

# Electoral Roll Access (ERA)

Creating an ERA account

USER GUIDE

August 2022

# Creating an ERA account

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

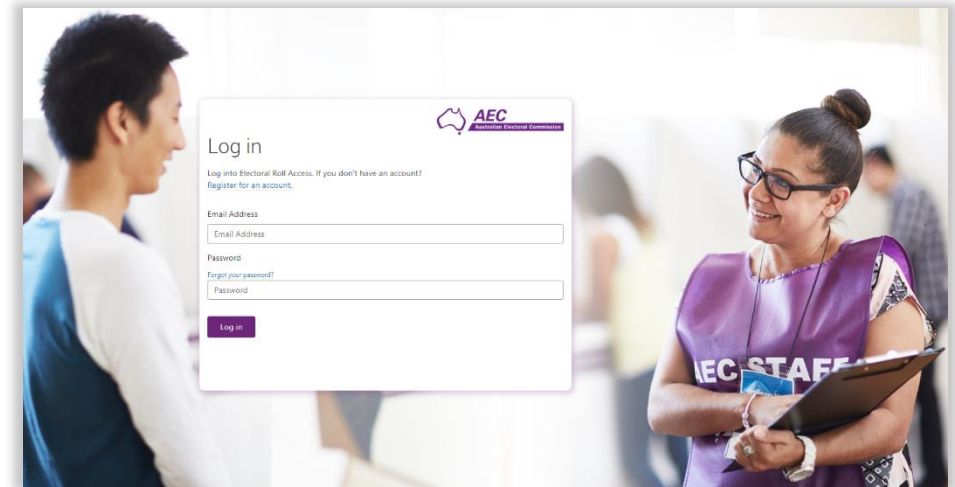
Creating an account involves:

- Verifying your email and mobile phone number in ERA.
- Verifying your identity in the Australia Post Digital iD application, by entering details of two documents, such as your driver’s licence.
- Completing contact details for your account in ERA.

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

## Topics

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## Accessing ERA

1. Click the button on the [Electoral roll data entitlement](#) page of the AEC website to access ERA.

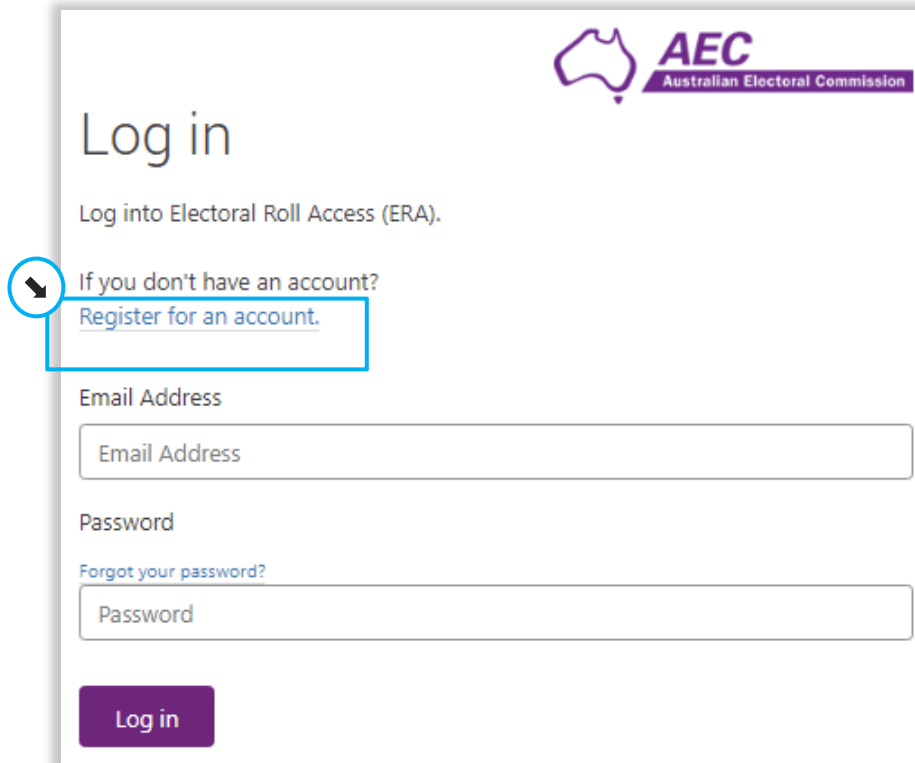


The **Log in** page is displayed.

