Electoral Roll Access (ERA)

Logging into ERA and resetting your password

USER GUIDE

July 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 Creating an ERA account guide.

Information about electoral roll data is on the AEC website.
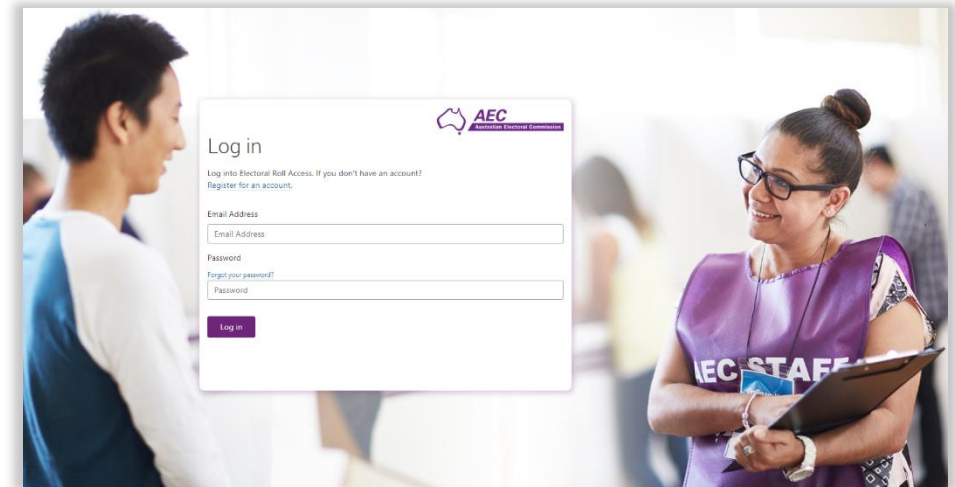
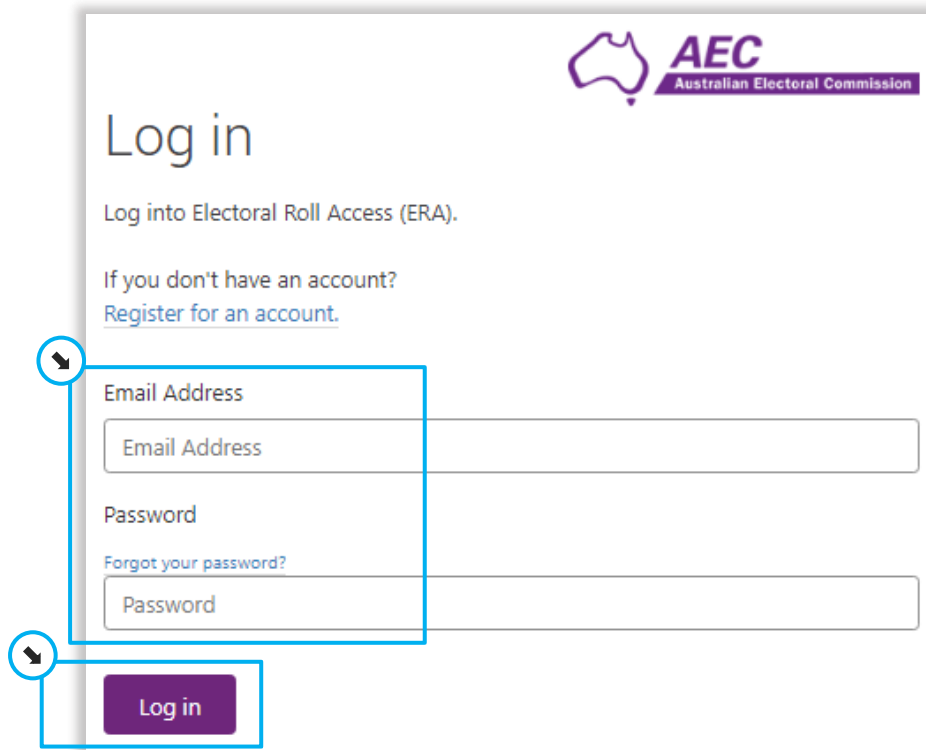**Topics**

Logging in and logging out

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.

