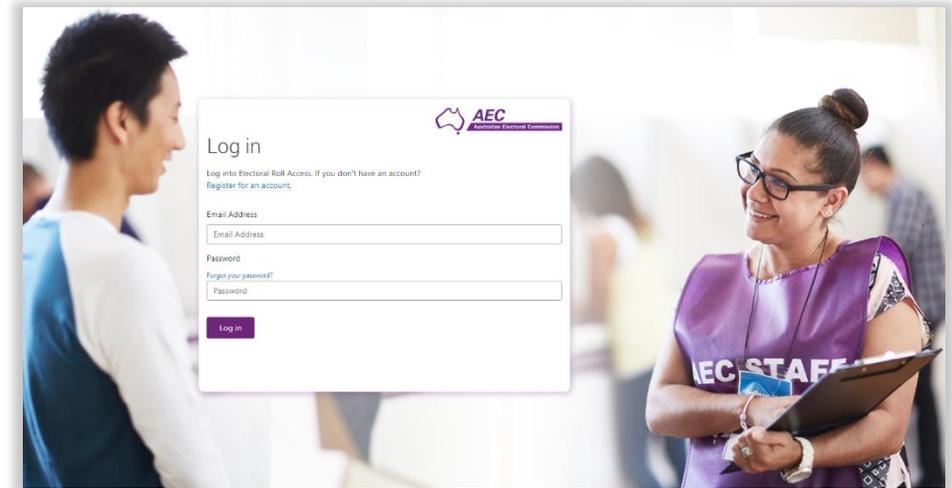
Creating an account involves:

- Verifying your email and mobile phone number in ERA.
- Verifying your identity in the Australia Post Digital iD application, by entering details of two documents, such as your driver's licence.
- Completing contact details for your account in ERA.

Information about electoral roll data is on the [AEC website](#).

Topics

Accessing ERA

1. Click the button on the [Electoral roll data entitlement](#) page of the AEC website to access ERA.
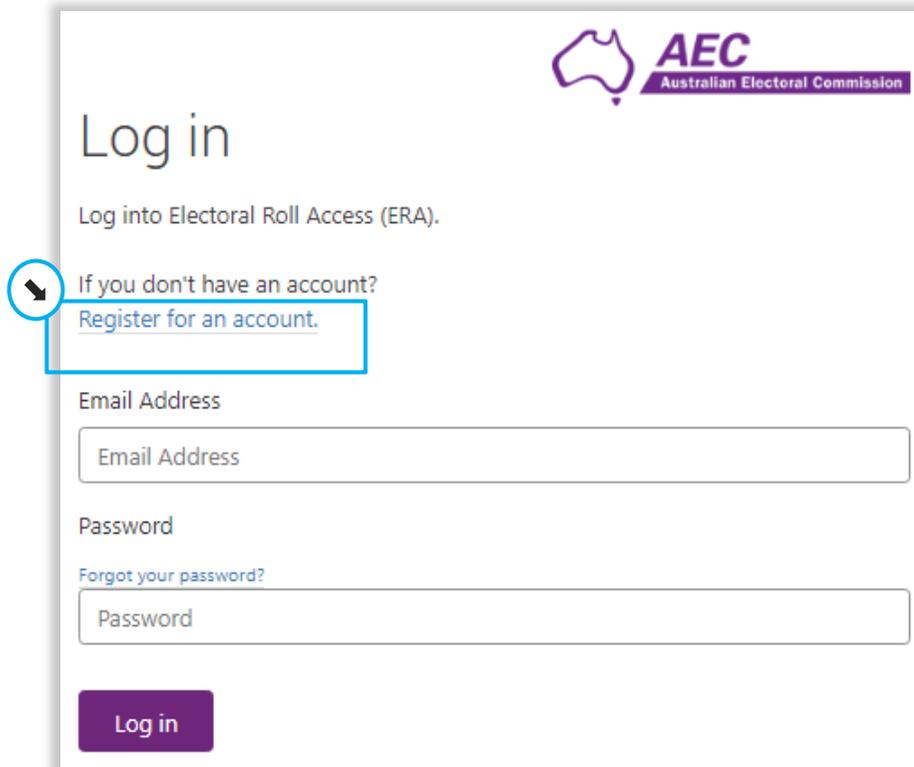
   > **Log into ERA** 〉

