

# Electoral Roll Access (ERA)

## Creating an ERA account

USER GUIDE

December 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** .....2

**Creating an account** .....3

    Verifying your email and creating a password .....3

    Verifying your mobile number and agreeing to the policy.....4

**Verifying your identity with Australia Post Digital iD** .....5

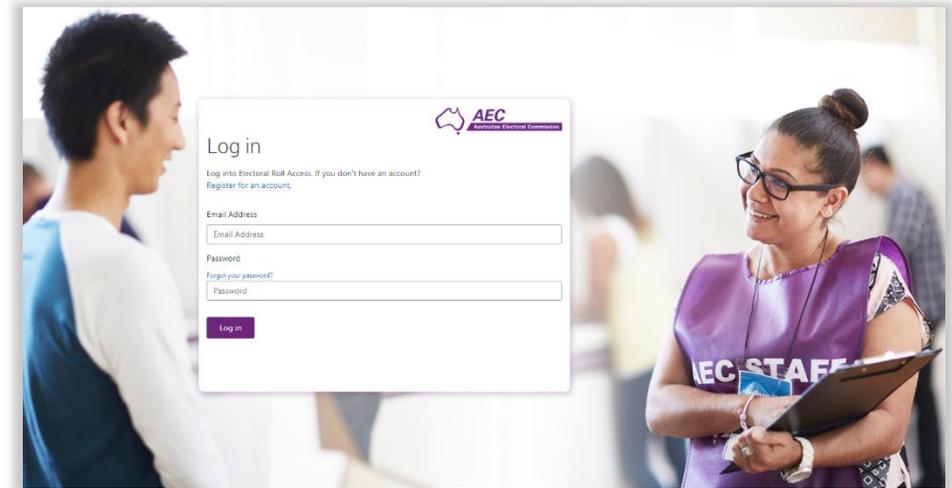
    Selecting identity (ID) documents .....5

    Reviewing your details.....7

**Completing your account in ERA** .....8

**What’s next?** .....9

**Electoral roll data security and your privacy** .....10



## Accessing ERA

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

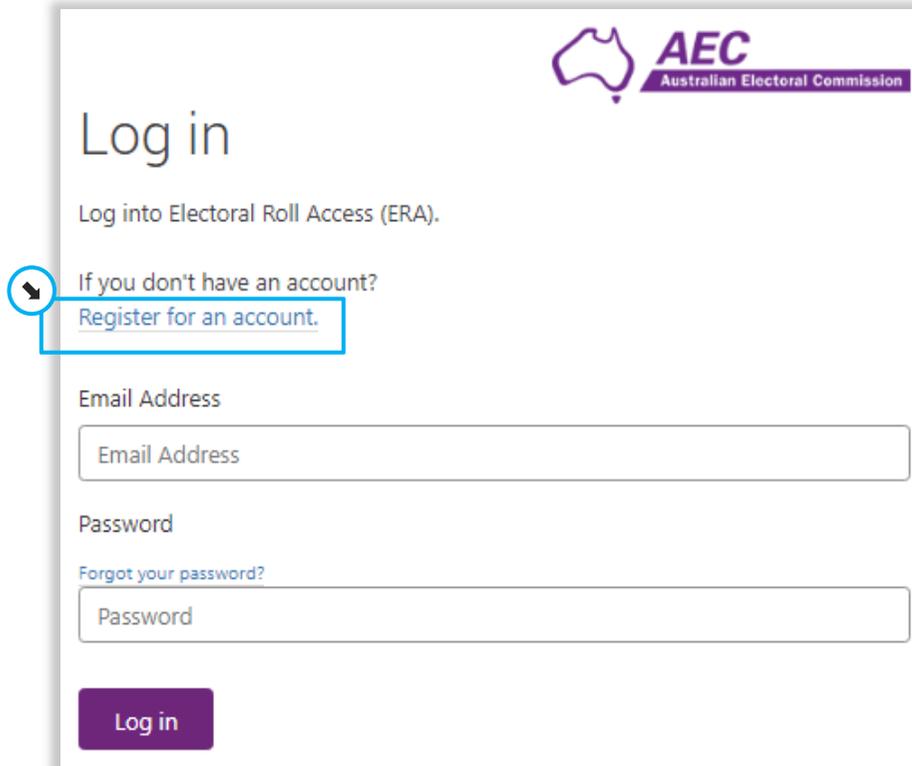


The **Log in** page is displayed.

