AEC
Australian Electoral Commission

Electoral Roll Access (ERA)
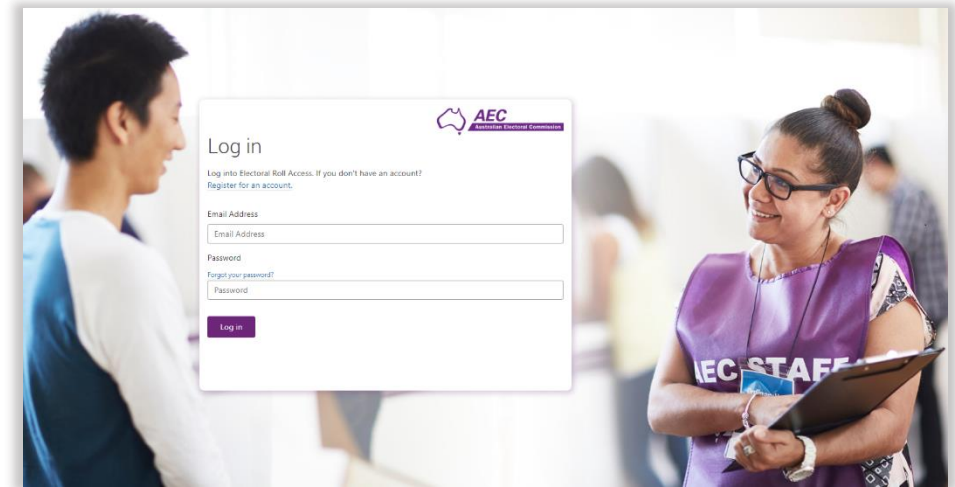
Managing your details in ERA

USER GUIDE

December 2022

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.

Topics

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 delegate 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.

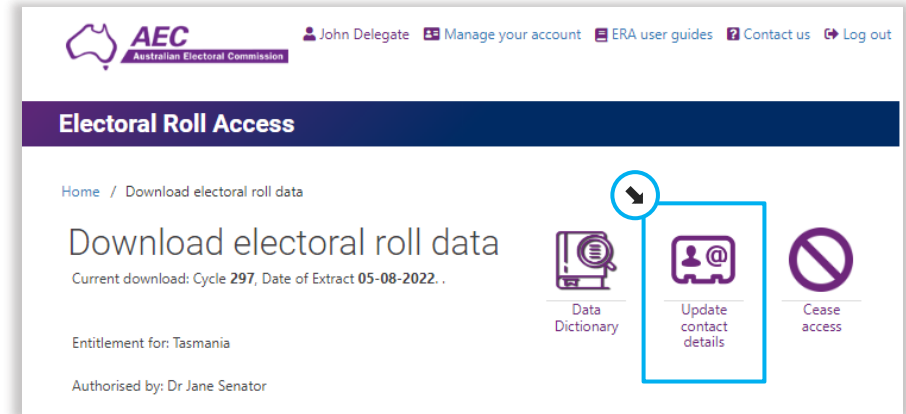## Changing your email or phone number

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.

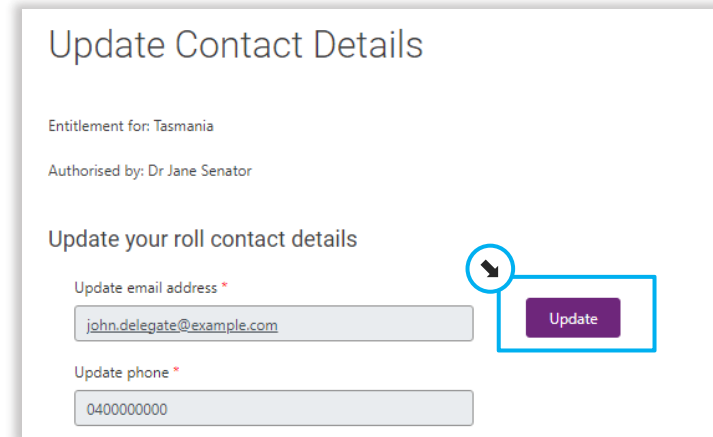1. Log into ERA.

