



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions

# What is RFS ACTIV?



RFS ACTIV is the new NSW RFS Member Availability and Response System.

RFS ACTIV will allow members to set their availability status, be notified of an incident, and appropriately respond to an incident.

This application will help members see live updates of who is available and attending an incident. It will also assist the Fire Control Centre with response awareness and resource allocation.

In times of heightened fire danger and high fire activity, this application will help enhance the State's operational ability to manage resources.

RFS ACTIV will also bring NSW RFS under a single modern response system so brigades won't need to purchase or manager their own systems.



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions

# What to know about RFS ACTIV



## The current pager system will remain in place

- RFS ACTIV is not replacing the current pager system but will provide supplementary assistance to enhance our ways of working
- This application will allow for better visibility of which members are available to respond to incidents



## Member permission levels will be introduced

- There are some functions (such as 'Send Broadcast') within the app which may not be available to you depending on your permission level
- Permission levels are based on your rank / role / position within the brigade structure
- For more information, please go to section '**What are the permission levels**'



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions

# Downloading RFS ACTIV mobile app

The RFS ACTIV app is available for both Android and iOS (Apple) devices.

To download the RFS ACTIV app, type in '**RFS ACTIV**' into the search field:

› **Google Play Store** for Android devices



› **Apple App Store** for iOS devices





## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions









# Logging in to RFS ACTIV

- Your RFS ACTIV account is linked to your MyRFS account.
- This means you will only need to remember one username and password.
- If you are unable to login, ensure that you have reset your MyRFS password, and that your details are up to date.

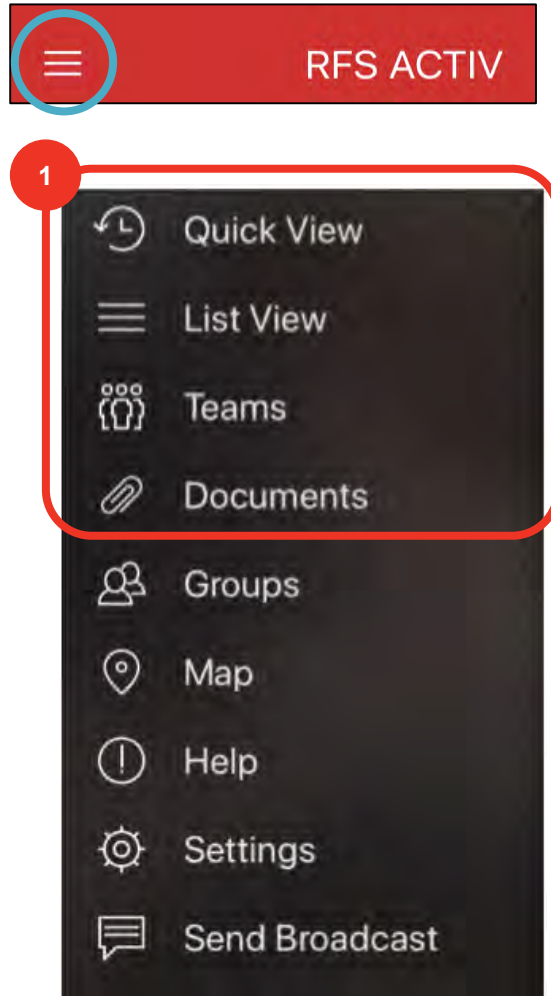





## Menu

-  Contents
-  What is RFS ACTIV
-  How to access RFS ACTIV
-  How to navigate RFS ACTIV
-  How to set availability
-  What are the permission levels
-  How to send and respond to an incident
-  Additional functions

# Menu options (1/2)



Once you are logged in, you can access the menu by clicking on the three horizontal lines, called the ‘**hamburger**’,  on the top left corner of your screen.

### Quick View

This is great for someone who likes to see the latest and most relevant pager message that has been sent out to the brigade.

### List View

This displays the latest message at the top of a list.

