



# CFU MOBILE APP USER GUIDE

## CFU ACTIVITY APP

## CFU ADMIN APP



**Version 1.7**

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## CFU MOBILE APPS INTRODUCTION

**CFU Activity** and **CFU Admin** are now available to download from the Apple App Store for Apple devices and from Google Play for Android devices. Download and use of the app may incur data charges from your carrier.

**CFU Admin** and **CFU Activity** are mobile applications, or apps, for Community Fire Unit (CFU) Members.

**CFU Admin** provides the same information as the enhanced CFU Portal. It allows you to update your details including drills using a mobile device like an iPhone or iPad. CFU members can also view training records, maps and CFU documents.

**CFU Activity** lets CFU Members activate for bushfires, hazard reductions, training and community events, and communicate within their group.

It notifies you of bushfires within a 5km radius of a CFU location, and displays them on an interactive map (supplied from Fires Near Me)

The CFU Activation phone line (1300 000 238) can still be used by members who do not have access to the Activity App and the CFU Management Team will log the activation on their behalf.

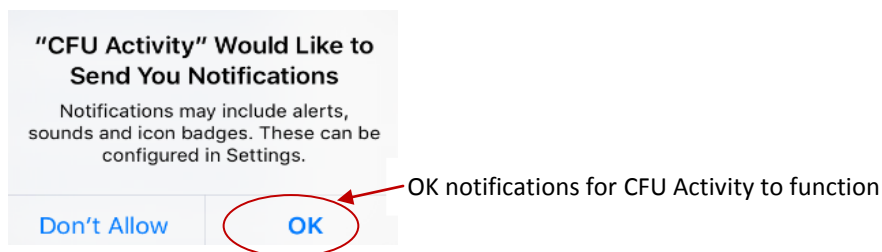


## DOWNLOAD AND REGISTER CFU ACTIVITY

### Download the Free App

**You will need your FRNSW User ID: the first 3 letters of your surname and your Member ID Number**

Go to App Store for Apple devices or Google Play for Android. Search: CFU Activity  
Tap “Install” or “Get” to download the app. The icon will appear on your device when complete.  
**CFU Activity** requires notifications to function correctly - you must allow notifications



### First Log on – Register

Tap “Start Now” and enter your FRNSW Username (the first 3 letters of your surname and your Member ID Number).

Tap “Register” - you will be sent an SMS with a 5 digit code

Enter the code and tap “Activate”

Agree to the Terms and Conditions and always allow notifications

Download and register on each device you wish to use

### Normal Logon

Tap the icon to open ready for use

## USING CFU ACTIVITY



To use **CFU Activity**, tap the icon installed on your device . The CFU Activity home page looks like this



### CFU Activity Icons



#### Notifications

View the notifications for your unit



#### Chat

Communicate with members of your unit



#### Activation & Maps

Manage your unit's activation for all incident types – Bushfire, Hazard Reduction, Community Event and Training

- Activate
- Add or remove members
- De-activate

View Map allows you to:

- View incidents
- Check your current FDR (Fire Danger Rating)
- See if your unit is active or not
- Zoom in and out

An incident legend is available in Resources Section of this User Guide (p.17)



#### Settings

Settings allows you to:

- Manage devices
- View the Terms and Conditions
- Access **CFU Activity** Help

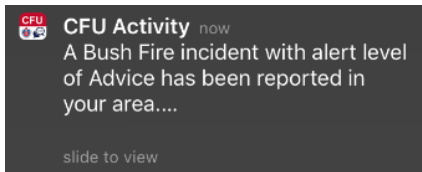
 **Notifications**

You will receive notifications for

- Activations and deactivations of your unit
- Bush, grass or scrub fire within a 5km radius of your unit
- Fire Danger Rating (FDR) of catastrophic in your area
- Messages from the CFU Management Team

Depending on your device settings, notifications will appear:

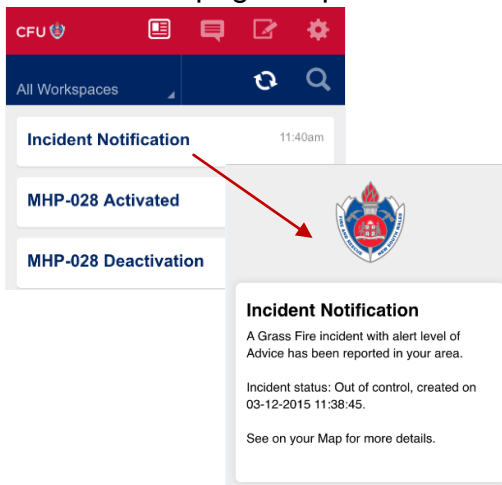
- On your screensaver (if the screen is locked)



- On the CFU icon (when the app is closed)



- On the home page - tap the notification to open and see details





## Manage Activation and View Maps

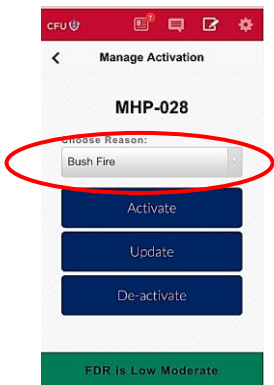
The pencil icon is where you can **manage the Activation of your unit and view maps**

### Activate your Unit

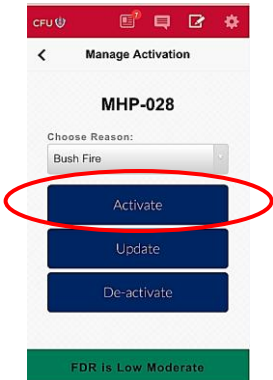
To activate the unit (this is done by one member only): Tap the pencil icon on the top tool bar and select Manage Activation.



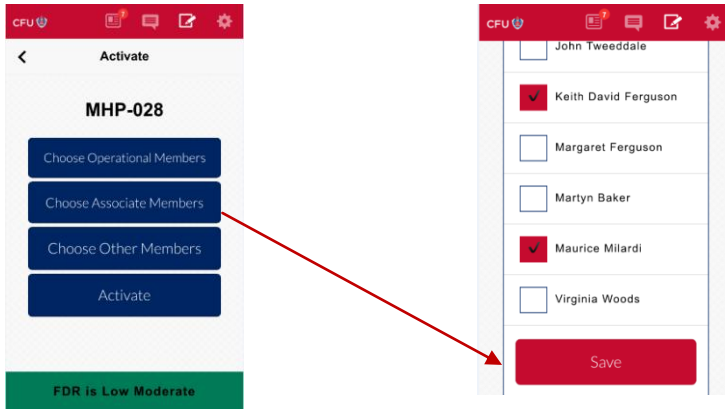
Select a reason from the list: Bushfire, Hazard Reduction, Training, Community Event or Initiate Group Chat. **For a Bushfire - there must be at least 4 operational members to activate.** You can select operational members from other units to make up the number required within the provisions of the CFU Area of Activity policy.



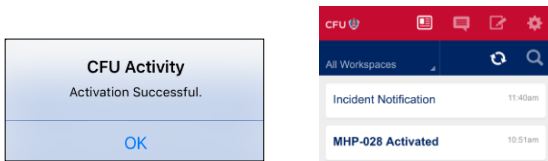
Once you have selected your Reason, tap "Activate"



You must add the members involved from the Operational and Associate Members list. You can also add members from other units. Other Members must be operational and within the 2km radius of your unit. Ensure you save your selection with the “Save” button at the bottom of each member list.