## Creating an account

### Verifying your email and creating a password

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



The screenshot shows the 'Log in' page for the Australian Electoral Commission (AEC). The page title is 'Log in' and the subtitle is 'Log into Electoral Roll Access (ERA)'. There is a link that says 'If you don't have an account? Register for an account.' This link is highlighted with a blue box and a blue arrow pointing to it. Below the link are two input fields: 'Email Address' and 'Password'. At the bottom of the form is a purple button labeled 'Log in'.

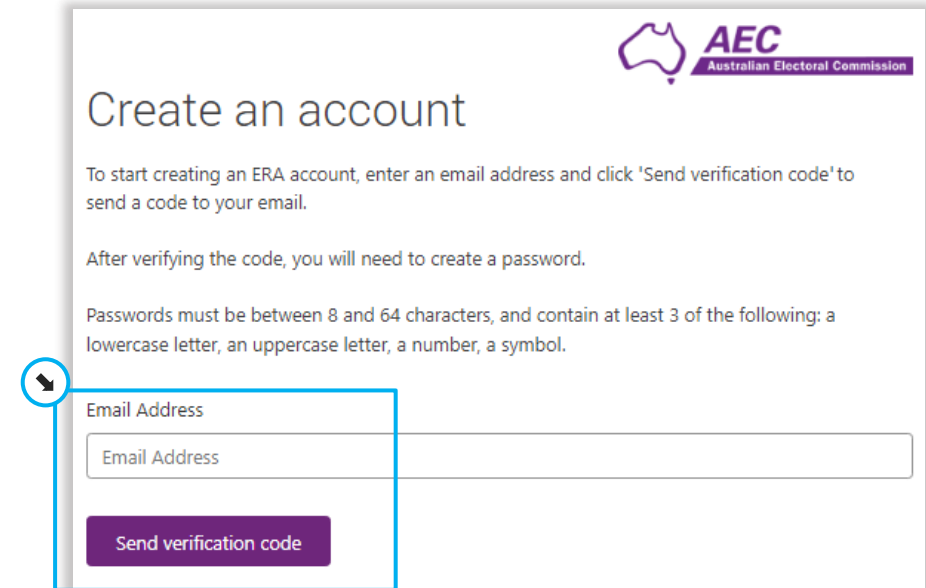
The **Create an account** page is displayed.

2. Enter an **email** address that is unique to you – either your personal email or 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. This email may be different to the official email entered on the Request for Access to Electoral Roll Data form that you submit.

3. Click **Send verification code**.



The screenshot shows the 'Create an account' page for the Australian Electoral Commission (AEC). The page title is 'Create an account'. The text says: 'To start creating an ERA account, enter an email address and click 'Send verification code' to send a code to your email.' Below this is another line of text: 'After verifying the code, you will need to create a password.' A note states: '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.' There is an input field for 'Email Address' and a purple button labeled 'Send verification code'. The button is highlighted with a blue box and a blue arrow pointing to it.

A code is sent to your email.

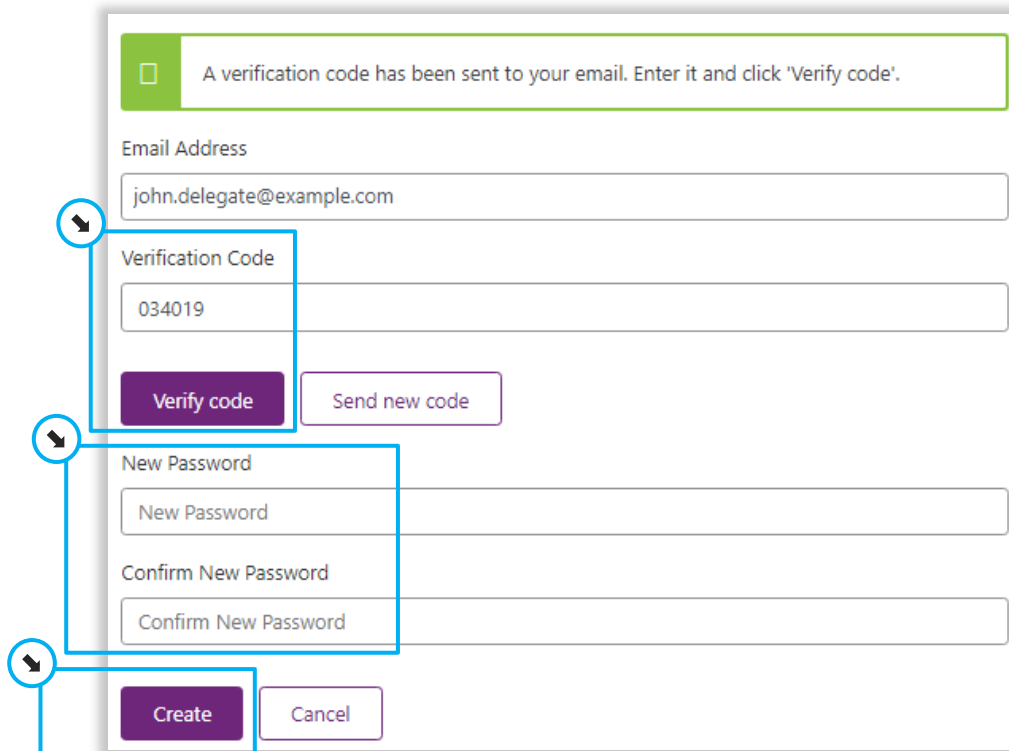
4. Enter the code and click **Verify code**.



