RFS ACTIV – Member Availability and Response System

Training Pack

December 2020

Contents

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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.

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What to know about RFS ACTIV

The current pager system will remain in place

- RFS ACTIV is <u>not replacing</u> 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**'

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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

GET IT ON
Google Play

❯ **Apple App Store** for iOS devices

Download on the
App Store

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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.
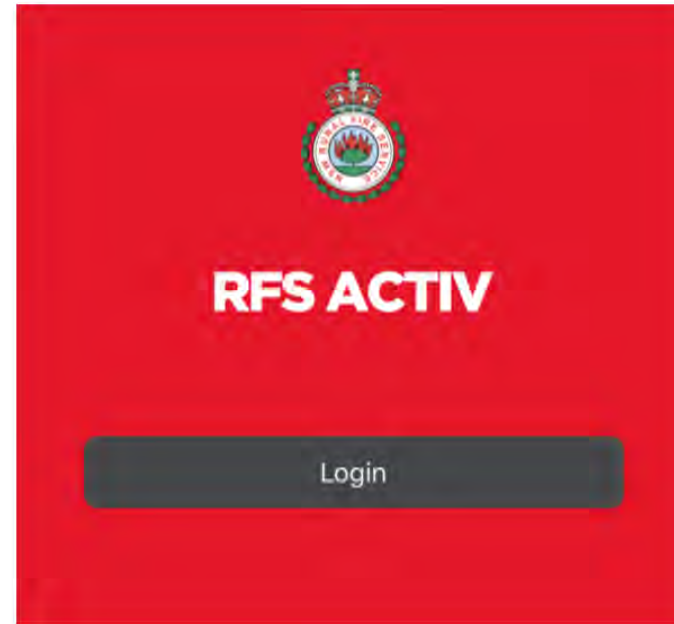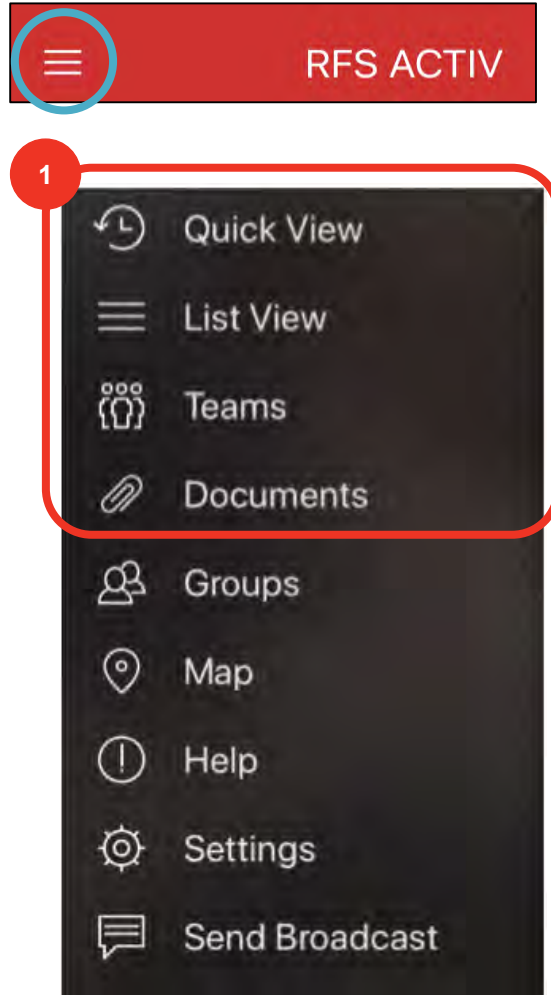
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Menu options (1/2)

≡ RFS ACTIV

1

- Quick View
- List View
- Teams
- Documents
- Groups
- Map
- Help
- Settings
- Send Broadcast

