

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:

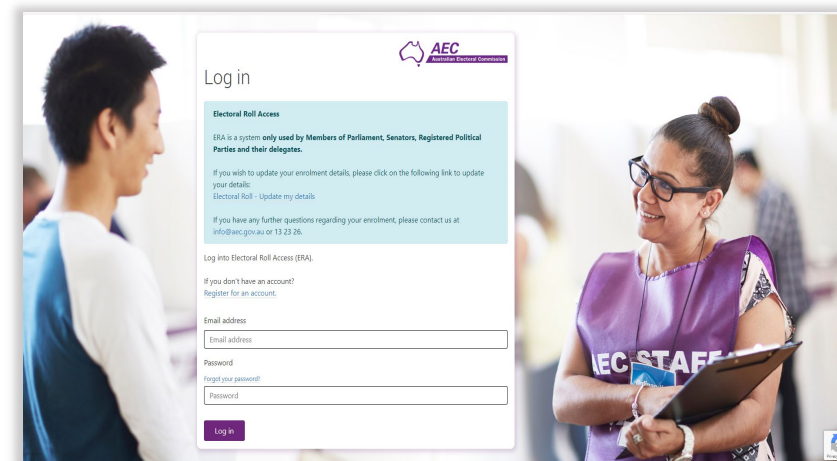
- Log into and log out of Electoral Roll Access (ERA).
- Reset your password if needed.

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 into Electoral Roll Access (ERA)



Electoral Roll Access

ERA is a system only used by Members of Parliament, Senators, Registered Political Parties and their delegates.

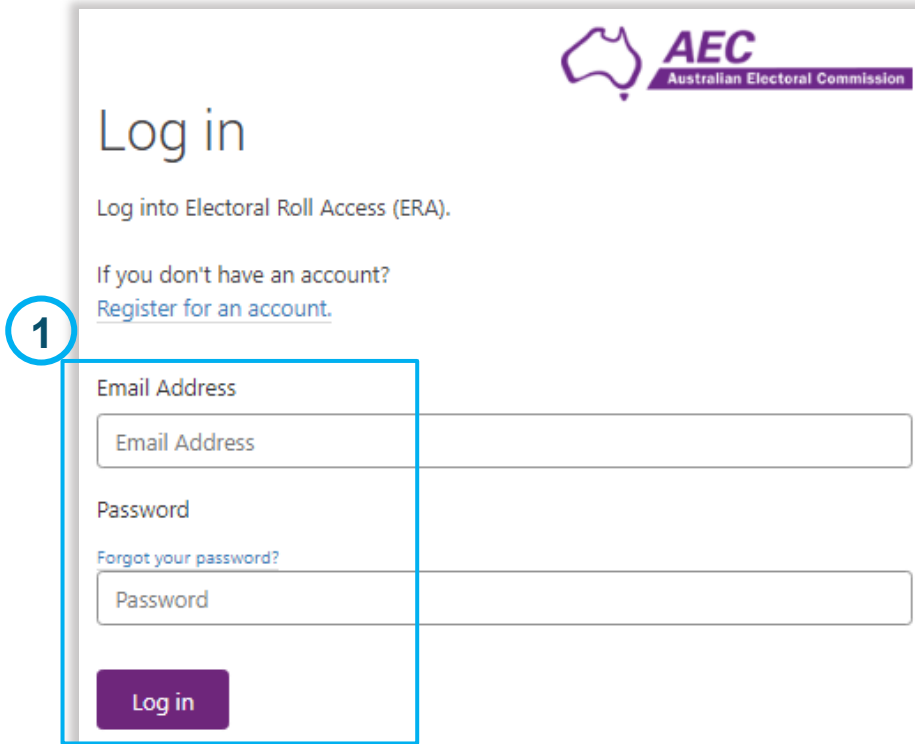
If you wish to update your enrolment details, please click on the following link to update your details:
[Electoral Roll - Update my details](#)

If you have any further questions regarding your enrolment, please contact us at info@aec.gov.au or 13 23 26.

If you are a Member of Parliament, Senator, Authorised Officer of a Registered Political Party or their delegate, you can login to ERA [here](#).

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.](#)

Email Address

Password

[Forgot your password?](#)

Log in

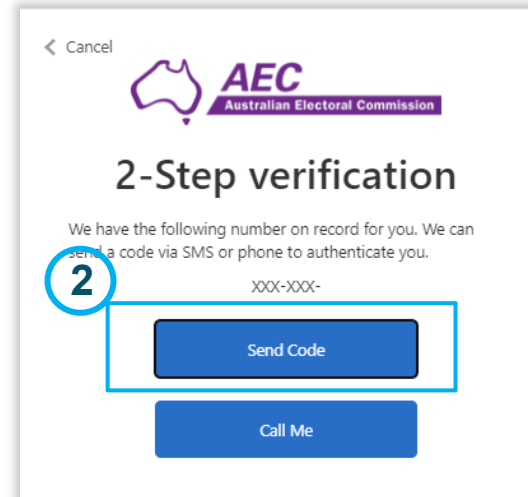
The **Multi-factor authentication** page is displayed.

