

# Electoral Roll Access (ERA)

## Logging into ERA and resetting your password

USER GUIDE

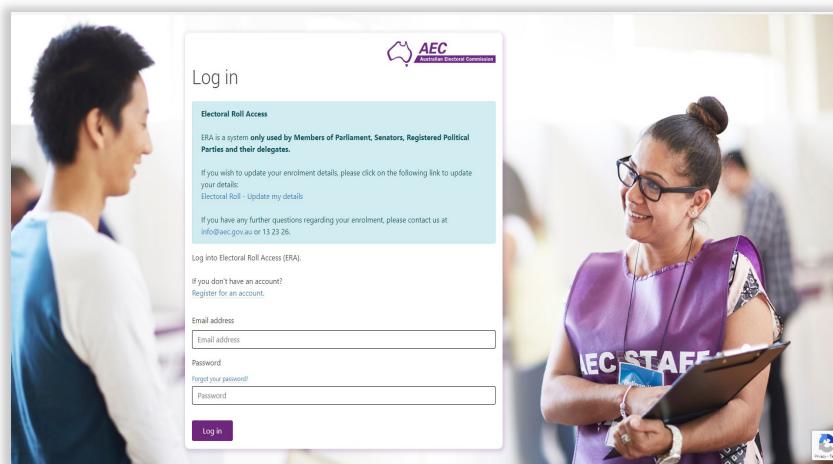
# Logging into ERA and resetting your password

This guide describes how to:

- Log into and log out of Electoral Roll Access (ERA).
- Reset your password if needed.

You need to create an ERA account before you can log in. See the [Creating an ERA account](#) guide.

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



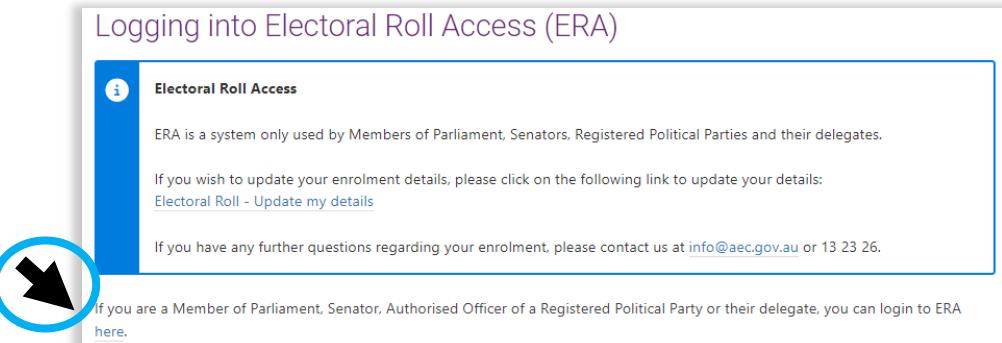
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## Logging in and logging out

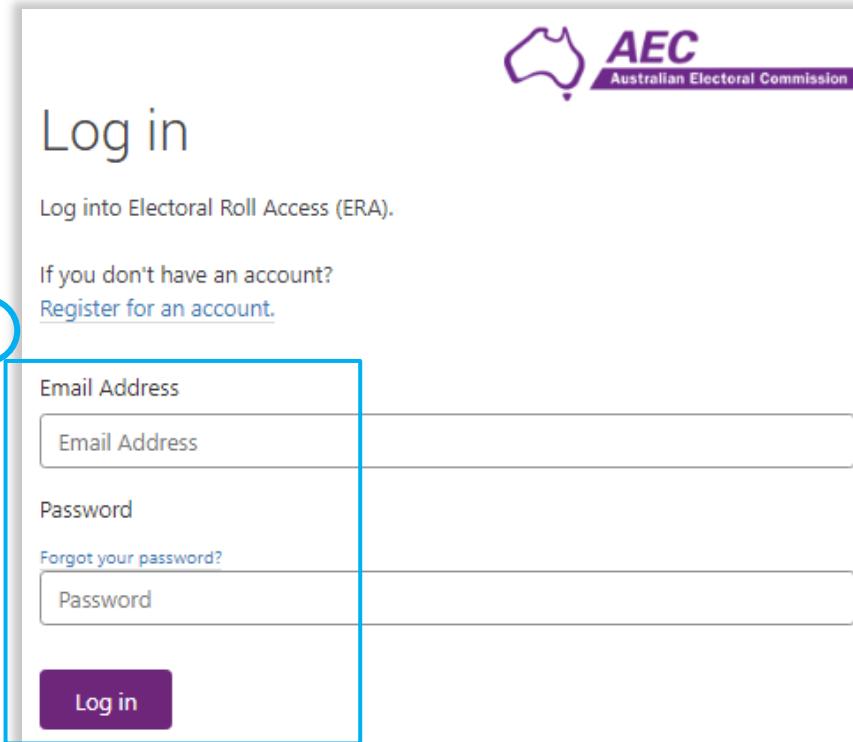
### Accessing ERA

1. Navigate to the [Electoral roll data entitlement](#) page of the AEC website to access ERA.
2. Scroll down to the section **Logging into Electoral Roll Access (ERA)**. Click on the link as shown below.



