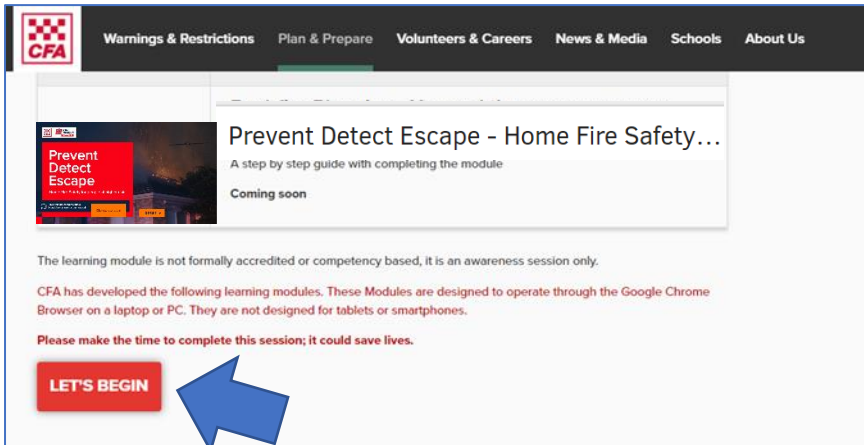


# Prevent Detect Escape – Home Fire Safety for people at higher risk

A step by step guide to assist with completing the online module V1

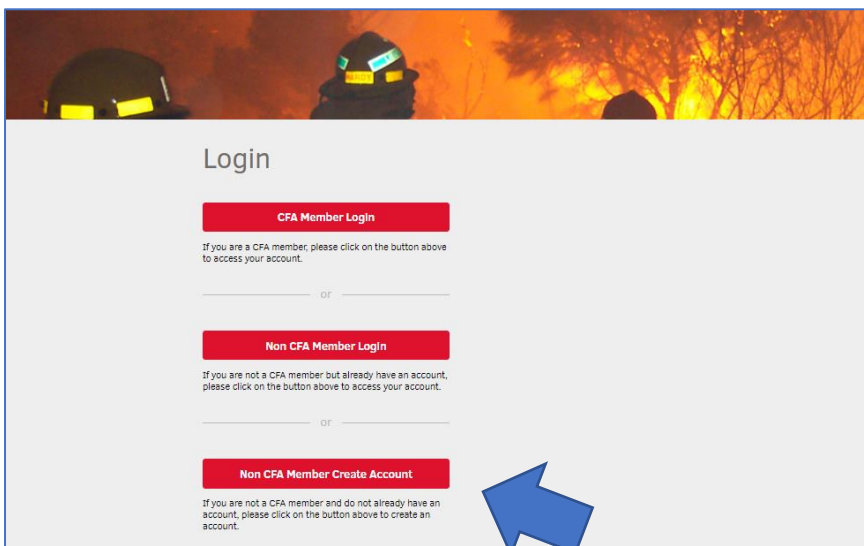


## Creating a user account and accessing the module

Go to [www.cfa.vic.gov.au/atrisk](http://www.cfa.vic.gov.au/atrisk)

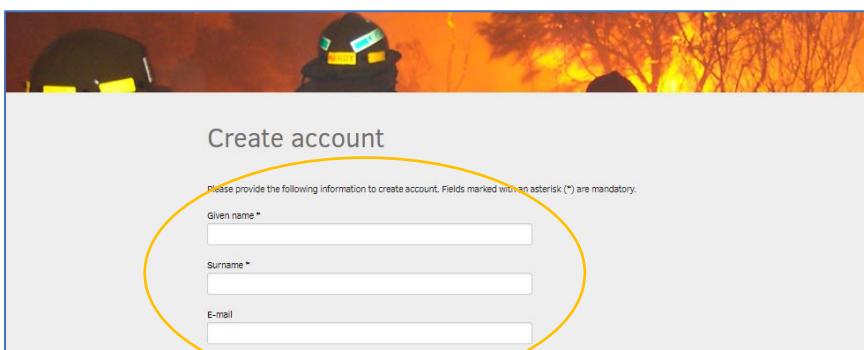
OR [www.frv.vic.gov.au/atrisk](http://www.frv.vic.gov.au/atrisk)

Select '**LET'S BEGIN**'.

