

# Electoral Roll Access (ERA)

Logging into ERA and resetting your password

USER GUIDE

December 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

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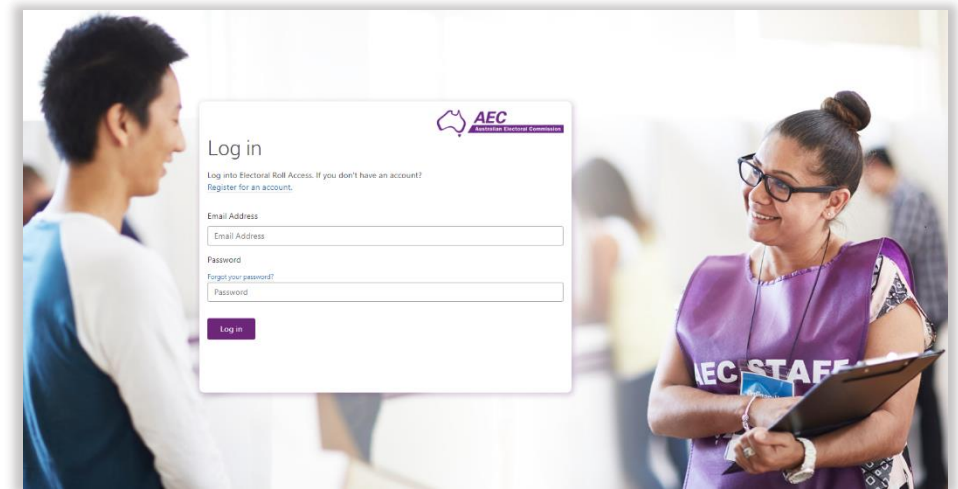
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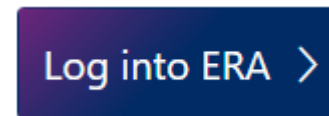
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## Logging in and logging out

### Accessing ERA

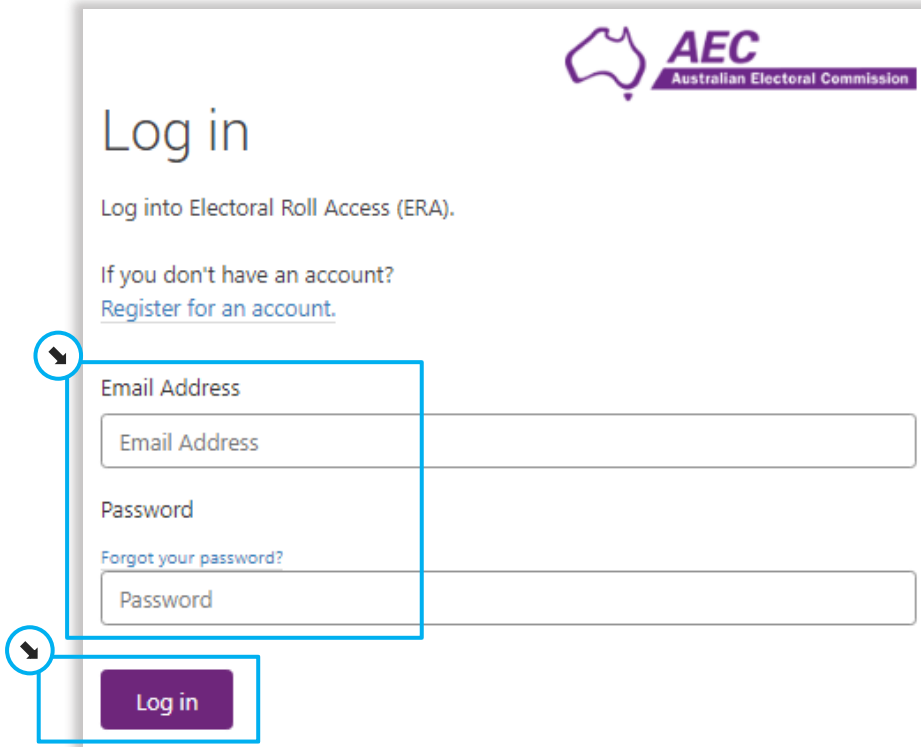
1. Click the button on the [Electoral roll data entitlement](#) page of the AEC website to access ERA.



The **Log in** page is displayed.

