

# Electoral Roll Access (ERA)

## Creating an ERA account

### USER GUIDE

August 2026

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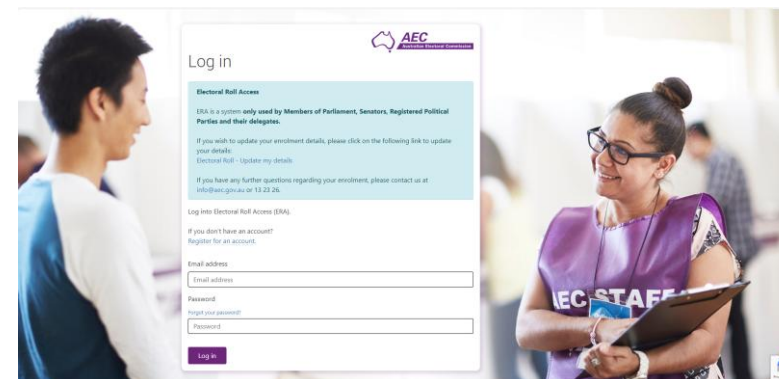
This guide describes how to create a user account for Electoral Roll Access (ERA). Creating an account involves:

- Verifying your email and mobile phone number in ERA.
- Read and agree to the Privacy Statement

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

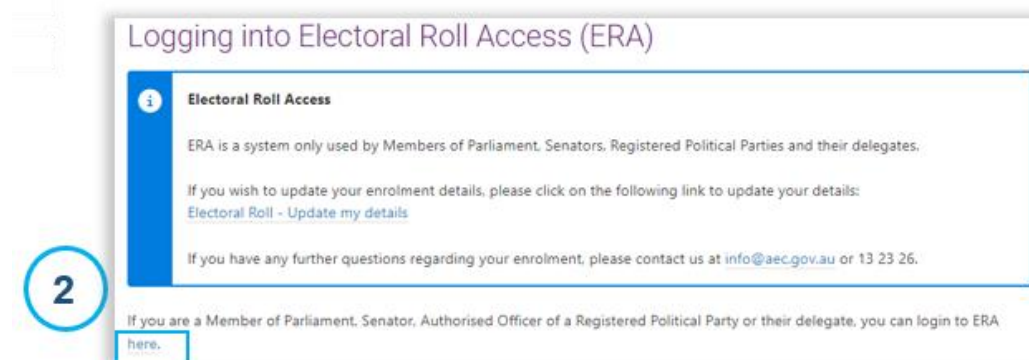
### Topics

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### Accessing ERA

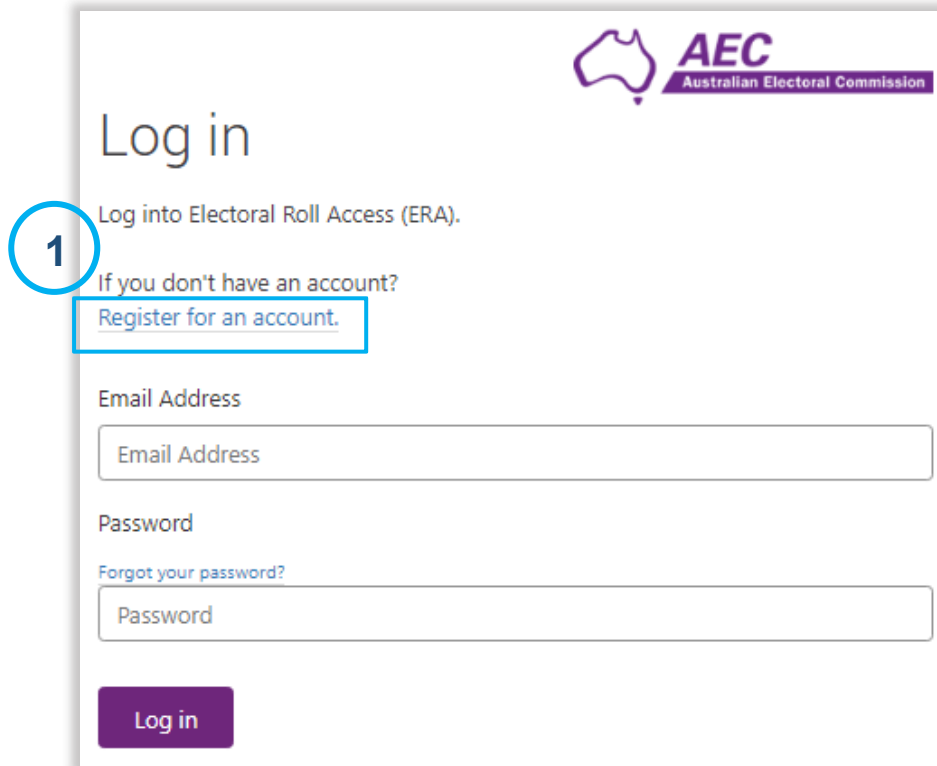
1. Navigate to [Electoral roll data entitlement](#) page of the AEC website to access ERA.
2. Scroll down to the section **Logging into Electoral Roll Access (ERA)**. Click on the link as shown below.