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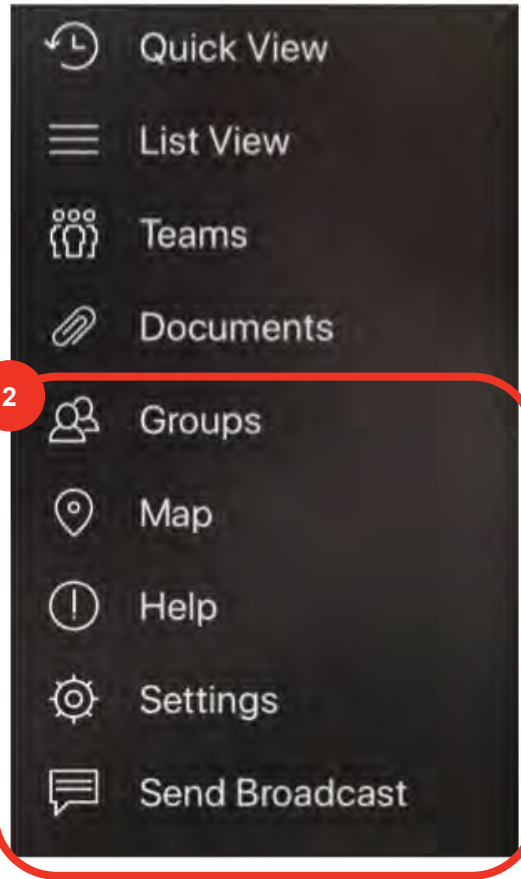This allows you to see the teams that you are a part of and allows you to create new teams

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

Menu 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.

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.
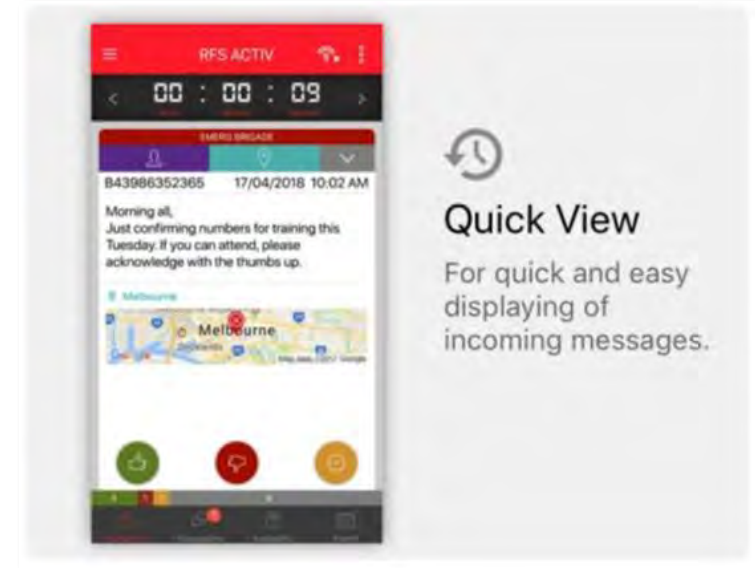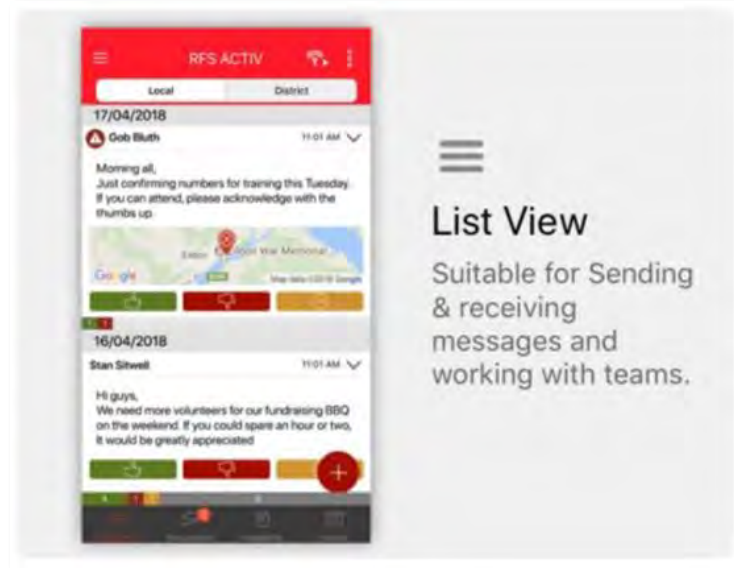
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Quick View layout

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.

