

Electoral Roll Access (ERA)

Managing your details in ERA

USER GUIDE

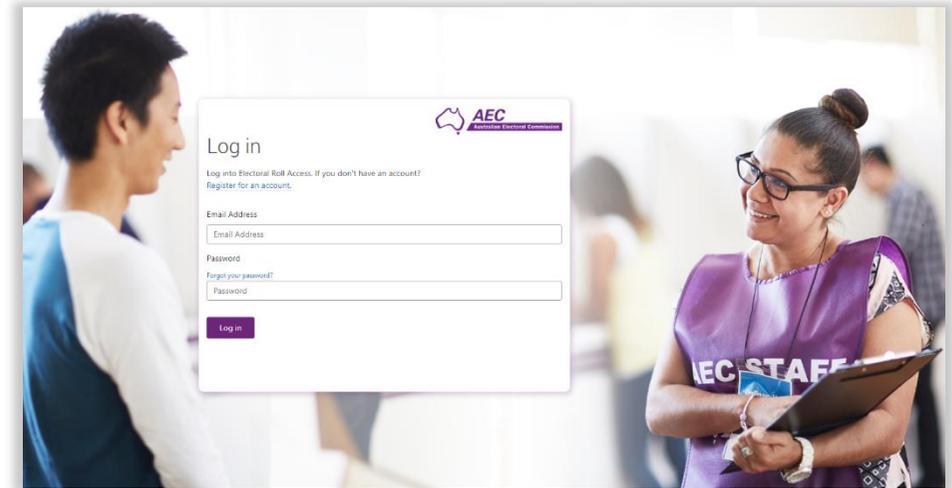
July 2022

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	2
Changing your email or phone number.....	3
Cancelling your access to a roll data tile.....	4
Changing the details of your ERA account	6
About the phone numbers	6
Changing your personal phone number or title	6
Changing your name	7

Changing your contact details for a roll data tile

You may need to change the email address (which 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



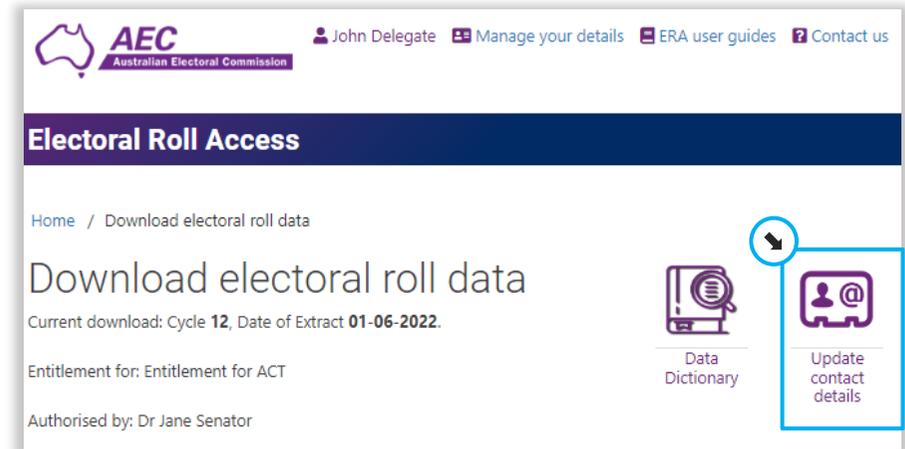
Note: If you change the phone number for a roll data tile, it won't change the number you use when you log into ERA.

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.