## Creating an account

### Verifying your email and creating a password

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



The screenshot shows the 'Log in' page for the Australian Electoral Commission (AEC). The page title is 'Log in' and the subtitle is 'Log into Electoral Roll Access (ERA)'. There is a link that says 'If you don't have an account? Register for an account.' which is highlighted with a blue box and a blue arrow. Below this are two input fields: 'Email Address' and 'Password'. At the bottom is a 'Log in' button.

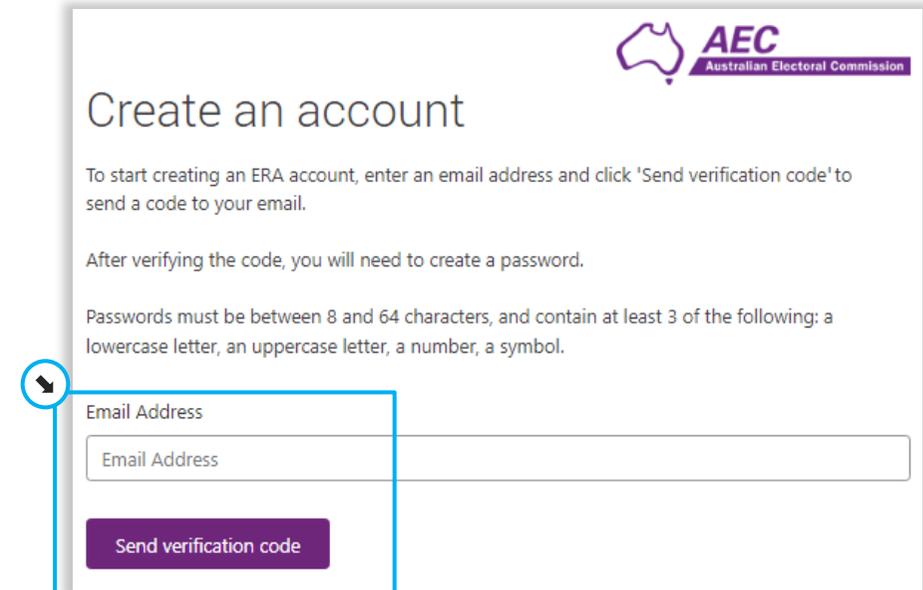
The **Create an account** page is displayed.

2. Enter an **email** address that is unique to you – either your personal email or your individual business email.



**Note:** This email is used to identify you as an ERA user and must be unique to you. Do not use another person's email, nor one used by multiple people such as a team. This email may be different to the official email entered on the Request for Access to Electoral Roll Data form that you submit.

3. Click **Send verification code**.



The screenshot shows the 'Create an account' page for the Australian Electoral Commission (AEC). The page title is 'Create an account'. The text says 'To start creating an ERA account, enter an email address and click 'Send verification code' to send a code to your email.' Below this is an 'Email Address' input field and a 'Send verification code' button, both highlighted with a blue box and a blue arrow. There is also a note about password requirements: 'After verifying the code, you will need to create a password. Passwords must be between 8 and 64 characters, and contain at least 3 of the following: a lowercase letter, an uppercase letter, a number, a symbol.'

A code is sent to your email.

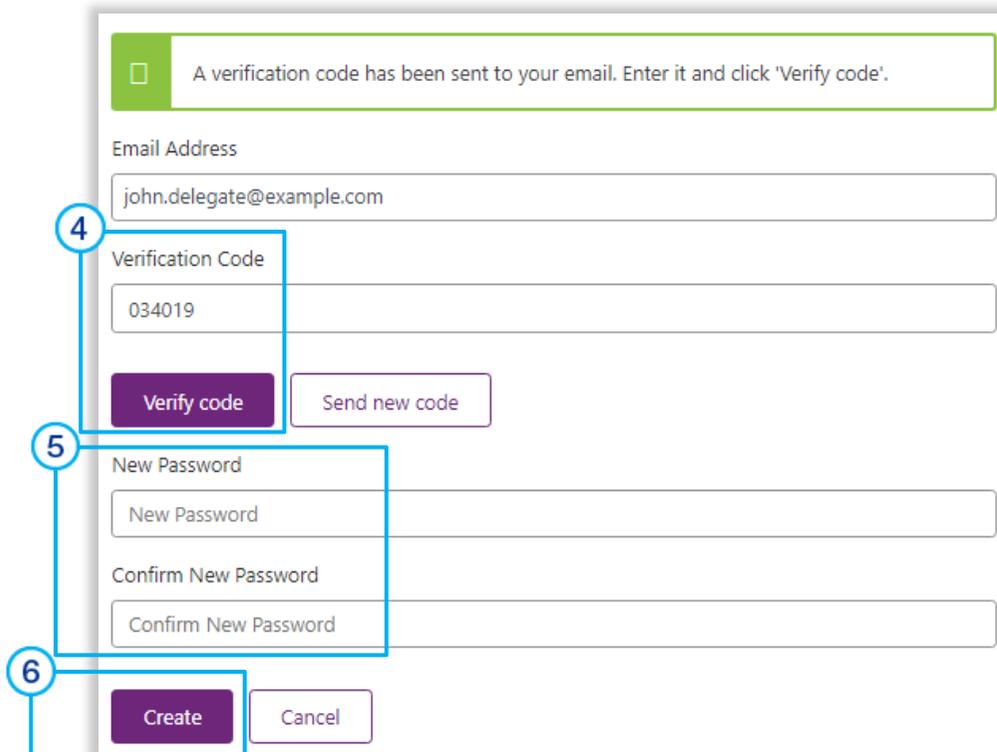
4. Enter the code and click **Verify code**.