   The **Log in** page is displayed.
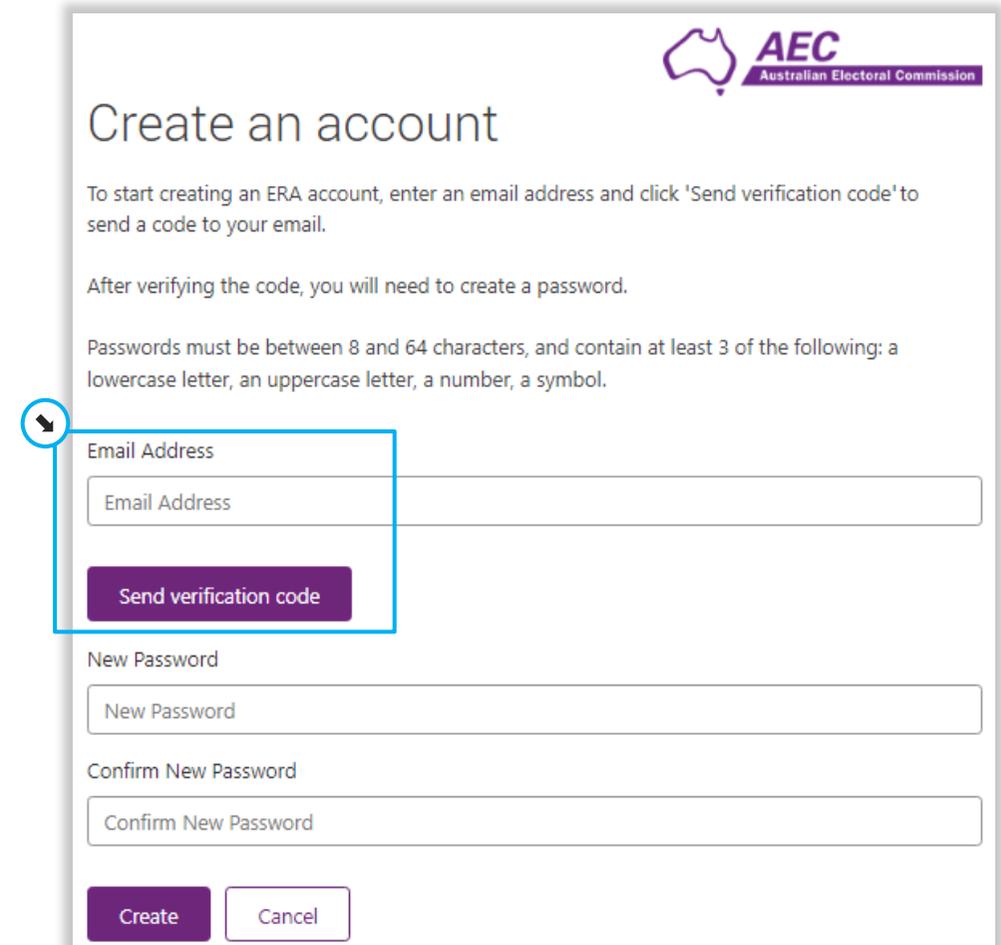
Creating an account

Verifying your email and creating a password

1. On the Log in page, click **Register for an account**.

The **Create an account** page is displayed.