2. Click the **Roll data** tile.

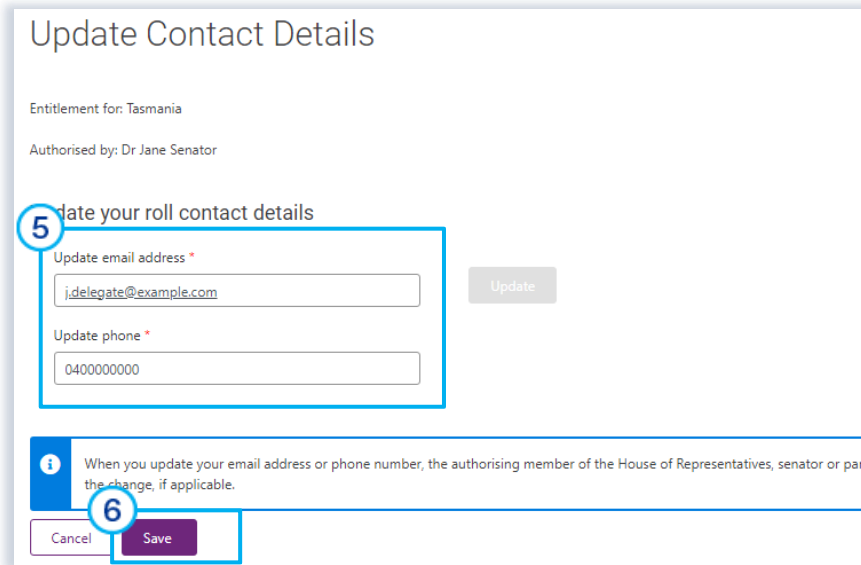3. Click **Update contact details**.

Additional fields are displayed that allow you to make changes.

4. Click **Update**.

5. Enter the new details.

6. Click **Save**.

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 delegate for a senator but no longer work for them.
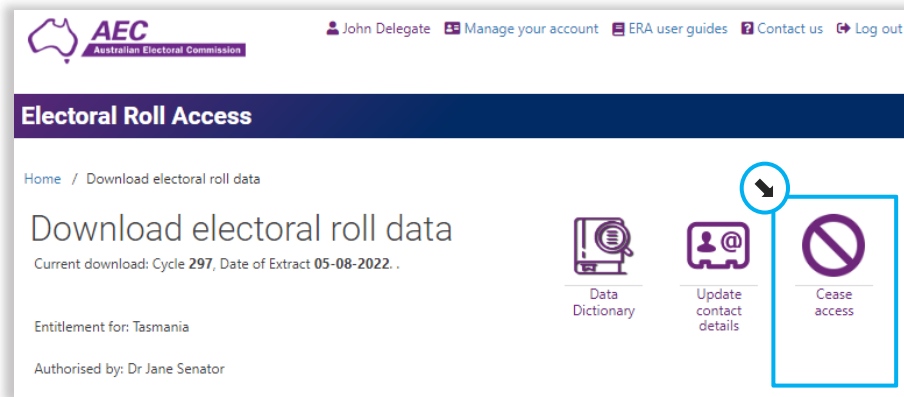
If you need to restore your access in the future, you will need to submit a new Request for Access to Electoral Roll Data form.