**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.

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

6. Click **Create**.



A verification code has been sent to your email. Enter it and click 'Verify code'.

Email Address  
john.delegate@example.com

4 Verification Code  
034019

5 New Password  
New Password

Confirm New Password  
Confirm New Password

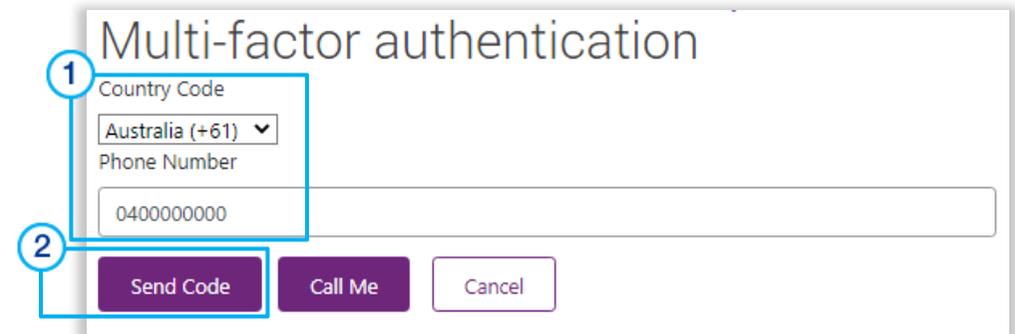
6 Create Cancel

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.

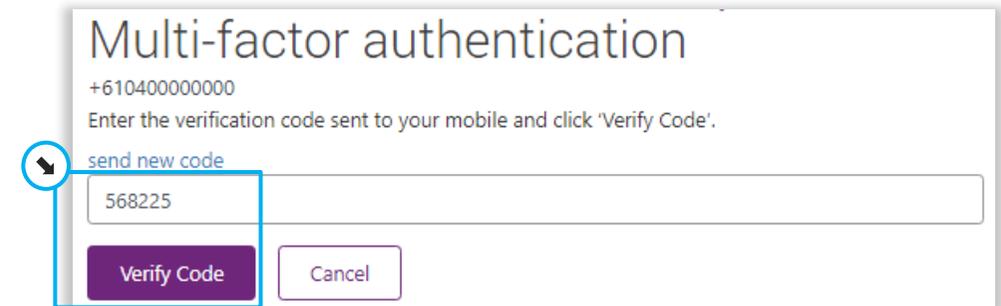


Multi-factor authentication

1 Country Code  
Australia (+61) Phone Number  
0400000000

2 Send Code Call Me Cancel

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



Multi-factor authentication

+610400000000  
Enter the verification code sent to your mobile and click 'Verify Code'.

