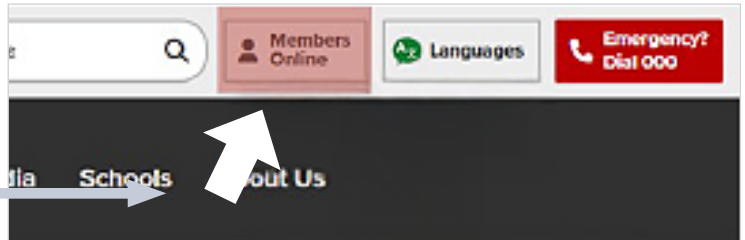cfa.vic.gov.au

CFA Volunteers Guide - Updating your personal details

This step-by-step guide helps CFA volunteers log in securely and update their personal contact details via the CFA Members Online Portal. It also includes MFA setup if it hasn't been done already.
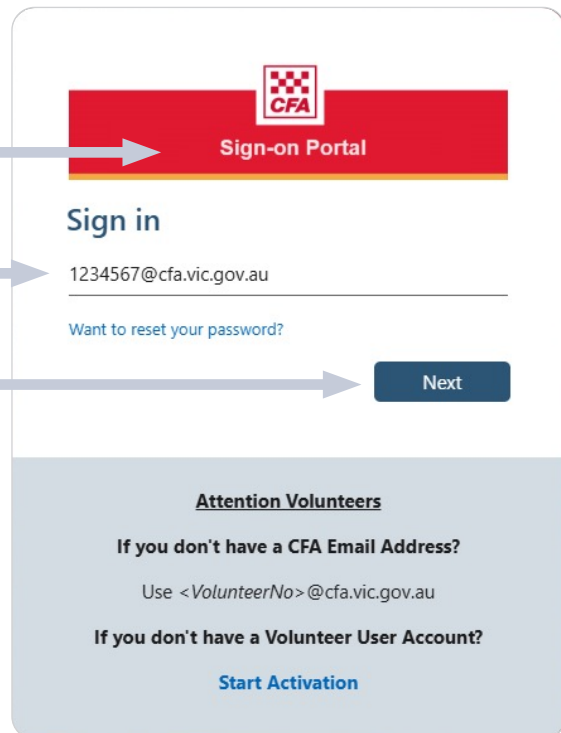