2. Enter your **email** address and click **Send verification code**.
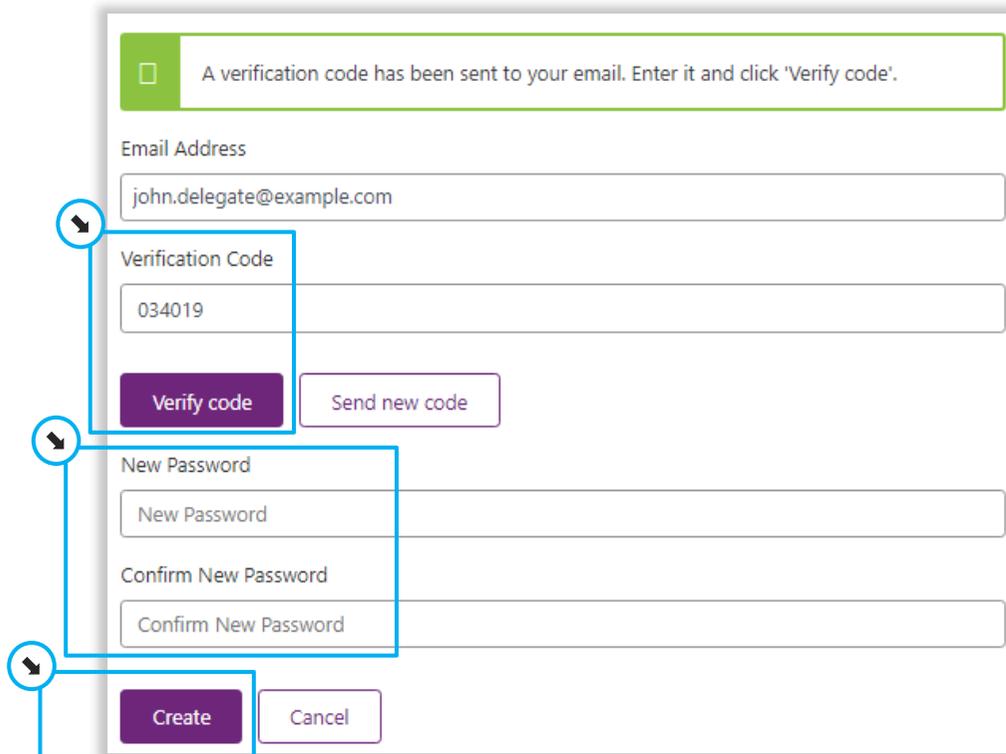

A code is sent to your email.

3. Enter the code and click **Verify code**.

> **Hint:** The code only works for a short time – about 5 minutes. If you need to, you can click **Send new code** to get another one.

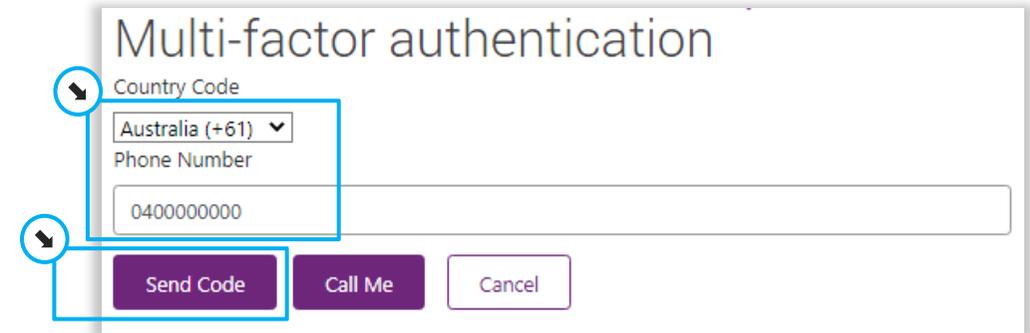4. Enter a password in **New Password** and **Confirm New Password**.

5. Click **Create**.

The **Multi-factor authentication** page is displayed.

