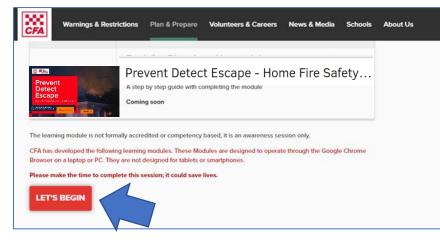




A step by step guide to assist with completing the online module V1



Creating a user account and accessing the module

Go to www.cfa.vic.gov.au/atrisk

OR www.frv.vic.gov.au/atrisk

Select 'LET'S BEGIN'.

Login

CPA Member Login
My use a GPA member plasse click on the button above to access your account.

Image: Image:

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.

| su | rname * mail |
|----|---|
| | |
| | Important note: |
| | After selecting (create account: please check your email account for the activation email and click on the link before trying to login to your |
| (| Tacyet the terms and conditions and privacy college |
| | Create account |
| | Do you already have a user account? |
| | You can log in here. |
| | |

ase provide the following information to create account. Fields marked with an asterisk (*) are mandato

Create account

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

Click 'Create account'.



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1:23 PM (1 minute ago)



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

Subject: Activating your login information Inbox ×

after successful activation, you will be able to log in to the system using your login information.

learning-hub-questions@cfa.vic.gov.au

-

to me

Dear Jane Smith

Best regards, Your System Team



Your login information still needs to be activated. Please click on the following link or copy the link into the address field of your br http://learninghub.cfa.vic.gov.au/pages/accountactivation.jsf?activationToken=6b1c4202e5d2a69e77781c8b857bae3d 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 if you are having any problems.



Your account has been activated.

Click 'Log in'.

| | | CFA Member Login | Non CFA Member Login | Create account | |
|---|--|------------------|----------------------|----------------|--|
| | Non CFA Member Login NOTE: For CFA Members who have a volunteer or Employee number, use th Enter your login details if they have been provided or if you have registered | | nt of this page). | | |
| < | togin name (Email) jane smith blank@gmail.com S. sizy logged in (<u>Security information</u>) | Pessword | | Login | |

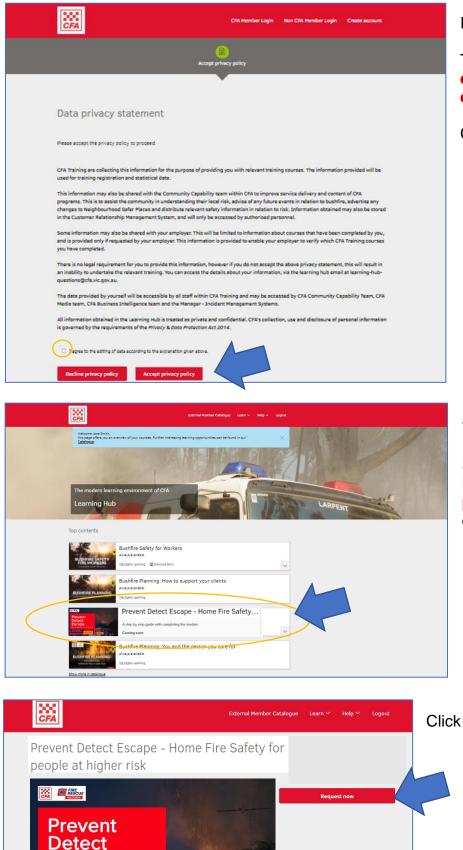
Enter your **Login name** (your email address) and your **password** (which you created during account set up).

Click 'Login'.





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Escape

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.

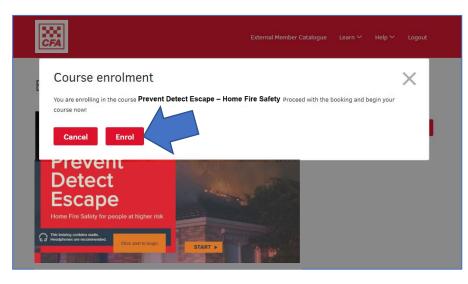
Scroll down to 'Prevent Detect Escape – Home Fire Safety for people at higher risk' and click on it.

Click '**Request now**'.

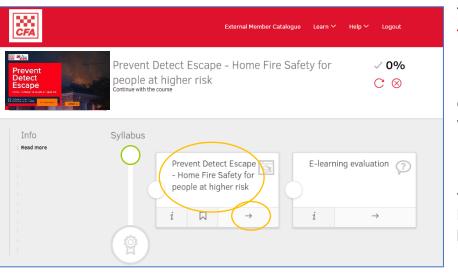




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Click 'Enrol'.



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.







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

| | | Catalogues V Learn V Man | age∨ Admin∨ | Help 🗸 | | |
|--|-------------|--------------------------|-------------|--------|--------------|--------|
| My Learning Current Pending enrolments | Recommended | Completed | | | | (0 |
| Search term | | | | Search | Hide filters | |
| 20 Results | | | | | 1 | |
| Status Completed Competent | - | Completed (| Course | | 8 |) |

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 <u>communityprograms@cfa.vic.gov.au</u> to email us any feedback or questions you have.