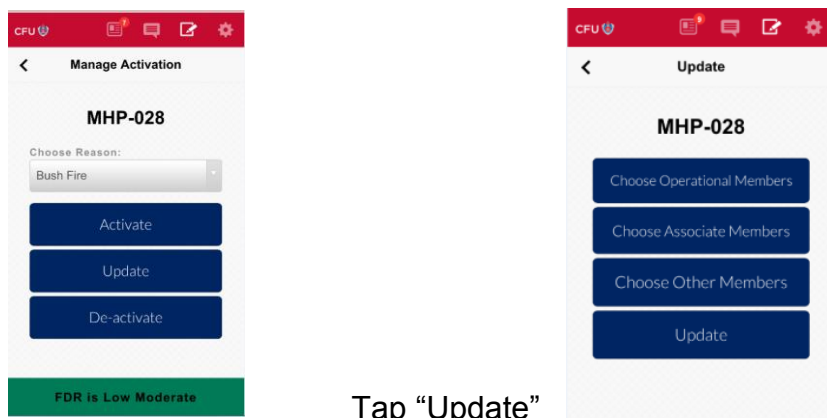


Once the selection of members is saved, you can activate. A pop-up window will confirm the Activation and all unit members receive notification that the unit is active.



### Add and Remove Members from an Event

The CFU members at a Bushfire, Hazard Reduction, Training or Community Event may change throughout the duration. If someone leaves or arrives this must be updated in **CFU Activity**. Remember, **for a bushfire there must always be 4 operational members for a unit to remain active**. You can add members from other units to make up the correct number – the members must be Operational. Tap “Update” on the Manage Activation page and add or remove the members as appropriate. “Save” your selections.



Tap “Update”




You will receive a pop up confirmation that the Update was successful and all members are notified of the update.

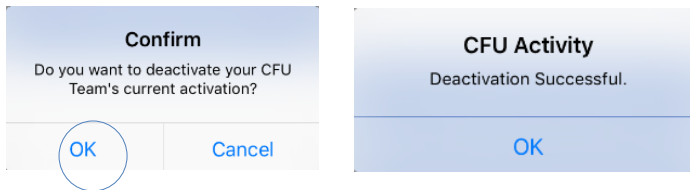


**If you have less than 4 operational members you will be unable to update and remain active. You need 4 operational members to remain active.**

### Deactivate your Unit

Deactivate your unit once an event is finished, or bushfire conditions become too dangerous i.e. catastrophic.

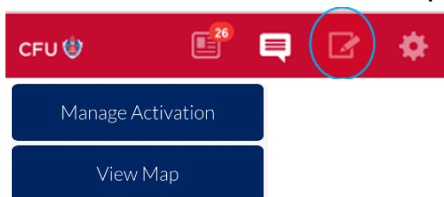
Tap the Pencil  icon on the top tool bar and select “Manage Activation”. Select De-activate Team and confirm on the pop up box. You will receive a confirmation message and a notification of the deactivation





### View Maps

View Maps provides an interactive map that is marked with your unit trailer location and updated bushfire and grassfire incidents.

Go to the Pencil icon on the top tool bar to access Maps and “View Map”



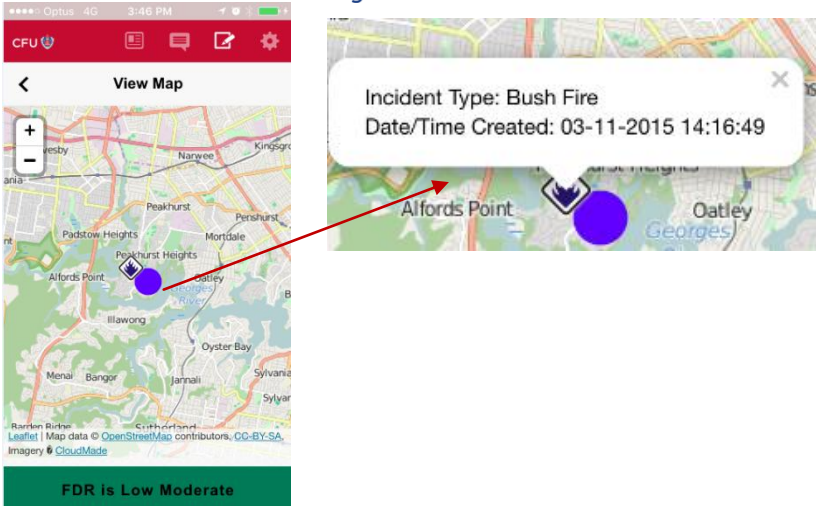
Your unit location shows as a purple dot on the map .