### Creating an account

#### Verifying your email and creating a password

1. On the Log in page, click **Register for an account**.

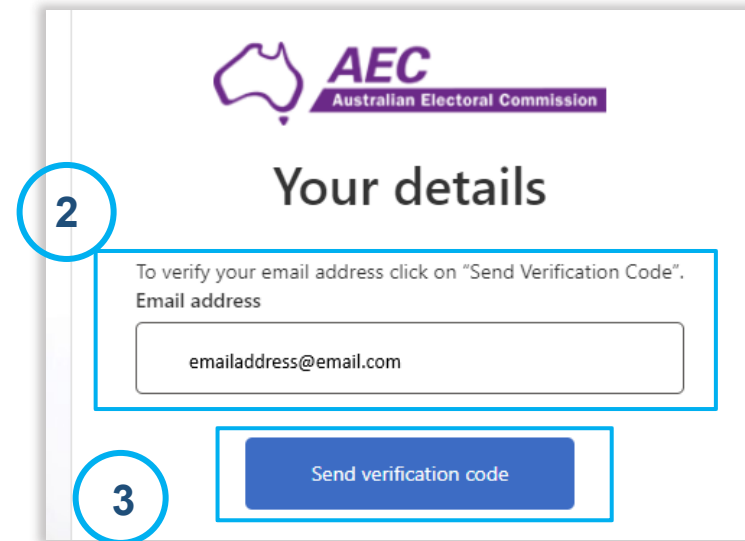


2. Enter an individual **email** address - this should be your individual business email.



**Note:** This email is used to identify you as an ERA user and must be unique to you. Do not use another person's email, nor one used by multiple people such as a team.

3. Click **Next** then **Send verification code**.



The **Create an account** page is displayed.

4. Enter the code sent to your email and click **Verify code**.



**Hint:** The code only works for a short time – about 5 minutes. If you need to, you can click **Send new code** to get another one.

