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](#).
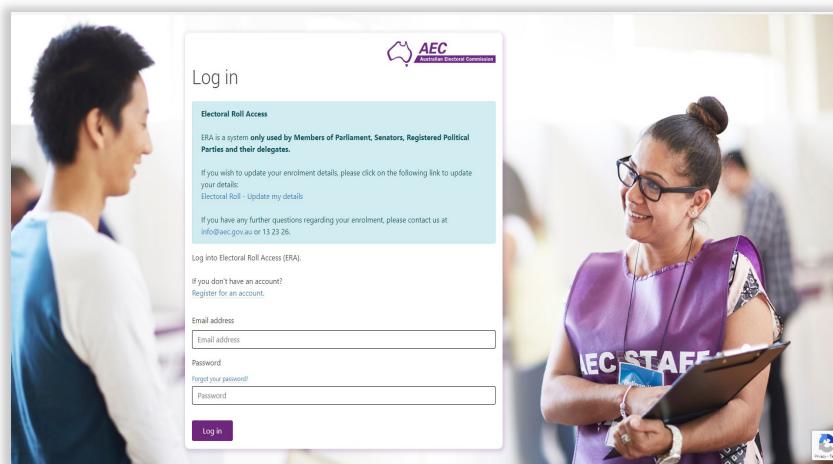
Topics

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.
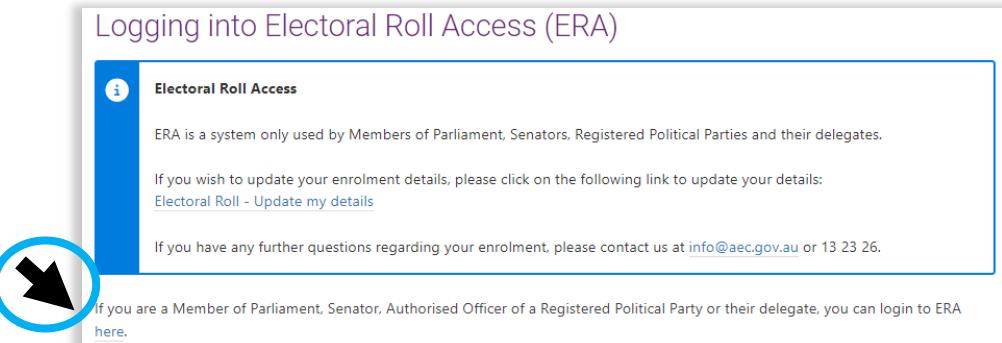
Logging in using multi-factor authentication

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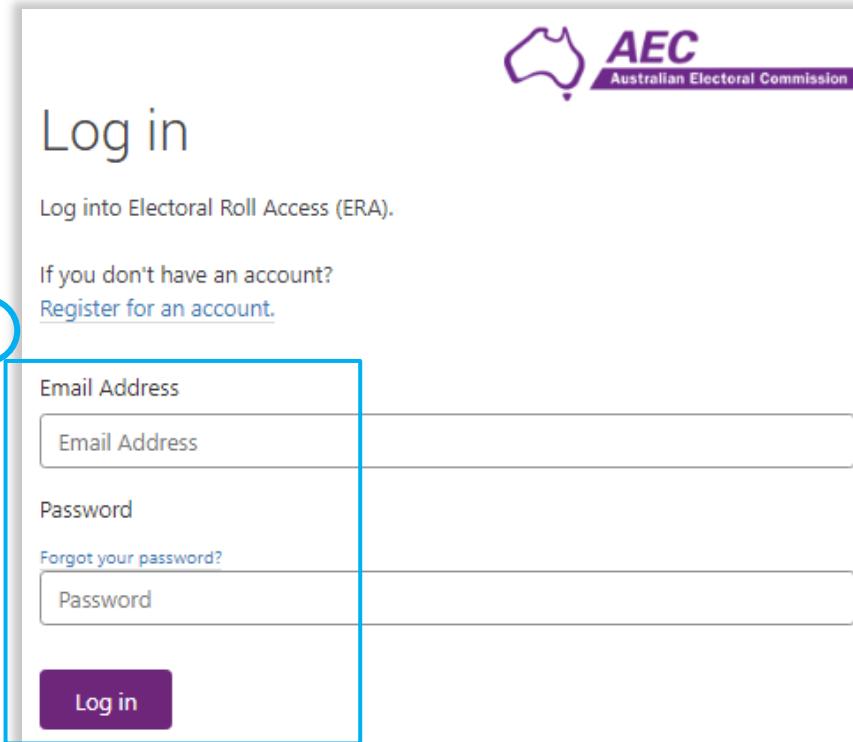

The **Multi-factor authentication** page is displayed.