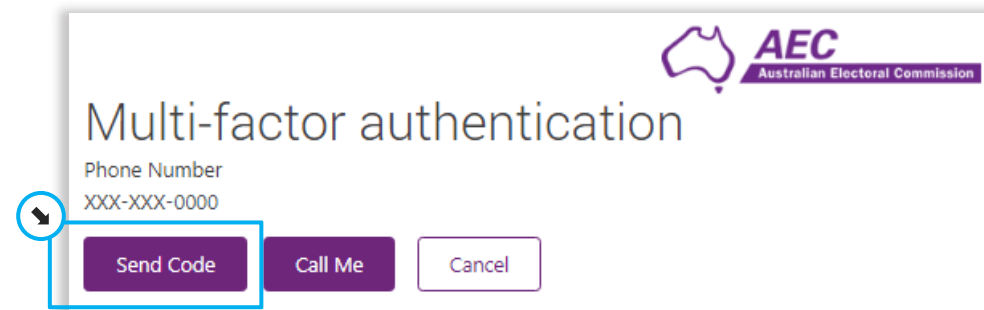## Logging in using multi-factor authentication

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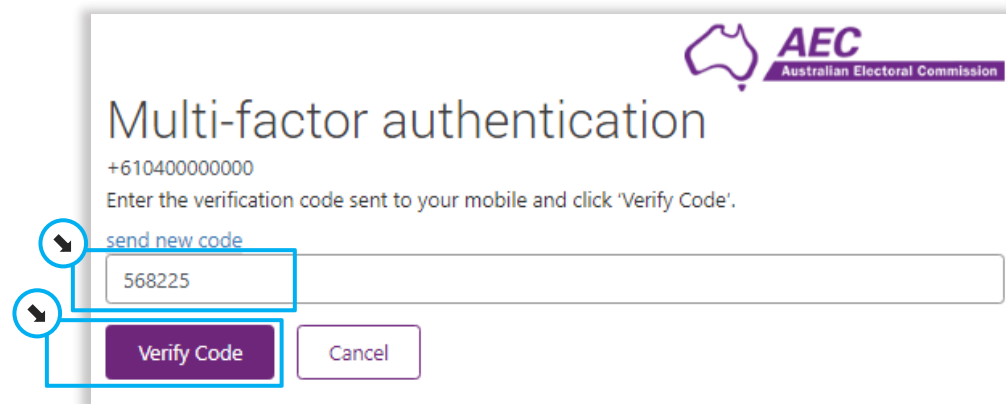

The **Multi-factor authentication** page is displayed.

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.

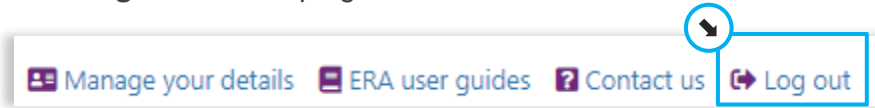3. Enter the code and click **Verify Code**.

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.

The home page is displayed.

Logging out

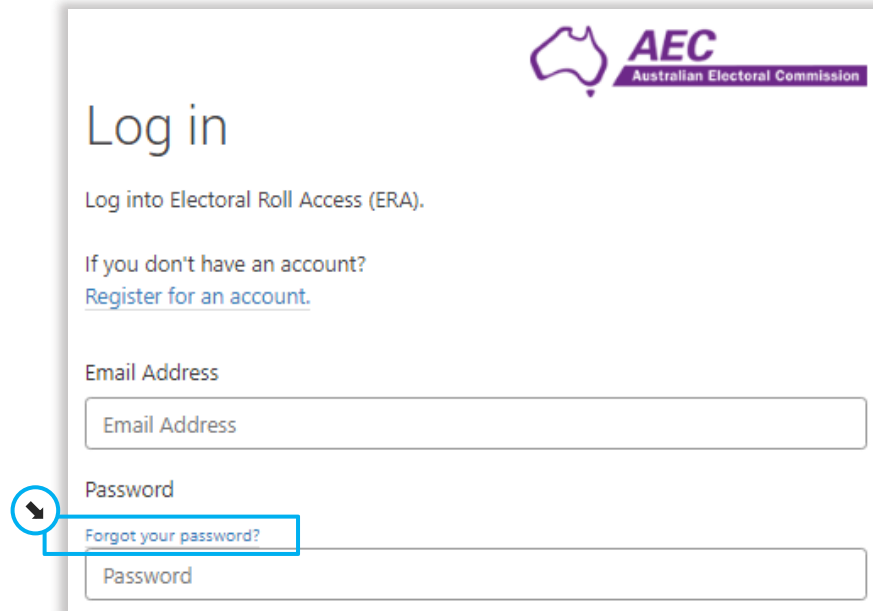1. Click **Log out** in the top right-hand corner.
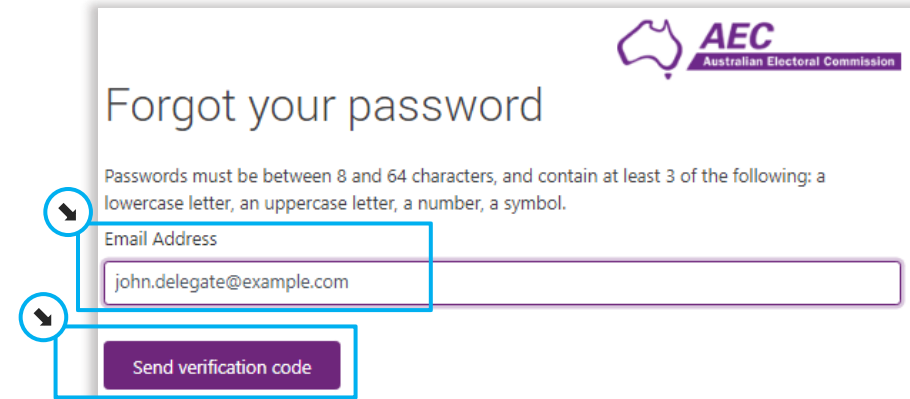