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

6. Click **Create**.

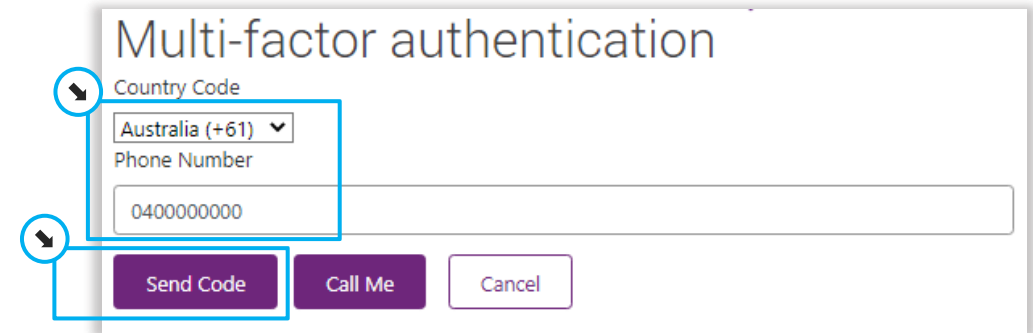


The screenshot shows the 'Multi-factor authentication' page. At the top, a green box contains the message: 'A verification code has been sent to your email. Enter it and click 'Verify code'.'. Below this is the 'Email Address' field with 'john.delegate@example.com'. The 'Verification Code' field contains '034019'. There are two buttons: 'Verify code' and 'Send new code'. Below that are the 'New Password' and 'Confirm New Password' fields, both containing 'New Password'. At the bottom, there are 'Create' and 'Cancel' buttons. Blue arrows point to the 'Verify code' button, the 'New Password' and 'Confirm New Password' fields, and the 'Create' button.

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

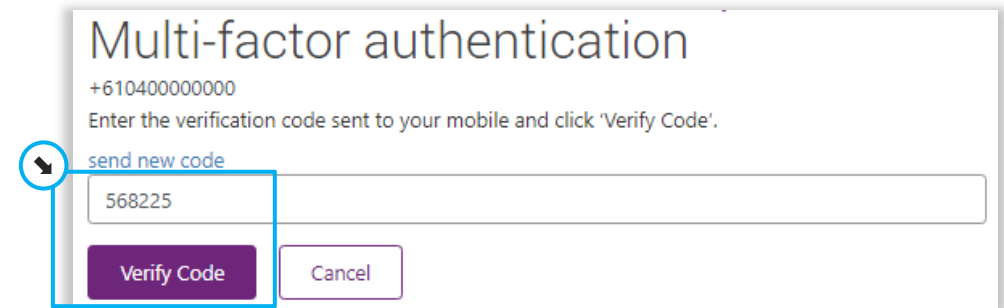
### Verifying your mobile number and agreeing to the policy

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.



The screenshot shows the 'Multi-factor authentication' page. The 'Country Code' dropdown is set to 'Australia (+61)'. The 'Phone Number' field contains '0400000000'. There are three buttons: 'Send Code', 'Call Me', and 'Cancel'. Blue arrows point to the 'Country Code' dropdown and the 'Send Code' button.