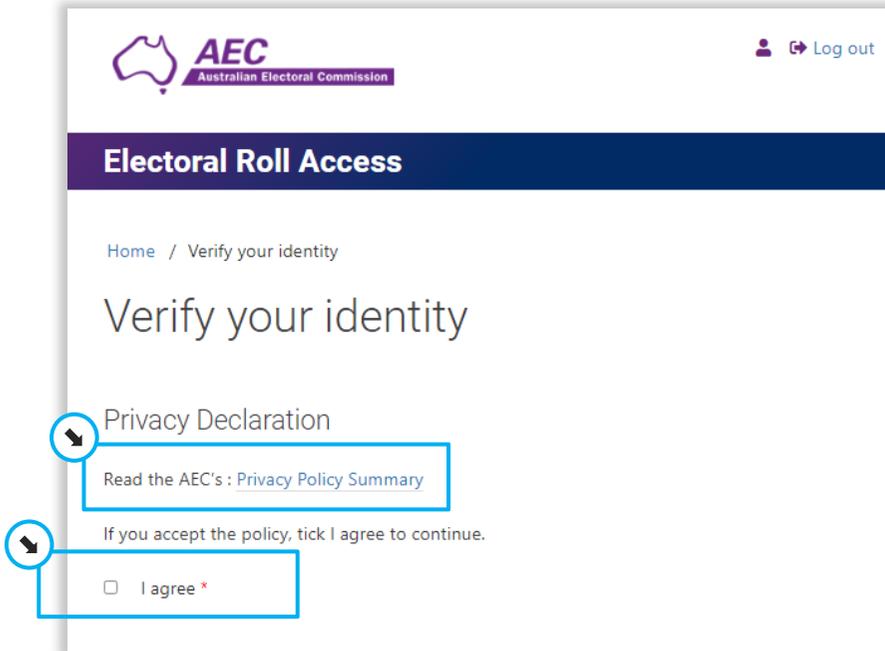
3 send new code  
568225

Verify Code Cancel



**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 then tick **I agree**. The AEC collects and holds data as described in this policy.



5. Click **Verify with Digital ID** [Verify with Digital ID](#)

The Australia Post Digital iD application is started, which is used to verify your identity. This is required so that the AEC can protect access to electoral roll data.

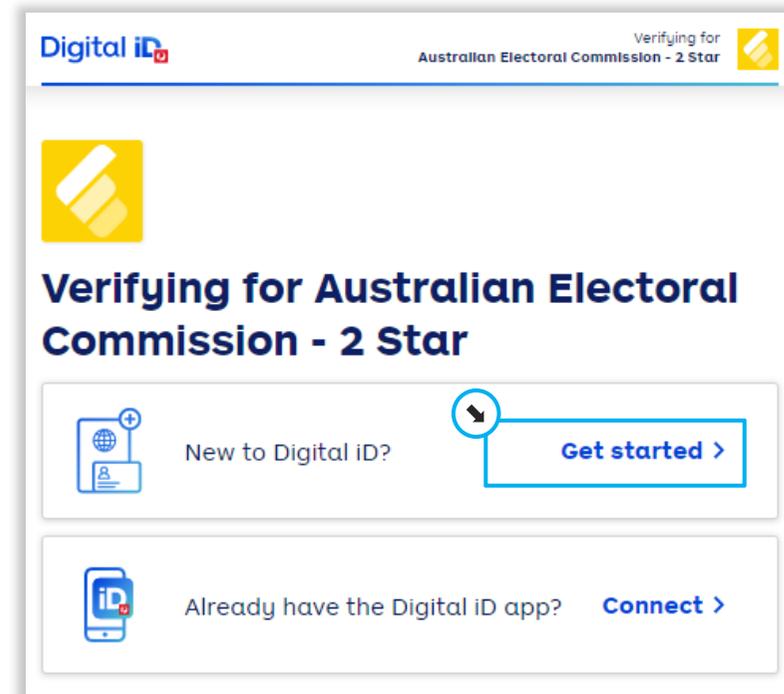
The **Digital iD** page is displayed.

## 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**.



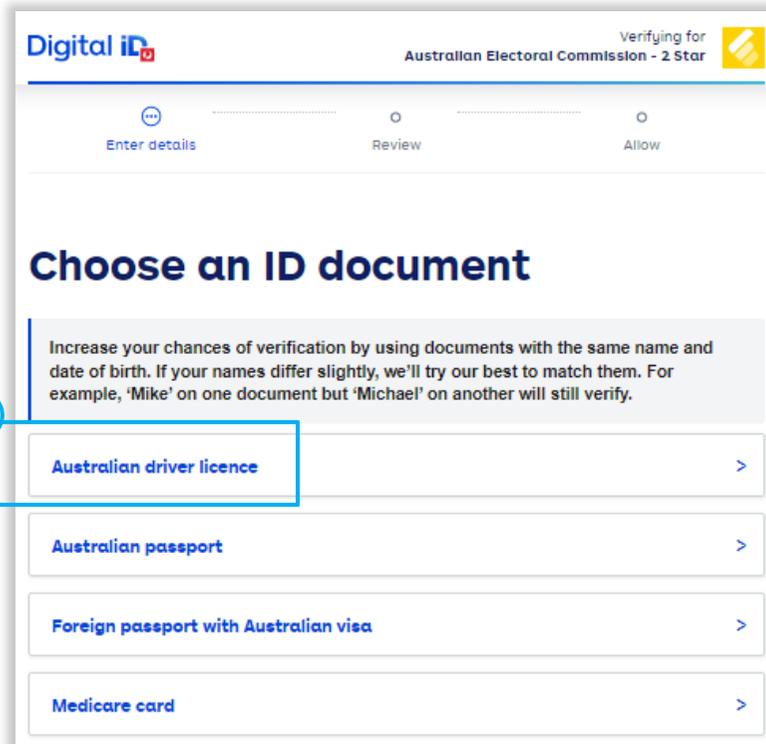
**Hint:** Click **Connect** if you already have a Digital iD with Australia Post. Follow the prompts, and when finished, continue from [Completing your account in ERA](#).