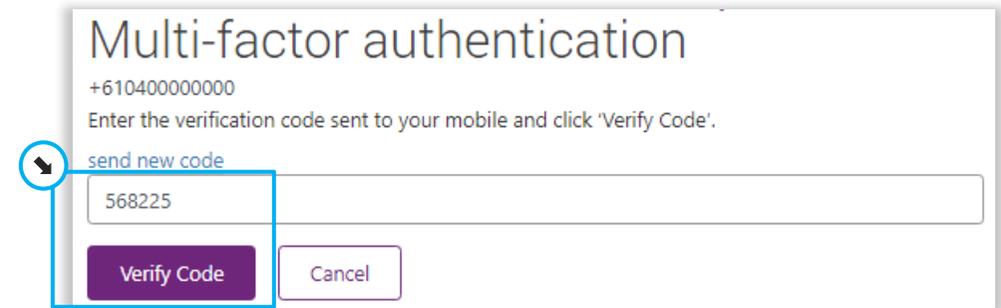## Verifying your mobile number and agreeing to the policy

1. Select **Australia (+61)** for the **Country Code** and enter your mobile phone number.

2. Click **Send code** so a text is sent to your mobile.

3. Enter the code and click **Verify Code**.

> **Hint:** You can click **Call Me** to send a voice message to your mobile instead. When asked to select the pound sign, select the **hash sign #** to verify your mobile.

4. Read the policy and tick **I agree**.
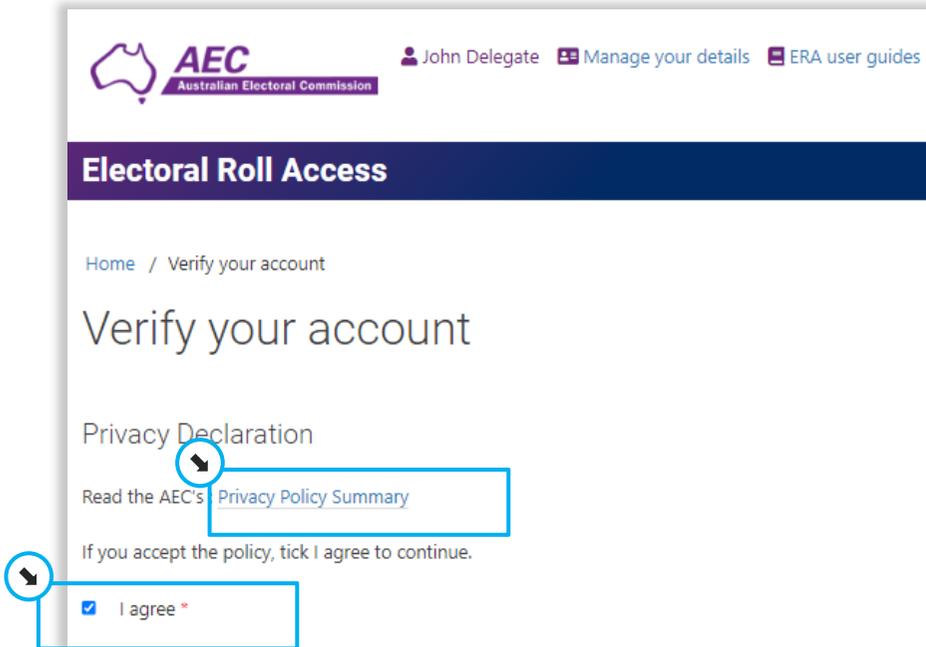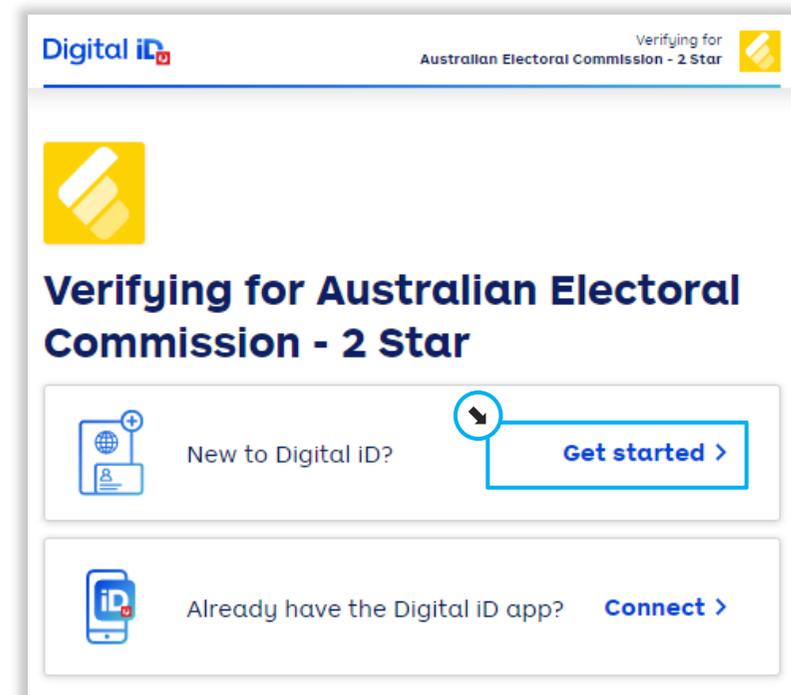