## Logging in using multi-factor authentication

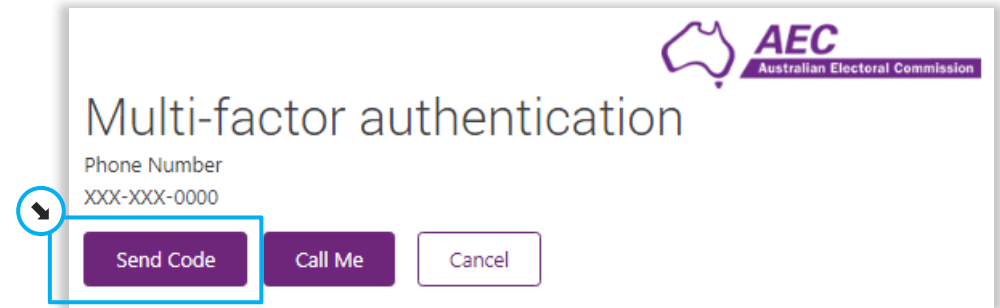
1. Enter your **email** and **password** and click **Log in**.



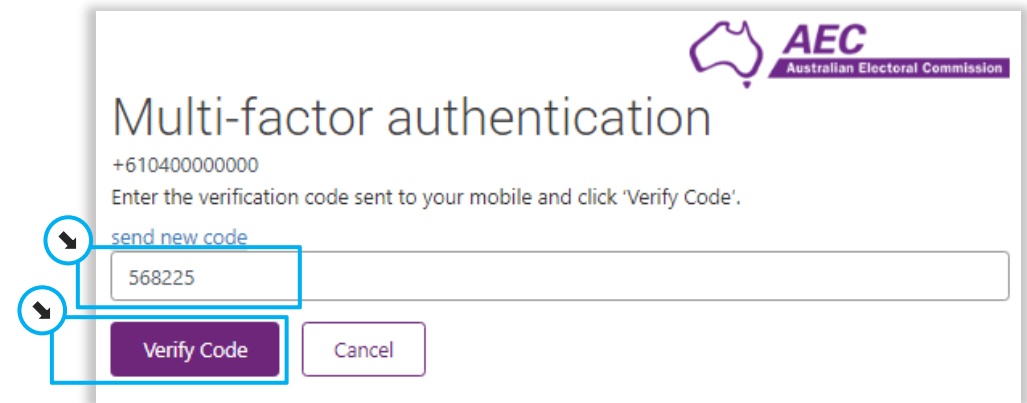
The **Multi-factor authentication** page is displayed.

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**.

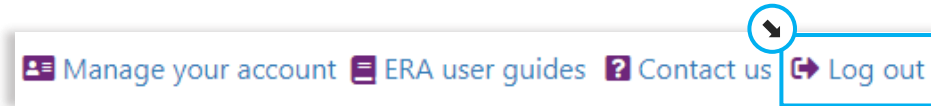


**Hint:** You can click **Call Me** to send a voice message to your mobile instead. When asked to select the pound sign, select the **hash sign #** to verify your mobile.

The home page is displayed.