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

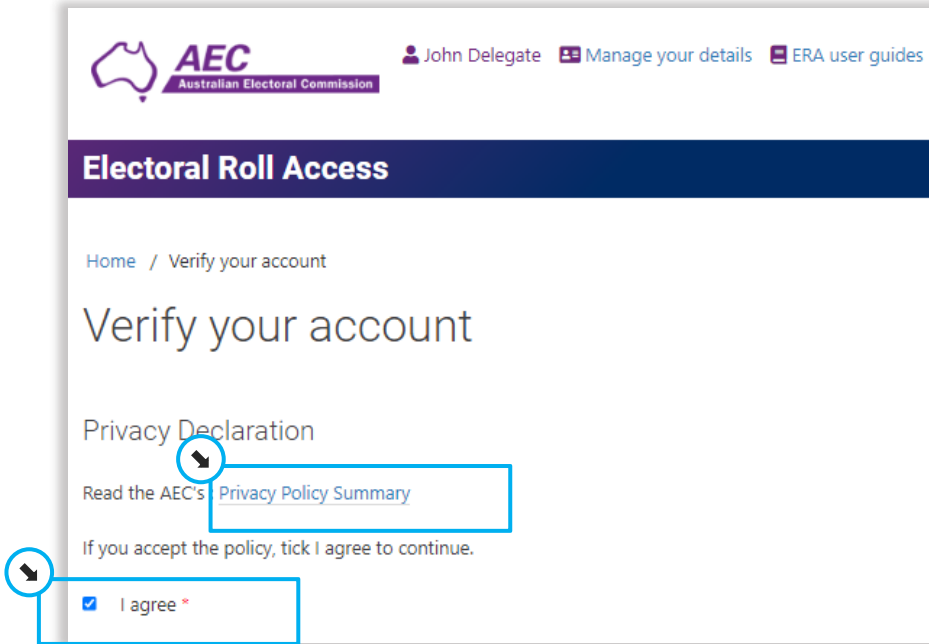


The screenshot shows the 'Multi-factor authentication' page. It displays '+610400000000' and the message: 'Enter the verification code sent to your mobile and click 'Verify Code'.'. The 'send new code' field contains '568225'. There are two buttons: 'Verify Code' and 'Cancel'. A blue arrow points to the 'send new code' field.



**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. Read the policy and tick **I agree**.



5. Click **Verify with Digital iD** [Verify with Digital iD](#)

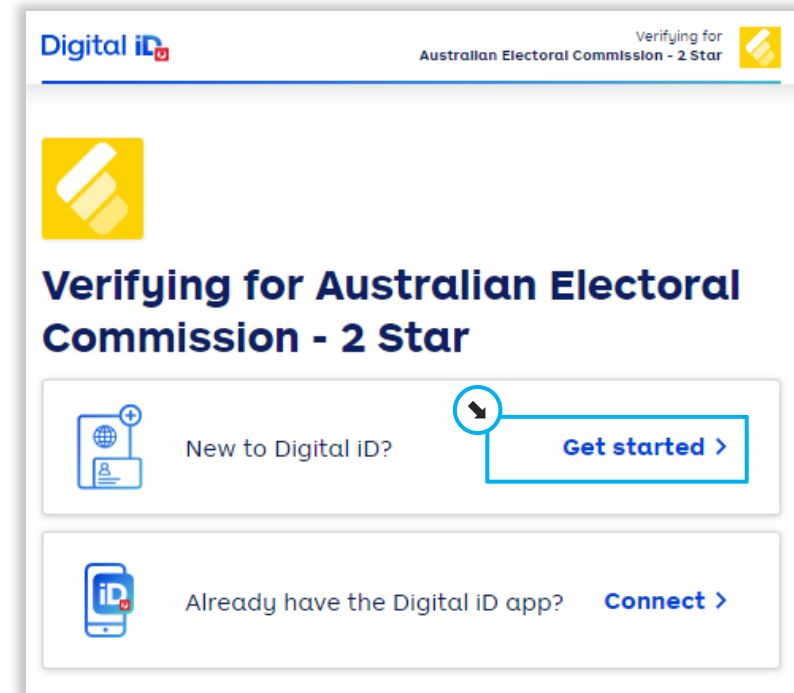
The Australia Post Digital iD application is started and the **Digital iD** page is displayed.

## Verifying your identity with Australia Post Digital iD

After you have completed the following steps in the Australia Post Digital iD application, you will be returned to ERA.