5. Click **Verify with Digital iD**

The Australia Post Digital iD application is started and the **Digital iD** page is displayed.

Verifying your identity with Australia Post Digital iD

After you have completed the following steps in the Australia Post Digital iD application, you will be returned to ERA.

Selecting identity (ID) documents
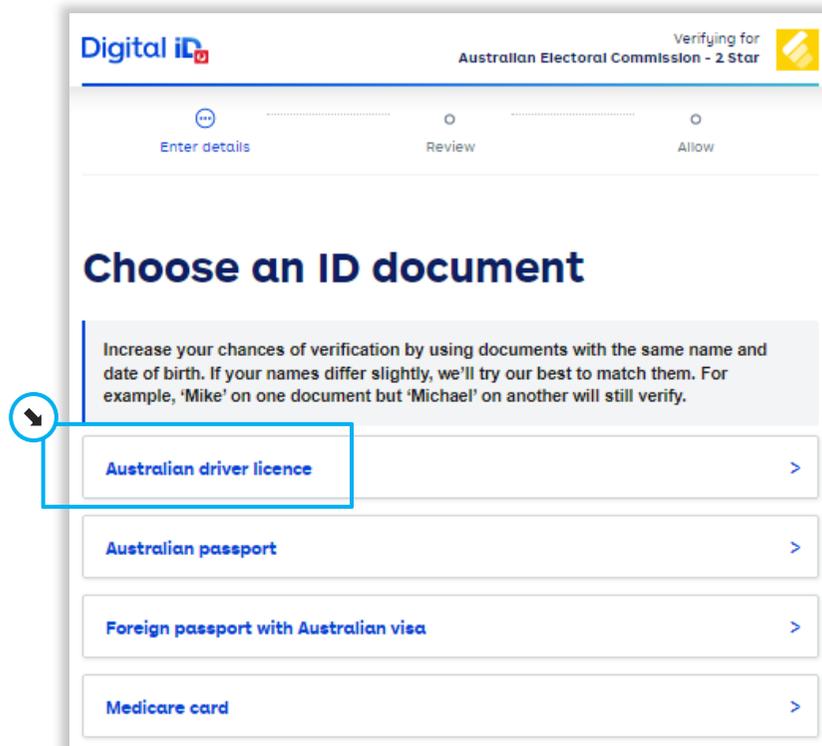
1. Click **Get started**.

Hint: Click **Connect** if you already have a Digital iD with Australia Post. Follow the prompts and when finished continue from Completing your contact details.

Note: You need to select **two** documents to verify your identity.

One of these needs to be an Australian driver's licence, passport, birth certificate or a foreign passport (either New Zealand or one linked to an Australian visa).

