

Electoral Roll Access (ERA)

Managing your details in ERA

USER GUIDE

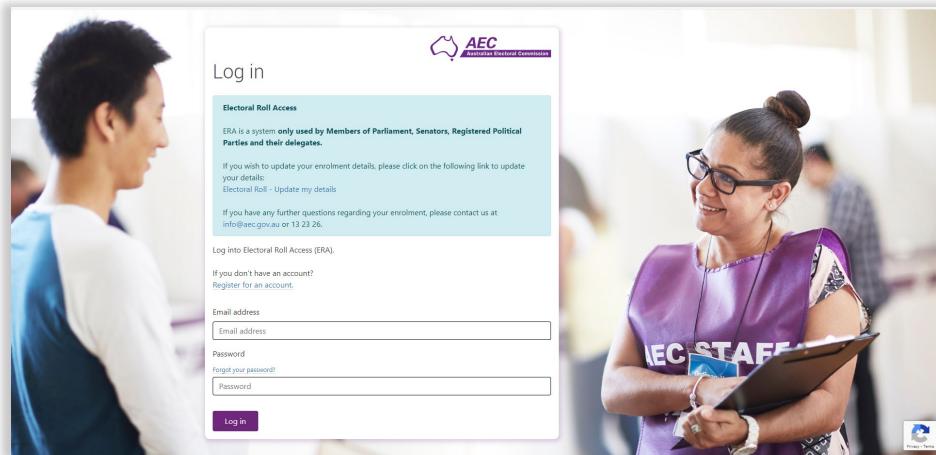
January 2026

Managing your details in ERA

This guide describes how to:

- Change details such as your phone number and email address.
- Change your name or title.
- Cancel your access to a specific roll data tile.

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



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Changing your contact details for a roll data tile

You may need to change the email address (which the AEC uses for notifications about electoral roll data) or the phone number associated with a roll data tile for a specific entitlement.

If you are a delegate working for more than one MP, Senator or party, you will have more than one roll data tile. This means you can have different email addresses and phone numbers for each one.



Electoral Roll Access

Access to electoral roll data

Current download: Cycle 297, Date of Extract 05-08-2022.

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Submit roll access request form

Data Dictionary

Release Schedule

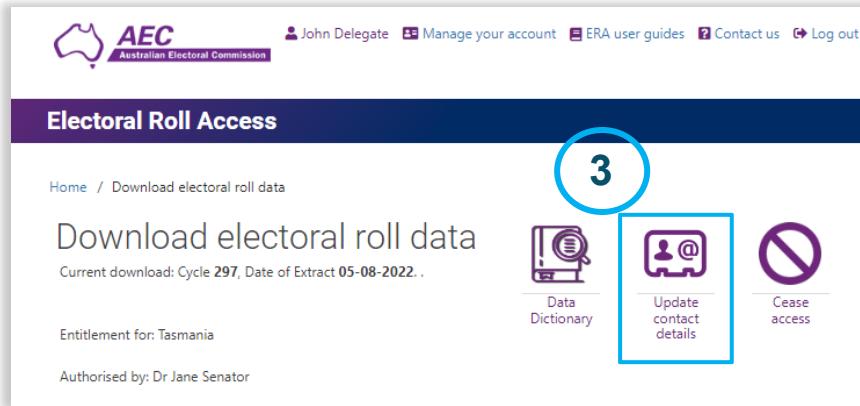
Changing your email or phone number

Note: If you change the phone number for a roll data tile, it won't change the number you use when you log into ERA.

If you have more than one roll data tile, only the details for the selected tile are updated.

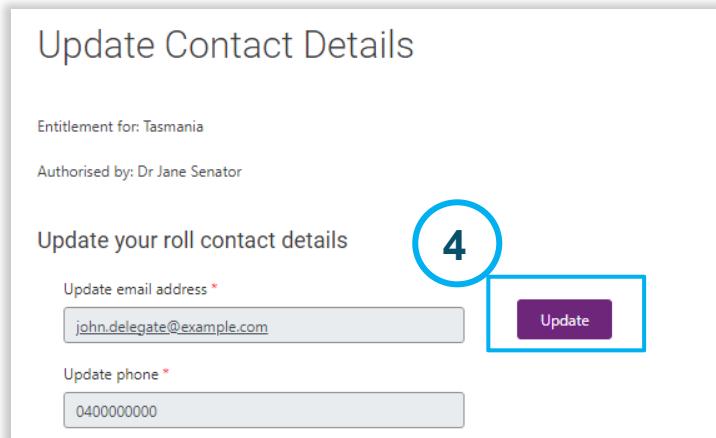
1. Log into ERA.
2. Click the **Roll data** tile.

