

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:

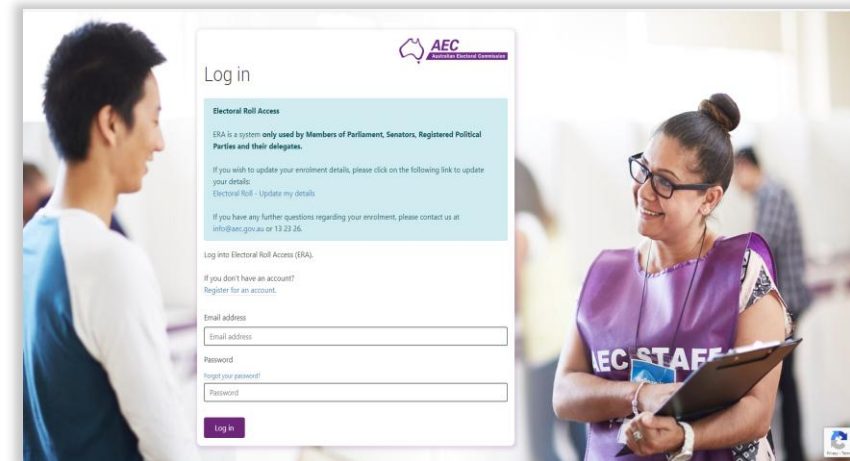
- Log into and log out of Electoral Roll Access (ERA).
- Reset your password if needed.

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.

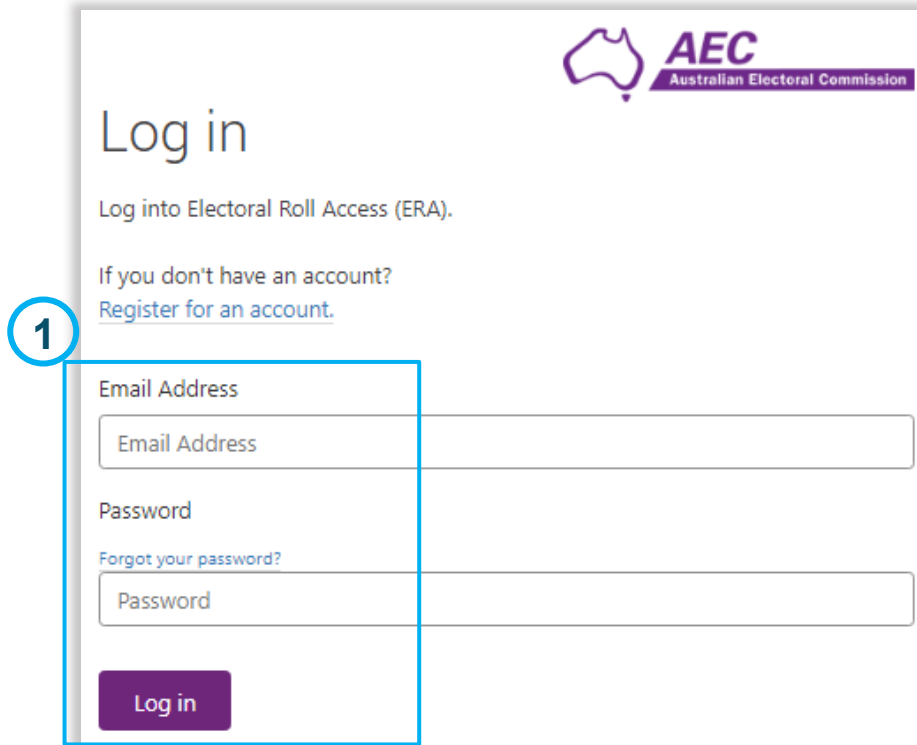
If you wish to update your enrolment details, please click on the following link to update your details:
[Electoral Roll - Update my details](#)

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

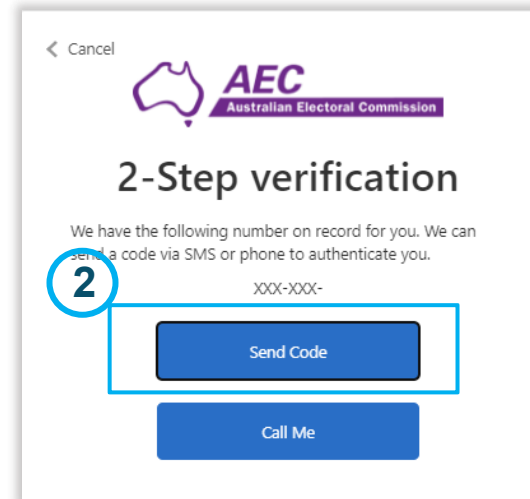
The **Multi-factor authentication** page is displayed.