### Teams









This allows you to see the teams that you are a part of and allows you to create new teams

### Documents

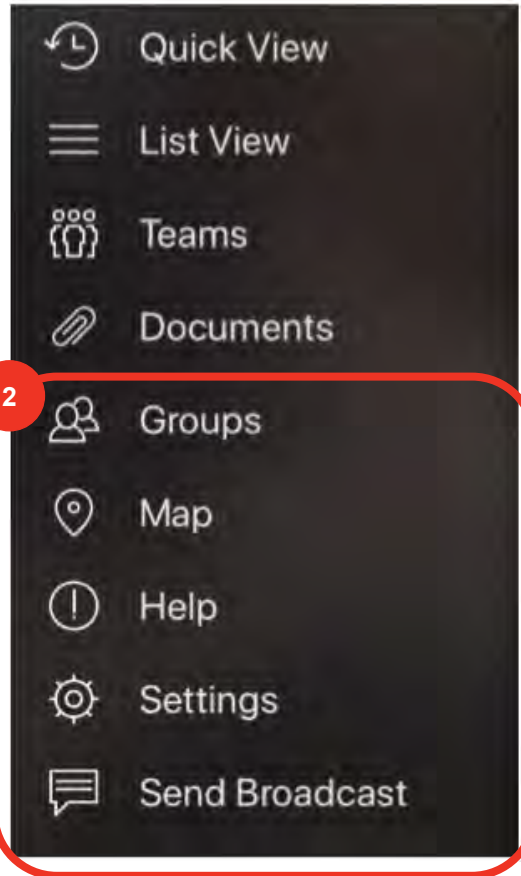
Based on your level of permission, you will be able to upload and view Brigade documents.



## Menu

-  Contents
-  What is RFS ACTIV
-  How to access RFS ACTIV
-  How to navigate RFS ACTIV
-  How to set availability
-  What are the permission levels
-  How to send and respond to an incident
-  Additional functions

# Menu options (2/2)



## Groups

This relates to the brigade(s) that you belong to and/or existing special purpose groups. This is based on SAP data held in your MyRFS account. The Group information cannot be updated / changed within ACTIV.

## Map

This will take you directly to the Map view, where you are able to see your location.

## Help

This will take you to relevant links to be able to receive any help you require.

## Settings

Like any normal settings, this includes key items you can change to how you use the app. Refer to 'How to navigate RFS ACTIV'.

## Send Broadcast – *only applies to certain permission levels*

Depending on your level of permission, you will be able to send broadcast messages to different groups.



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels




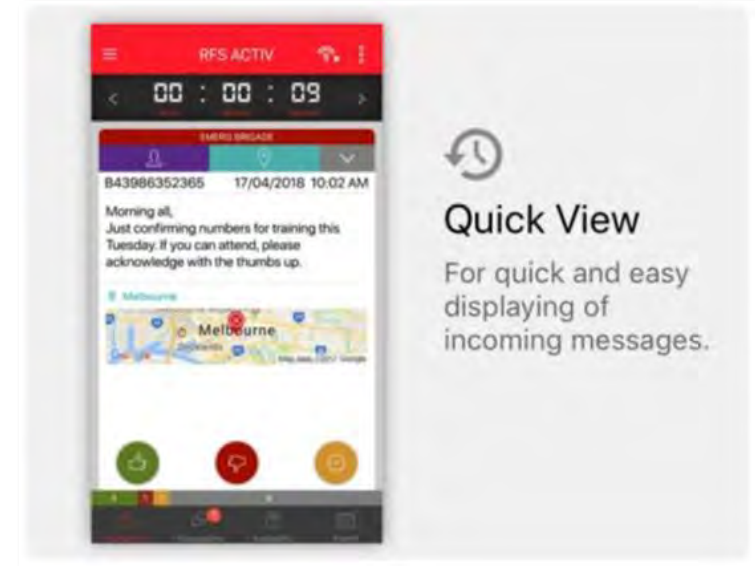
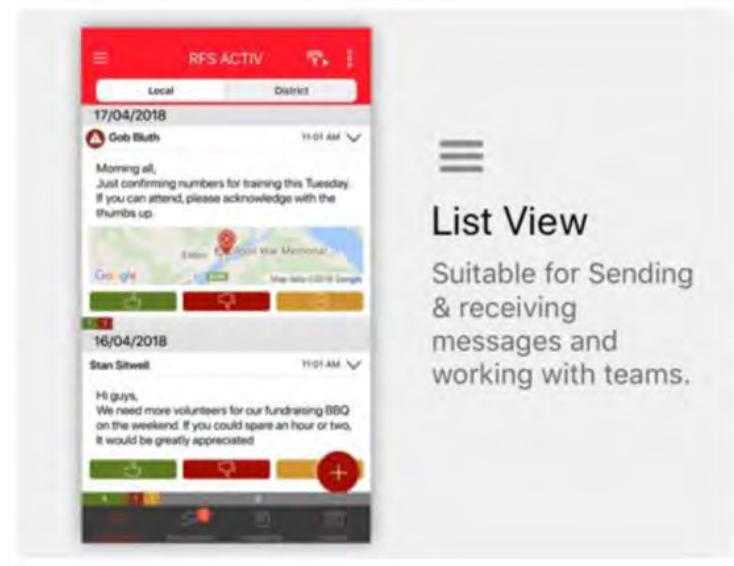
How to send and respond to an incident