3. Click **Update contact details**.



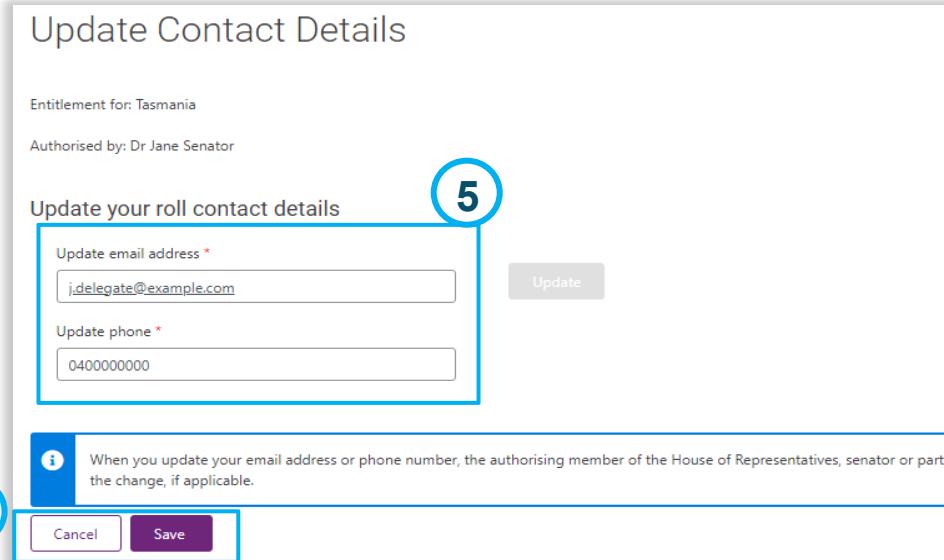
Additional fields are displayed that allow you to make changes.

4. Click **Update**.



5. Enter the new details.

6. Click **Save**.



The details for this tile are updated.

Cancelling your access to a roll data tile

You may wish to cancel (cease) your access to a particular roll data tile, for example if you were a delegate for a senator but no longer work for them.

If you need to restore your access in the future, you will need to submit a new Request for Access to Electoral Roll Data form.

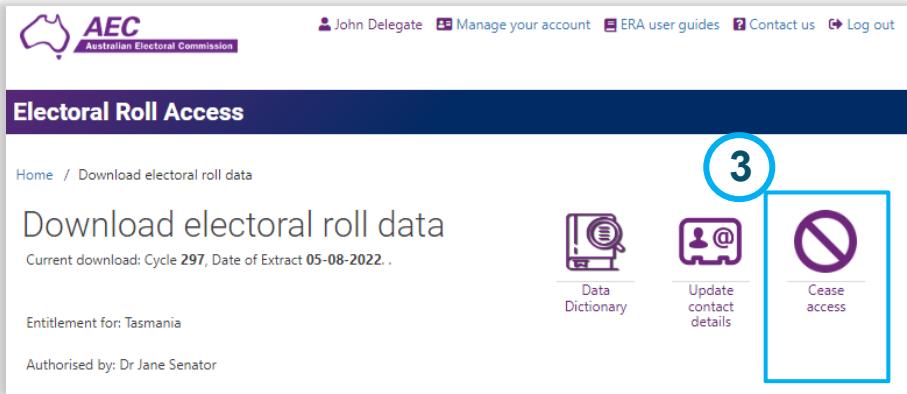
 **Note:** This will not cancel your access to ERA or to any other roll data tiles you might have.