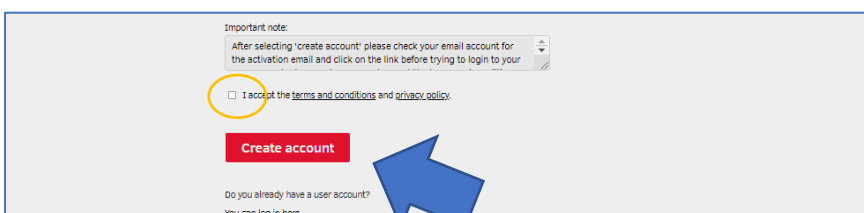


If you are not a CFA member you will need to create an account.

Select '**Non CFA Member Create Account**'.



Enter details to create account and set password.

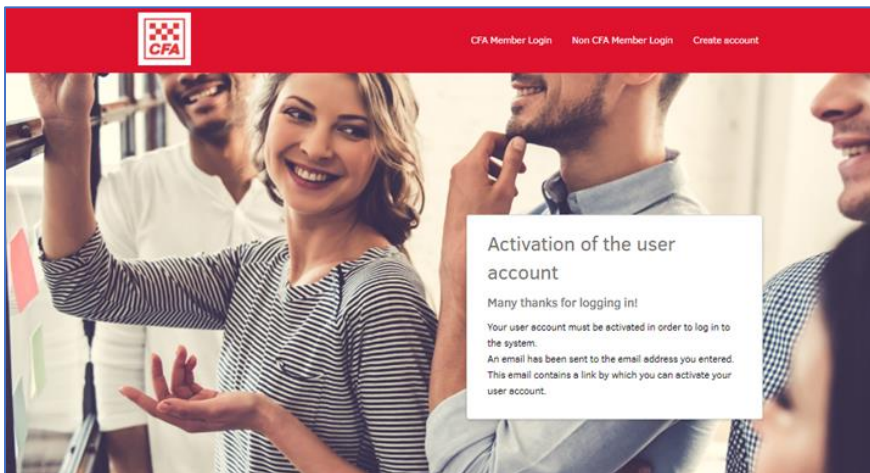


Tick the box '**I accept terms and conditions and privacy policy**'.

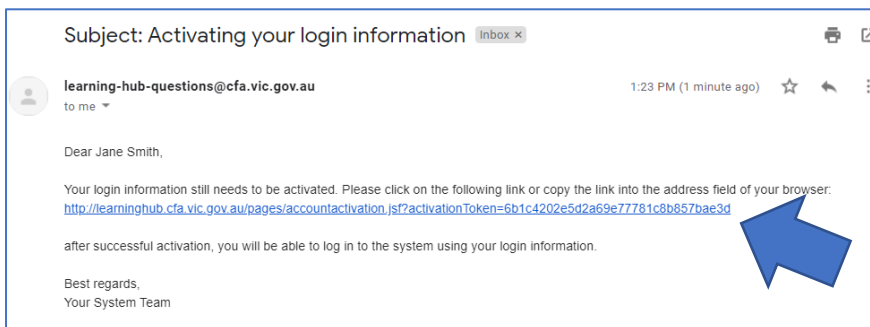
Click '**Create account**'.

# Prevent Detect Escape – Home Fire Safety for people at higher risk

A step by step guide to assist with completing the online module V1



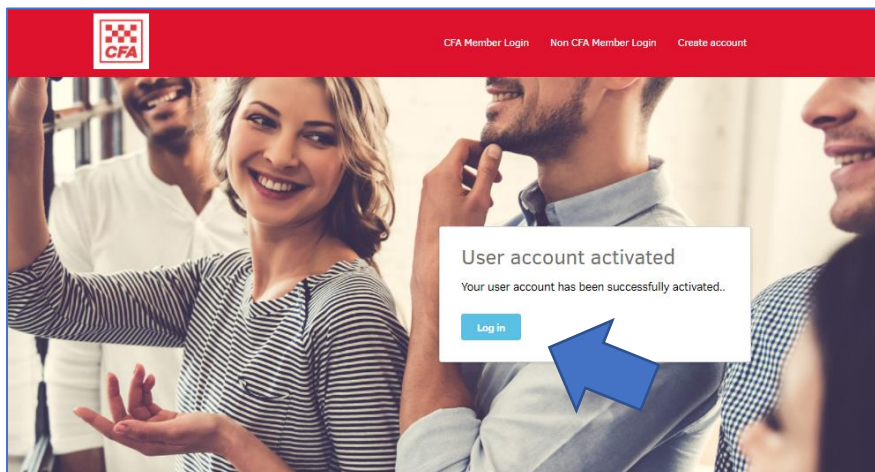
When this screen appears you need to go to your emails to activate the account.