Additional functions

# Choose your view

- Once you are first logged in, you will be taken to the **'List View'**
- You can change the view layout by clicking on the hamburger icon  > select **'List View'** or **'Quick View'** layout of your display.
- **List View** displays the latest message at the top of a list in chronological order. You can scroll up or down.
- **Quick View** is great for viewing the latest and most relevant pager message that has been sent out to the brigade. You can swipe left or right.





## Menu

Contents

What is RFS ACTIV

How to access RFS ACTIV

How to navigate RFS ACTIV

How to set availability

What are the permission levels

How to send and respond to an incident

Additional functions

# Quick View layout

**Quick View** allows you to view a single incident at a time. The single incident is displayed in a simple to read format. You can swipe across the screen to view different incidents or use the arrows to navigate. This is a good option for people who are new to ACTIV.

The screenshot shows the RFS ACTIV Quick View interface. At the top, there is a red header with the text 'RFS ACTIV'. Below the header is a timer showing '00 : 00 : 00'. The main content area displays an incident titled 'Terrey Hills' with a date and time of '6/11/2020 12:19 PM'. Below the title is an event reminder: 'Event Reminder: Bbq On Mon 09 November 2020 09:20 At Sydney, NSW'. A message follows: 'Please respond with your attendance Notes'. Below the message is a map preview of Sydney, NSW. At the bottom of the screen, there are three status buttons (thumbs up, thumbs down, and a minus sign) and a row of quick launch buttons labeled 'Broadcasts', 'Discussions', 'Availability', and 'Events'. The attendance number '127' is displayed below the status buttons.

**Menu** —

**Options** —

**Timer** —

**View Members** —

**View Location** —

**Incident Message or Event** —

**Map Preview** —

**Status Buttons** —

**Attendance numbers** —

**Quick Launch Buttons** —

**Mark as complete** —

**View Event** —

**Swipe right to left to view other incidents or events**



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions

# List View layout

**List View** is a more detailed way to look at incidents and alerts as they come through. Apart from having a more condensed interface that displays multiple alerts, the **List View** has additional options and functionality not available on Quick View.

The screenshot shows a mobile application interface for 'RFS ACTIV'. The top navigation bar is red with a white hamburger menu icon on the left and a white options menu icon on the right. Below the header, a broadcast message is displayed. The message content includes a date, location, time, reference number, event reminder, and location notes. At the bottom of the message, there are status buttons (thumbs up, thumbs down, and a plus sign) and a map preview. The bottom of the screen features a white bar with four quick launch buttons: Broadcasts, Discussions, Availability, and Events. A grey box on the right side of the screen contains the text 'Scroll screen up and down to see more items'.