## Logging out

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

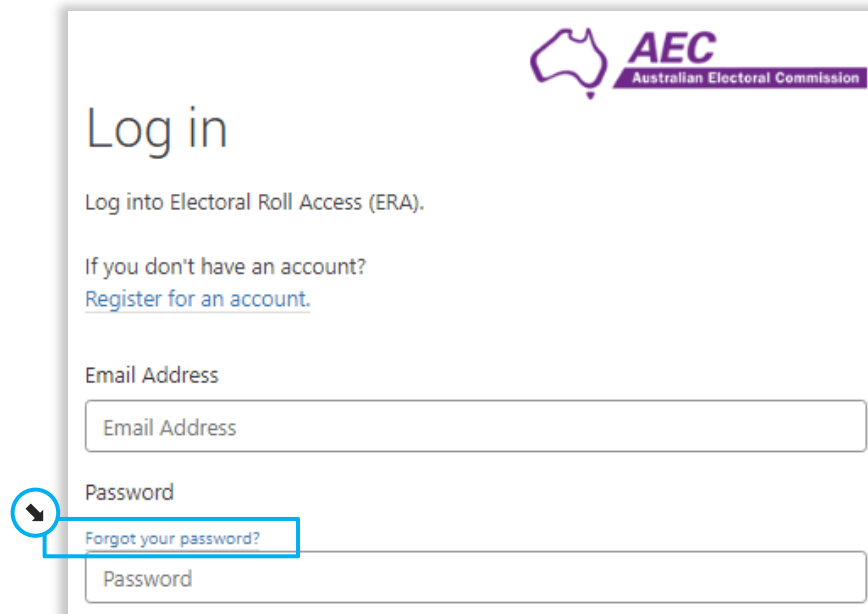


## Resetting your password

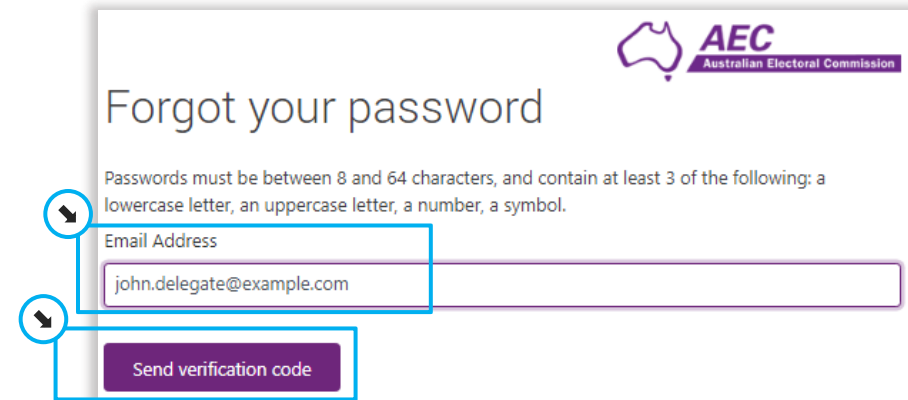
You may reset your password because it has been forgotten or because you wish to change it.

## Resetting your password

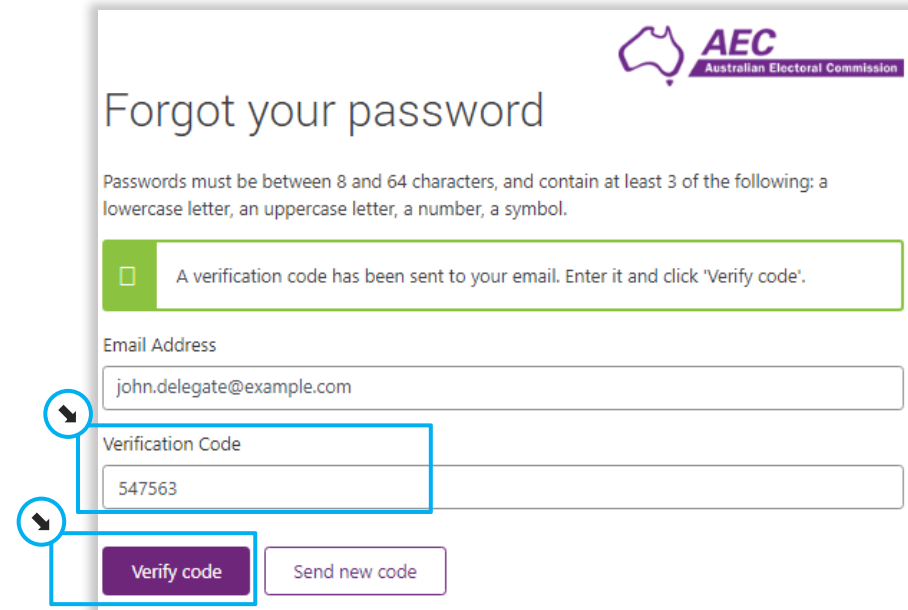
1. On the Log in page, click **Forgot your password?**



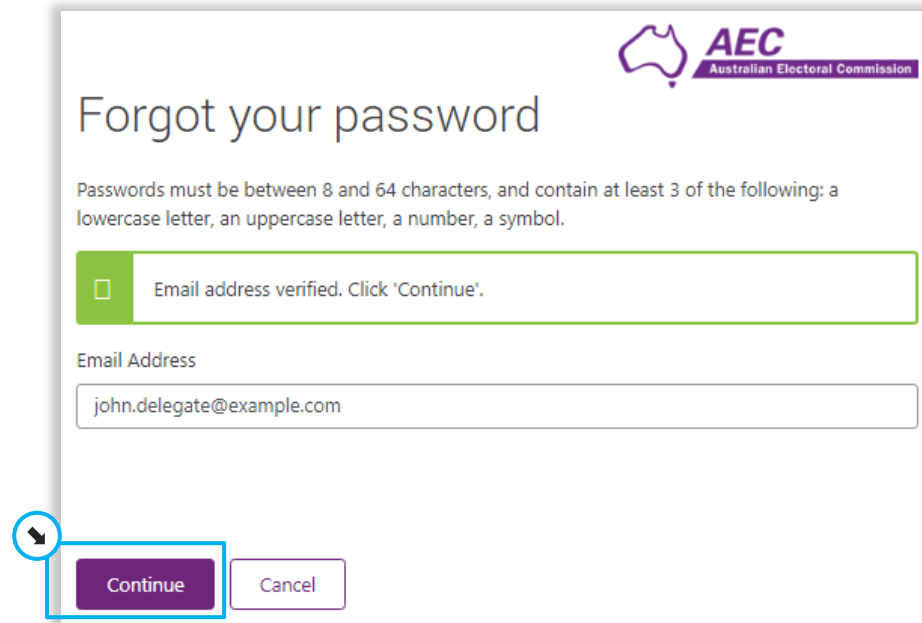
2. Enter your **email** and click **Send verification code**.