**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.

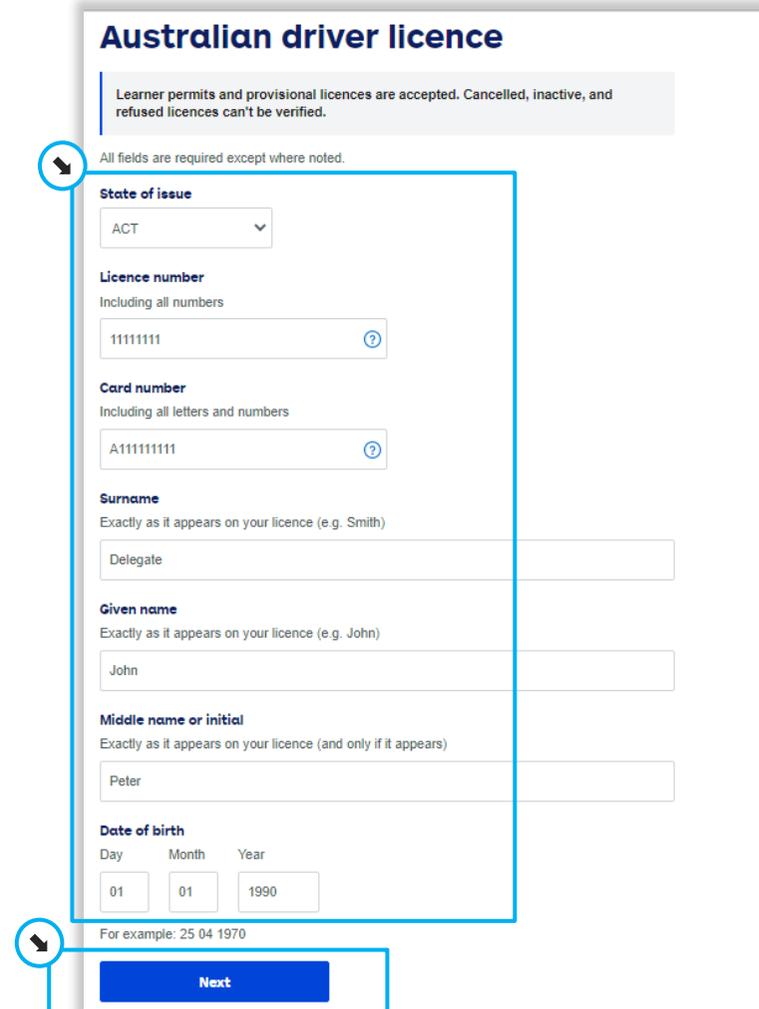
2. Select the first type of document you wish to use to verify your identity, such as your driver's licence.



The screenshot shows the 'Choose an ID document' screen. At the top, it says 'Digital ID' and 'Verifying for Australian Electoral Commission - 2 Star'. There are three progress indicators: 'Enter details' (active), 'Review', and 'Allow'. The main heading is 'Choose an ID document'. Below it, a grey box contains a tip: 'Increase your chances of verification by using documents with the same name and date of birth. If your names differ slightly, we'll try our best to match them. For example, 'Mike' on one document but 'Michael' on another will still verify.' Below the tip are four document options, each with a right-pointing arrow: 'Australian driver licence', 'Australian passport', 'Foreign passport with Australian visa', and 'Medicare card'. A blue box highlights the 'Australian driver licence' option, and a blue arrow points to it from the left.

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

Below is an example of a driver's licence.