**Menu** — points to the hamburger menu icon in the top left.

**Options** — points to the options menu icon in the top right.

**Broadcast Date** — points to the date '6/11/2020'.

**Message or event** — points to the main text of the broadcast message.

**Mark as complete** — points to the three dots icon next to the time '12:19 PM'.

**Map Preview** — points to the map image showing a location in Sydney, NSW.

**Status Buttons** — points to the thumbs up, thumbs down, and plus icons.

**Attendance numbers** — points to the '1' and '1' indicators next to the status buttons.









**Options popup** — points to the plus icon in the status bar.

**Quick Launch Buttons** — points to the Broadcasts, Discussions, Availability, and Events icons at the bottom.

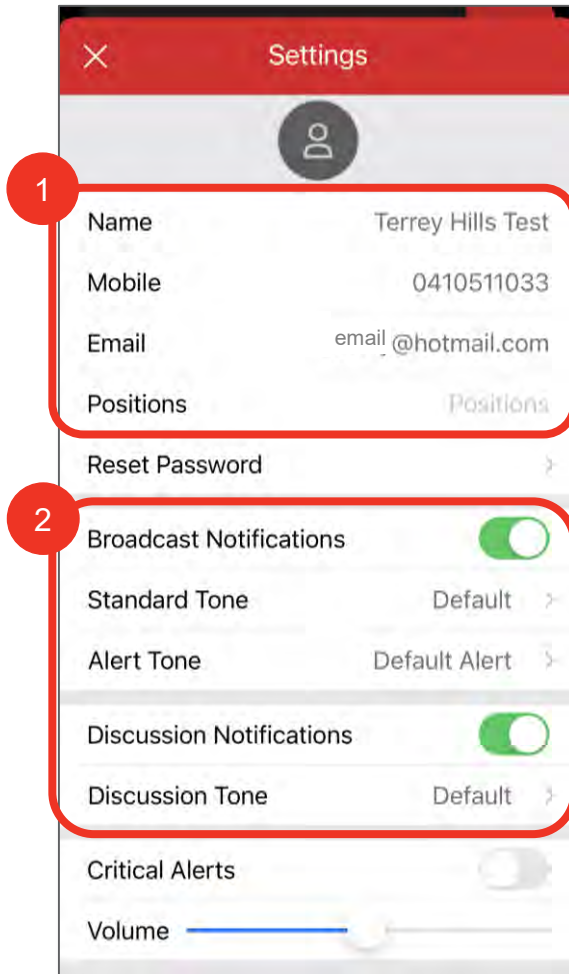
**Scroll screen up and down to see more items** — text in a grey box on the right side of the screen.



## Menu

-  Contents
-  What is RFS ACTIV
-  How to access RFS ACTIV
-  How to navigate RFS ACTIV
-  How to set availability
-  What are the permission levels
-  How to send and respond to an incident
-  Additional functions

# Settings options (1/4)



**1 Personal Details**  
You will be able to view all of your personal details in settings.

You will note that these are not able to be edited. If you require updates, you will need to make the changes through MyRFS.