### Selecting identity (ID) documents

1. Click **Get started**.



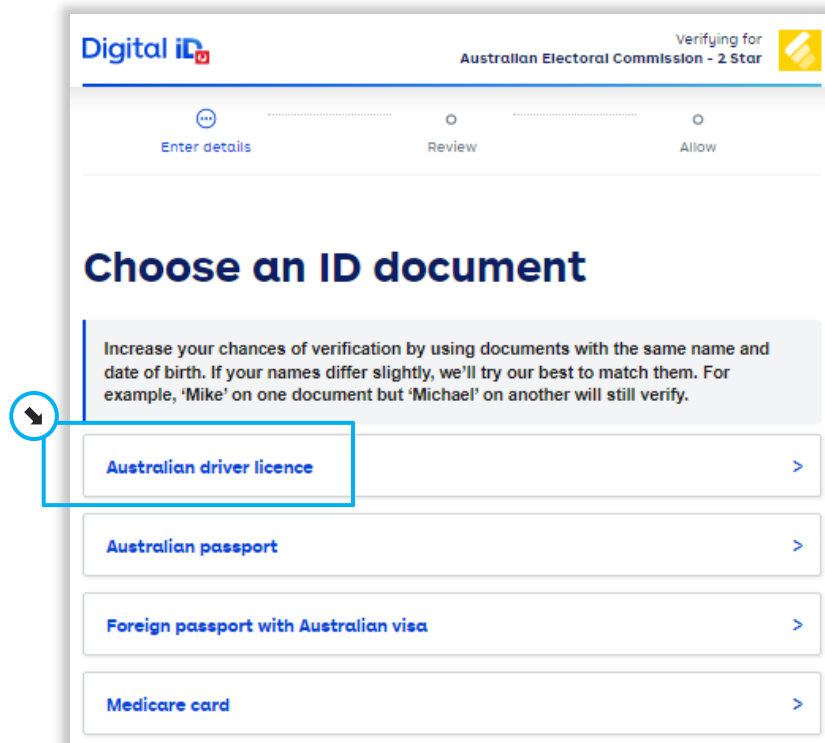
**Hint:** Click **Connect** if you already have a Digital iD with Australia Post. Follow the prompts and when finished continue from [Completing your contact details](#).

**Note:** You need to select **two** documents to verify your identity.

One of these needs to be an Australian driver's licence, passport, birth certificate or a foreign passport (either New Zealand or one linked to an Australian visa).

These are all documents that can be verified electronically so you don't need to upload any files.

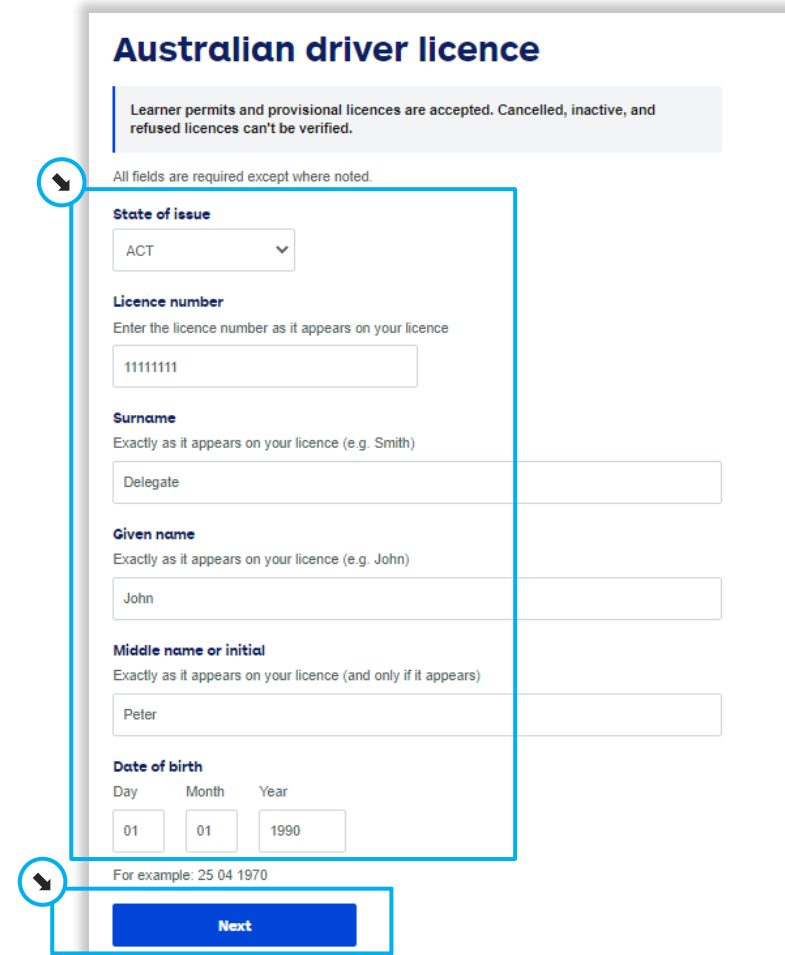
2. Select the first type of document you wish to use to verify your identity, such as your driver's licence.



