



cfa.vic.gov.au

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

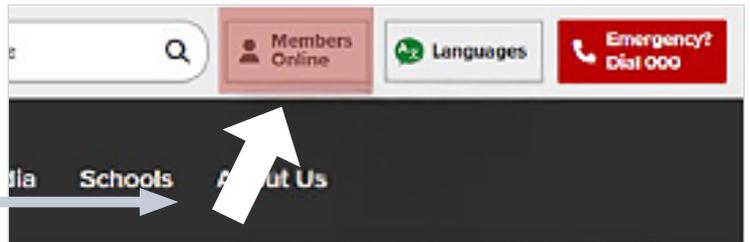
Follow these simple steps to activate your CFA account and access online member services. Before you start you will need your CFA member number, CFA email address and a mobile phone (with service).

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:

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

Step 2: Verify your account

1. Enter your Member Number

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”.

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

Great. Now we need to send you an access PIN

Select how you would like to receive the access PIN:

Email to
xxxxxxxxxxxxxxxxxxxx@gmail.com

SMS to
XXXXXX201

Send PIN

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. →

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

Your member no: [input field]

PIN: expires after 5 mins
[input field]

Didn't get a PIN or PIN expired? < [Go back to step 2](#)

Password:
[input field]

Re-type Password:
[input field]

Register account

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. #, \$, %, !, & @