Step 1: Log into CFA Members Online Portal

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

2. Click on **"Members Online"**

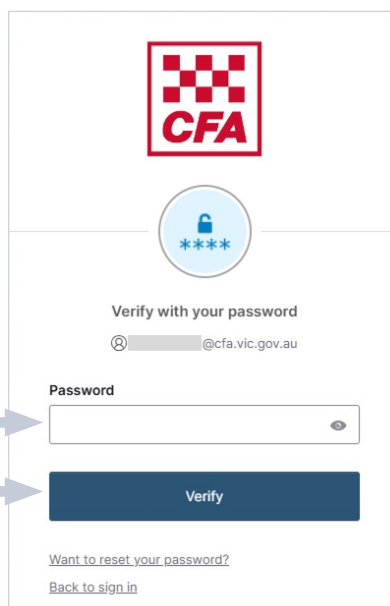## Step 2: Sign In Using CFA credentials

1. You will be redirected to the CFA's **Single Sign-on Portal** like the one on the right

2. Enter your CFA Email Address eg 1234567@cfa.vic.gov.au using CFA Member Number

3. Click on **"Next"**

4. You will be re-directed to a page where you will be asked to verify your account by entering your password.

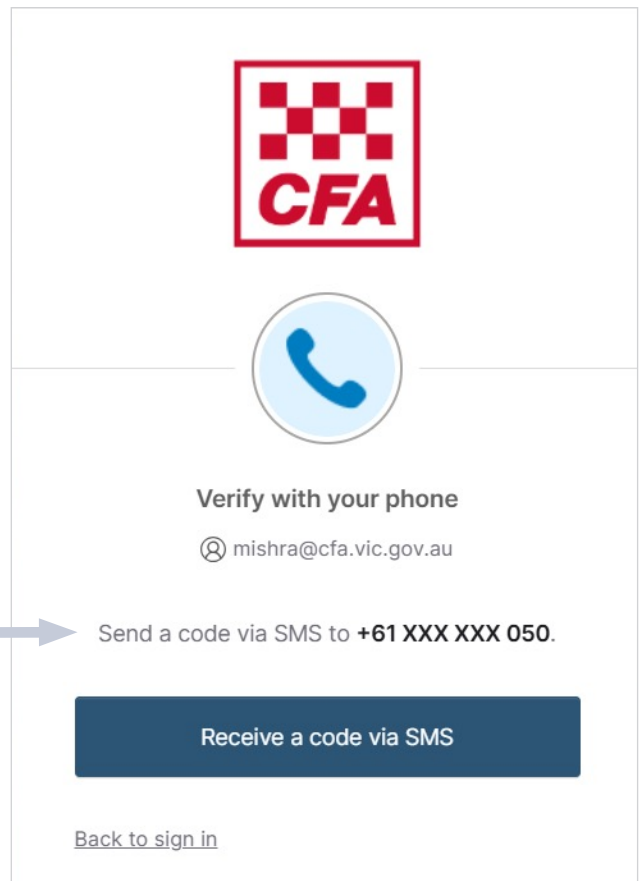5. Enter **Password**

6. Click **"Verify"**

Step 3: Set Up or Use MFA

If you've already set up MFA, simply verify as prompted.

If this is your first time logging in with MFA, you'll be prompted to set it up by following these instructions:

1. You will be prompted to configure MFA for added security.

2. CFA supports a range of MFA methods:
   a. **Third-party authentication apps**:
      Microsoft Authenticator, Google Authenticator, *etc.*
   b. **Okta Verify app**
   c. **SMS (text message)**

3. Choose your preferred method and follow the on-screen instructions to complete the setup and verification process.

4. Once configured, you'll use MFA each time you log in

Verify with your phone

@ mishra@cfa.vic.gov.au

Send a code via SMS to **+61 XXX XXX 050**.
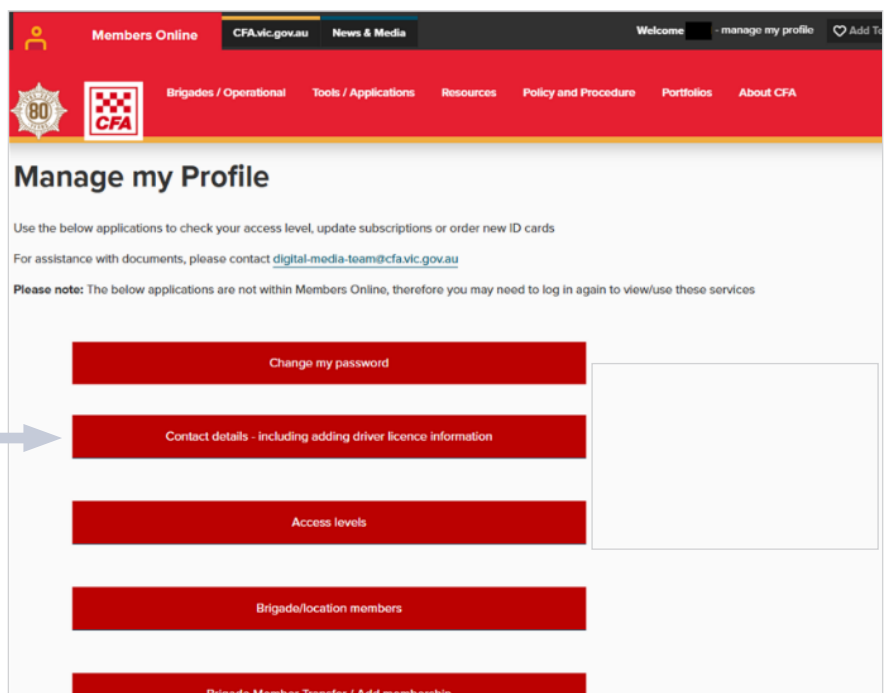
Receive a code via SMS