Note: This will not cancel your access to ERA or to any other roll data tiles you might have.
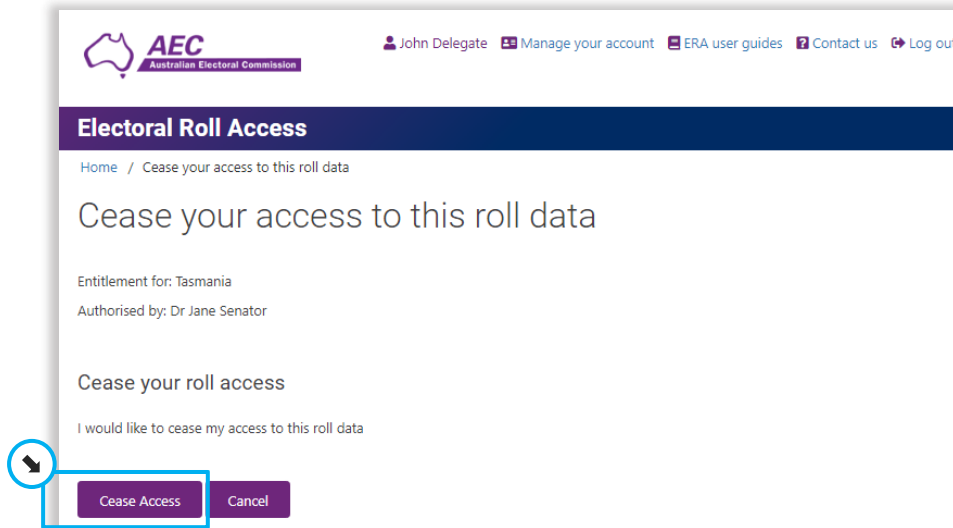
1. Log into ERA.
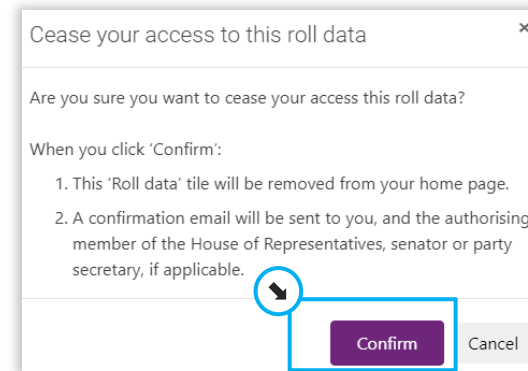
2. Click the **Roll data** tile.

3. Click **Cease Access**

4. Click **Cease Access**.

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

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.

About the phone numbers

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 you use to log in. This personal phone 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 personal phone 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.
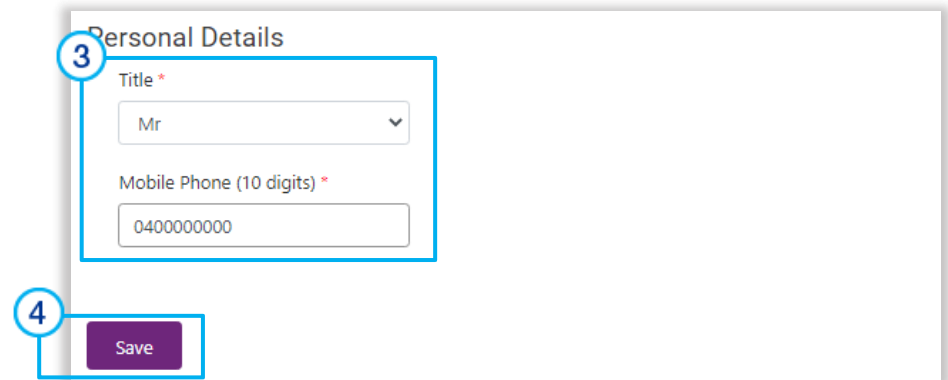
Note: If you change this phone number, it won't change the number you use when you log in nor the one associated with a roll data tile.

1. Log into ERA.

2. Click **Manage your account**.

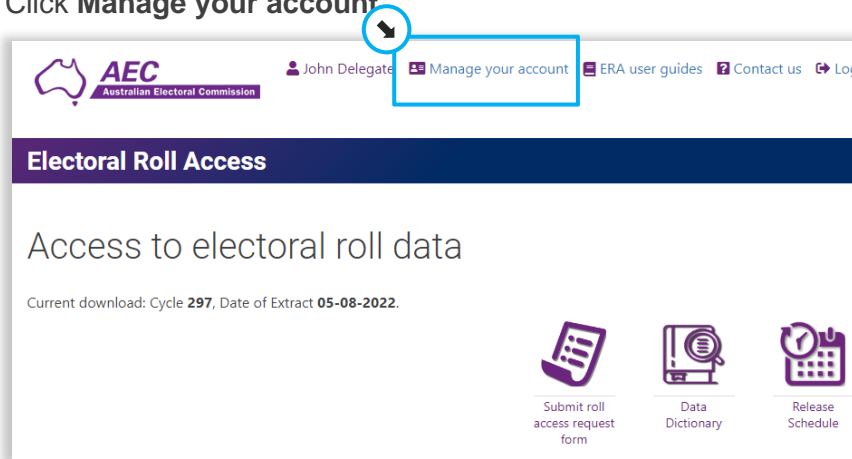3. Select a new title or enter a new phone number.