An Active Unit dot is a yellow centre with a purple outline .

Grassfire, bushfire and scrub incidents are shown as a fire icon.   


You can pan the map north, east, south, or west and zoom in or out to see more detail.

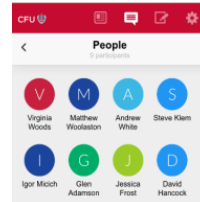
Tap an icon for details of the incident.



A legend can be found in the Resources section at the end of this user guide.

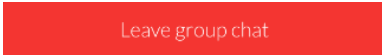
## Chat Sessions

**Existing chat sessions** are found under Chat. To continue a chat session, select the desired chat session and verify the participants in the chat session are the members of your team that you need to send and receive messages. The list of people in the chat session can be found by tapping the “people” icon  at the top of the screen:-

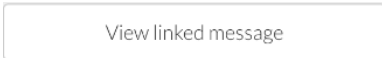



The message can then be typed and sent to the people within the chat session.

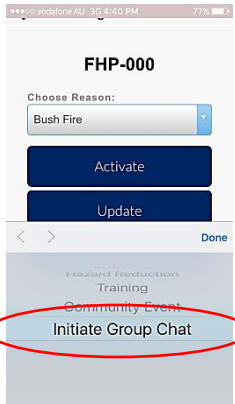
If you wish to leave an existing chat session, tap the “leave group chat” button:-



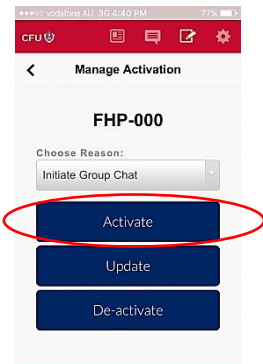
If you wish to view the original notification which initiated the chat session, tap the “view linked message” button:-



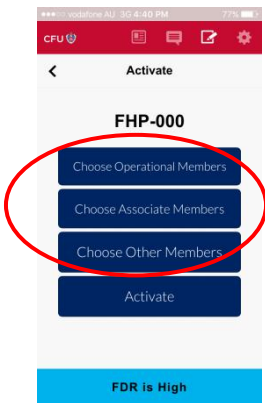
To begin a **new chat session** with your members go to the pencil icon  and select Manage Activation.



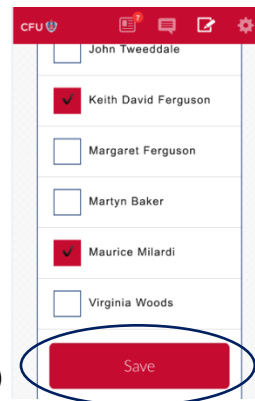
Change the reason code to Initiate Group Chat and tap “Activate”




Then you choose the members you wish to include in the chat session.

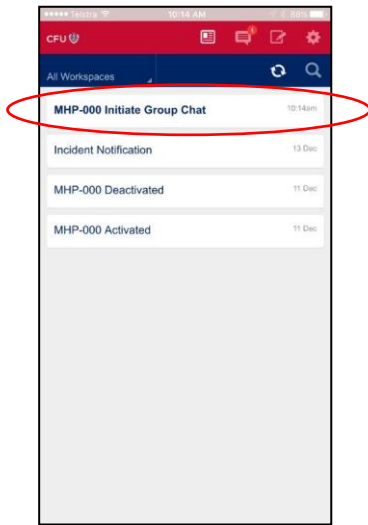


And click ‘Save’ (at the bottom of the screen)

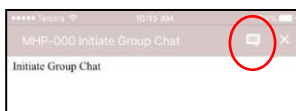


Once you have selected all members for the chat, select “Activate” – this will generate a notification message stating that you have Activated for a Group Chat. You will find this message in Notifications 

To start the new chat session, open the new notification in Notifications by tapping on it .



Tap on the Chat icon at the top of the screen



Type your message in the space provided and tap the arrow ➤ to send.



