

Electoral Roll Access (ERA)

Managing your details in ERA

USER GUIDE

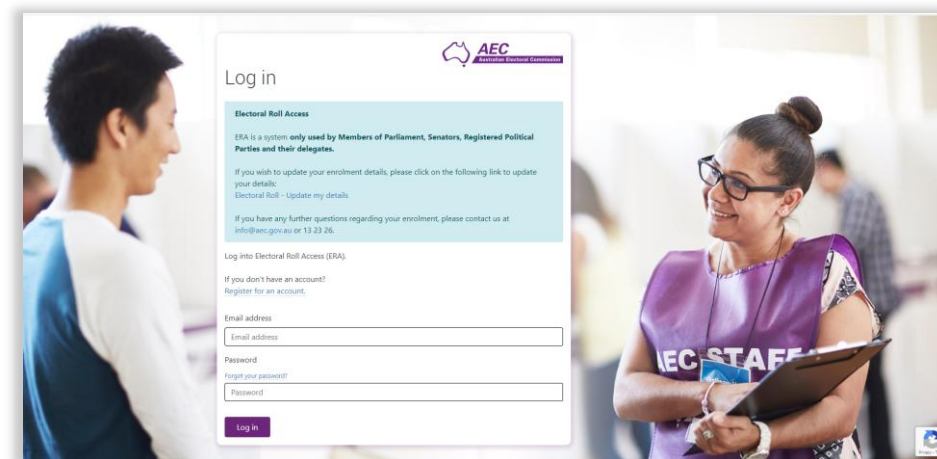
August 2026

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 representative 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.



Changing your email or phone number

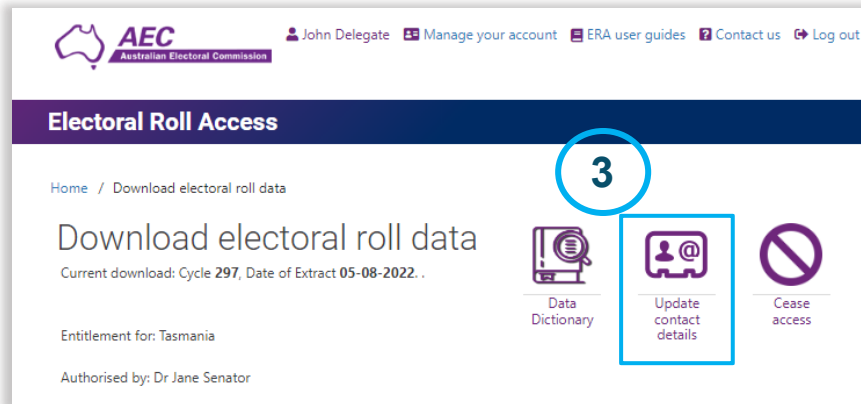


Note: If you change the phone number for a roll data tile, it won't change the number you use when you log into ERA.

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

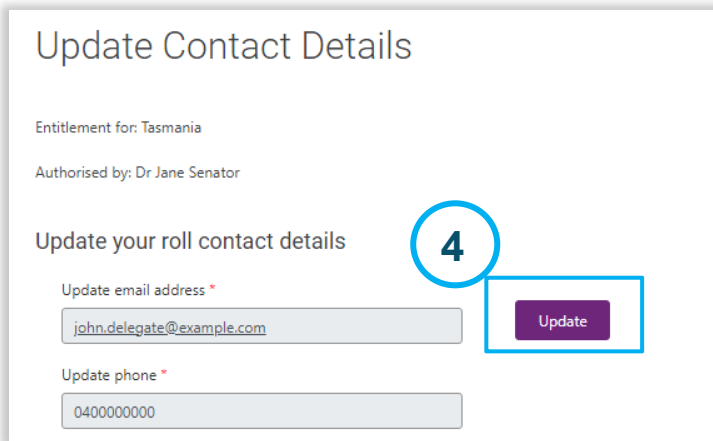
1. Log into ERA.
2. Click the **Roll data** tile.