When you receive an email to access the CFA Learning Hub **click the link** in the email.

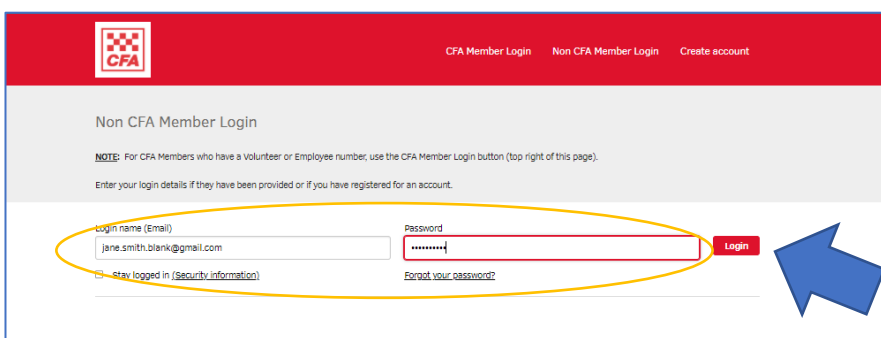
Check your junk mail if you can't find it.

Contact [learning-hub-questions@cfa.vic.gov.au](mailto:learning-hub-questions@cfa.vic.gov.au) if you are having any problems.



Your account has been activated.

Click '**Log in**'.



Enter your **Login name** (your email address) and your **password** (which you created during account set up).

Click '**Login**'.

# Prevent Detect Escape – Home Fire Safety for people at higher risk

A step by step guide to assist with completing the online module V1



Read the Data privacy statement.

Tick the box **'I agree to the editing of data according to the explanation given above'**.

Click **'Accept privacy policy'**.

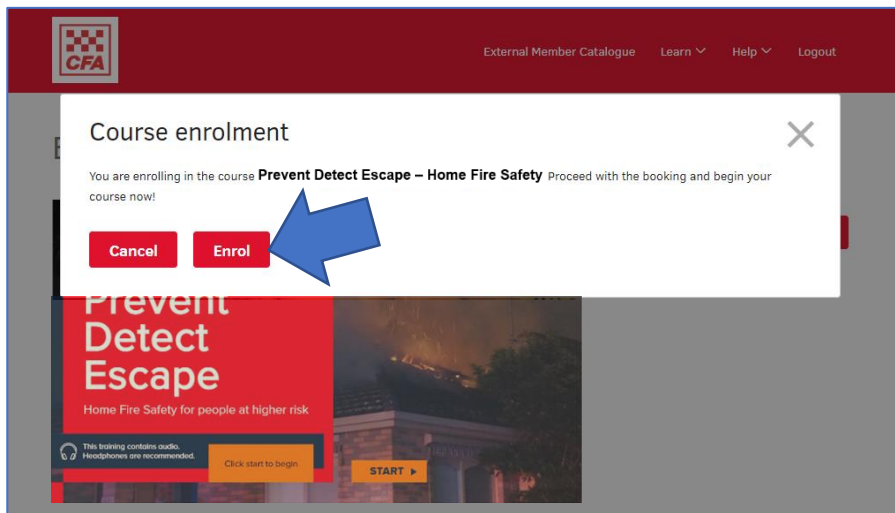
You are now in the Learning Hub.

Scroll down to **'Prevent Detect Escape – Home Fire Safety for people at higher risk'** and click on it.