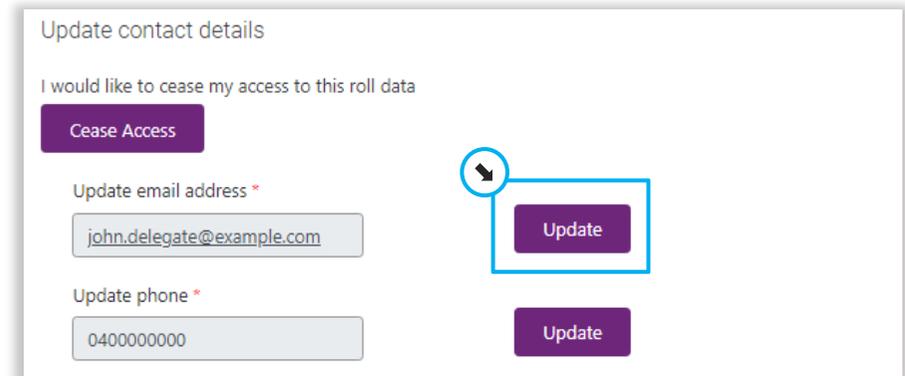


3. Click **Update contact details**.

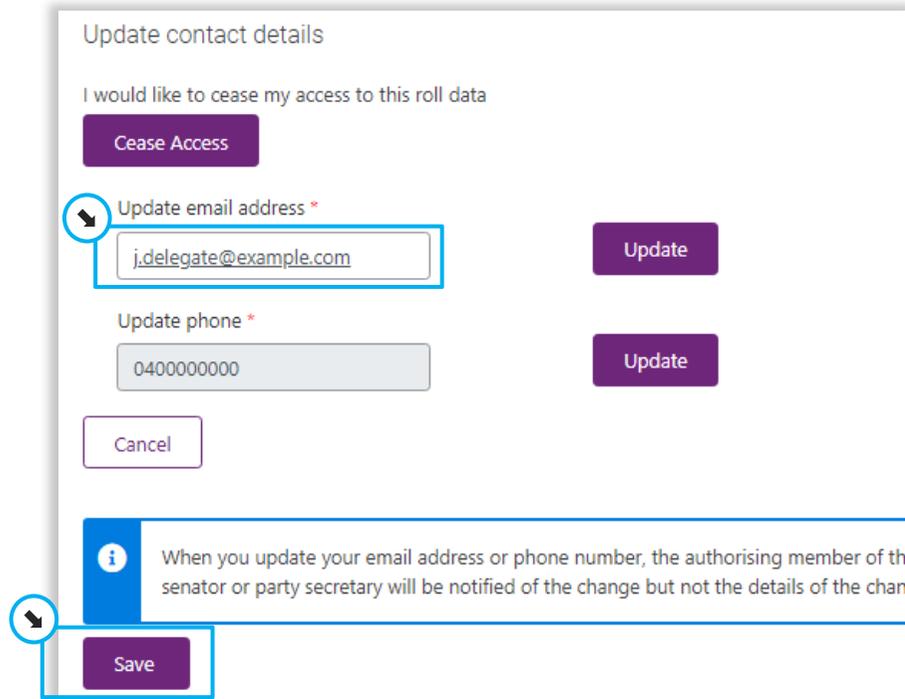


Additional fields are displayed that allow you to make changes.

4. Click **Update** on the right of the details you would like to change.



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.

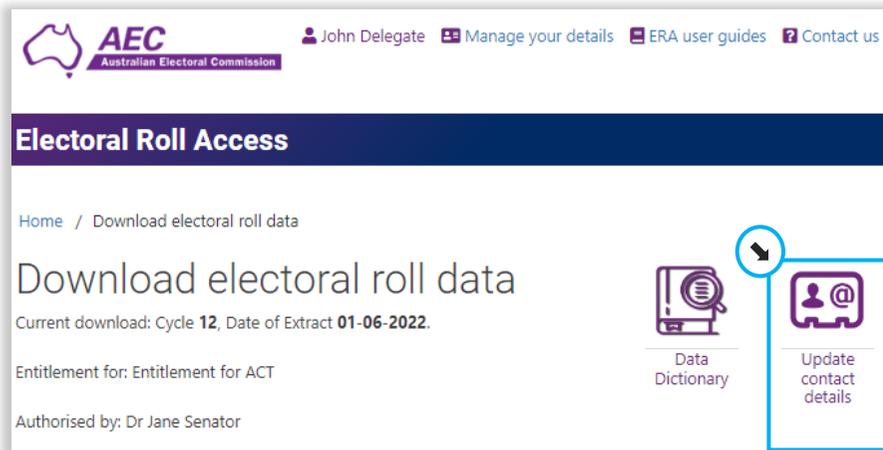


Note: This will not cancel your access to ERA or to any other roll data tiles you might have.