3. Click **Update contact details**.



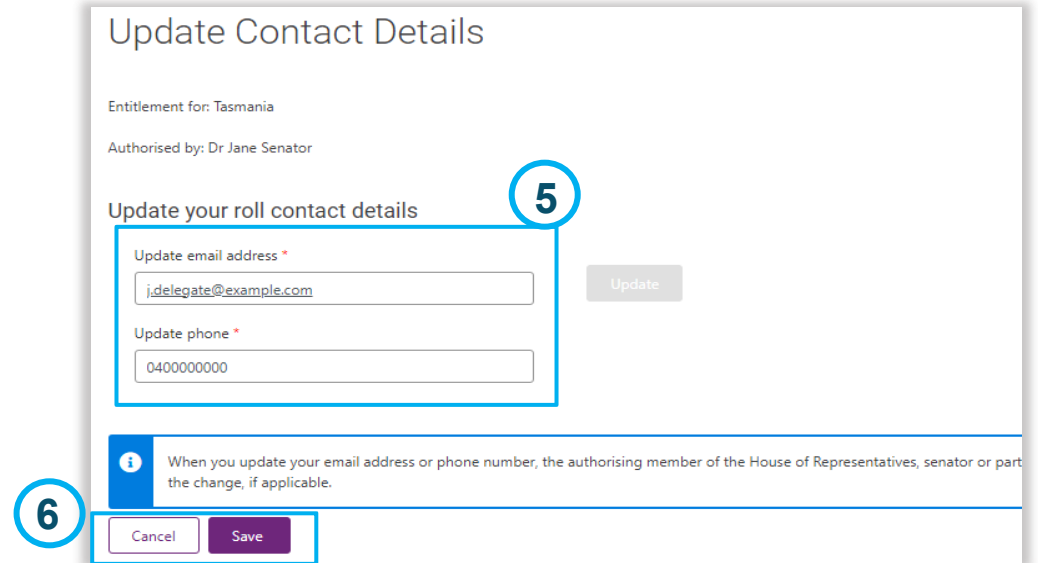
Additional fields are displayed that allow you to make changes.

4. Click **Update**.

A screenshot of the 'Update Contact Details' form. It shows 'Entitlement for: Tasmania' and 'Authorised by: Dr Jane Senator'. Under the heading 'Update your roll contact details', there are two input fields: 'Update email address *' with the value 'john.delegate@example.com' and 'Update phone *' with the value '0400000000'. A blue circle with the number 4 highlights the 'Update' button at the bottom right of the form.

5. Enter the new details.

6. Click **Save**.

A screenshot of the 'Update Contact Details' form. It shows 'Entitlement for: Tasmania' and 'Authorised by: Dr Jane Senator'. Under the heading 'Update your roll contact details', there are two input fields: 'Update email address *' with the value 'j.delegate@example.com' and 'Update phone *' with the value '0400000000'. A blue circle with the number 5 highlights the 'Update' button to the right of the email field. Below the form, there is an information box with a blue circle and the number 6 highlighting the 'Save' button. The information box contains the text: 'When you update your email address or phone number, the authorising member of the House of Representatives, senator or party must be notified of the change, if applicable.' The 'Cancel' and 'Save' buttons are at the bottom of the form.

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 representative 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.

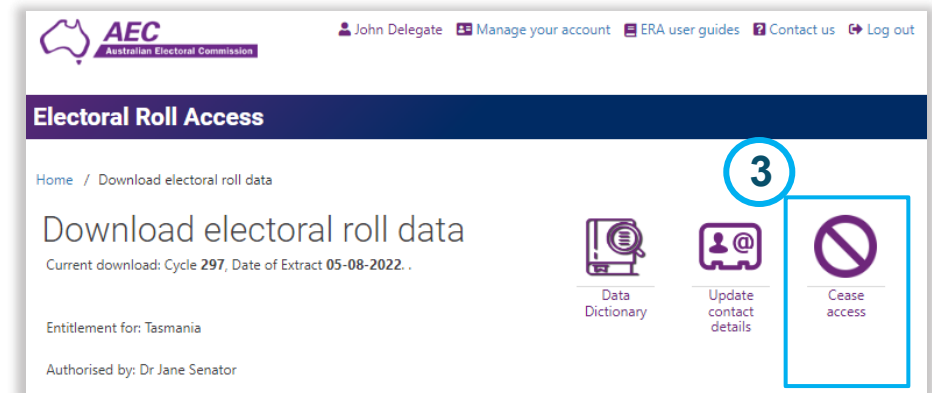


Note: This will not cancel your access to ERA or to any other roll data tiles you might have.