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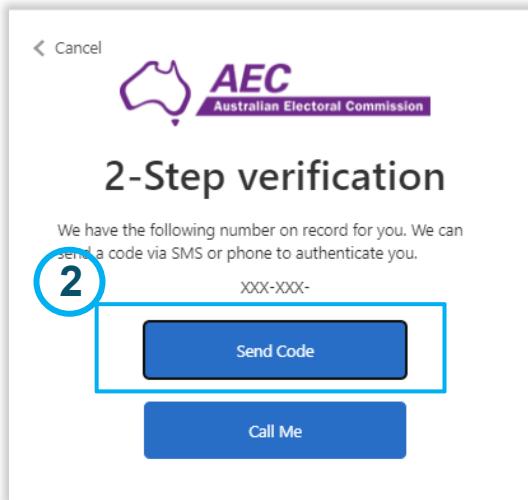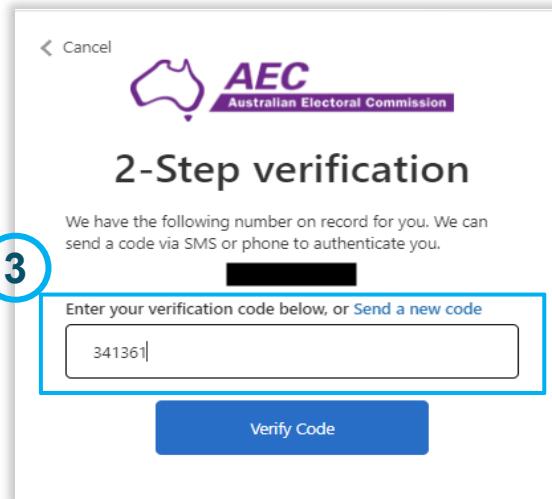
3. Enter the code and click **Verify Code**.

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?**
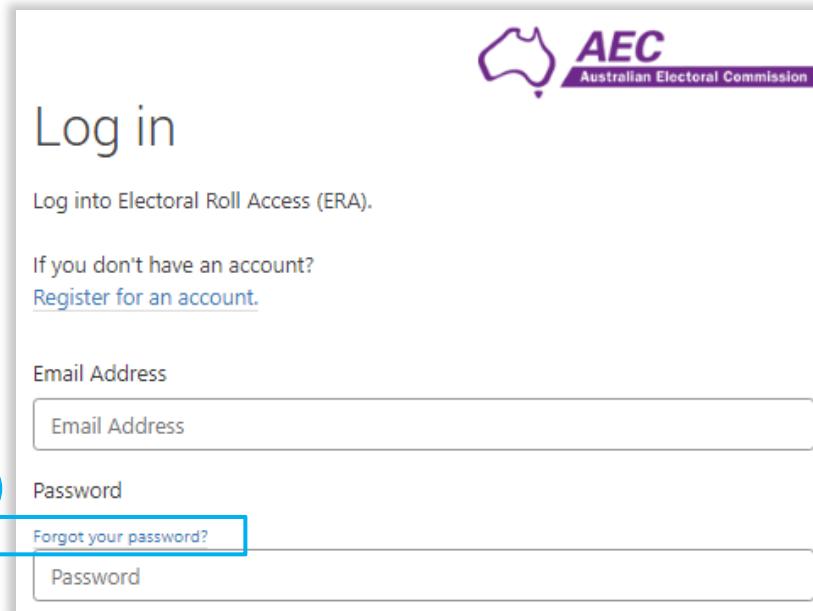
2. Enter your **email** and click **Send verification code**.
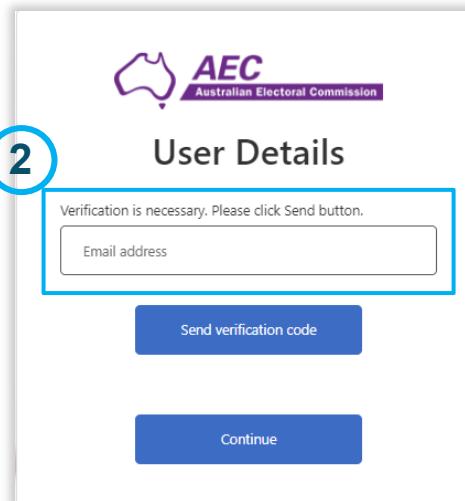
3. Enter the code and click **Verify code**. Then select **Continue.**

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

5. Click **Send Code**.
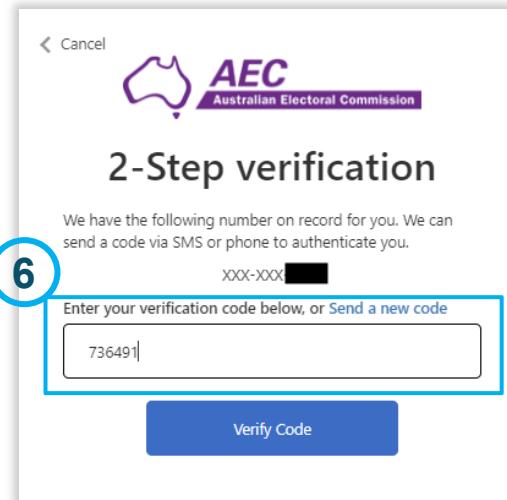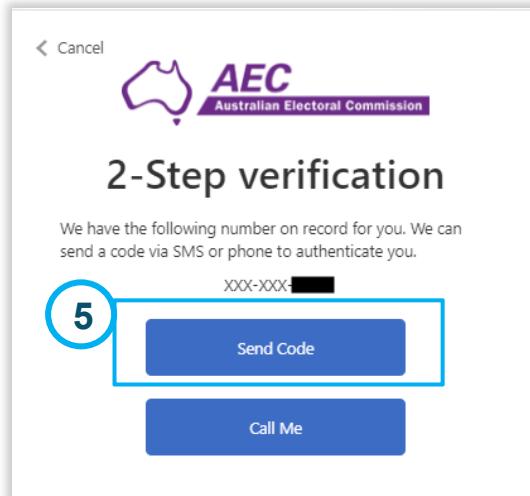
6. Enter the code and click **Verify code**.

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