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.



< Cancel

AEC Australian Electoral Commission

2-Step verification

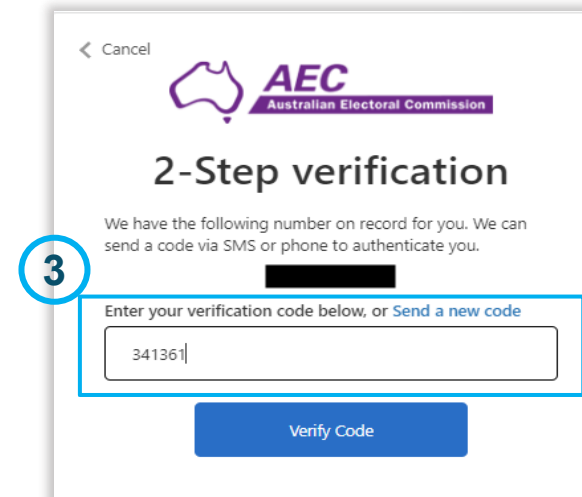
We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-

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.

██████████

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

341361

Verify Code

The home page is displayed.

Resetting your password

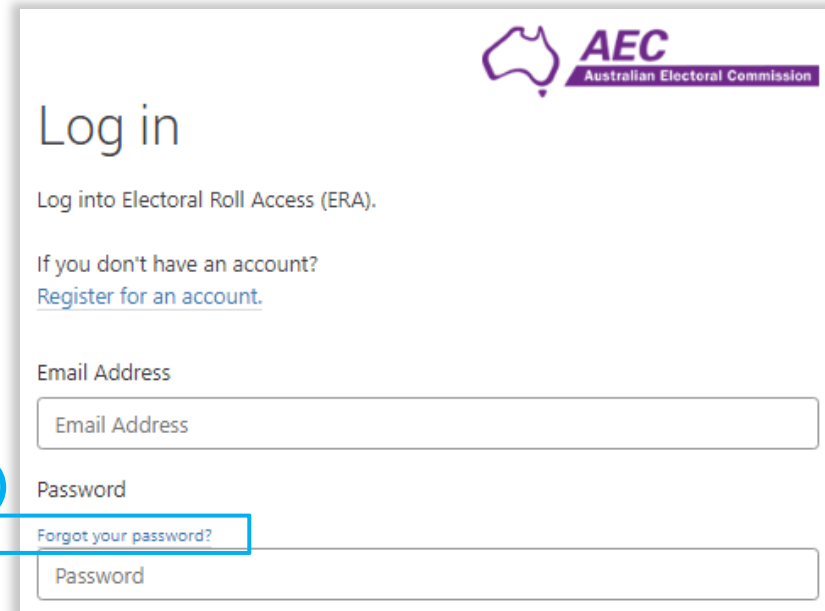
You may reset your password because it has been forgotten or because you wish to change it.



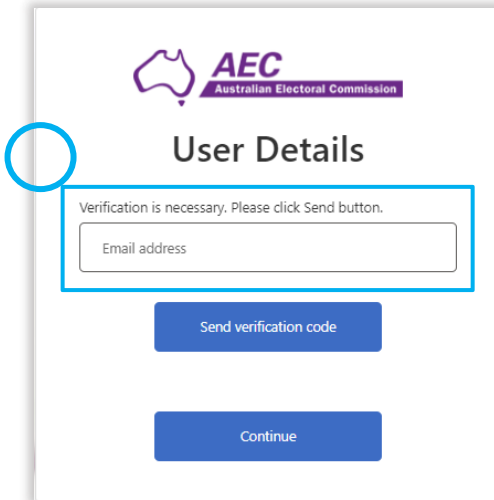
Hint: Password must be 8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), or a symbol.