The screenshot shows the 'Choose an ID document' screen. At the top, it says 'Digital ID' and 'Verifying for Australian Electoral Commission - 2 Star'. Below this are three progress indicators: 'Enter details' (active), 'Review', and 'Allow'. The main heading is 'Choose an ID document'. A grey box contains the text: 'Increase your chances of verification by using documents with the same name and date of birth. If your names differ slightly, we'll try our best to match them. For example, 'Mike' on one document but 'Michael' on another will still verify.' Below this are four document options, each with a right-pointing arrow: 'Australian driver licence', 'Australian passport', 'Foreign passport with Australian visa', and 'Medicare card'. A blue box highlights the 'Australian driver licence' option, and a blue arrow points to it from the left.

3. Enter the details and then click **Next**.

Below is an example of a driver's licence.



The screenshot shows the 'Australian driver licence' form. At the top, it says 'Australian driver licence'. Below this is a grey box with the text: 'Learner permits and provisional licences are accepted. Cancelled, inactive, and refused licences can't be verified.' Below this is a note: 'All fields are required except where noted.' The form has several fields: 'State of issue' (dropdown menu with 'ACT' selected), 'Licence number' (text input with '11111111'), 'Surname' (text input with 'Delegate'), 'Given name' (text input with 'John'), 'Middle name or initial' (text input with 'Peter'), and 'Date of birth' (three input boxes for Day, Month, and Year, with '01', '01', and '1990' respectively). Below the date of birth fields is a note: 'For example: 25 04 1970'. At the bottom of the form is a blue 'Next' button. A blue box highlights the 'Next' button, and a blue arrow points to it from the left.

4. Select the second document, enter the details and click **Next**.

## Reviewing your details

1. Check that the details are correct.



**Hint:** If you need to change anything, click **Edit** in the top right-hand corner of each document.

2. Read the **Terms of Use** and **Privacy Notice**, tick the box and click **Submit**.

Australia Post will verify these details.



**Hint:** If one of the documents can't be verified, you can either correct the details or click **Change ID document type** to select another document type.

After three failed attempts with the same document, you will need to select another type or wait 24 hours.

3. Click **Allow** to permit Australia Post Digital iD to provide the AEC with confirmation that your identity has been verified, along with your name and date of birth.
4. Click **Continue to complete** and you will be returned to ERA.

### Confirm your details

Make sure the details below match what's on your document.

Increase your chances of verification by using documents with the same name and date of birth.

**Australian driver licence** Edit

State of issue	ACT
Licence number	11111111
Surname	Delegate
Given name	John
Middle name or initial	Peter
Date of birth	01/01/1990

**Australian passport** Edit

Passport number	A1111111
Surname	Delegate
Given name	John
Middle name	Peter
Date of birth	01/01/1990

I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer. I agree to the [Terms of Use](#) and the [Privacy Notice](#).

**Submit**

Digital iD verifying for Australian Electoral Commission - 2 Star

Enter details   Review   Allow

**Australian Electoral 2 Star will receive**

- Confirmation that you've been verified by Digital iD
- Your name
- Your date of birth

**Allow**

Digital iD Verifying for Australian Electoral Commission - 2 Star

Enter details   Review   Allow

**Optional Offer**

**Save time proving who you are! Get our free Digital iD™ app**

- Verify once and then use your phone as ID in the future
- Stay in control of your identity online and in person
- Your data is securely encrypted, keeping you safe

Prove your identity with the following and many more...