The screenshot shows the 'Australian driver licence' form. At the top, it says 'Australian driver licence'. Below that, a grey box contains a warning: 'Learner permits and provisional licences are accepted. Cancelled, inactive, and refused licences can't be verified.' Below the warning, it says 'All fields are required except where noted.' The form has several fields: 'State of issue' (dropdown menu with 'ACT' selected), 'Licence number' (text input with '11111111' and a help icon), 'Card number' (text input with 'A111111111' and a help icon), 'Surname' (text input with 'Delegate'), 'Given name' (text input with 'John'), 'Middle name or initial' (text input with 'Peter'), and 'Date of birth' (three input boxes for Day, Month, and Year, with '01', '01', and '1990' respectively). Below the date of birth fields, it says 'For example: 25 04 1970'. At the bottom right, there is a blue 'Next' button. A blue box highlights the 'Next' button, and a blue arrow points to it from the left.

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**.

### Confirm your details

Make sure the details below match what's on your document.

Increase your chances of verification by using documents with the same name and date of birth.

**Australian driver licence** Edit

State of issue	ACT
Licence number	11111111
Card number	A111111111
Surname	Delegate
Given name	John
Middle name or initial	Peter
Date of birth	01/01/1990

**Australian passport** Edit

Passport number	A1111111
Surname	Delegate
Given name	John
Middle name	Peter
Date of birth	01/01/1990

I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer. I agree to the [Terms of Use](#) and the [Privacy Notice](#).

**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.

Digital iD Verifying for Australian Electoral Commission - 2 Star

Enter details    Review    Allow

**Australian Electoral 2 Star will receive**

- Confirmation that you've been verified by Digital iD
- Your name
- Your date of birth

**Allow**

Digital iD Verifying for Australian Electoral Commission - 2 Star

Enter details    Review    Allow

**Optional Offer**

Save time proving who you are!  
Get our free Digital iD™ app

- Verify once and then use your phone as ID in the future
- Stay in control of your identity online and in person
- Your data is securely encrypted, keeping you safe

Prove your identity with the following and many more...

Online transactions
Licensed venues\*
Scanning peer-to-peer

Enter mobile number to get your personal invite

**Send invite**

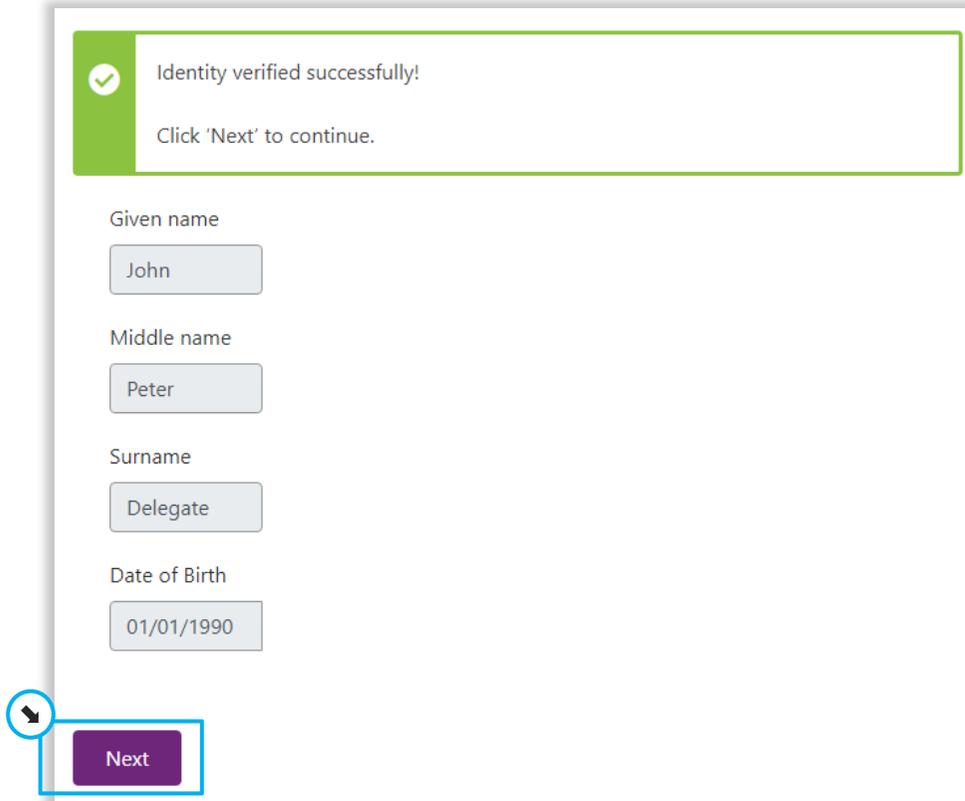
**Continue to complete**

The **Verify your identity** page in ERA is redisplayed.

## Completing your account in ERA

The **Verify your identity** page shows the details that Australia Post Digital iD provided to the AEC.

1. Click **Next**.



Identity verified successfully!

