

# RFS ACTIV FAQs



## Overview

The aim of this document is to address any key questions about RFS ACTIV.

The contents will be updated as new information and updates become available.

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# 1. OVERVIEW

## What is RFS ACTIV?

RFS ACTIV is a new application that will allow members to signal their availability, receive notifications and instantly respond to incidents.

## Why do we need RFS ACTIV?

The aim of RFS ACTIV is to bring all our members onto a single availability and response system that integrates with existing NSW RFS systems.

RFS ACTIV will help streamline the response process so that incidents can be responded in a more effective manner when the community needs our help.

## How does the RFS ACTIV project align with the other priority projects?

The Member Availability and Response (RFS ACTIV) project is one of the Commissioner's Nine Priorities.

The application will work with NSW RFS technology such as the integrated computer-aided dispatch (CAD) system and mobile data terminals (MDT). Once fully implemented, the end-to-end process of responding, managing and reporting on incidents will be streamlined.

## How do I use RFS ACTIV?

You can download the application on your smart mobile device.

You will need an Apple or Android account to download the free application, and a compatible mobile phone with internet connection.

## Where can I go for technical issues?

If you require any technical assistance, such as log-in issues, please contact the ICT Service Desk:

- › Email at [servicedesk@rfs.nsw.gov.au](mailto:servicedesk@rfs.nsw.gov.au)
- › Call **1800 005 123**, Option 1 for RFS ACTIV  
Hours of operation: Monday-Friday from 7:30am-10pm and Saturday/Sunday from 10am-6:30pm

## What if I don't have a mobile device or have poor internet connection in my area?

RFS ACTIV is a web-based product and requires an internet connection to operate.

It is important to note that **RFS ACTIV is not the main method for incident notification or response** – Paging will continue to remain the primary means of alerting our members to incident calls.

For those who do not own a smart mobile device, there is also a [desktop version](#) of RFS ACTIV available, if you have a computer or laptop at home.

While RFS ACTIV requires an internet connection to operate in the initial phases, we plan to roll out additional features in due course to ensure that members with poor internet connectivity can access the application.

One planned feature (part of our future releases) will provide members with the ability to set their preference as to how they are notified of an incident call. This could be through an automated telephone call (IVR) or SMS to enable members to indicate their response to an incident.

## Where can I go for support?

For any queries or issues related to RFS ACTIV, we encourage you to first seek peer support through our Facebook forum, **RFS BART (RFS ACTIV) Users Group**. This is a great space to collaborate and to extend or receive help from other fellow members.

Click [here](#) – if you are not already part of the group, please request to join. This is a member-owned Facebook group.

We also have a range of resource available to help you get set up and use RFS ACTIV, such as:

- › [RFS ACTIV videos](#) – a series of short videos of how to set up and use RFS ACTIV
- › [FUEL learning modules](#) – search 'RFS ACTIV' to find a range of training materials and guides
- › [RFS Connect](#) – watch the RFS ACTIV showcase in Episode 12 on 25 November 2020

## 2. BENEFITS

### What are the benefits of RFS ACTIV?

RFS ACTIV provides a range of benefits to both members and the NSW RFS. These include:

- › A single response system, so brigades won't need to purchase or manage their own systems separately
- › Better view of member availability and response, so your brigade will know who is available and has responded to incidents
- › Further integration with existing NSW RFS systems, so members won't have to constantly re-enter or update their personal information or qualifications in multiple different systems
- › Improved situational awareness and visibility to help with the decision-making process
- › Enhance our ways of working that supports the current pager system by providing additional information and insights

The NSW RFS is working to make the changeover to RFS ACTIV as simple and smooth as possible. There will be support available for using the app, including training materials.

## 3. RELEASE DATE AND PHASES

### When will RFS ACTIV become available?

RFS ACTIV is now available (from 15 December 2020 onwards).

RFS ACTIV is accessible for all members to download and access on both Android and iOS (Apple) mobile devices.

While we encourage all members to download and begin using RFS ACTIV right away, we also appreciate the transition process.

Therefore, BART can still be used for the time being as we are planning the move away from BART starting from the new year. A decision will be made in January 2021 regarding the decommissioning of BART for those involved in the Centralised Dispatch Districts.

The roll out of RFS ACTIV will be a phased approach with an initial focus on the 18 Centralised Dispatch Districts. This will ensure that we provide more targeted and meaningful assistance and support to our members.

### What does the first release of RFS ACTIV include?

The first release of RFS ACTIV will allow core functionality for:

- › Members to record their availability accordingly
- › Members to receive incident notifications and be able to respond immediately

In addition, members can also:

- › View who else has responded to incidents from their brigade
- › Assign crew to vehicles
- › Send group discussion messages
- › Track location

RFS ACTIV allows for the same functionality as the current BART application.

There will be future releases of RFS ACTIV to add more features and make more enhancements to the application.

### 3. RELEASE DATE AND PHASES, CONT.

#### What do I need to do now?

Please be sure to confirm that your personal contact details and information are correct and up to date as this will be reflected in RFS ACTIV.