4. Click **Save**.

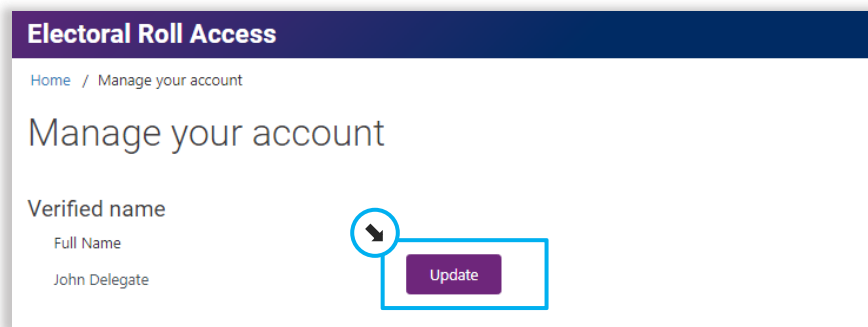The home page is redisplayed.

Changing your name

If you wish to change your name, it means you will need to verify your new name with Australia Post Digital iD, as described in this topic.

Starting the change in Manage your account
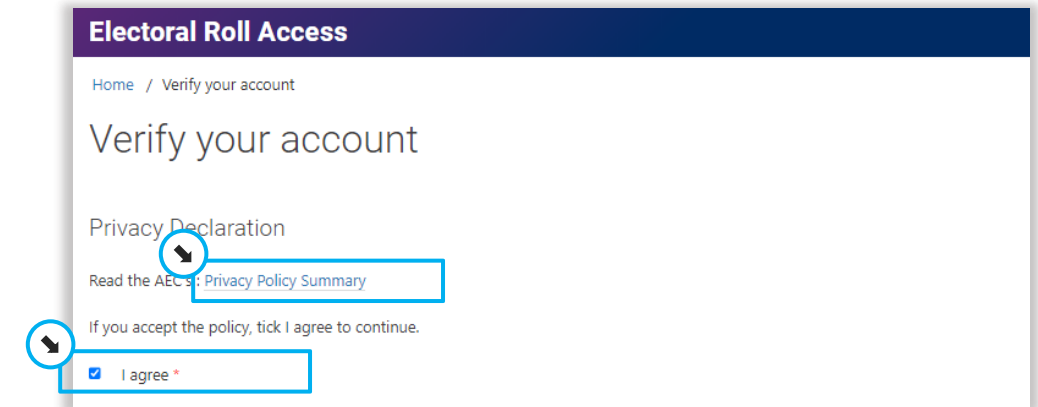
1. Log into ERA.