Click 'Next' to continue.

Given name  
John

Middle name  
Peter

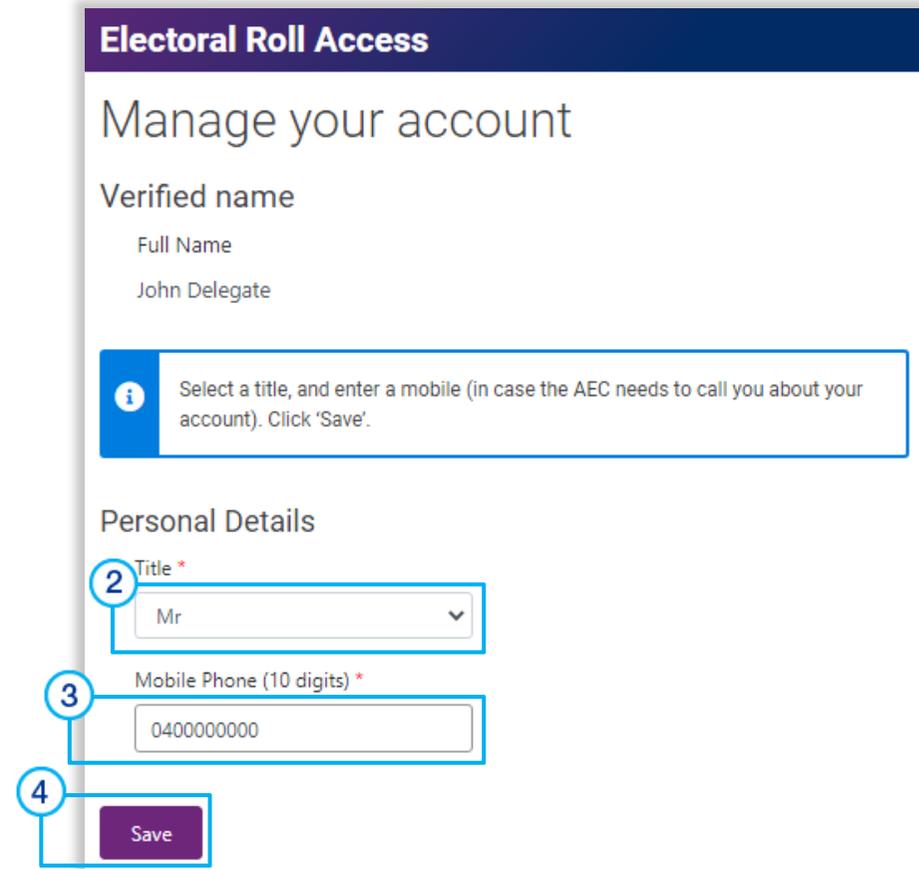
Surname  
Delegate

Date of Birth  
01/01/1990

Next

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

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



### Electoral Roll Access

## Manage your account

Verified name

Full Name  
John Delegate

Select a title, and enter a mobile (in case the AEC needs to call you about your account). Click 'Save'.