5. Enter **Given name** and **Surname**.

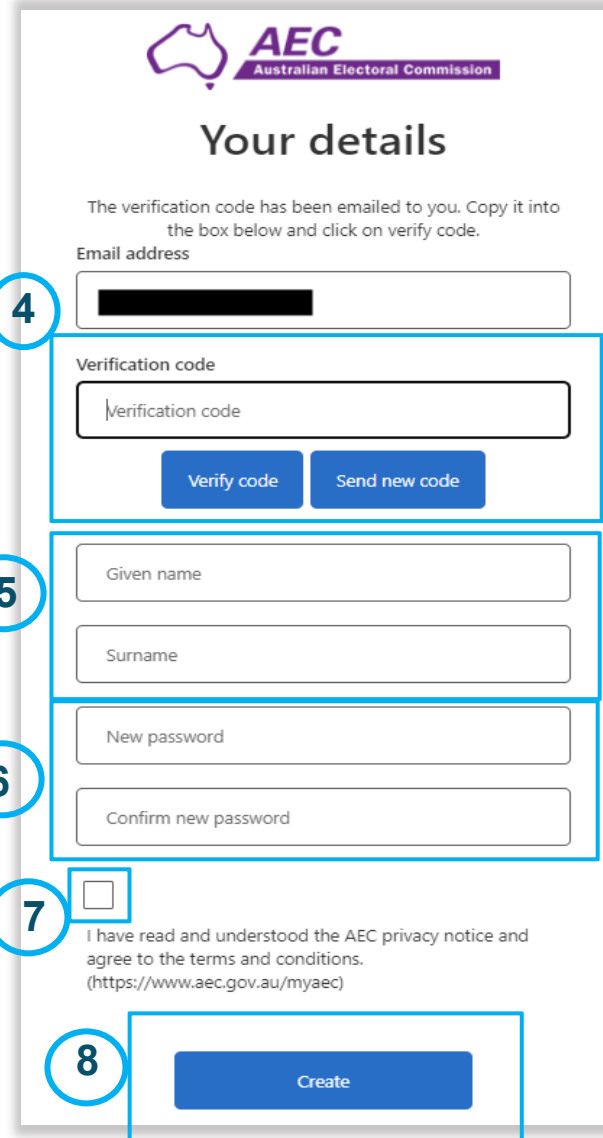
6. Enter a password in **New Password** and **Confirm New Password**.



**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.

7. Read the AEC privacy notice **and check the box for terms and conditions**.

8. Click **Create**.



The screenshot shows the 'Your details' form from the Australian Electoral Commission (AEC). The form is titled 'Your details' and includes the AEC logo. Below the title, it states: 'The verification code has been emailed to you. Copy it into the box below and click on verify code.'

The form contains the following fields and buttons:

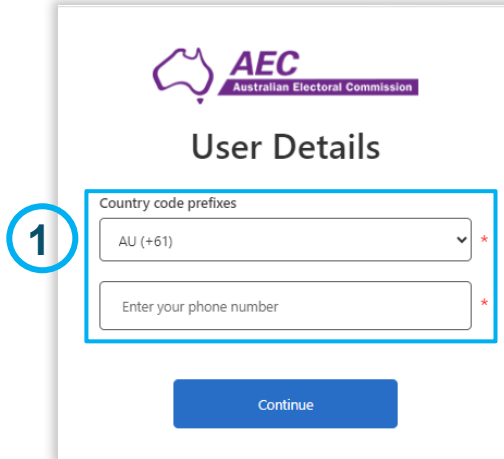
- Email address:** A text input field with a blacked-out placeholder.
- Verification code:** A text input field with a placeholder 'Verification code'.
- Buttons:** 'Verify code' and 'Send new code'.
- Given name:** A text input field.
- Surname:** A text input field.
- New password:** A text input field.
- Confirm new password:** A text input field.
- Terms and conditions:** A checkbox.
- Create:** A blue button at the bottom.

Numbered steps are indicated by blue circles with numbers 4 through 8:

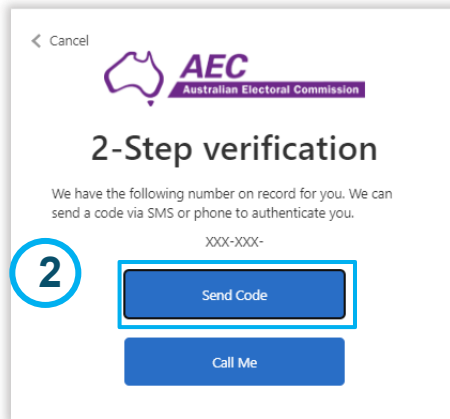
- 4:** Points to the Email address field.
- 5:** Points to the Verification code field.
- 6:** Points to the New password and Confirm new password fields.
- 7:** Points to the Terms and conditions checkbox.
- 8:** Points to the Create button.