2. Click **Manage your account**

3. Click **Update**.

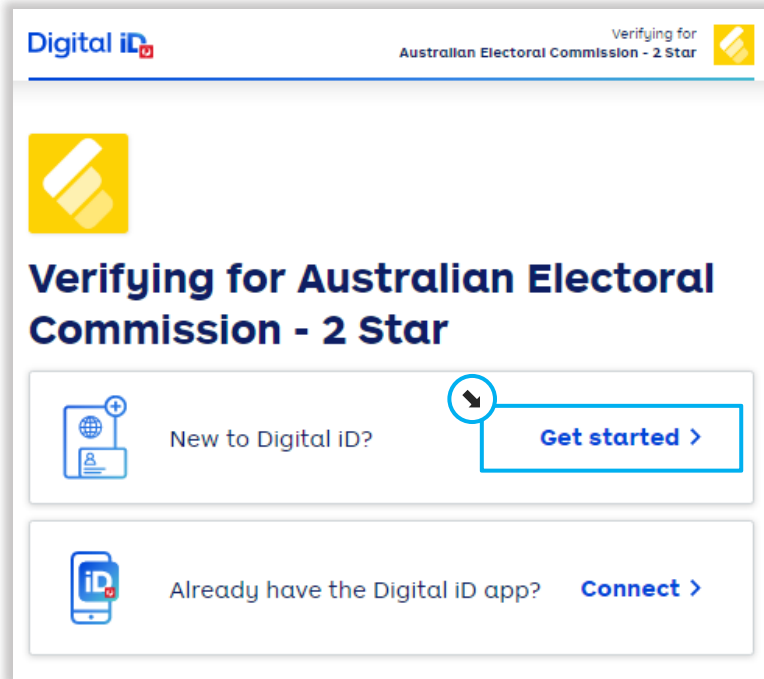

4. Read the policy and tick **I agree**.

5. Click **Verify with Digital iD**

    The Australia Post Digital iD application is started and the **Digital iD** page is displayed.
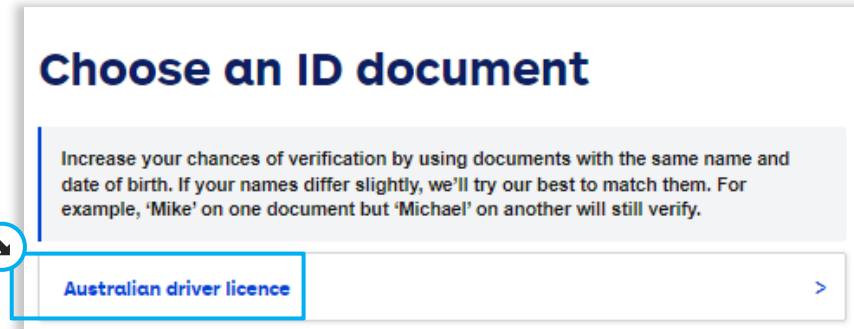
Verifying your new name with Australia Post Digital iD
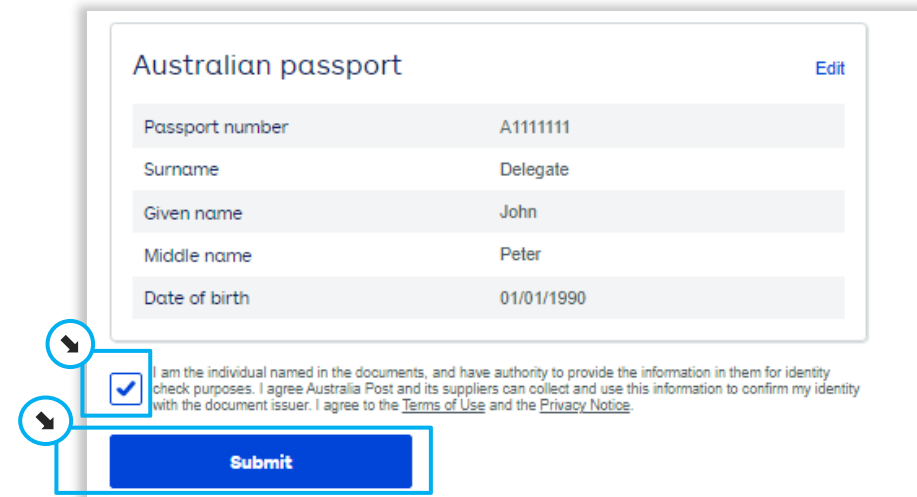
1. Click **Get started**.

> 💡 **Hint:** Click **Connect** if you already have a Digital iD with Australia Post. Follow the prompts and when finished continue from Completing your change of name.