You can update your personal details in MyRFS. For personal information (such as your qualifications, licences, etc.), you can check and update your information through your brigade management team or your District Office.

Please be sure to check for the following:

- › Correct name
- › Current mobile number
- › Current email address
- › Qualifications

For brigade executives, this is an opportunity to ensure your brigade membership is accurate and up to date with current members.

#### Is there training on how to use RFS ACTIV?

Members will be able to access 'how to' guides and information on using RFS ACTIV.

These will be made available in various platforms across NSW RFS, such as [FUEL](#) and MyRFS.

#### Is there a prerequisite for moving onto RFS ACTIV (such as being in a Centralised Dispatch District)?

No. RFS ACTIV will not be limited to those in the 18 Centralised Dispatch Districts. All members and brigades are more than welcome to download and use the application. We highly encourage anyone from the non-centralised dispatch districts and brigades to get onboard and make the move to RFS ACTIV when possible.

In the first phase, we will provide initial support activities (e.g. communications, engagement) to the 18 Centralised Dispatch Districts. However, as we build momentum with this transition, we will provide increased support and focused efforts to the other remaining districts in the near future.

#### What's next?

This release is part of a longer-term plan that will see continued improvements to our member availability and response system. There are a total of nine future releases (with enhancements and additional features) planned for RFS ACTIV.

We are also working to ensure that the 18 Centralised Dispatch Districts have effectively adopted the application ahead of our transition journey to CAD, an integrated computer-aided dispatch system.

### 4. DATA

#### Has my current BART data been transferred to RFS ACTIV?

BART will not be integrated nor connected with RFS ACTIV. Therefore, member availability, documentation and calendars will need to be added in RFS ACTIV manually.

We ask for your cooperation to ensure that the information gets transferred to RFS ACTIV.

#### What should I do when my password expires or if I need to reset my password?

To reset your password for your MyRFS account, you will need to complete an online form to submit the request.

Please access the direct link [here](#) and follow the instructions provided. You will need to know your username or volunteer number, and surname.

If you don't have these details, please contact your [District office](#), Brigade Captain or Secretary.

## 4. DATA, CONT.

### How do I log in?

Please use the same username and password that you normally use to login for your role.

For example, as a volunteer, you'll use the same details you use to login to MyRFS.

For staff requiring access to RFS ACTIV, you'll use your staff network login.

If you do not know your username and password, you will need to go through the password reset process to obtain your details.

### What if my contact details are private?

Your privacy is important to us. To ensure that your contact details remain private, please select the '**Silent**' box for the relevant contact item within MyRFS which you want to keep private.

Ask your district office for assistance, if needed.

Please note that setting your contact details to private may cause the RFS ACTIV application to function at limited capacity.

### How do I make my contact details private?

Members can opt to make *most* of their contact details (e.g. phone numbers, email addresses and physical addresses) as private in MyRFS. This should then be reflected in RFS ACTIV.

This can be done by logging into your MyRFS account. Select '**My Profile**' at the top menu bar > then select '**Personal Details**'.

**For contact numbers:** Under the 'Contact Numbers' section, click 'Update Details'. The first field for 'Primary Telephone' must remain blank. You can include your phone number(s) in any of the below fields that has a '**Silent**' tick box option. This will allow you to input your phone number and keep it private. Be sure to click '**Save and Back**' button at the end.

Please note that any number saved as a 'Primary Telephone' cannot be made silent / private.

**For emails:** Under the 'Email' section, click 'Update Details' for either the 'Primary Email' and 'Secondary Email'. Be sure to select the '**Silent**' tick box to make your email(s) private. Be sure to click '**Save and Back**' button at the end.

## 5. FUNCTIONALITY

### What is changing with RFS ACTIV?

All members will have pre-determined levels of permissions depending on their role / rank / position within the brigade structure.

There will be an ACTIV Permission Level summary document that will be made available.

### Are my RFS ACTIV groups based on MyRFS (SAP) information?

RFS ACTIV will be populated based on the information provided in MyRFS (SAP based system). Therefore, it is critical that all members make sure that their personal information is up to date in their MyRFS account.

## 5. FUNCTIONALITY, CONT.

### Why are my current qualifications and licences not reflected in RFS ACTIV?

The qualifications that you see in RFS ACTIV are in relation to what has been deemed as operationally relevant and required.

The project team is also aware that there are some data quality issues (from SAP), which is not related to the RFS ACTIV application itself.

We request for everyone's cooperation to please check their personal information to ensure that it is up to date. You can check and update this information through your brigade management team or your District Office.

### Why is my rank or role not updating in RFS ACTIV?

The project team is aware that some of the recent rank and/or role changes are not being reflected in RFS ACTIV at present. We are working through this known issue and will provide an update as soon as this issue has been resolved.

### Is there an option to stand people down based on expertise needed for the job or if the truck is full?

Yes. RFS ACTIV is a decision support tool to help inform members to make the right call.

Please keep in mind that RFS ACTIV should not make the ultimate decisions.

Members should exercise their best judgement to make the right decision that is appropriate for the specific situation.