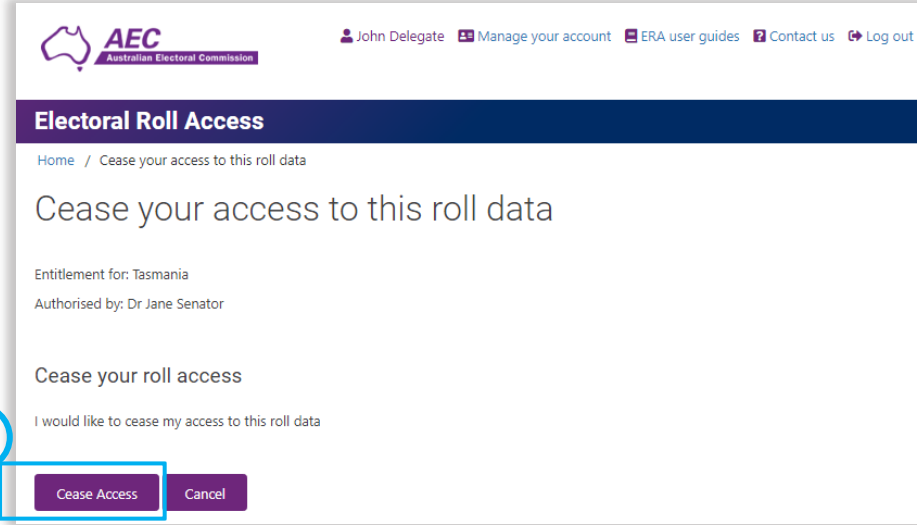
1. Log into ERA.
2. Click the **Roll data** tile.



3. Click **Cease Access**

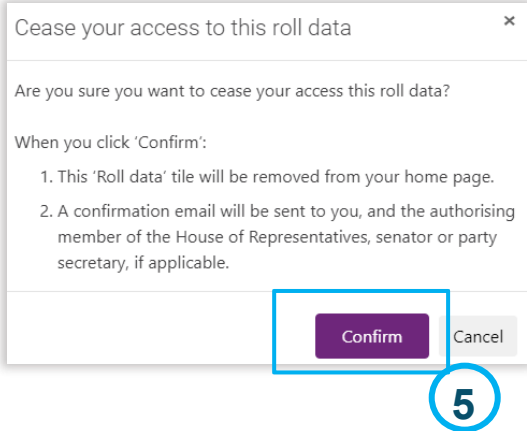


4. Click **Cease Access**.



The screenshot shows the 'Electoral Roll Access' page. At the top, there is a navigation bar with the AEC logo and links for 'John Delegate', 'Manage your account', 'ERA user guides', 'Contact us', and 'Log out'. Below this is a dark blue header with the text 'Electoral Roll Access'. The main content area has a breadcrumb trail 'Home / Cease your access to this roll data' and a title 'Cease your access to this roll data'. It also displays 'Entitlement for: Tasmania' and 'Authorised by: Dr Jane Senator'. Under the heading 'Cease your roll access', there is a statement 'I would like to cease my access to this roll data' and two buttons: 'Cease Access' (highlighted with a blue box and a circled number 4) and 'Cancel'.

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



The screenshot shows a confirmation dialog box titled 'Cease your access to this roll data'. It contains the text 'Are you sure you want to cease your access this roll data?' and 'When you click 'Confirm':'. Below this, there are two numbered points: '1. This 'Roll data' tile will be removed from your home page.' and '2. A confirmation email will be sent to you, and the authorising member of the House of Representatives, senator or party secretary, if applicable.' At the bottom of the dialog, there are two buttons: 'Confirm' (highlighted with a blue box and a circled number 5) and 'Cancel'.