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

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

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

5. Check that the details are correct, tick the box (after reading the Terms of Use and Privacy Notice) and click **Submit**.
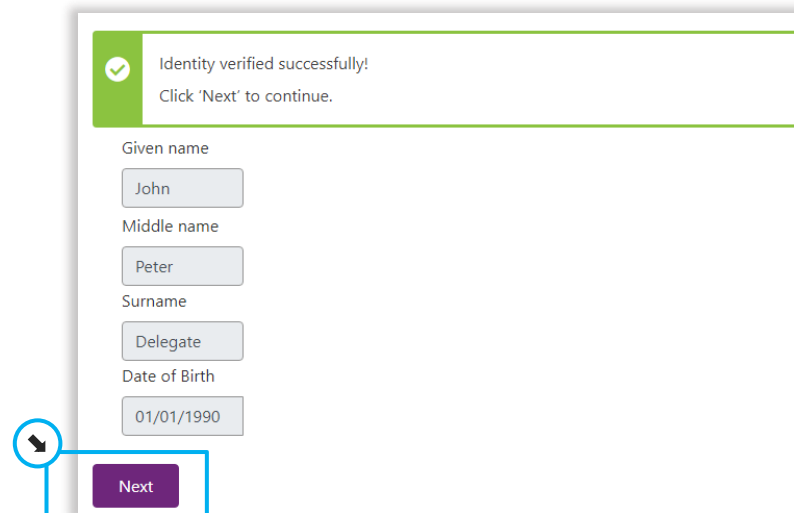
6. Click **Allow** and then **Continue to complete** and you will be returned to ERA.
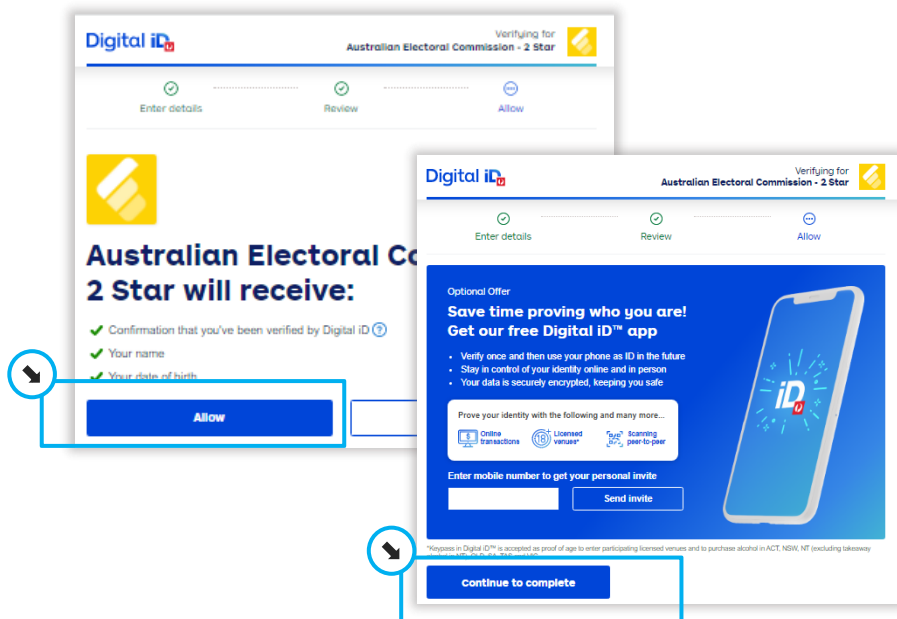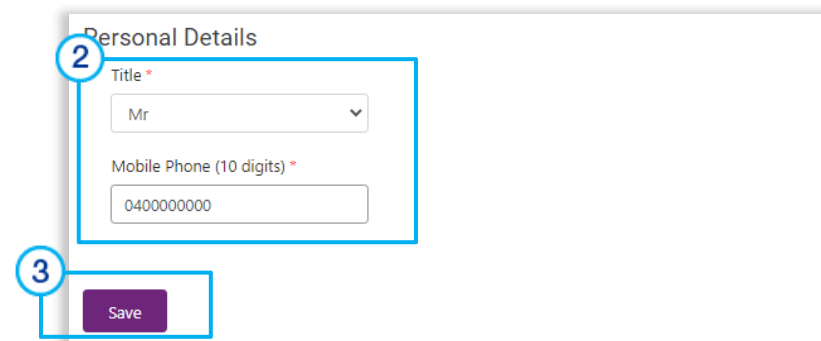

The **Verify your account** page in ERA is redisplayed, showing your updated name.

Completing your change of name in ERA

1. Click **Next**.

2. Change your **Title** or **phone number**, if needed.

3. Click **Save** to continue.

The home page is redisplayed.