## Logging in using multi-factor authentication

1. Enter your **email** and **password** and click **Log in**.



Log in

Log into Electoral Roll Access (ERA).

If you don't have an account?  
[Register for an account](#)

1

Email Address

Forgot your password?

Log in

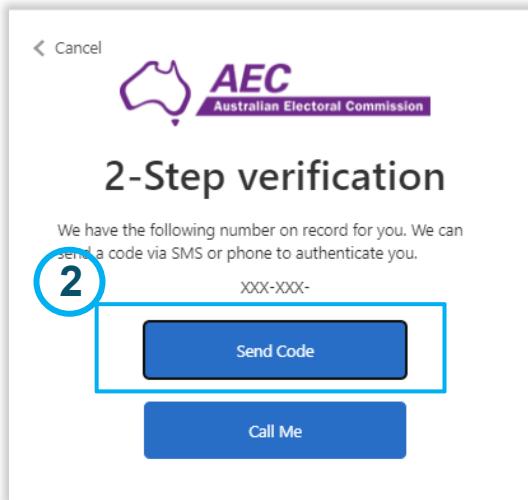
The **Multi-factor authentication** page is displayed.

Every time you log in, you will need to verify a code that is sent to your mobile.



**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.

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



Cancel

AEC  
Australian Electoral Commission

## 2-Step verification

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

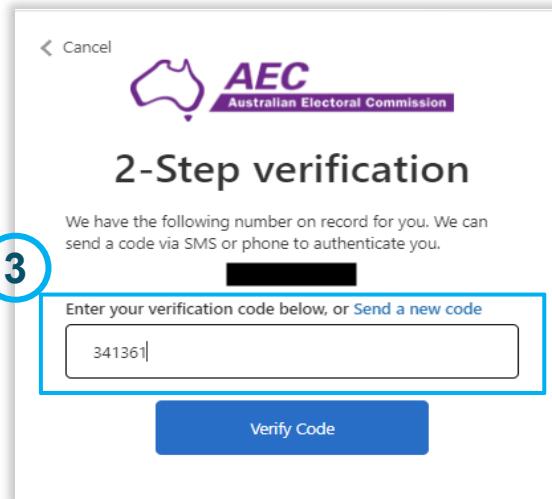
2

XXX-XXX-

Send Code

Call Me

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



Cancel

AEC  
Australian Electoral Commission

## 2-Step verification

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

3

Enter your verification code below, or [Send a new code](#)

341361

Verify Code

The home page is displayed.

## Resetting your password

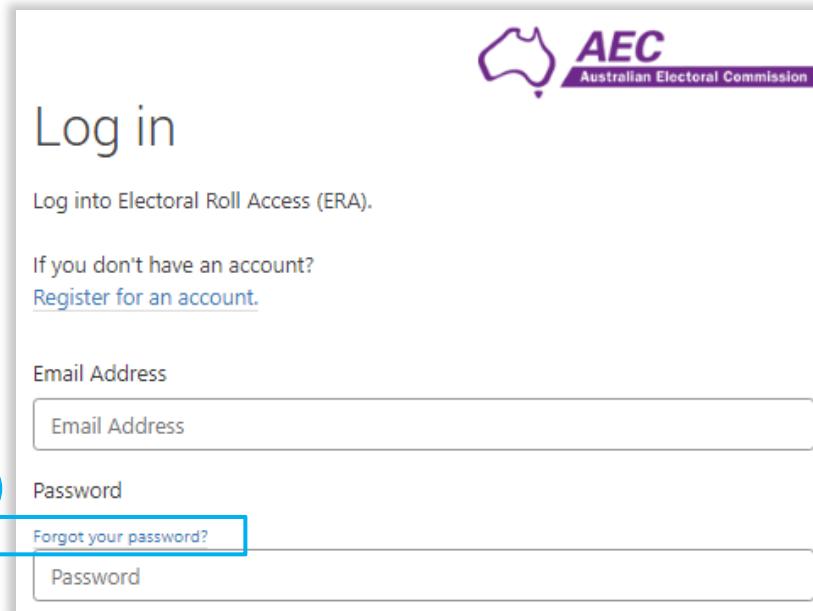
You may reset your password because it has been forgotten or because you wish to change it.