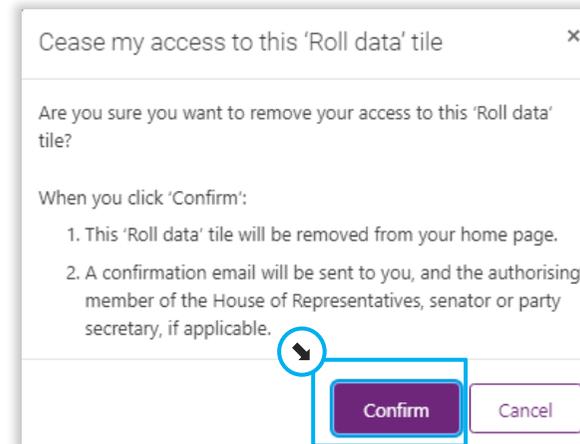
1. Log into ERA.
2. Click the **Roll data** tile.



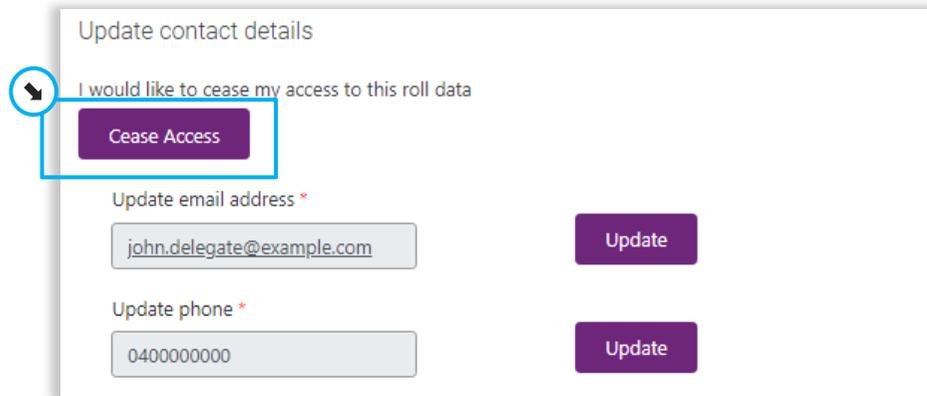
3. Click **Update contact details**.



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



4. Click **Cease Access**.



The roll data tile will no longer be displayed on the home page.

Changing the details of your ERA account

About the phone numbers

There are two phone numbers recorded in ERA:

- 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 details**, 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** phone number for both.

Changing your personal phone number or title

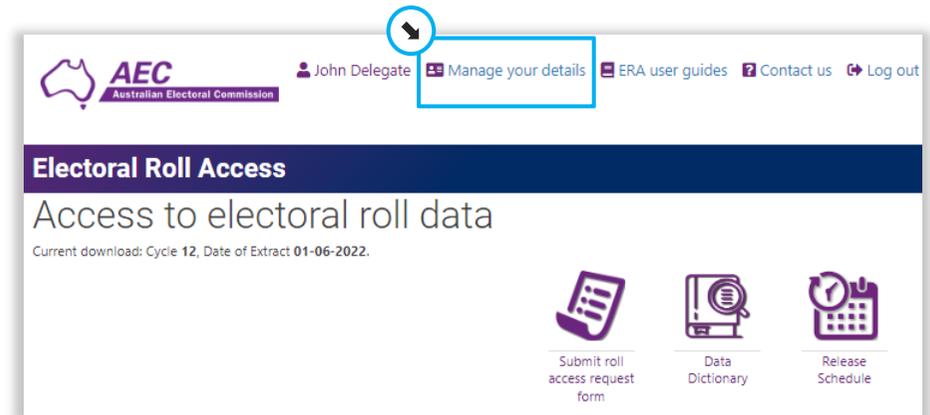
The phone number under **Manage your details** is used by the AEC if they need to call you about your ERA account.