Back to sign in

Step 4: Navigate to Your Contact Details

Once signed in successfully:

1. Go to **"Manage my profile"**
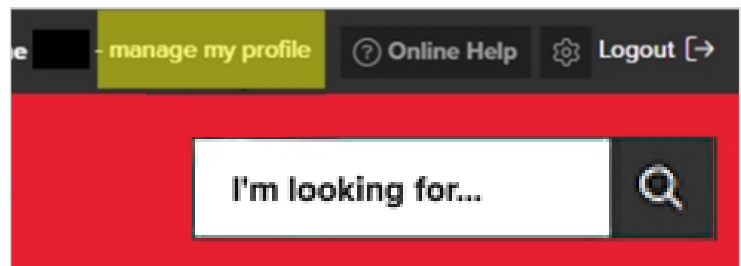
2. Click on **"Contact Details"**

Step 5: Check or Update your Personal and Contact Details →

Update your details

Update your details

Below you can update all your contact details in CFA. Email address is needed fo

Select each heading to collapse **−** or expand **+** a section.

Roger Davis

> **Warning.** Any information you have provided may be made available

1. In the second menu item ('Phone, mobile, pager, email') check that your mobile phone number is correct. If not, enter your correct mobile number.

2. Click the "+" button next to each section to see your information and make any changes if needed.

- **+** Personal Profile
- **+** Phone, mobile, pager, email
- **+** Home address
- **+** Postal address
- **+** Emergency contact
- **+** Driver Licence

Save **Cancel**

- For the "Personal Profile" section, check if your name and date of birth are correct.

− Personal Profile

Volunteer Number:

[███████]

Legal First Name (as per government-issued ID):

- If something is wrong, click the **'here'** button next to it to send a change request.

[███████] ~~Need to update this field?~~ *Click* **here** *to send a request.*

Legal Last Name (as per government-issued ID):

[███████] *Need to update this field? Click* **here** *to send a request.*

Date of Birth:

[███████] *Need to update this field? Click* **here** *to send a request.*

+ Phone, mobile, pager, email

+ Home address

+ Postal address

+ Emergency contact

+ Driver Licence

Update your profile details

These fields are read-only and cannot be updated. If you believe any of these values is incorrect, please select which fields are incorrect, provide correct values along with a supporting government issued identity documents (for example: birth certificate, drivers licence, or passport).

Legal First name (as per government-issued ID):

[redacted] ☑

Correct Legal First name:

Legal Last name (as per government-issued ID):

[redacted] ☐

Correct Legal Last name:

Date of birth:

[redacted] ☐

Correct Date of birth:

dd/mm/yyyy

Attachments

Document Type:

Select document type ⌄

Document File:

Choose File   No file chosen

The following file types are accepted: .jpeg, .jpg, .pdf, .doc, .docx, .png.
The maximum file size per upload is 5 MB.

[Upload]

Document Type	Action
No attachment.	

Note: Please review your Email address and Mobile Number before you submit this request as these will be needed to verify the change request and to contact you once your information is updated.

[Submit]

- You'll need to enter the correct name, upload any supporting documents,
- Click on **"Upload"** to save the file to your request..
- Click on **"Submit"** to submit your request.
  You will receive a code on your email address or mobile number. Enter the code to successfully submit your request
- The Operational Performance and Capability team will review and process your request.

Update your details

Update your details

Below you can update all your contact details in CFA. Email address is need

Select each heading to collapse ➖ or expand ➕ a section.

Roger Davis

Warning. Any information you have provided may be made avail

➕ Personal Profile

➕ Phone, mobile, pager, email

➕ Home address

➕ Postal address

➕ Emergency contact

➕ Driver Licence

3. After checking everything, click the **"Save"** button.

[Save] [Cancel]

4. A code will be sent to your email or phone number.

5. Enter the code and click **"OK"**.

6. Your information will be saved.