**Hint:** Password must be 8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), or a symbol.

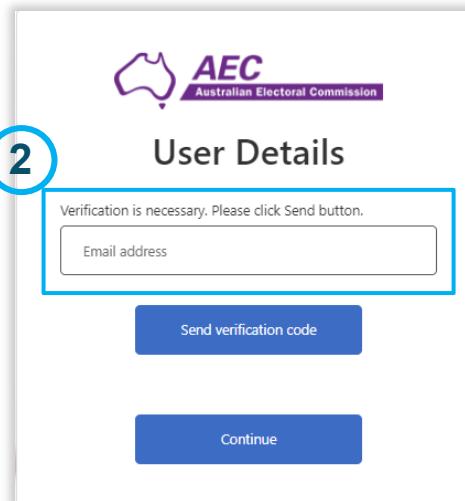
## Resetting your password

1. On the Log in page, click **Forgot your password?**



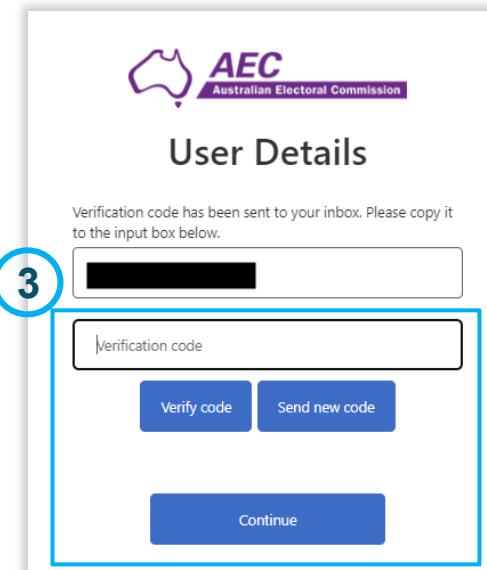
The image shows the 'Log in' page of the AEC website. At the top, the AEC logo is displayed. Below it, the text 'Log in' is centered. A sub-instruction 'Log into Electoral Roll Access (ERA)' is present. A link 'If you don't have an account?' and a 'Register for an account.' button are visible. The main form fields are 'Email Address' and 'Password'. A blue circle with the number '1' is drawn around the 'Forgot your password?' link, which is highlighted with a blue box.

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



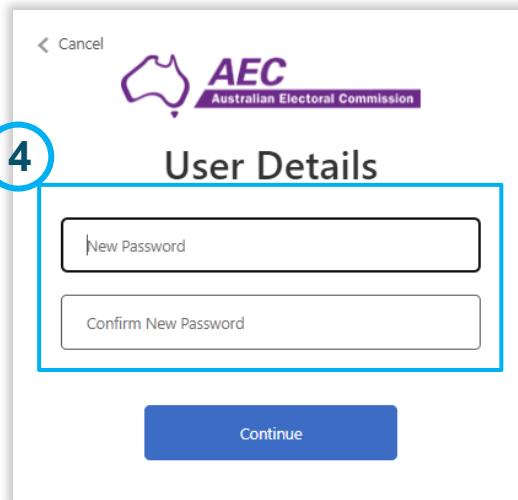
The image shows the 'User Details' page. The AEC logo is at the top. The page title is 'User Details'. A message says 'Verification is necessary. Please click Send button.' Below is an 'Email address' input field, a 'Send verification code' button, and a 'Continue' button. A blue circle with the number '2' is drawn around the 'Email address' input field.

3. Enter the code and click **Verify code**. Then select **Continue**.



The image shows the 'User Details' page. The AEC logo is at the top. The page title is 'User Details'. A message says 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below is a 'Verification code' input field containing a blacked-out code, a 'Verify code' button, a 'Send new code' button, and a 'Continue' button. A blue circle with the number '3' is drawn around the 'Verification code' input field.

4. Enter **New Password** and **Confirm New Password**. Select **Continue**.



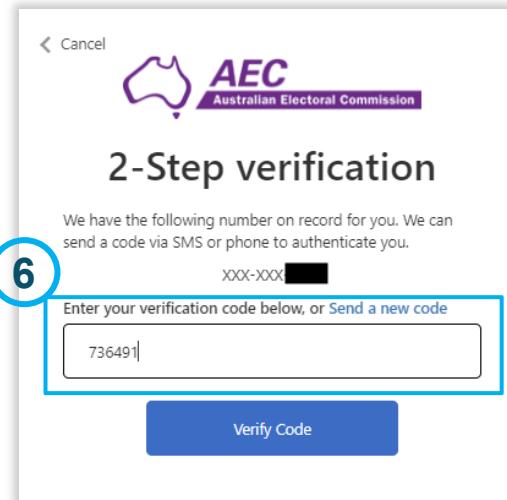
**User Details**

New Password

Confirm New Password

Continue

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



**2-Step verification**

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

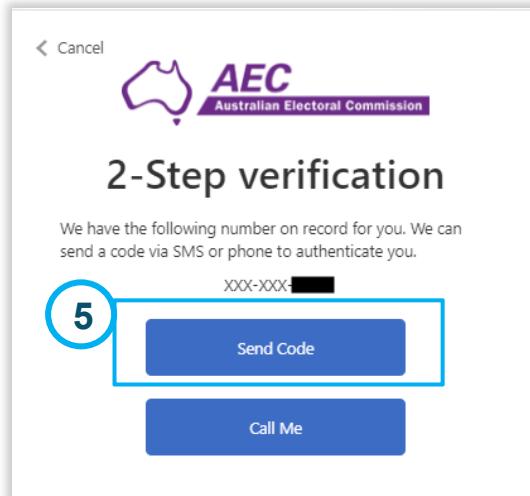
XXX-XXX-XXXX

Enter your verification code below, or [Send a new code](#)

736491

Verify Code

5. Click **Send Code**.



**2-Step verification**

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-XXXX

**Send Code**

Call Me

7. Your password is reset and the home page of ERA is displayed.