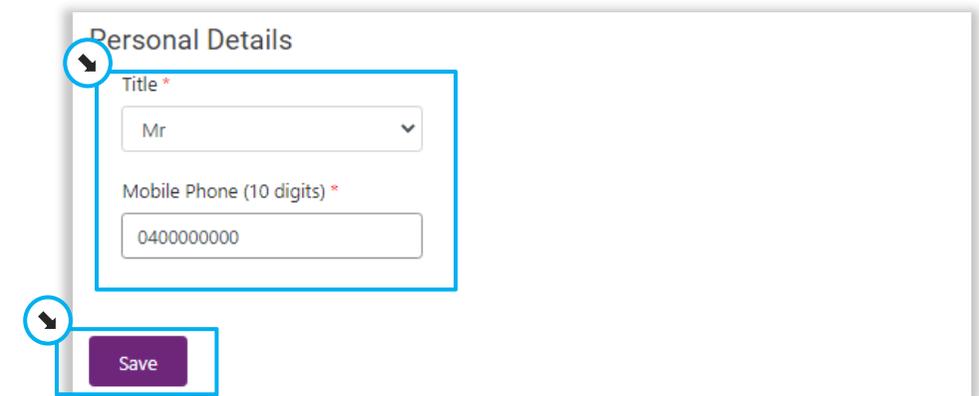
Note: If you change this phone number, it won't change the number you use when you log in nor the one associated with a roll data tile.

If you need to change the phone number associated with a roll data tile, see [Changing your contact details for a roll data tile](#).

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



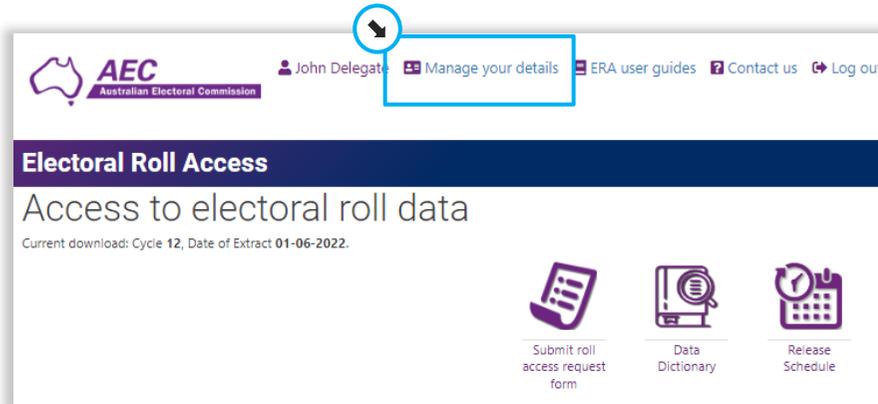
3. Select a new title or enter a new phone number.
4. Click **Save**.



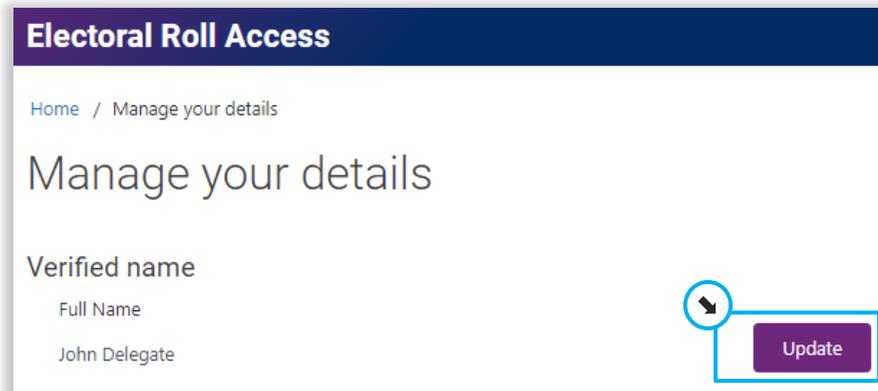
Changing your name

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.