Online transactions   Licensed venues   Scanning peer-to-peer

Enter mobile number to get your personal invite

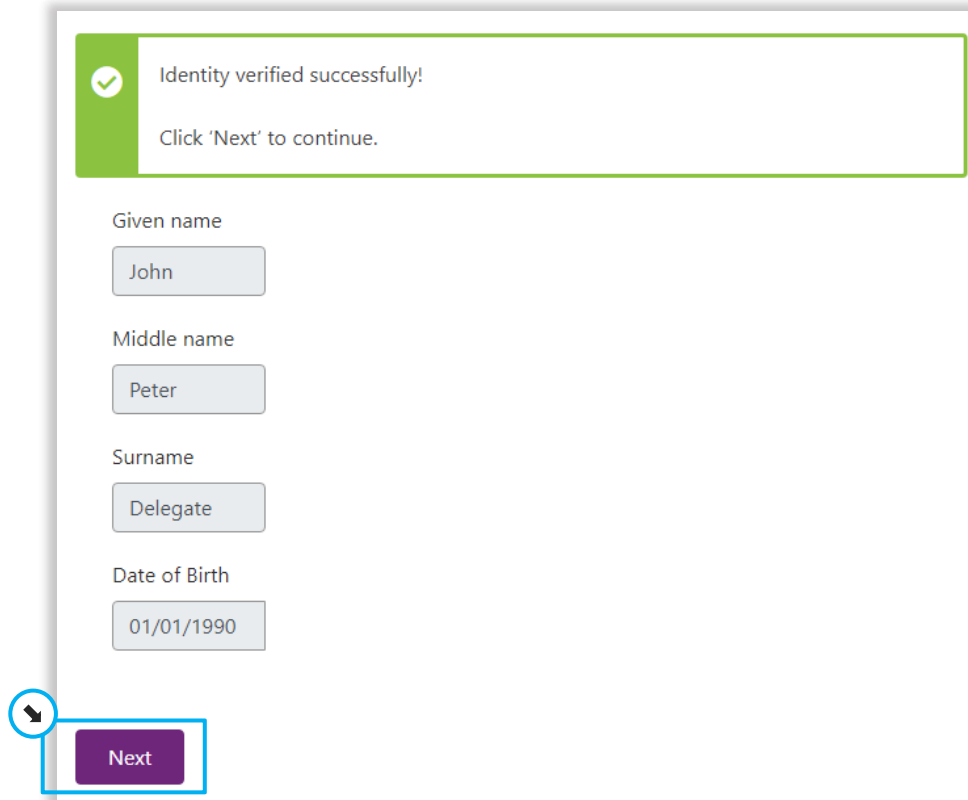
**Send invite**

**continue to complete**

## Completing your contact details in ERA

The **Create your account page** is redisplayed, showing the details that Australia Post Digital ID provided to the AEC.

1. Click **Next**.



Identity verified successfully!

Click 'Next' to continue.

Given name  
John

Middle name  
Peter

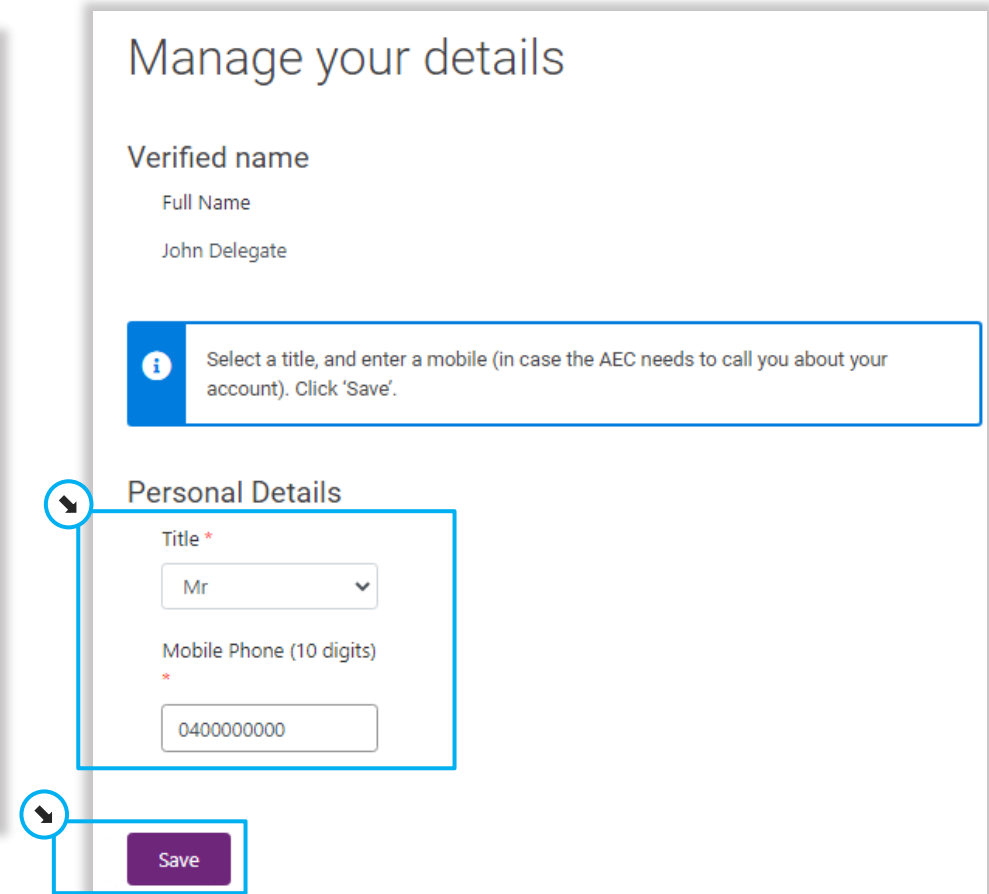
Surname  
Delegate

Date of Birth  
01/01/1990

Next

The **Manage your details** page is displayed.

