



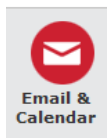
## How to access

All volunteers have the option to use a free 'CFA' email address. You can find the email address by going to 'Update your Details' on Brigades Online – it is referred to as the LiveID Email and is generally formatted 'firstname.lastname@members.cfa.vic.gov.au' (eg [joe.bloggs@members.cfa.vic.gov.au](mailto:joe.bloggs@members.cfa.vic.gov.au)).

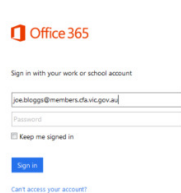
- Members that have a more common name may have a number (ie [joe.bloggs4@members.cfa.vic.gov.au](mailto:joe.bloggs4@members.cfa.vic.gov.au)) so it's important to check.
- Members with long names may have a truncated email address (ie Joseph Bloggsvillia – [joe.blogg@members.cfa.vic.gov.au](mailto:joe.blogg@members.cfa.vic.gov.au))

To access this email address:

1. Click on the email address, or the Email & Calendar icon on the home page of Brigades Online. Members will be redirected to an Office 365 login page.



2. Enter the full email address. On clicking into the password field, you will be redirected to a CFA page.



3. Members need to enter the same password that they use for Brigades Online. The password needs to be a minimum of 8 characters, with an uppercase character and at least one number.

*If the login is unsuccessful, RESET the Brigades Online password.*

If members only recently activated their Brigades Online account, they will need to allow up to 48 hours for the email account to be ready.

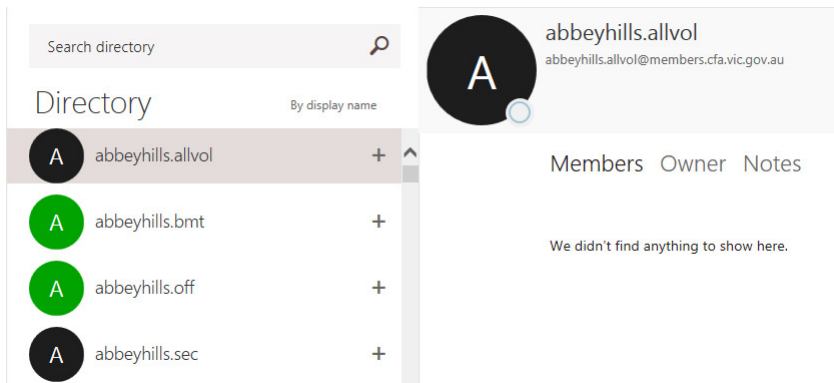


## What can volunteers access?

Staff and Volunteer Global Address lists (GAL) are segregated. Staff cannot see volunteers, and volunteers cannot see staff.

**Distribution Lists - Volunteer:** Brigade email groups (email address provided but membership is not displayed).

All other lists will display as empty unless members populate them.



## Email groups

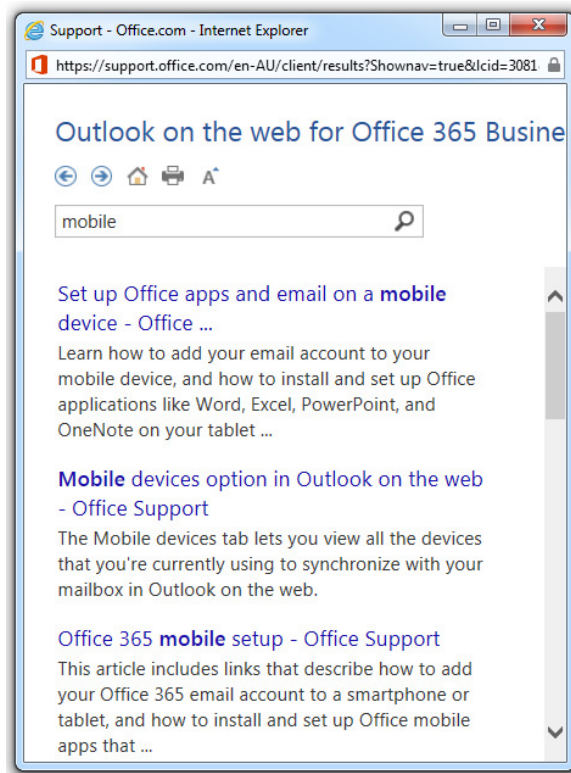
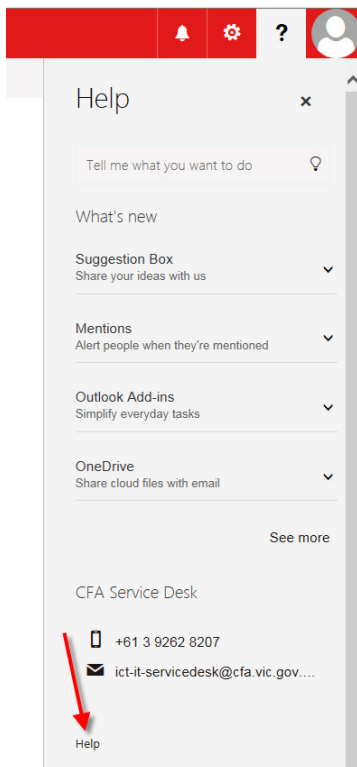
Email groups are automatically set up and cannot be altered. They work on a common format:

<a href="mailto:brigadename.allvol@members.cfa.vic.gov.au">brigadename.allvol@members.cfa.vic.gov.au</a>	All members within the brigade. <i>Members must be using their @members.cfa.vic.gov.au email accounts)</i>
<a href="mailto:brigadename.capt@members.cfa.vic.gov.au">brigadename.capt@members.cfa.vic.gov.au</a>	Captain of the brigade. <i>In the case of integrated brigades, this email alias is void.</i>
<a href="mailto:brigadename.sec@members.cfa.vic.gov.au">brigadename.sec@members.cfa.vic.gov.au</a>	Secretary of the brigade.
<a href="mailto:brigadename.bmt@members.cfa.vic.gov.au">brigadename.bmt@members.cfa.vic.gov.au</a>	Captain and Secretary. <i>In the case of integrated brigades, Secretary only.</i>
<a href="mailto:brigadename.off@members.cfa.vic.gov.au">brigadename.off@members.cfa.vic.gov.au</a>	Captain and Officers. <i>Does not include Secretary or Comms.</i>

Further email groups for brigades are not available.

## E-Mail Setup (Devices, services, programs)

Microsoft provides a search / help function to assist users – settings for mobile devices etc can be located in here.



## Technical support

Any issues experienced with these email accounts can be directed to the ICT Service Desk:

- [ict-it-servicedesk@cfa.vic.gov.au](mailto:ict-it-servicedesk@cfa.vic.gov.au)
- 1300 883 734