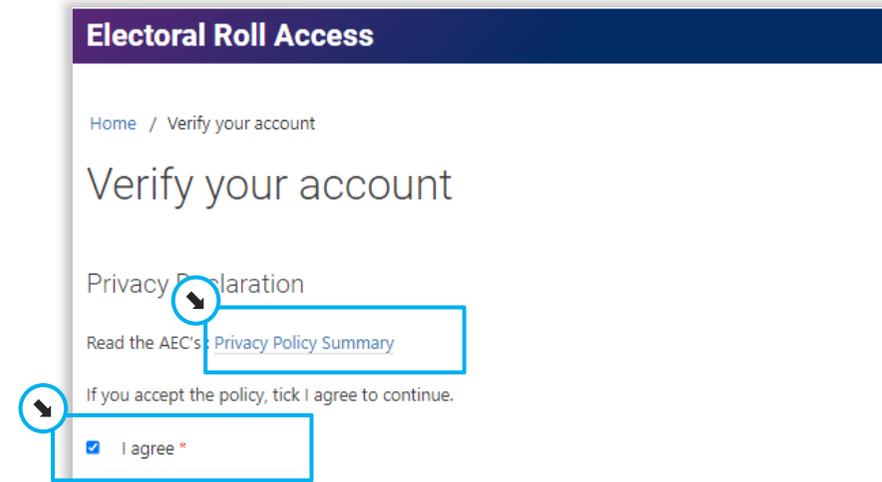
1. Log into ERA.
2. Click **Manage your details**.



3. Click **Update**.



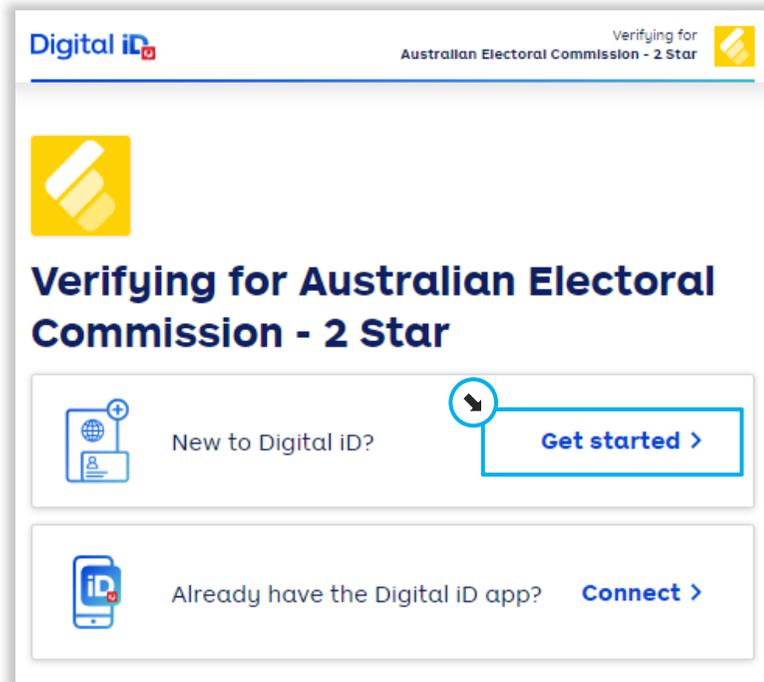
4. Read the policy and tick **I agree**.



5. Click **Verify with Digital iD** 

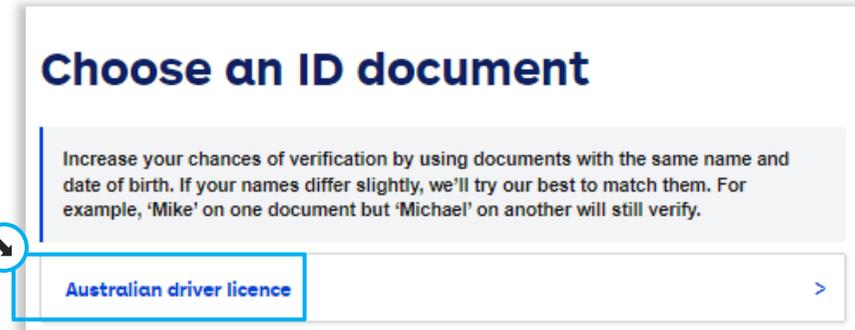
The Australia Post Digital iD application is started and the **Digital iD** page is displayed.

6. Click **Get started**.



Hint: Click **Connect** if you already have a Digital ID with Australia Post. Follow the prompts and when finished continue from [Step 12](#).

