

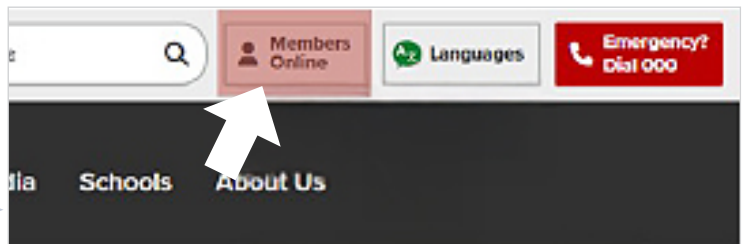
CFA Volunteers Guide - Reset password

Follow these simple steps to reset password for your CFA account. Before you start, you will need your CFA member number, CFA email address and a mobile phone (with service).

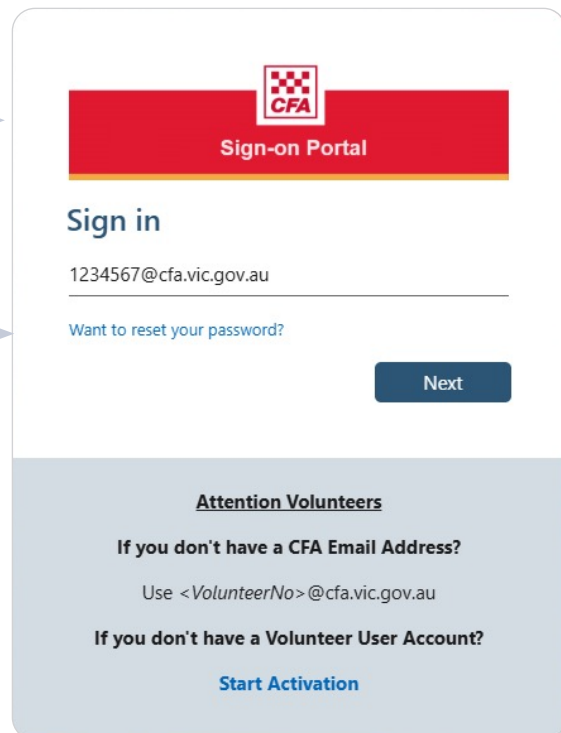
1. **CFA Member Number** (please refer to your member card, welcome letter, or liaise with your brigade secretary)
2. **CFA Email Address**
(eg <CFA Member Number>@cfa.vic.gov.au)

Step 1: Begin reset password process

1. Visit **www.cfa.vic.gov.au**
2. Click on “**Members Online**” →



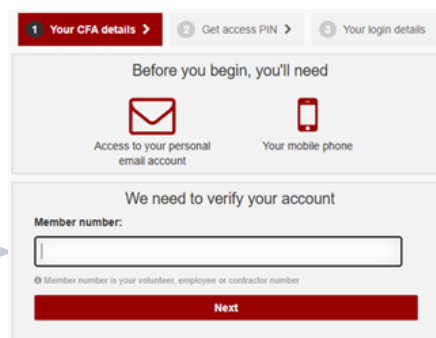
3. You will be redirected to the CFA's Single Sign-on Portal like this on the right: →

A screenshot of the CFA Single Sign-on Portal. The page has a white background with a red header bar at the top containing the CFA logo and the text 'Sign-on Portal'. Below the header, there is a 'Sign in' section with a text input field containing '1234567@cfa.vic.gov.au'. Below the input field is a link that says 'Want to reset your password?'. To the right of the link is a blue button labeled 'Next'. At the bottom of the page, there is a light blue section titled 'Attention Volunteers' with the following text: 'If you don't have a CFA Email Address? Use <VolunteerNo>@cfa.vic.gov.au' and 'If you don't have a Volunteer User Account? Start Activation'.

4. Click on “**Want to reset your password?**” button →

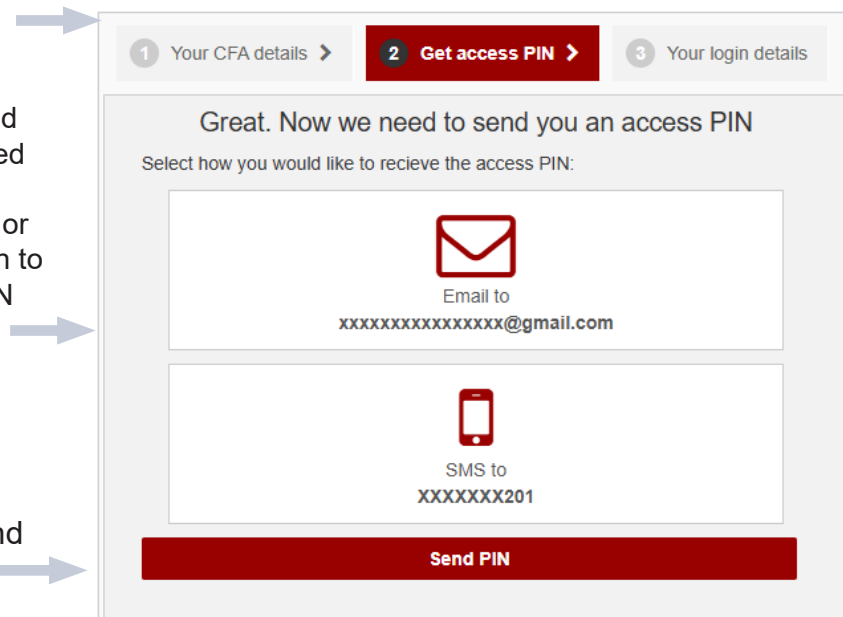
Step 2: Verify your account

1. Enter your member number



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

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



- o Please select the option and click on "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 for assistance.

3. Enter the PIN and set your new password. You can now go back to the login page and login with your new password.