These are all documents that can be verified electronically so you don't need to upload any files.
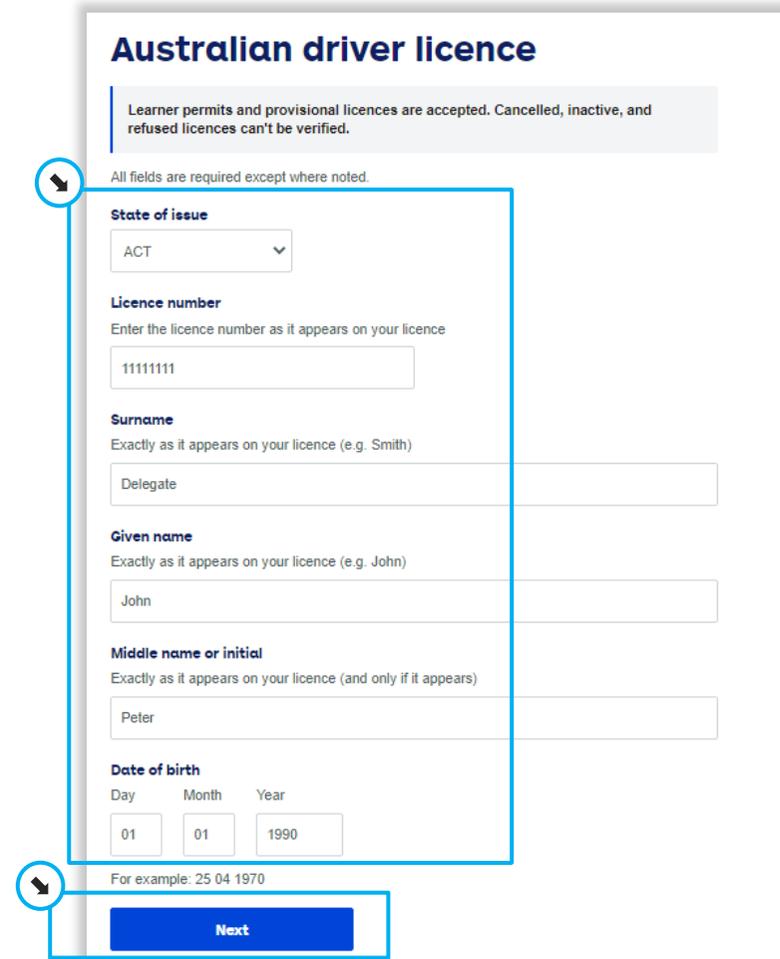
2. Select the first type of document you wish to use to verify your identity, such as your driver's licence.

3. Enter the details and then click **Next**.

Below is an example of a driver's licence.

4. Select the second document, enter the details and click **Next**.

Reviewing your details

1. Check that the details are correct.

   Hint: If you need to change anything, click **Edit** in the top right-hand corner of each document.

2. Read the **Terms of Use** and **Privacy Notice**, tick the box and click **Submit**.
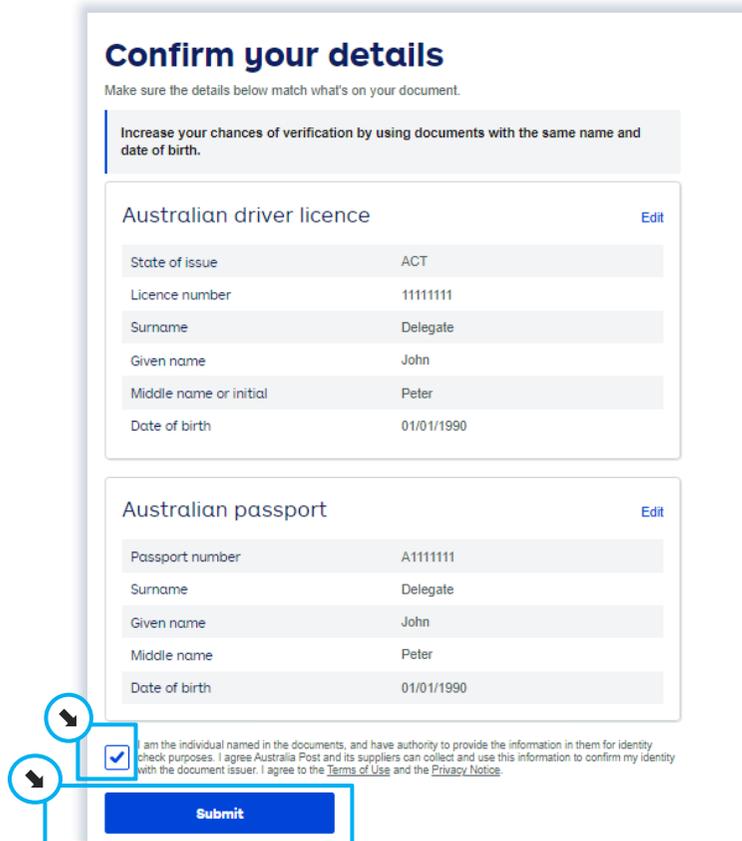