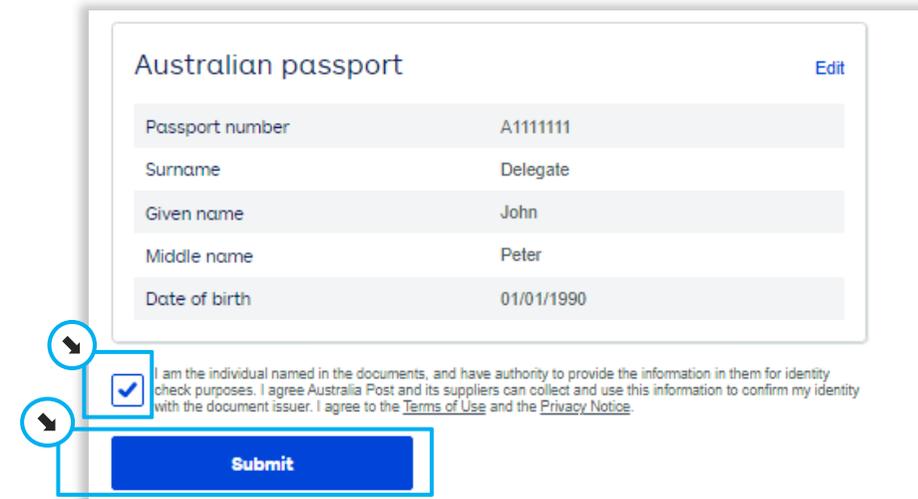
7. Select the first type of document you wish use to verify your new name, such as your driver's licence.



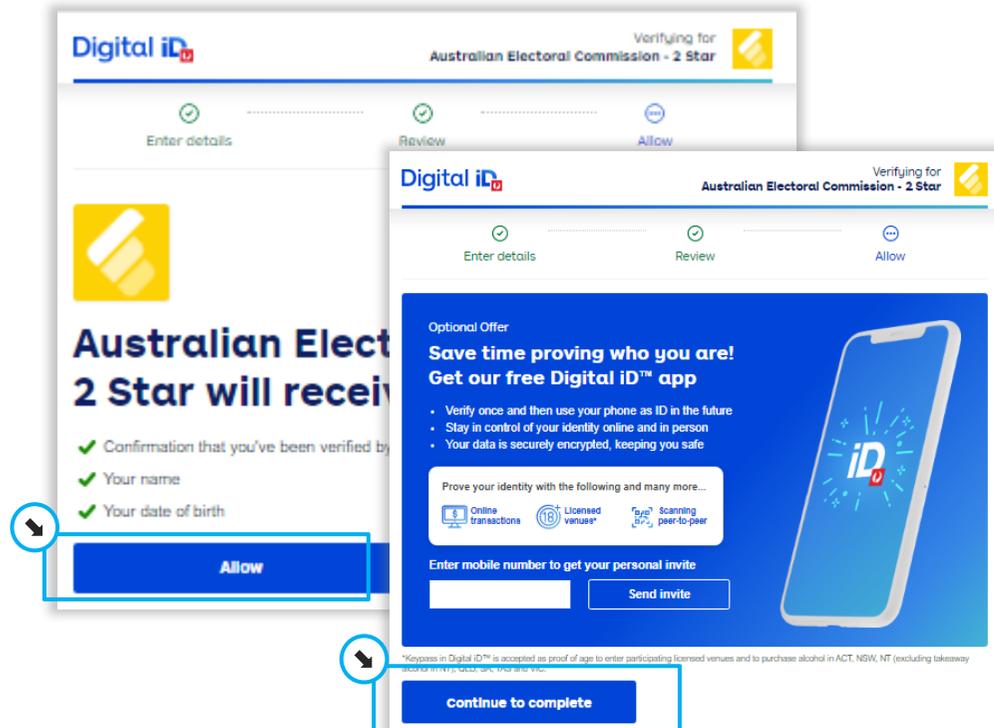
8. Enter the details and then click **Next**.

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

10. Check that the details are correct, tick the box (after reading the Terms of Use and Privacy Notice) and click **Submit**.



11. Click **Allow** and then **Continue to complete** and you will be returned to ERA.



The **Create your account** page in ERA is redisplayed.

12. Click **Next**.

The **Manage your details** page is redisplayed showing your updated name.

13. If you need to change your **Title** or **phone number**, overwrite the details and click **Save**.

14. When finished, click **Home**.