

## **Electoral Roll Access (ERA)**

# Logging into ERA and resetting your password USER GUIDE

December 2022



# 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 <u>Creating an ERA account</u> guide.

Information about electoral roll data is on the <u>AEC website</u>.

#### Topics

Logging in and logging out	2
Accessing ERA	2
Logging in using multi-factor authentication	3
Logging out	4
Resetting your password	4
Resetting your password	4



### Logging in and logging out

#### Accessing ERA

1. Click the button on the <u>Electoral roll data entitlement</u> page of the AEC website to access ERA.



The Log in page is displayed.



Logging in using multi-factor authentication

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

			AEC ustralian Electoral Commissio	'n
Log in		·		
Log into Electoral Roll Access (EF	RA).			
If you don't have an account? Register for an account.				
Email Address				
Email Address				
Password				
Forgot your password?				
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.

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

			Australian Electoral Commission
	Multi-fa Phone Number XXX-XXX-0000	ctor au	Ithentication
ľ	Send Code	Call Me	Cancel

3. Enter the code and click Verify Code.

Multi-factor authentication			
Enter the verification	code sent to your mobile and click 'Verify 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.

The home page is displayed.



1. Click Log out in the top right-hand corner.

💵 Manage your account 🚍 ERA user guides 🛿 Contact us 🕩 Log out

#### Resetting your password

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

#### Resetting your password

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



2. Enter your email and click Send verification code.



FC

Australian Electoral Commission

3. Enter the code and click Verify code.



### Logging into ERA and resetting your password



#### 4. Click **Continue**

Phone Number XXX-XXX-0000

Send Code

5

	demust be between 9 and 64 characters, and contain at least 2 of the following: a
werca	se letter, an uppercase letter, a number, a symbol.
	Email address verified. Click 'Continue'.
mail A	ldress
john.c	elegate@example.com
Con	inue Cancel
Cont	inue Cancel end Code.
Con ick <b>S</b>	end Code.

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

		AEC Australian Electoral Commission
	Multi-fac +61040000000	ctor authentication
	Enter the verification send new code	n code sent to your mobile and click 'Verify Code'.
Y	568225	
	Verify Code	Cancel

7. Enter a new password and click **Continue**.

	Forgot your 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.
Y	New Password
on	New Password
	Confirm New Password
	Confirm New Password
	Cancel

Your password is reset and the Log in page is displayed.

Multi-factor authentication

Cancel

Call Me