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

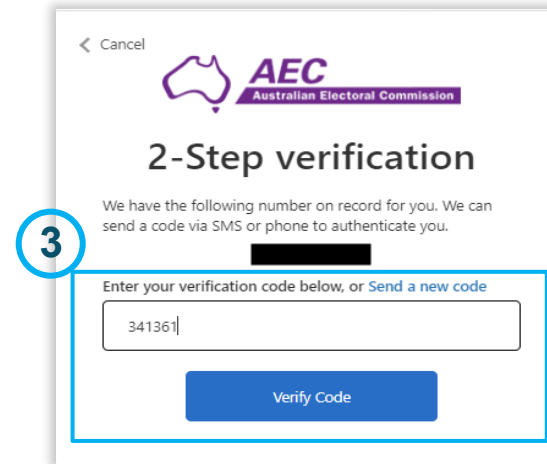
1. Select **Australia (+61)** for the **Country Code** and enter your mobile phone number.



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



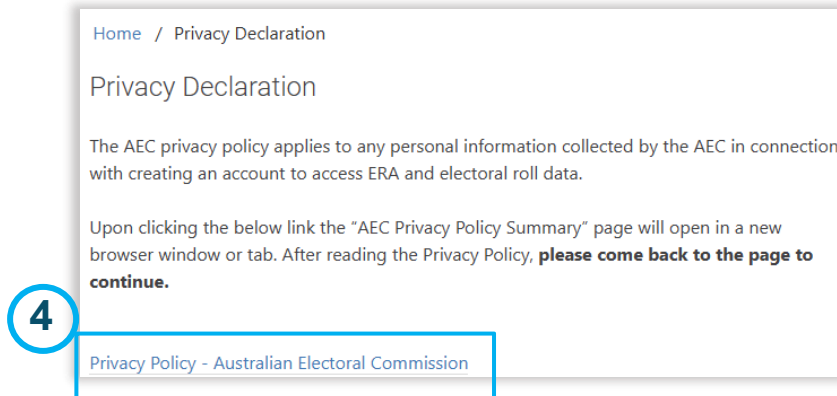
3. Enter the code and click **Verify Code**.



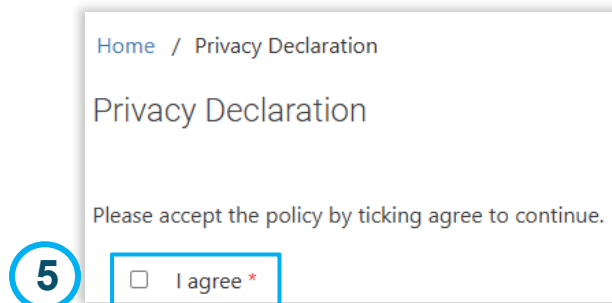
**Hint:** You can click **Call Me** to send a voice message to your mobile instead. When asked to select the pound sign, select the **hash sign #** to verify your mobile.