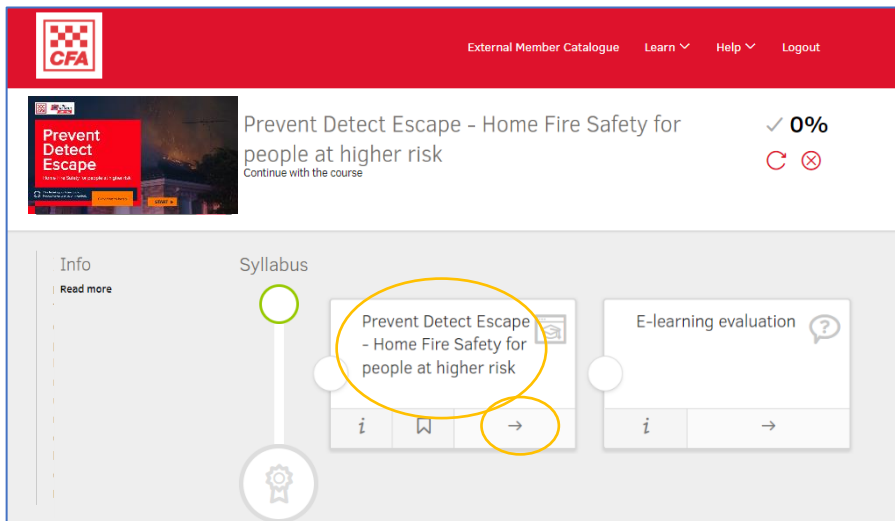
Click **'Request now'**.

# Prevent Detect Escape – Home Fire Safety for people at higher risk

A step by step guide to assist with completing the online module V1



Click '**Enrol**'.



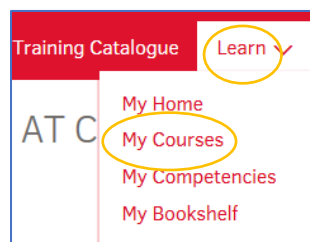
To start the module click on the **title** or the **arrow**.

Once the module is completed it will turn green with a tick.

If you exit and return at a later time you can resume where you left off by clicking on the (in progress) module.

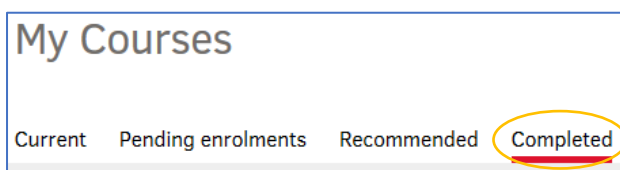
## Accessing a certificate of completion

When you have completed the module you can get a certificate.



You can download the certificate by clicking on '**Learn**' then '**My Courses**' at the top of the page.

You can do this straight away or later.

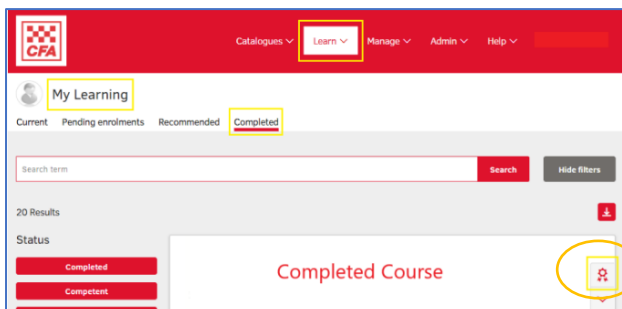


Click on '**Completed**'.

# Prevent Detect Escape – Home Fire Safety for people at higher risk



A step by step guide to assist with completing the online module V1



Click on the certificate button on the completed course.

## Frequently Asked Questions

### 1. What if the module is not working properly on my computer?

Most likely it is a problem with your internet browser. Make sure you are using a recent version of either Chrome or Firefox as Internet Explorer may not run the module properly.

### 2. Can I do the module on my phone?

This online module is designed to work on a laptop or PC. Most tablets and smart phones should be compatible with this module. The modules aren't designed on a mobile-first platform though, so it may not work on some mobiles and tablets.

### 3. Can I do the module again?

Once completed you can still go back and do the module again. In fact, CFA and FRV recommend that you do a refresher every year. However, once you have completed it, it will list your record as completed.

### 4. Who do I contact with any feedback?

You can contact [communityprograms@cfa.vic.gov.au](mailto:communityprograms@cfa.vic.gov.au) to email us any feedback or questions you have.