Resetting your password

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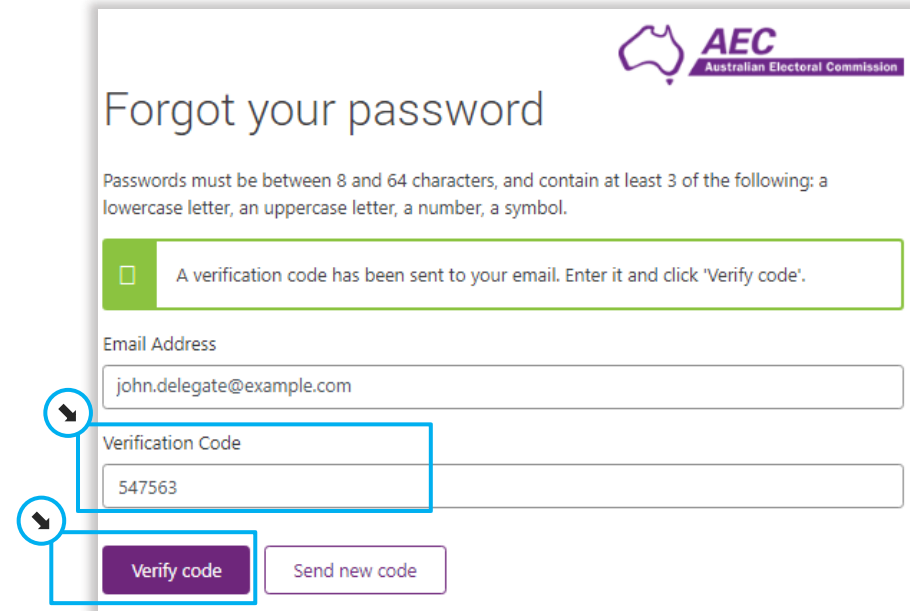
Resetting your password

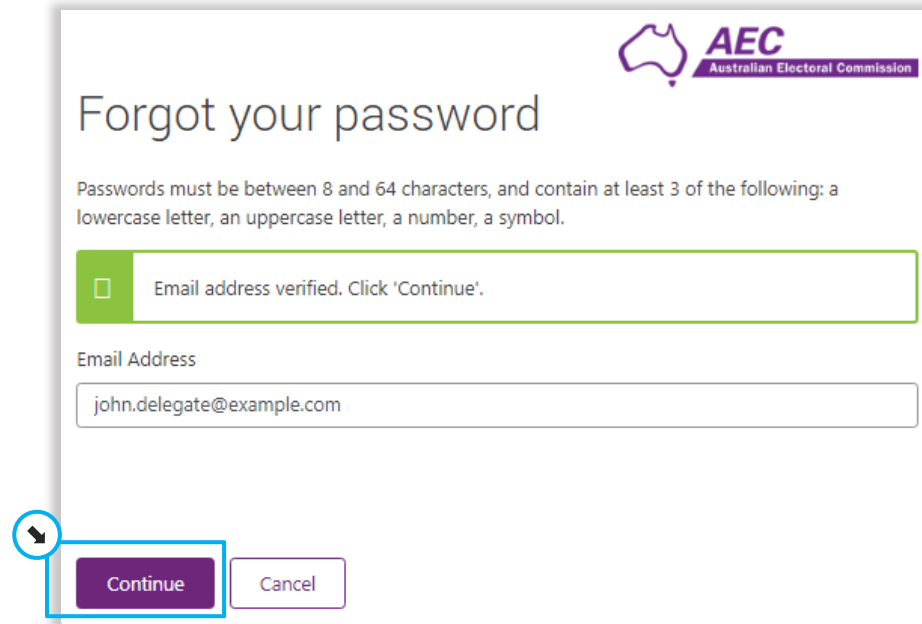1. On the Log in page, click **Forgot your password?**