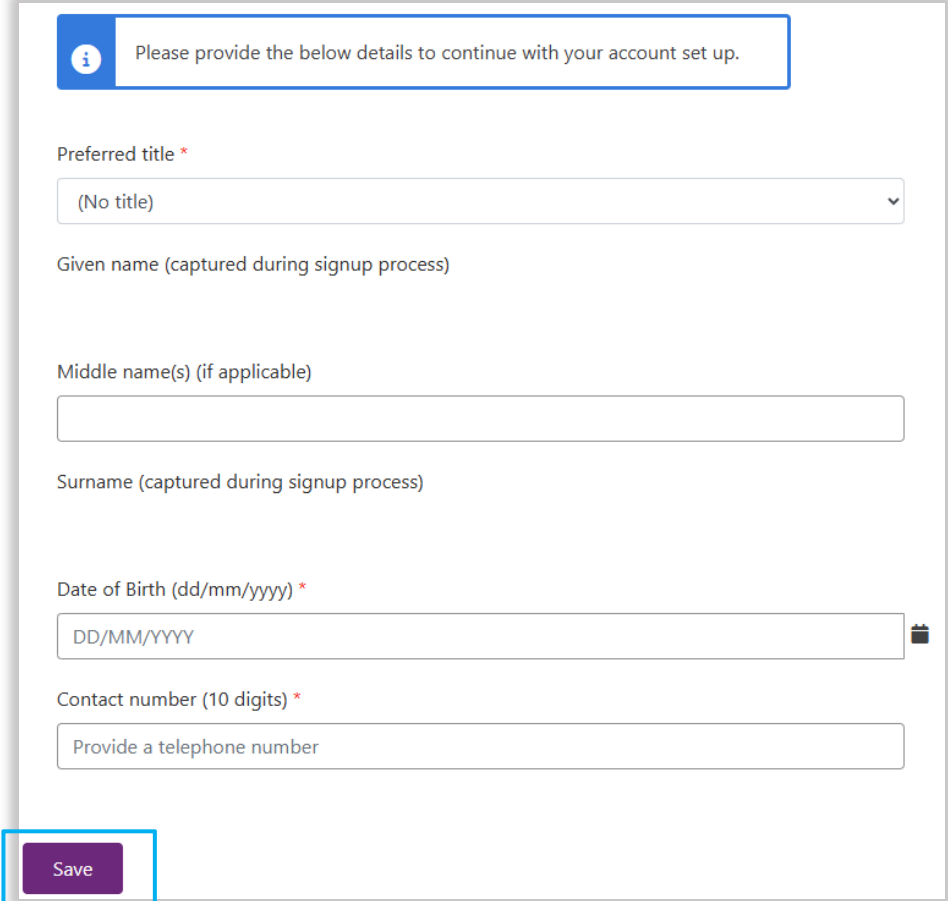
4. Click the privacy policy summary link to read how the AEC collects and holds data. The privacy policy will open in a **separate window/tab automatically**.



5. Return to the original browser window. At this point, the same privacy declaration page would look like below and click **I agree** to continue



6. Upon ticking the **I agree**, you will be prompted to fill out some additional details required for the verification process.



Please provide the below details to continue with your account set up.

Preferred title \*  
(No title) ▼

Given name (captured during signup process)

Middle name(s) (if applicable)

Surname (captured during signup process)