1. Log into ERA.
2. Click the **Roll data** tile.



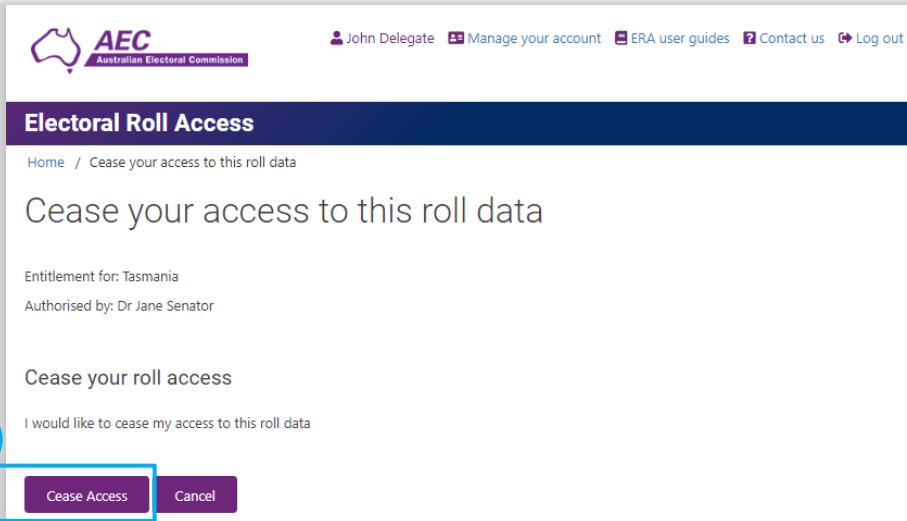
The screenshot shows the 'Electoral Roll Access' page. At the top, there are navigation links: John Delegate, Manage your account, ERA user guides, Contact us, and Log out. Below this is a dark blue header bar with the text 'Electoral Roll Access'. The main content area is titled 'Access to electoral roll data' and shows a message: 'Current download: Cycle 297, Date of Extract 05-08-2022.' On the left, there is a large 'Roll data' tile with a blue border, containing an icon of a document with an Australian map, the text 'Roll data', 'Data included: TAS', and 'Authorised by: Dr Jane Senator'. To the right of the tile are three buttons: 'Submit roll access request form', 'Data Dictionary', and 'Release Schedule'. A blue circle with the number '2' is drawn around the 'Roll data' tile.

3. Click **Cease Access**



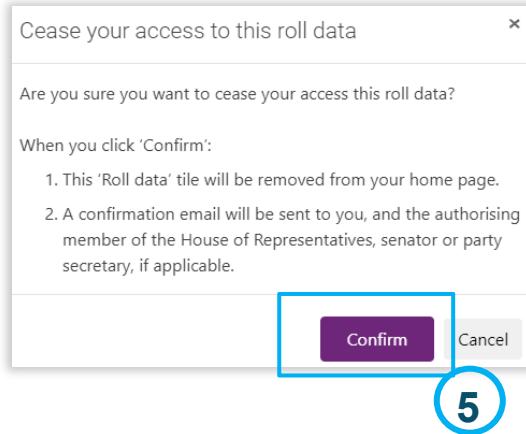
The screenshot shows the 'Download electoral roll data' page. At the top, there are navigation links: John Delegate, Manage your account, ERA user guides, Contact us, and Log out. Below this is a dark blue header bar with the text 'Electoral Roll Access'. The main content area is titled 'Download electoral roll data' and shows a message: 'Current download: Cycle 297, Date of Extract 05-08-2022.' It also displays 'Entitlement for: Tasmania' and 'Authorised by: Dr Jane Senator'. On the right side, there are three buttons: 'Data Dictionary', 'Update contact details', and 'Cease access'. A blue circle with the number '3' is drawn around the 'Cease access' button.

4. Click **Cease Access**.



The screenshot shows the 'Cease your access to this roll data' page. At the top, there are navigation links: John Delegate, Manage your account, ERA user guides, Contact us, and Log out. Below this is a dark blue header bar with the text 'Electoral Roll Access'. The main content area is titled 'Cease your access to this roll data' and shows a message: 'Entitlement for: Tasmania' and 'Authorised by: Dr Jane Senator'. Below this is a section titled 'Cease your roll access' with a message: 'I would like to cease my access to this roll data'. At the bottom are two buttons: 'Cease Access' and 'Cancel'. A blue circle with the number '4' is drawn around the 'Cease Access' button.

5. Click **Confirm** to cease your access.



The roll data tile will no longer be displayed on the home page.

Changing the details of your ERA account

Changing your login email or mobile

If you need to change the email address or mobile number that you use to log into ERA, please email your request to rps@aec.gov.au. Your other details may be changed as described in this topic.

There are two phone numbers recorded in ERA that you can change:

- The mobile number you entered at the end of creating your ERA account, which should be the same as the mobile number you use to log in. This contact number is used if the AEC needs to call you about your ERA account. This can be changed using **Manage your account**, as described below.
- The phone number associated with a roll data tile, which initially must match the number shown on the 'Request for Access to Electoral Roll Data' form. This can be changed using [Update contact details](#).



Hint: You may use the **same** number for both.