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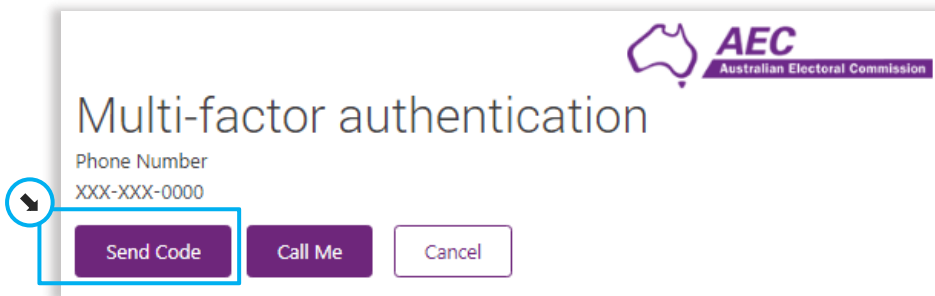

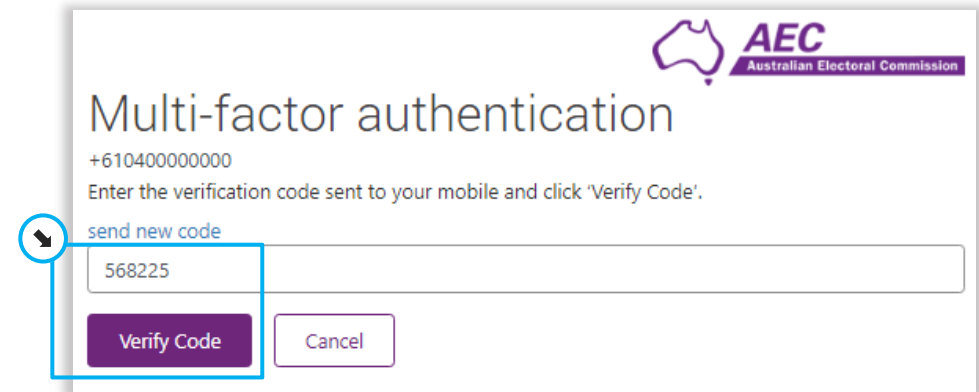3. Enter the code and click **Verify code**.
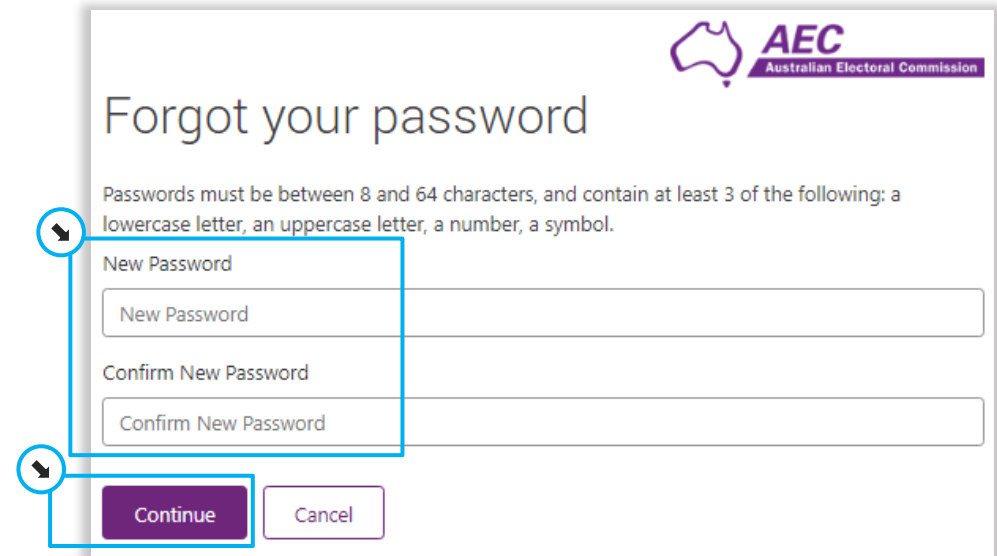
4. Click **Continue**

5. Click **Send Code**.

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

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

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