Date of Birth (dd/mm/yyyy) \*  
DD/MM/YYYY

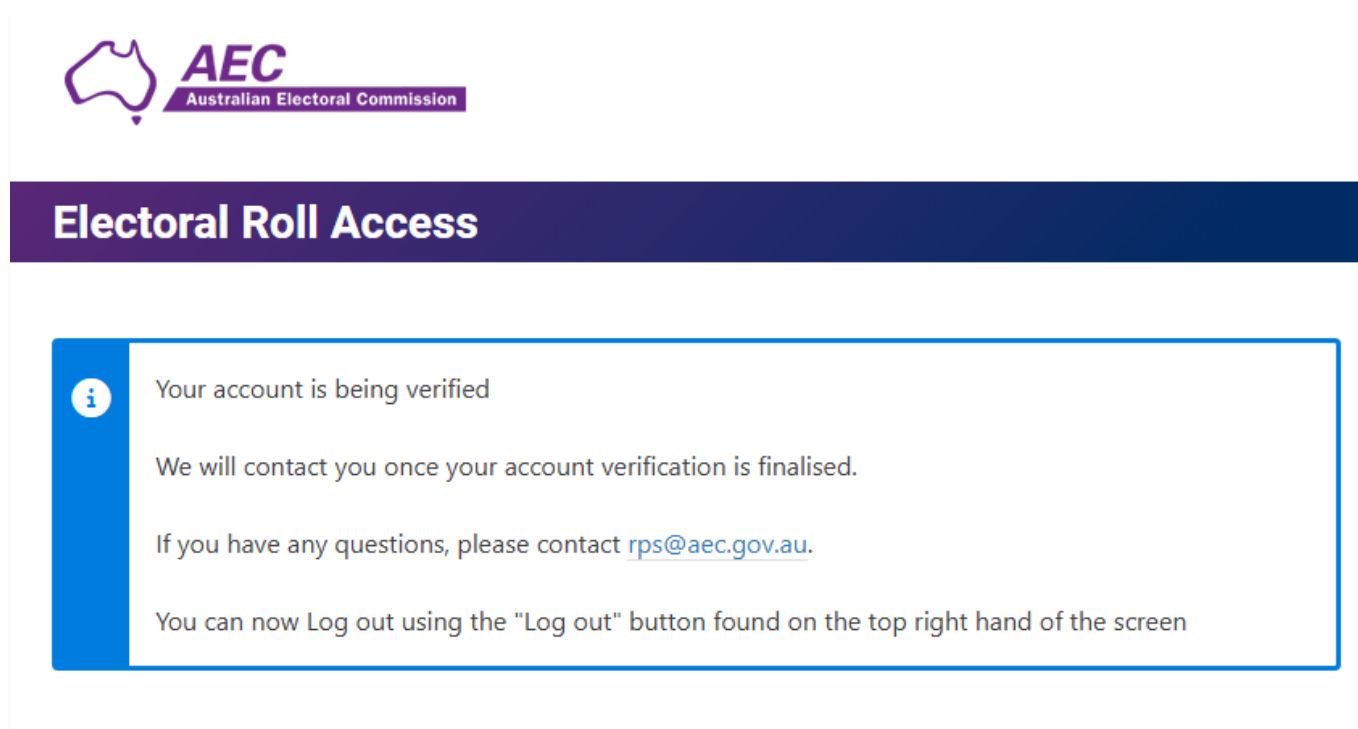
Contact number (10 digits) \*  
Provide a telephone number

Save

A blue circle with the number 6 is positioned to the left of the form. A blue circle with the number 7 is positioned to the left of the 'Save' button.

7. Upon completing your details press **Save**

8. After entering this information, the page will display the below message:



The screenshot shows the AEC Australian Electoral Commission logo at the top left. Below it is a dark blue header with the text "Electoral Roll Access" in white. The main content area is white and contains a blue-bordered box with a blue header bar on the left. The header bar has a white circle with a lowercase 'i' icon. The text inside the box reads: "Your account is being verified", "We will contact you once your account verification is finalised.", "If you have any questions, please contact [rps@aec.gov.au](mailto:rps@aec.gov.au).", and "You can now Log out using the "Log out" button found on the top right hand of the screen".

9. Once you have reached this stage you will need to ensure the completed and signed Roll Access Request form (as listed on [Electoral roll data entitlement - Australian Electoral Commission](#)) has been emailed to [rps@aec.gov.au](mailto:rps@aec.gov.au) from the entitled person/party. See below for further clarification.

## Verifying your identity

### Process for entitled party/person:

1. You will need to complete the appropriate Roll Access Request form (as listed on [Electoral roll data entitlement - Australian Electoral Commission](#))
2. Email this to [rps@aec.gov.au](mailto:rps@aec.gov.au).
3. The AEC (Roll Products and Services team) will contact you if you are appointing yourself as the ERA user, to complete the identity verification process.
4. The AEC will confirm your account following this call.
5. You will receive an email when your account has been verified, you can then proceed with logging in.

