

CFA Volunteer Access – How to set up your Members Online access

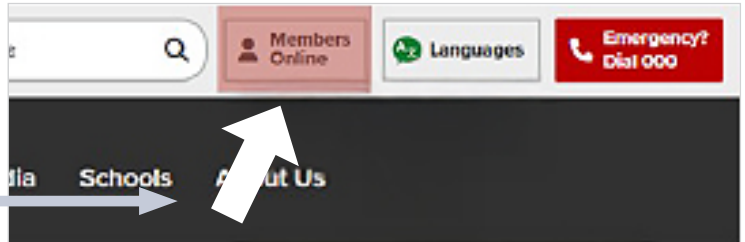
Follow these simple steps to activate your CFA account and access online member services. Before you start you will need your CFA member number, CFA email address and a mobile phone (with service).


1. **CFA Member Number** (please refer to your member card, welcome letter, or liaise with your brigade secretary)
2. **CFA Email Address**
(e.g., <CFA Member Number>@cfa.vic.gov.au)

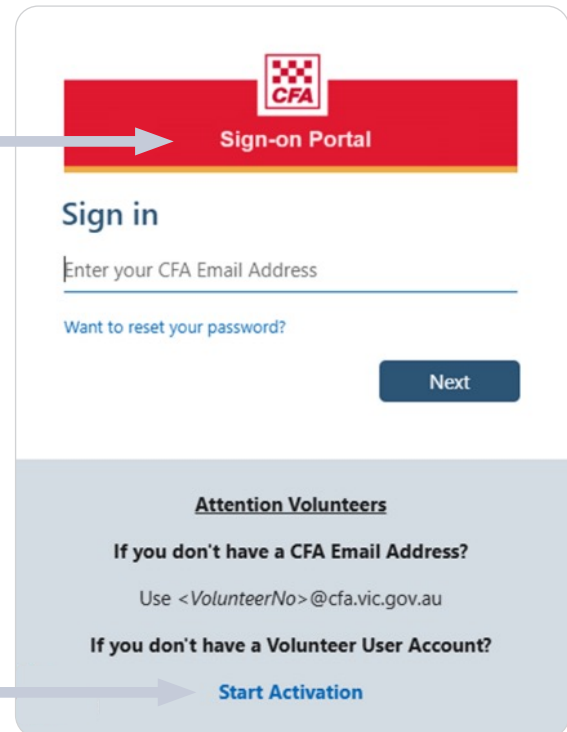
Step 1: Begin Account Activation

1. Visit www.cfa.vic.gov.au

2. Click on “**Members Online**” 



3. You will be redirected to the CFA's Single **Sign-on Portal** like this on the right: 



Sign-on Portal

Sign in

Enter your CFA Email Address

[Want to reset your password?](#)

Next

Attention Volunteers

If you don't have a CFA Email Address?

Use <VolunteerNo>@cfa.vic.gov.au

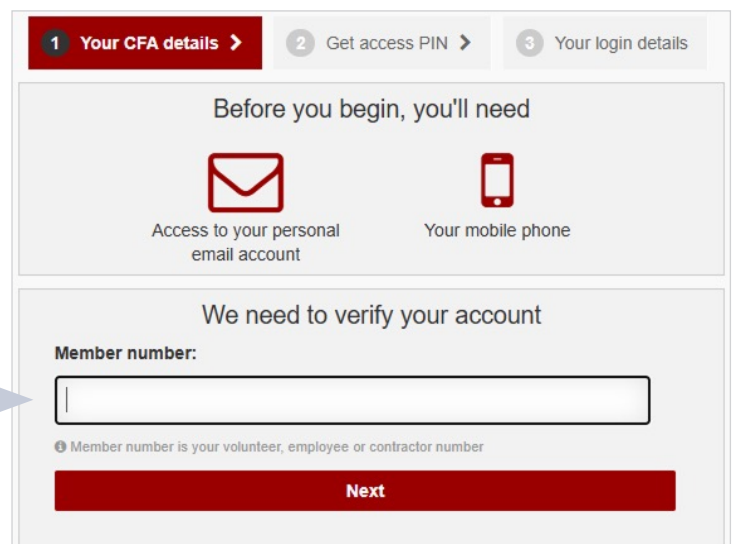
If you don't have a Volunteer User Account?

Start Activation

4. Click on “**Start Activation**” button 


Step 2: Verify your account


1. Enter your Member Number 



1 Your CFA details > **2 Get access PIN >** **3 Your login details**

Before you begin, you'll need

 Access to your personal email account

 Your mobile phone

We need to verify your account

Member number:

Member number is your volunteer, employee or contractor number

Next

2. You will be redirected to the screen on the right.

- You will be prompted to choose how you would like to receive the PIN either via your personal email address or mobile number, based on your preference. A part of your email address and mobile will be displayed on the screen to indicate which email or mobile number the PIN will be sent to.

- Please select the option and click on “Send PIN”.

The screenshot shows a web interface with three steps: 1. Your CFA details, 2. Get access PIN (active), and 3. Your login details. The main heading is "Great. Now we need to send you an access PIN". Below it, it says "Select how you would like to receive the access PIN:". There are two options: "Email to" with an envelope icon and a masked email address "xxxxxxxxxxxxxx@gmail.com", and "SMS to" with a mobile phone icon and a masked number "XXXXXXX201". At the bottom is a red button labeled "Send PIN".

Annotations: A blue arrow points from the first bullet point to the email and SMS options. Another blue arrow points from the second bullet point to the "Send PIN" button.

Note: If we don't have your email address or phone number on our records, then you must contact your brigade secretary or district office.

3. Enter the PIN and set your password. Once registered, you will be able to login and set up multifactor authentication.

The screenshot shows a web interface with three steps: 1. Your CFA details, 2. Get access PIN, and 3. Your login details (active). The main heading is "Your member no:". Below it is a field for "PIN: expires after 5 mins". There is a link "Didn't get a PIN or PIN expired? < Go back to step 2". Below that are fields for "Password:" and "Re-type Password:". At the bottom is a red button labeled "Register account".

Annotations: A blue arrow points from the third step of the previous screen to the "PIN" field.

Password selection tips:

Must be:

- At least 10 characters long (letters or numbers)
- One uppercase letter (A-Z), and
- A number (0-9)

Can't:

- Contain your CFA Computer username (e.g. citizenj)
- Be your full name, first or last name
- Be a password you've used previously.

Special characters are also allowed. E.g. #, \$, %, !, & @