### When should the auto check-in function be used?

The auto check-in function is optional. You will be able to check in whenever you are at the station, regardless of the reason.

You can also set a radius threshold for how close you are to the station before the auto check-in is activated.

### Does RFS ACTIV have the QUALS symbols with each member response (e.g. BA or TFI, so we know what expertise we have available for each job)?

Yes. QUALS symbols relating to qualifications will exist. We are also looking into how we can better sequence and order these symbols.

Please note that the qualifications that you see in ACTIV are in relation to operational needs only.

### Does the app have the capability to add other features, such as ordering PPE and reporting truck and station faults?

Currently this is not in scope for the RFS ACTIV project. However, feel free to share your feedback and ideas on the [RFS BART \(RFS ACTIV\) Users Group](#) in Facebook.

You will need to request to join if you are not already part of the group. This is a member-owned Facebook group.

### Can members be added into other brigades that they are not a member of?

RFS ACTIV will only reflect what is recorded in MyRFS (our SAP based system). If you are a dual member and this has been captured in the system, then you will have access to both brigades.

### Can I send messages to my members from RFS ACTIV?

Yes. RFS ACTIV has a group messaging function that allows you to message others within your brigade. You can learn more by checking out the training materials and guides in [FUEL](#).

### Is there a difference between the smartphone and desktop versions of RFS ACTIV?

No. You can log in to RFS ACTIV on either your phone or desktop and view the same information.

## 6. FOR CURRENT BART USERS

### Does RFS ACTIV offer the same functionality as BART?

RFS ACTIV is built upon the BART platform so it will provide similar functionality. However, RFS ACTIV provides additional functions, such as:

- › A dashboard view to provide incident notification and attendance information for the OCC and Districts
- › Integration with NSW RFS systems (for personal information and qualifications)
- › Single login using your MyRFS account details with the added benefits of NSW RFS security and authentication

RFS ACTIV also includes controls within the application, which effectively gives members different levels of access and permissions within the app based on role/rank. This allows members to receive relevant notifications and perform functions that are only applicable to them.

### Does the RFS ACTIV application integrate with BART?

No. RFS ACTIV is the new application that will be replacing the current BART product. The two applications will not integrate or link with one another.

During the transition to RFS ACTIV, current BART users will need to copy their availability information from BART to RFS ACTIV. This will be a manual task for each BART user to replicate this information in RFS ACTIV.

We ask for your cooperation to ensure that your information gets transferred and recorded in RFS ACTIV successfully.

### Are teams in BART carried over to RFS ACTIV?

No. Teams in BART will need to be recreated in RFS ACTIV. Please transfer any information / data stored in BART and manually copy this information into RFS ACTIV.

### Is appliance login available in RFS ACTIV?

We are aware that some brigades currently use BART within an appliance, and we have noted members' enquiries regarding the appliance logins.

At present, RFS ACTIV has been created for individual member accounts. This is currently being worked with Emerg (vendor). Further updates will be provided as soon as possible.

In the meantime, we have identified a practical interim solution where the OIC or Crew Leader will be able to log in to RFS ACTIV using their own account from their appliance at the beginning of the job.

- › The OIC or Crew Leader will need to log in at the start of the job and log out at the end (to ensure account privacy and security)
- › Vehicles can still be tracked using RFS ACTIV – this can be done when the OIC or Crew Leader turns on 'Track Me' in RFS ACTIV (through their account)
- › The OIC or Crew Leader can also use the 'Crew Builder' function in RFS ACTIV to assign their members to the specific appliance

Please refer to the Training Pack available in [FUEL](#) to learn how to turn these features on.

### Will BART be decommissioned effective immediately now that RFS ACTIV is here?

No. BART can still be used for the time being as we are planning the move away from BART starting from the new year. A decision will be made in January 2021 regarding the decommissioning of BART for those in the 18 Centralised Dispatch Districts. We will then continue the decommissioning of BART for the other remaining districts.

This will allow adequate time for current BART users to manually transfer their information (such as member availability, documentation and calendars) from BART to RFS ACTIV.

## 6. FOR CURRENT BART USERS, CONT.

### Can we keep using the current version of BART post 15 December 2020?

The current version of BART will still be available as RFS ACTIV rolls out starting from 15 December 2020.

However, local versions of BART will no longer be required once you have moved to RFS ACTIV. This is to ensure that there is a single source of information for member availability and response, which is now RFS ACTIV.

This will also promote a successful adoption of RFS ACTIV across NSW RFS to allow all members to obtain current and future benefits of RFS ACTIV.

### How will BART be decommissioned?

There will be a planned 'Cut-Over' date, which refers to when pre-existing applications/systems used for availability and response (e.g. BART) will no longer be in operation and can be decommissioned. This will be coordinated by each District and planned accordingly.

### Can RFS ACTIV connect with Broadcastify or any other radio streaming services?

No. As RFS ACTIV is now an NSW RFS-owned and government affiliated application, the integration with radio scanners is not permitted. The Service is unable to support the use of radio scanners.