### Process for representatives:

1. The entitled person/party must complete the appropriate Roll Access Request form found on the [Electoral roll data entitlement](#) page and have selected representative on the form as the ERA user.
2. The entitled person/party must email this form to [rps@aec.gov.au](mailto:rps@aec.gov.au)
3. The AEC (Roll Products and Services team) will contact the approved representative to complete the identity verification process.
4. The AEC will confirm the representatives account following the call.
5. The representative will receive an email when their account has been verified, they can then proceed with logging in.

## 1 Forms for accessing electoral roll data

A request for access to electoral roll data can be submitted at any point of the parliamentary cycle.

### MPs and senators

[Request for Access to Electoral Roll Data \(MP or senator\)](#) 

### Registered political parties

[Request for Access to Electoral Roll Data \(registered political party\)](#) 



**Note:** The identity verification in **Step 3** is a one-off requirement and requires ERA users to prove their identity. This is required so that the AEC can protect access to electoral roll data

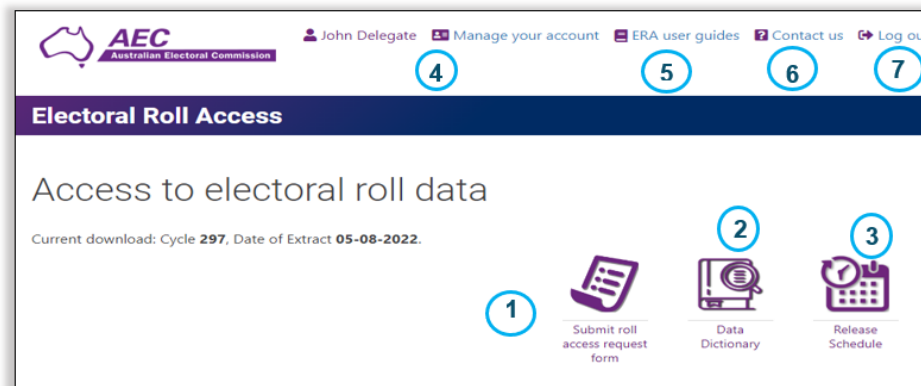


## What's next?

Now that you have created your account, you can use the:

- 1 **Submit roll access request form** to submit a completed [request form](#) for access to electoral roll data files. For further clarification please refer to [Submitting a request form in ERA to access electoral roll data](#)
- 2 **Data Dictionary** to see the format of the electoral roll data files.
- 3 **Release Schedule** to see when updated file releases are planned to be available.

- 4 **Manage your account** to update your title, mobile phone number or name.
- 5 **ERA user guides** for step-by-step instructions.
- 6 **Contact us** to send an email enquiry to the AEC.
- 7 **Log out** to leave ERA.



### Electoral roll data security and your privacy

Verifying your identity is required so that the AEC can protect access to electoral roll data.

The AEC [privacy policy](#) applies to any personal information collected by the AEC in connection with creating an account to access ERA and electoral roll data.

Following are some FAQs about authentication and verification.

#### What is multifactor authentication (MFA)?

For ERA, this means that every time you log in, you need to:

- enter the correct email and password, **and**
- enter a code to verify your phone number.

This allows the AEC to authenticate the users who log into ERA in more than one way, and protects access to electoral roll data.

#### Do you have to verify my identity every time you log into ERA?

No, this is only done once – when you first create your ERA account.

#### Why do you have to enter a mobile phone number at the end of creating an account, when you entered this when you first started the account?

The first time you entered a mobile (when creating your account) is part of the multi-factor authentication process, which also occurs whenever you log in.

The second phone number is used if the AEC ever needs to call you about your account.

For security reasons, the phone number that you use to log in (part of the multi-factor authentication) can't be seen by AEC staff. That's why we need to ask you to enter a mobile number at the end of the account creation – one that we can save and use if we need to call you.

This also allows you to enter a different mobile to the one you use to log in ERA, if you wish. It's OK to use the same mobile number for both.