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.

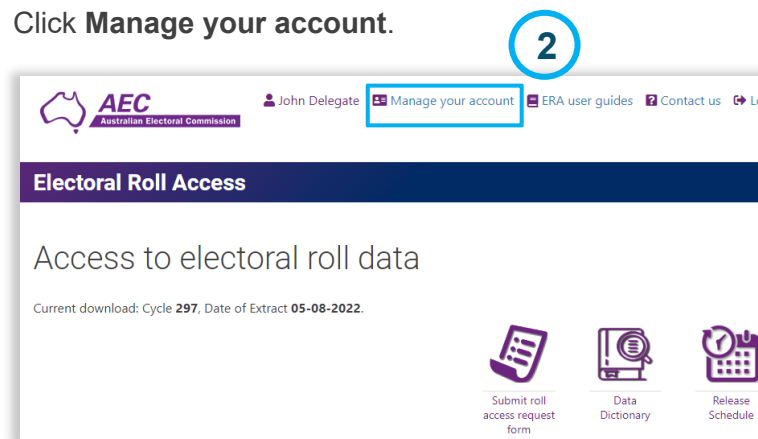
Changing your contact number or title

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).

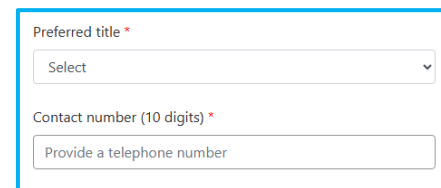
1. Log into ERA.
2. Click **Manage your account**.



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'.



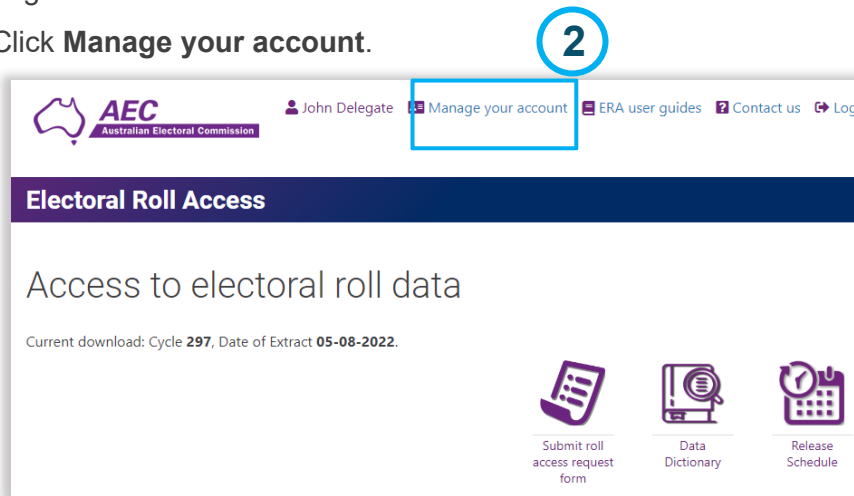
Save

Changing your name

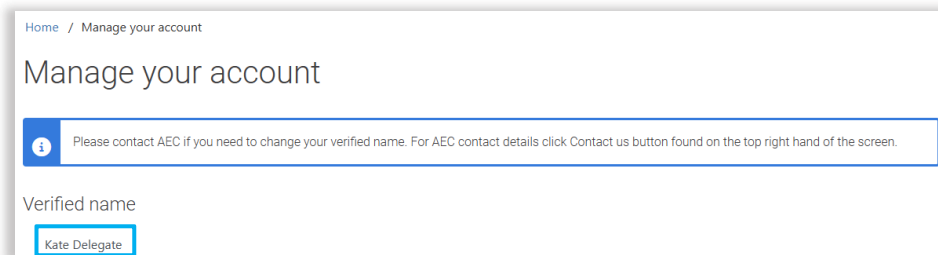
If you wish to change your name you will need to go through the manual verification process for your new name with the Roll Products and Services team.

Checking your current verified name

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



3. Check your current verified name.



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