Resetting your password

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



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




User Details

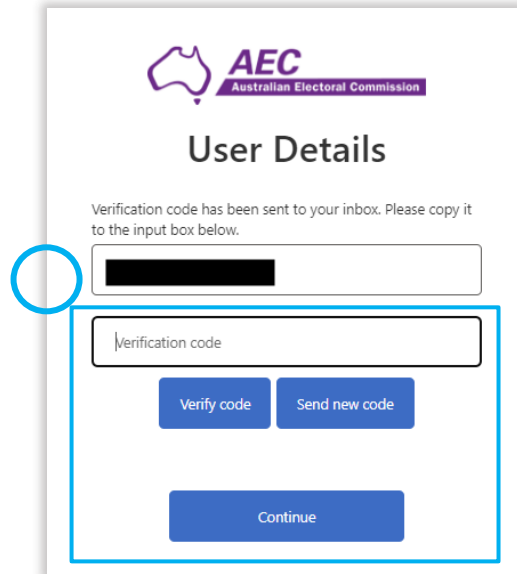
Verification is necessary. Please click Send button.

Email address

Send verification code

Continue

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




User Details

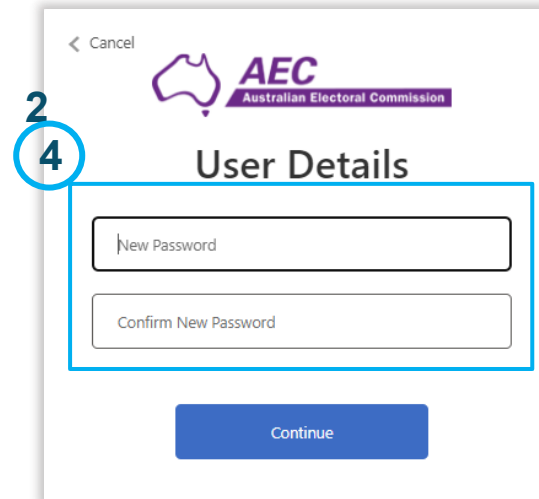
Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code

Continue

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



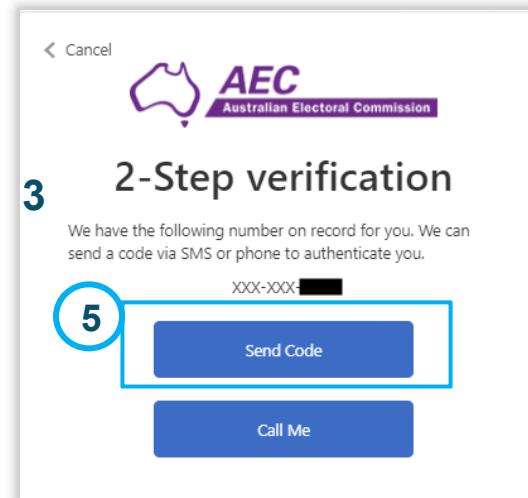

User Details

New Password

Confirm New Password

Continue

5. Click **Send Code**.




2-Step verification

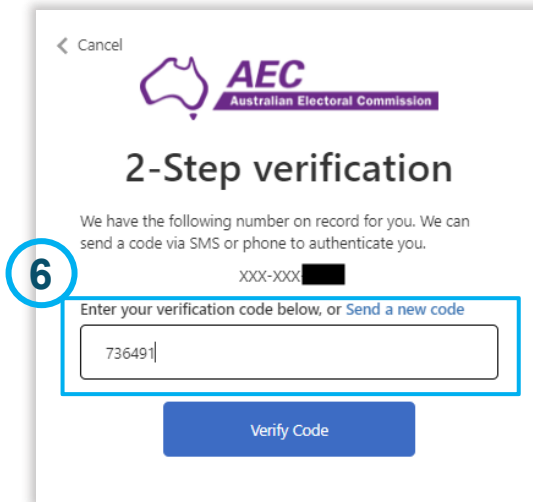
We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-XXXX

Send Code

Call Me

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](#)

Verify Code

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