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.



2-Step verification

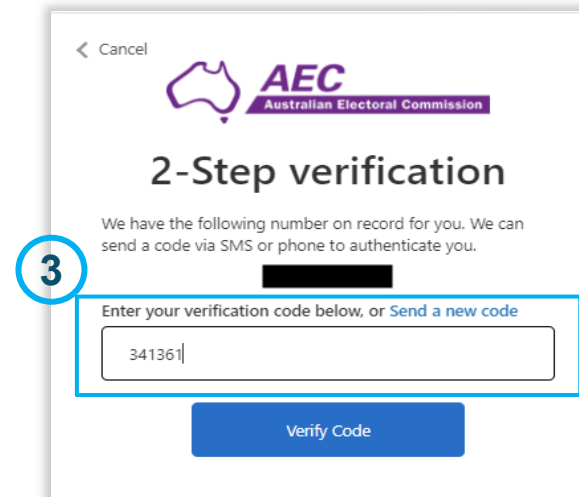
We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-

Send Code

Call Me

3. 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.

██████████

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

341361

Verify Code

The home page is displayed.

Resetting your password

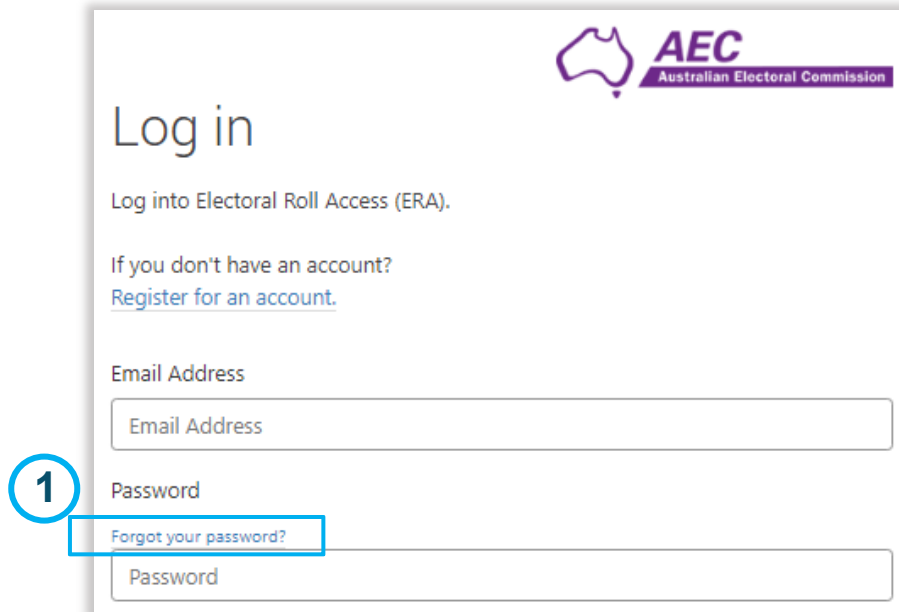
You may reset your password because it has been forgotten or because you wish to change it.



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.