2. Enter your **Title**.
3. Enter the same mobile phone number that you used to create your account.
4. Click **Save**.



### Manage your details

Verified name

Full Name  
John Delegate

Select a title, and enter a mobile (in case the AEC needs to call you about your account). Click 'Save'.

#### Personal Details

Title \*  
Mr

Mobile Phone (10 digits)  
\*  
0400000000

Save

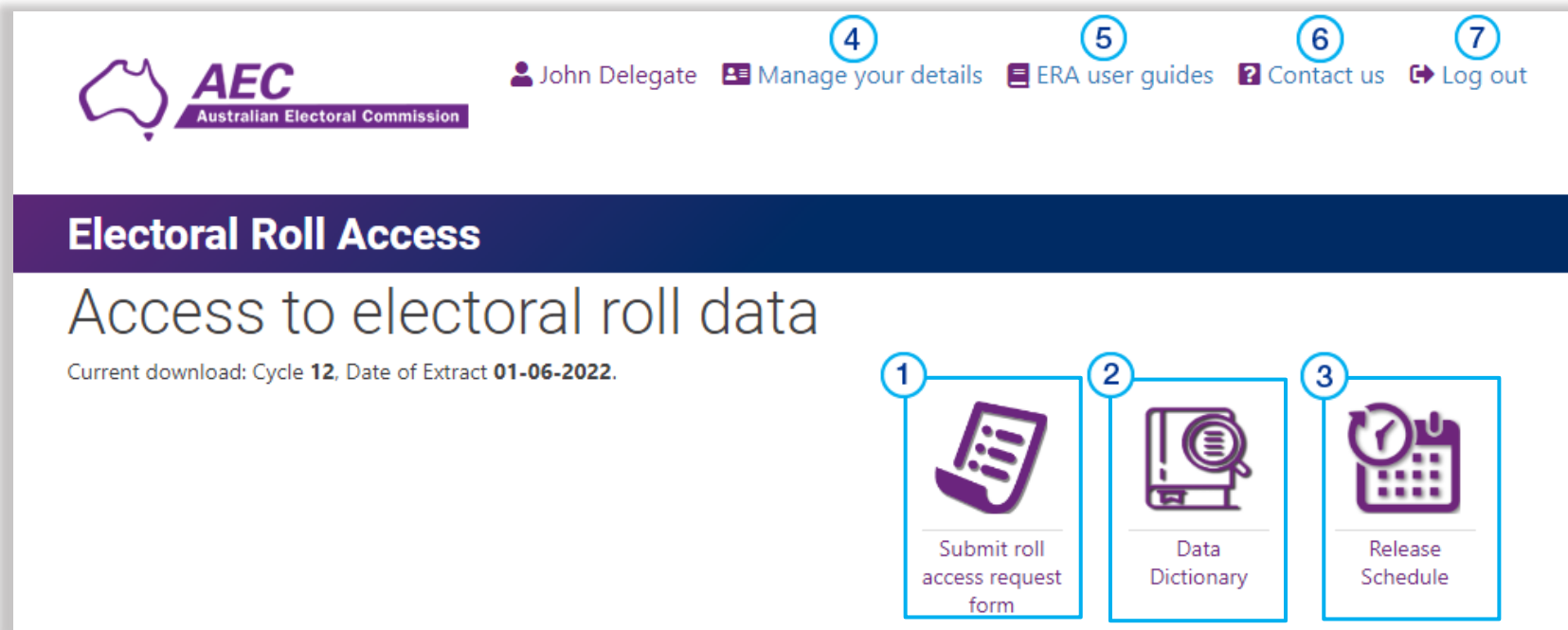
The home page of ERA is displayed.



## What's next?

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

- 1 **Submit roll access request form** to submit a completed [request form](#) for access to electoral roll data files.
- 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 details** 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.



The screenshot shows the ERA user interface. At the top left is the AEC logo. To the right of the logo is the user name 'John Delegate' and a navigation menu with icons and numbers 4 through 7: 'Manage your details', 'ERA user guides', 'Contact us', and 'Log out'. Below the navigation is a dark blue header with the text 'Electoral Roll Access'. Underneath is the main heading 'Access to electoral roll data' and a sub-heading 'Current download: Cycle 12, Date of Extract 01-06-2022.'. At the bottom, there are three numbered boxes with icons and text: 1. 'Submit roll access request form' (icon of a smartphone), 2. 'Data Dictionary' (icon of a computer monitor), and 3. 'Release Schedule' (icon of a calendar).