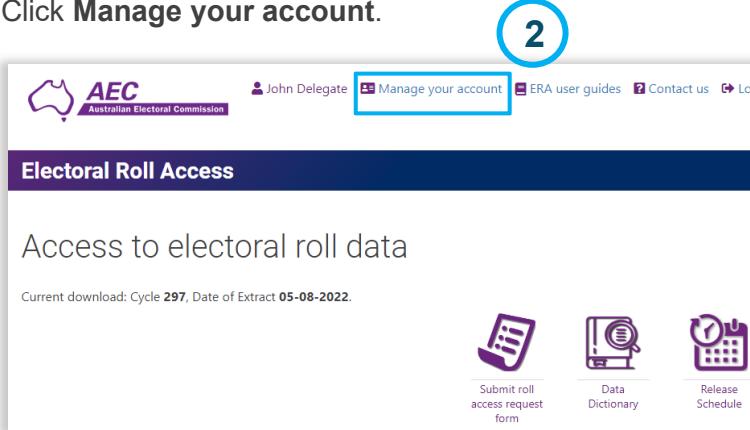
Changing your contact number or title

The phone number under **Manage your account** is used by the AEC if they need to call you about your ERA account.



Note: If you change this phone number, it won't change the number you use when you log in nor the one associated with a roll data tile (see above).

1. Log into ERA.
2. Click **Manage your account**.



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 Submit roll access request form

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3. Select a new title or enter a new phone number.
4. Click **Save**.

Personal Details

Please select your preferred title for correspondence and enter a mobile number (in case the AEC needs to call you about your account). Click 'Save'.



Preferred title *

Select

Contact number (10 digits) *

Provide a telephone number

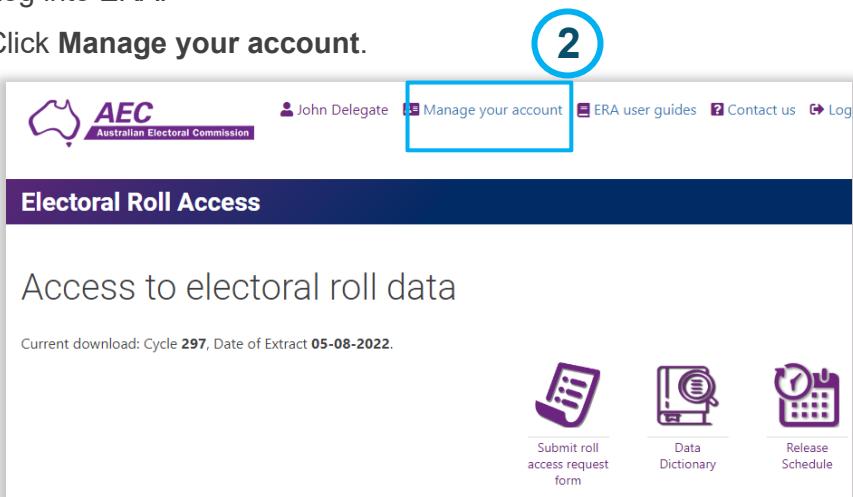
Save

Changing your name

If you wish to change your name you will need to go through the manual verification process for your new name with the Roll Products and Services team.

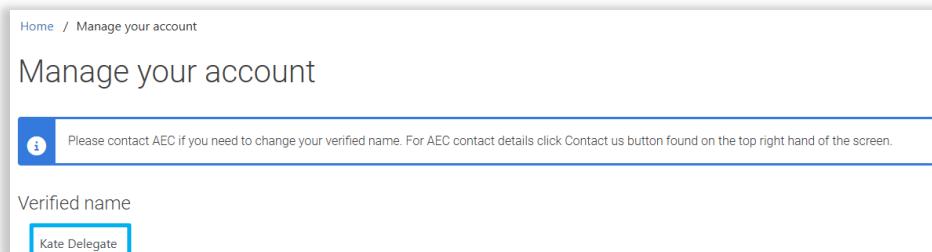
Checking your current verified name

1. Log into ERA.
2. Click **Manage your account**.



The screenshot shows the AEC logo and navigation links: John Delegate, Manage your account (which is highlighted with a blue box and circled with a blue number 2), ERA user guides, Contact us, and Log in. Below the navigation is a dark blue header bar with the text 'Electoral Roll Access'. The main content area is titled 'Access to electoral roll data' and shows a message: 'Current download: Cycle 297, Date of Extract 05-08-2022.' Below this are three icons: 'Submit roll access request form', 'Data Dictionary', and 'Release Schedule'.

3. Check your current verified name.



The screenshot shows the 'Manage your account' page. At the top, there is a message: 'Please contact AEC if you need to change your verified name. For AEC contact details click Contact us button found on the top right hand of the screen.' Below this is a section for 'Verified name' with a button labeled 'Kate Delegate' (which is highlighted with a blue box and circled with a blue number 3).

4. Please email rps@aec.gov.au with the change you wish to make.