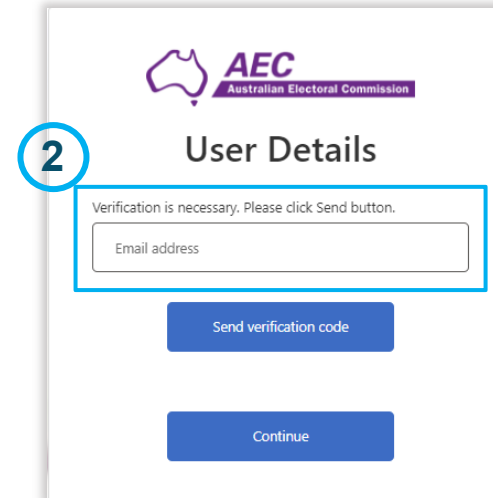
Resetting your password

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



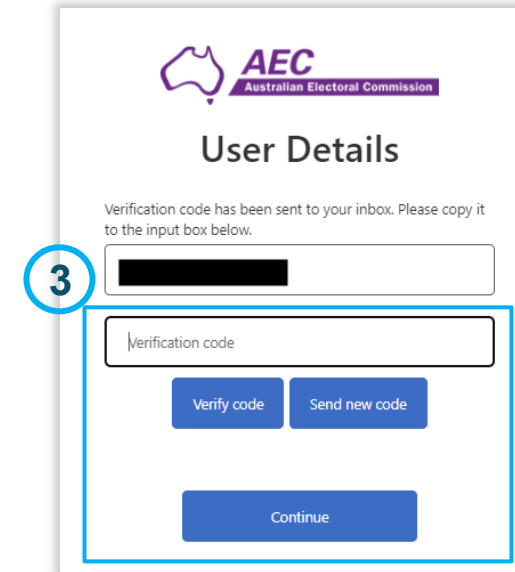
The screenshot shows the 'Log in' page of the Australian Electoral Commission (AEC). The page title is 'Log in' and the subtitle is 'Log into Electoral Roll Access (ERA)'. There is a link 'If you don't have an account? Register for an account.' Below this are two input fields: 'Email Address' and 'Password'. A blue box with the number 1 highlights the 'Forgot your password?' link located below the 'Password' field.

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



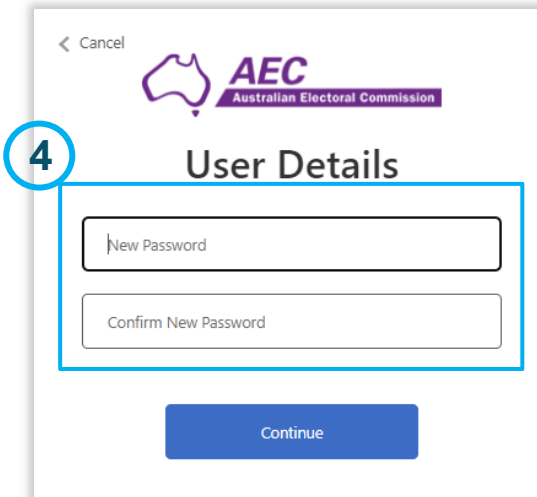
The screenshot shows the 'User Details' page of the Australian Electoral Commission (AEC). The page title is 'User Details'. Below the title is a message: 'Verification is necessary. Please click Send button.' There is an input field labeled 'Email address'. A blue box with the number 2 highlights the 'Email address' field and the 'Send verification code' button below it.

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




The screenshot shows the 'User Details' page of the Australian Electoral Commission (AEC). The page title is 'User Details'. Below the title is a message: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is an input field for the verification code. A blue box with the number 3 highlights the 'Verification code' field and the 'Verify code' and 'Continue' buttons below it.

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



< Cancel

 **AEC**
Australian Electoral Commission

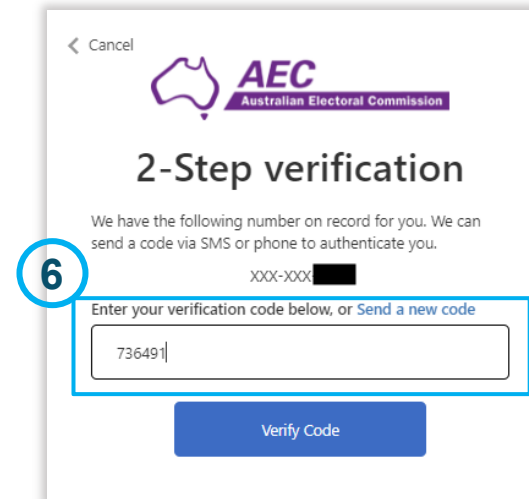
User Details

New Password


Confirm New Password

Continue

6. 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.

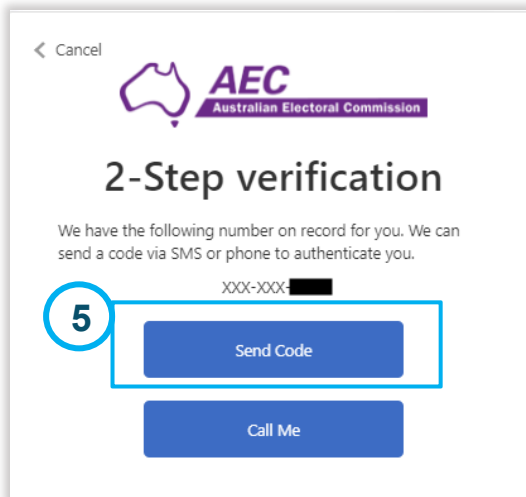
XXX-XXX-XXXX

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


736491

Verify Code

5. Click **Send 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.

XXX-XXX-XXXX

Send Code

Call Me

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