Personal Details

2 Title \*  
Mr

3 Mobile Phone (10 digits) \*  
0400000000

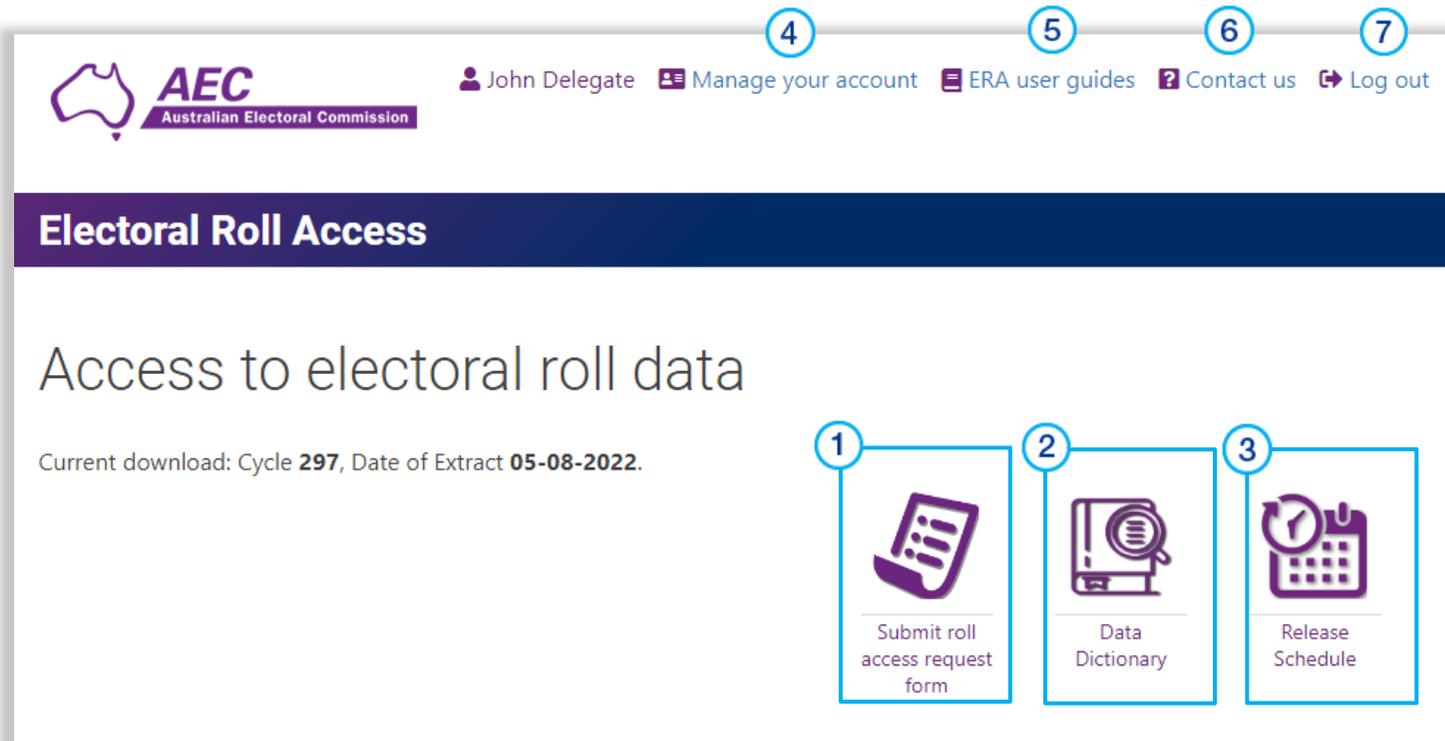
4 Save

The home page of ERA is displayed.

## 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 account** 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.



The screenshot shows the ERA user interface. At the top, there is a navigation bar with the AEC logo and the text 'Australian Electoral Commission'. To the right of the logo, the user's name 'John Delegate' is displayed, followed by several navigation links: 'Manage your account', 'ERA user guides', 'Contact us', and 'Log out'. Below the navigation bar is a dark blue header with the text 'Electoral Roll Access'. The main content area is titled 'Access to electoral roll data' and includes the text 'Current download: Cycle 297, Date of Extract 05-08-2022.'. Below this text are three numbered icons in a row: 1. A document icon labeled 'Submit roll access request form'. 2. A magnifying glass over a document icon labeled 'Data Dictionary'. 3. A calendar icon labeled 'Release Schedule'. Above the navigation bar, there are numbered callouts 4, 5, 6, and 7 pointing to the 'Manage your account', 'ERA user guides', 'Contact us', and 'Log out' links respectively.

### Electoral roll data security and your privacy

Verifying your identity in the Australia Post Digital iD application is required so that the AEC can protect access to electoral roll data.

Following are some FAQs about authentication and verification.

#### Why do you need to provide details of your driver's licence or passport?

These are all documents that can be verified electronically so you don't need to upload any files.

Australia Post only provides the AEC with confirmation that your identity has been verified (not the iD documents themselves) along with your name and date of birth.

The AEC [privacy policy](#) applies to any personal information collected by the AEC in connection with creating an account to access ERA and electoral roll data.

#### What is multifactor authentication?

For ERA, this means that every time you log in, you need to:

- enter the correct email and password, **and**
- enter a code to verify your phone number.

This allows the AEC to authenticate the users who log into ERA, in more than one way and protects access to electoral roll data.

#### Do you have to go through the Australia Post Digital iD verification every time you log into ERA?

No, this is only done once – when you first create your ERA account.

#### Why do you have to enter a mobile phone number at the end of creating an account, when you entered this when you first started the account?

The first time you entered a mobile (when creating your account) was part of the multi-factor authentication process, which also occurs whenever you log in.

The second phone number is used if the AEC ever needs to call you about your account.

For security reasons, the phone number that you use to log in (part of the multi-factor authentication) can't be seen by AEC staff. That's why we need to ask you to enter a mobile number at the end of the account creation – one that we can save and use if we need to call you.

This also allows you to enter a different mobile, to the one you use to log in ERA, if you wish. It's OK to use the same mobile number for both.