**2 Notifications**  
You are able to turn notifications on and off and select the different tones for the notification.

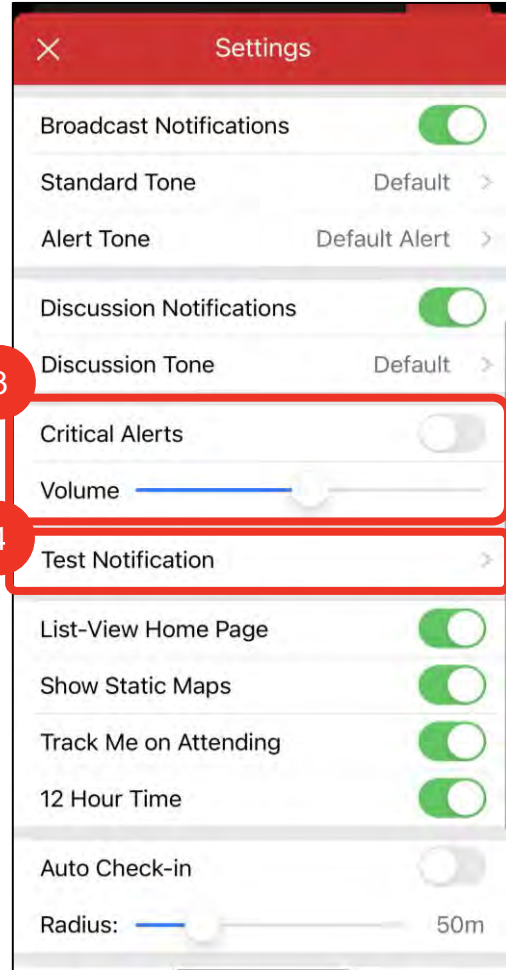
Under Broadcasts, you can select different tones for a standard and alert notifications (for incidents).



## Menu

- Contents
- What is RFS ACTIV
- How to access RFS ACTIV
- How to navigate RFS ACTIV
- How to set availability
- What are the permission levels
- How to send and respond to an incident
- Additional functions

# Settings options (2/4)



3

### Critical Alerts

This feature is for Apple iOS users, where 'Critical Alerts' can be enabled to notify you when you receive a ACTIV broadcast - even if your phone is set to silent or 'Do not Disturb' mode is on.

When enabled, your alert tone will sound at the volume you set within the settings area, so you'll want to make sure it's not too soft or too loud.

This functionality is also available for Android in the phone settings. You should be able to update this in Settings > Sounds and Vibrations > Do not disturb > Allow exceptions.









4

### Test Notification

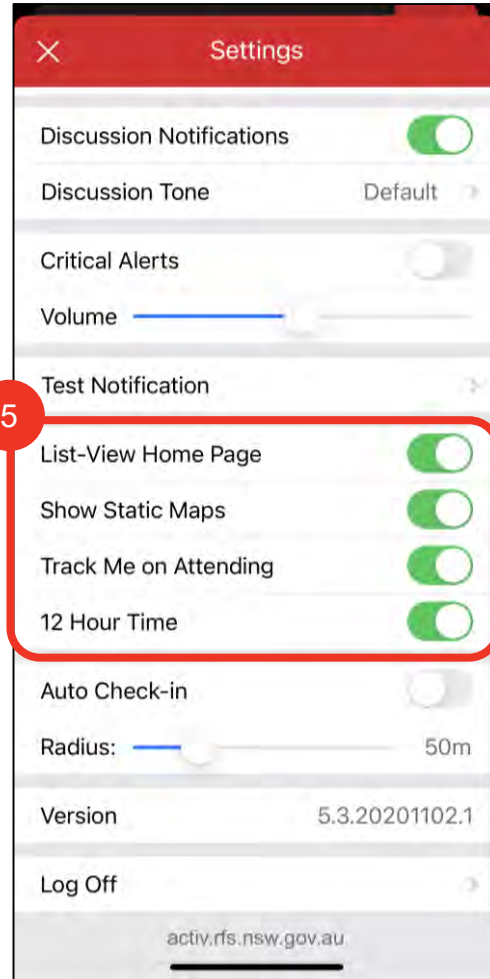
This option allows you to send out a test notification to ensure that your device is receiving them correctly.



## Menu

-  Contents
-  What is RFS ACTIV
-  How to access RFS ACTIV
-  How to navigate RFS ACTIV
-  How to set availability
-  What are the permission levels
-  How to send and respond to an incident
-  Additional functions

# Settings options (3/4)



## 5 List-View Home Page

Set whether you see the 'List View' when opening up the ACTIV Team App. Use the toggle to turn this option on or off. If this option is set to off, you will see the 'Quick View' by default when opening up the app.

## Show Static Maps

Set whether you see a static map image placeholder when a broadcast message has a location attached. Use the toggle to turn this option on or off.