Australia Post will verify these details.

Hint: If one of the documents can't be verified, you can either correct the details or click **Change ID document type** to select another document type.

After three failed attempts with the same document, you will need to select another type or wait 24 hours.

3. Click **Allow** to permit Australia Post Digital iD to provide the AEC with confirmation that your identity has been verified, along with your name and date of birth.

4. Click **Continue to complete** and you will be returned to ERA.

Completing your contact details in ERA

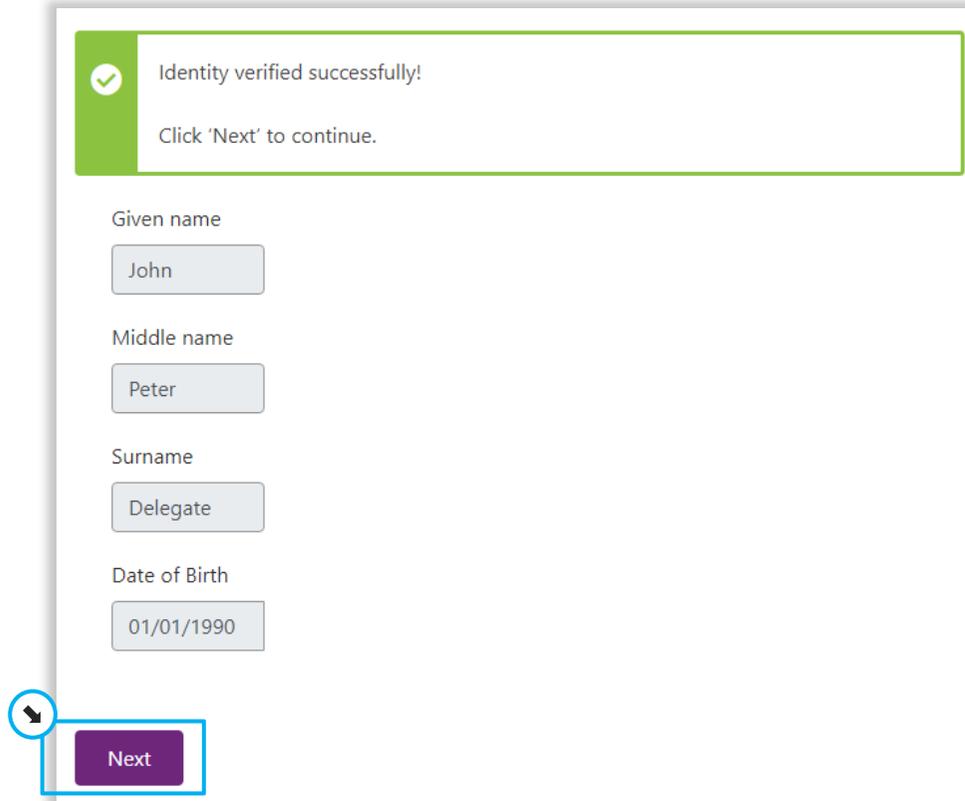The **Create your account page** is redisplayed, showing the details that Australia Post Digital iD provided to the AEC.