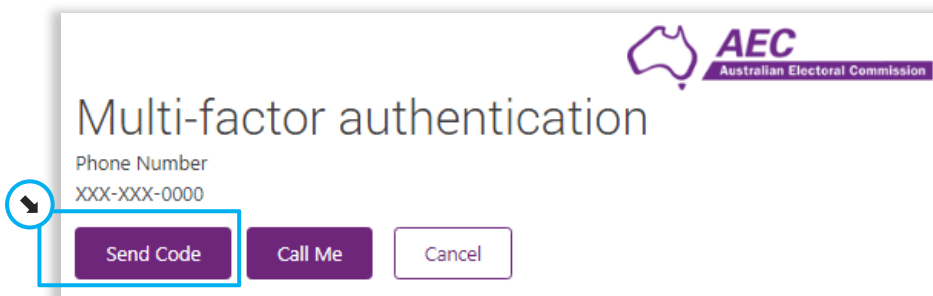
3. Enter the code and click **Verify code**.



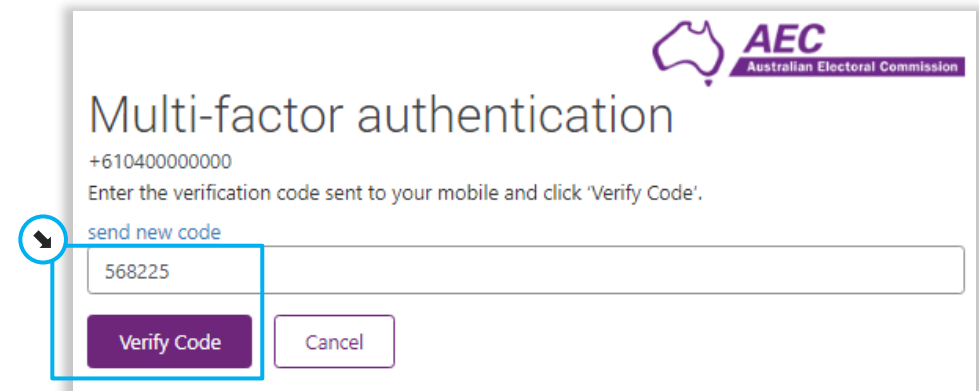
4. Click **Continue**



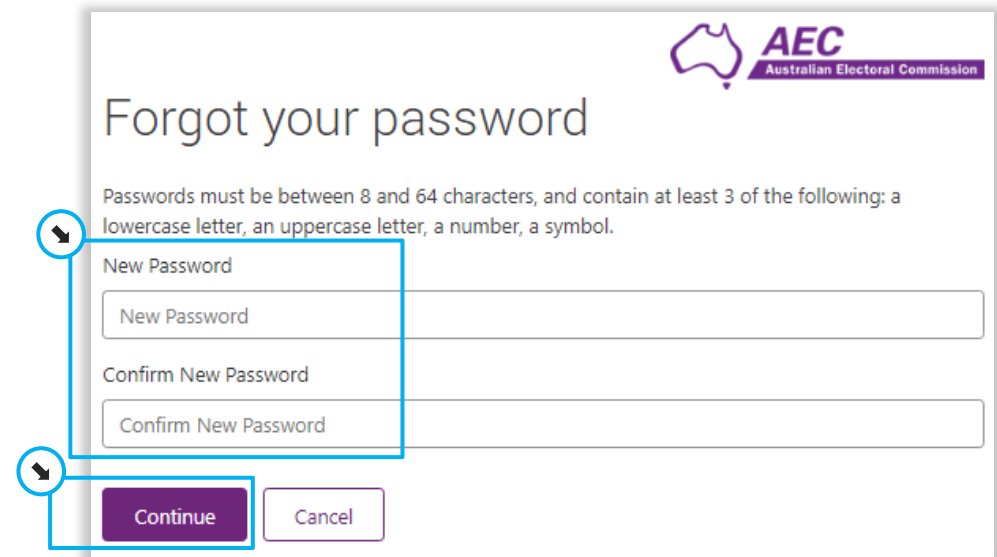
5. Click **Send Code**.



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.