## Track Me on Attending

Set whether ACTIV tracks you automatically when attending an incident. Use the toggle to turn this option on or off.

## 12 Hour Time

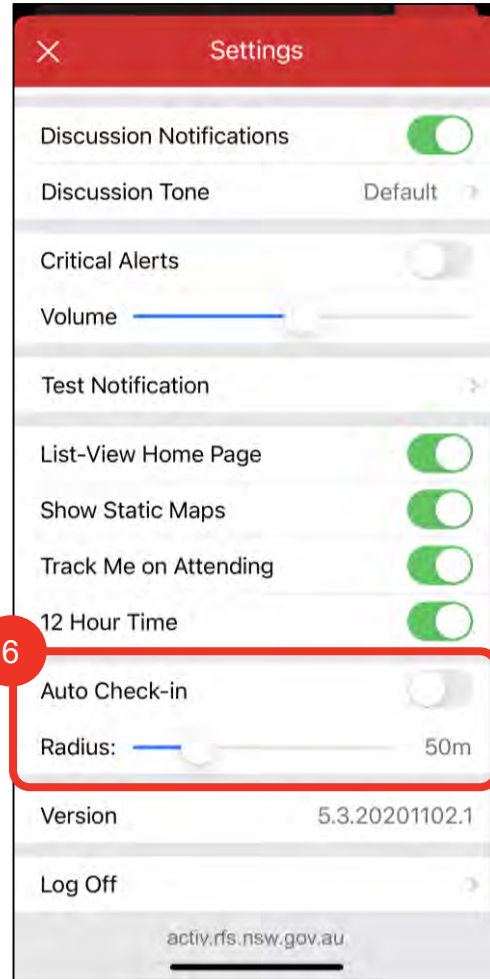
Set whether you see 12-hour or 24-hour time within the ACTIV system. Use the toggle to turn this option on or off.



## Menu

- Contents
- What is RFS ACTIV
- How to access RFS ACTIV
- How to navigate RFS ACTIV
- How to set availability
- What are the permission levels
- How to send and respond to an incident
- Additional functions

# Settings options (4/4)



6

## Auto Check-in

If you enable this optional function, RFS ACTIV will be able to automatically check you into your station, unit or headquarters upon arrival. Upon arrival, your status will automatically change to 'At Station'.

This feature works via geo-location detection, so that you will be notified when you enter within a set radius around your headquarters.

You can set a radius of 10 – 200mtrs from the centre of your set location by moving the radius slider.



## Menu



Contents



What is RFS ACTIV



How to access RFS ACTIV



How to navigate RFS ACTIV



How to set availability



What are the permission levels



How to send and respond to an incident



Additional functions

# Responding to a Broadcast (1/2)

## Responding

Once setup correctly, you will receive an alerts on the ACTIV app as they pass through your primary paging system.

Once you have received an alert or notification, you will have the option of advising your team with one of 3 statuses:

- **Attend** – *I'm attending the incident*
- **Decline** – *I can't attend the incident*
- **Other** – *Delayed response or I'm going direct to the incident*



## Attendees

If you click on the broadcast in 'List View' (or on the person icon in 'Quick View'), you are able to see who is attending the incident or event.

You will also be able to see the Estimated Time of Arrival (ETA) to the station for each individual.

Attendees		Comments	
0	1	0	0
ATTENDING			ETA
	User 1		10m
DECLINED			
	User 2		
UNKNOWN			
	User 3		
	User 4		
	User 5		



## Menu

-  Contents
-  What is RFS ACTIV
-  How to access RFS ACTIV
-  How to navigate RFS ACTIV
-  How to set availability
-  What are the permission levels
-  How to send and respond to an incident
-  Additional functions

# Responding to a Broadcast (2/2)

## Location

If a broadcast contains a set location, you will be able to see it on the map provided. You will also see your current location, and the location of your Brigade (HQ).

By tapping the location icon (arrow head on the left upper corner) you can select various routes to the Station, or to the incident.