Note: you can start a chat from any notification except those notifications for Incidents within 5km of your CFU location, and notifications of a catastrophic Fire Danger Rating.

## Fire Danger Rating (FDR)

You will see the Fire Danger Rating FDR displayed on the manage activation page.

If there is a change in conditions to Catastrophic near your position, you will be sent a notification and the FDR Catastrophic banner will display.

This should not be relied upon to decide if conditions are too dangerous. Notifications may arrive too late.

Go to notifications 



If this happens you must deactivate your unit. Any attempt to activate a CFU unit in catastrophic conditions will fail. Activation under catastrophic conditions is **prohibited**. If you try to activate a pop up box will explain that conditions prohibit activation.

**Remember your safety is paramount.**

## SYSTEM REQUIREMENTS

### Network Coverage


- You will not be able to use the mobile app if there is no mobile phone coverage

### Mobile Phone Requirements

- Any android device on version 4.2 and above
- iPhone 4 and Apple devices on version iOS 7.1 and above
- You may experience differences if comparing the Apps across devices due to operating systems (Apple / Android) and screen sizes.

## TROUBLESHOOTING

### Multiple devices

You can install CFU Activity on up to 5 devices. If you reach the device limit in CFU Activity, go into Settings  to delete any device that is no longer required.

### Notifications

- You must have notifications turned on to receive alerts. The notification alert sound also depends on your device settings.
- Managing notifications differs between operating systems; please check the settings on your device.

### SMS code for Activity Registration

- CFU Activity SMS code is sent to the mobile phone number stored in your primary contact.
- If you do not receive the SMS code, it is possible you have an old number in the records, or don't have one at all.
- Check and update this number by logging into CFU Admin



## DOWNLOAD AND REGISTER CFU ADMIN

### Download the Free App

**You will need your FRNSW User ID: the first 3 letters of your surname and your Member ID Number**

Go to App Store for Apple devices or Google Play for Android. Search: CFU Admin  
Tap “Install” or “Get” to download the app. The icon will appear on your device when complete.

### First Log On – Register

Tap the icon to open the app and enter your FRNSW Username & Password (same as CFU Portal). This is needed for the initial registration only.

Tap “Log On” and follow the prompts to set up your four-digit PIN Code that you will use for future logins

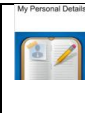

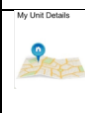



Download and register on any device you wish to use.

### Normal Log On







Tap the icon to open the app and use your 4 digit PIN to access CFU Admin (one time only)

### Using CFU Admin

To use CFU Admin, tap the icon installed on your device. The CFU Admin home page will display the tiles below.

	<p><b>My Personal Details</b> - Update your personal details</p>
	<p><b>Resources</b> - Access forms and maps</p>
	<p><b>My Unit Details</b> - View your unit details</p>
	<p><b>My Unit Contacts</b> - View your unit contacts</p>
	<p><b>Training (Team Co-ordinators &amp; Secondary Contacts only)</b> – Record/update drills (see the ‘Step-by-Step Guide - New SAP Portal Training Record System’ under Resources/Info Sheet for info how to view and update training records)</p>
	<p><b>My Unit Members (Team Co-ordinators &amp; Secondary Contacts only)</b> – Full member details</p>

### CFU Admin Icons

 <b>Back Arrow</b> - Returns to the previous page
 <b>Save</b> - Saves your updates and return to the previous page
 <b>Chevron</b> - Expands sections and provides details
 <b>Pencil</b> - Indicates where details can be edited
 <b>Log out</b> - Logs out of the app
 <b>Print</b> – (Android) allows you to create a PDF, print/email; (Apple) allows you to create a PDF



## RESOURCES

### User Guide

The current version of the user guide is available in the CFU portal under Resources – Info/Training Documents

### Incident Legend



### Contacts

For further assistance please contact 1300 238 238 or email [cfu@fire.nsw.gov.au](mailto:cfu@fire.nsw.gov.au)