1. Click **Next**.

The **Manage your details** page is displayed.

2. Enter your **Title**.

3. Enter the same mobile phone number that you used to create your account.
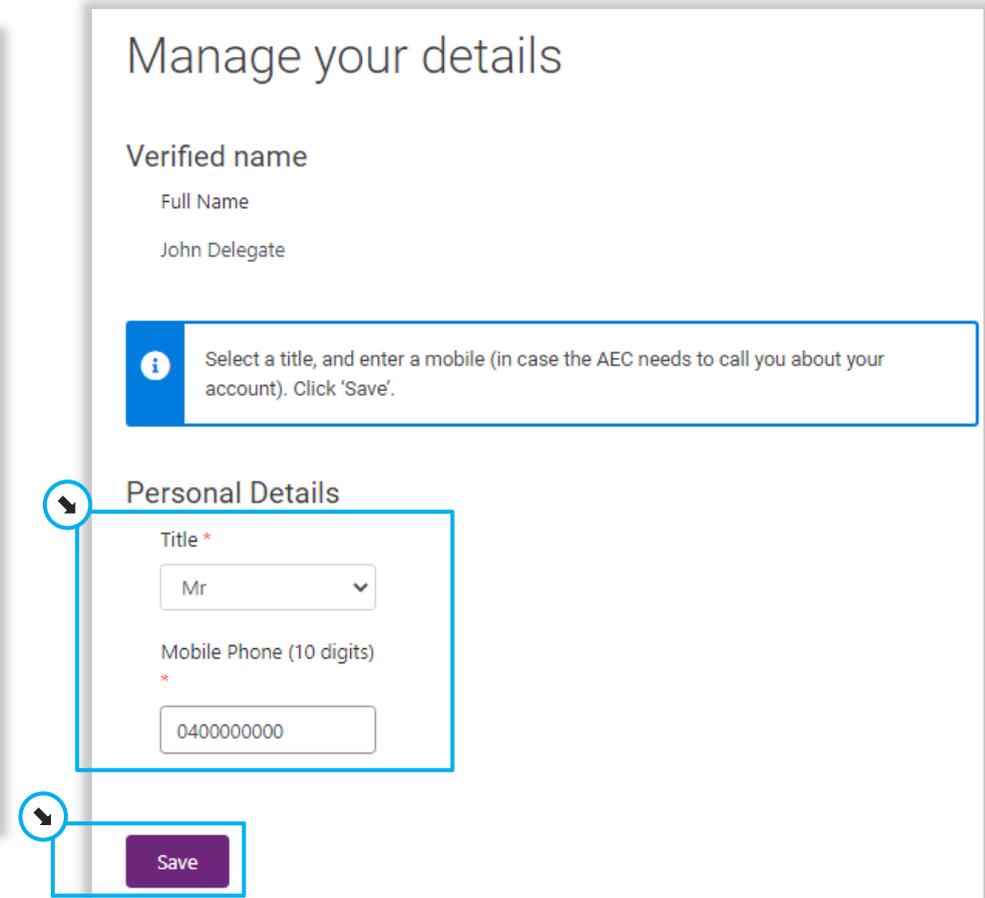
4. Click **Save**.

The home page of ERA is displayed.

AEC
Australian Electoral Commission

What's next?

Now that you have created your account, you can use:

(1) **Submit roll access request form** to submit a completed request form for access to electoral roll data files.

(2) **Data Dictionary** to see the format of the electoral roll data files.

(3) **Release Schedule** to see when updated file releases are planned to be available.

(4) **Manage your details** to update your title, mobile phone number or name.

(5) **ERA user guides** for step-by-step instructions.

(6) **Contact us** to send an email enquiry to the AEC.

(7) **Log out** to leave ERA.