Menu

Timer

View Members

View Location

Incident Message or Event

Map Preview

Status Buttons

Attendance numbers

Options

Mark as complete

View Event

Swipe right to left to view other incidents or events

Quick Launch Buttons

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How to navigate RFS ACTIV

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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.
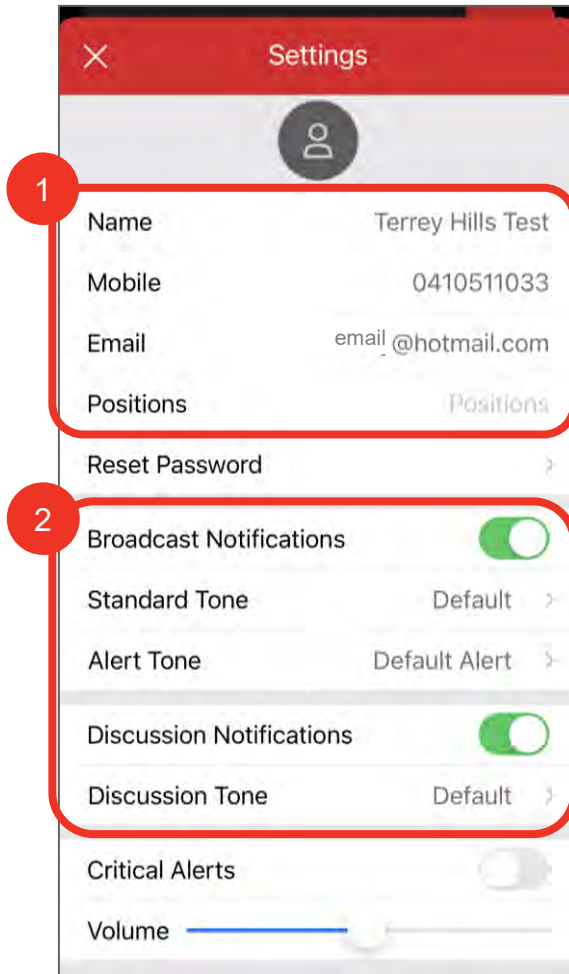
Menu

Options

Broadcast Date

Mark as complete

Message or event

Scroll screen up an down to see more items

Map Preview

Status Buttons

Options popup

Attendance numbers

Quick Launch Buttons

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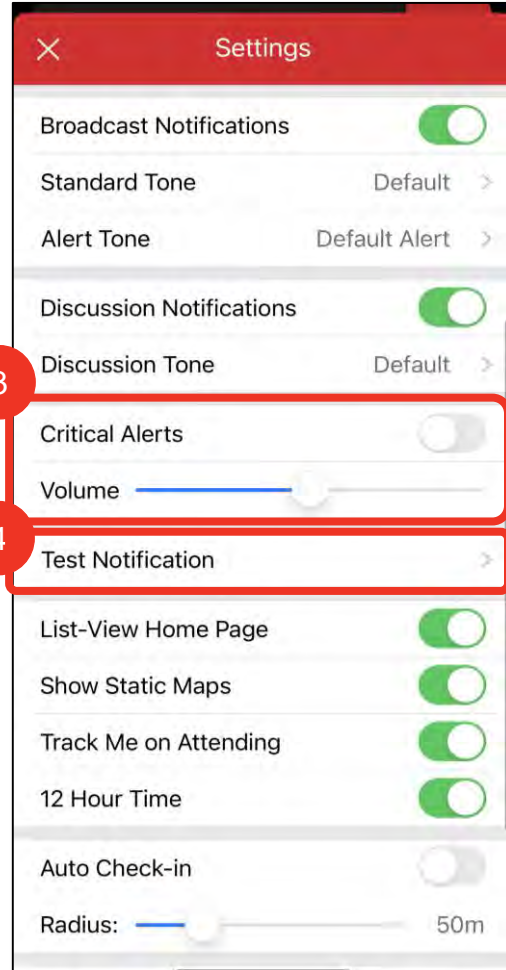
3 Critical Alerts
This feature is for Apple iOS users, where 'Critical Alerts' can be enabled to notify you when you receive a ACTIV broadcast - even if your phone is set to silent or 'Do not Disturb' mode is on.

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.
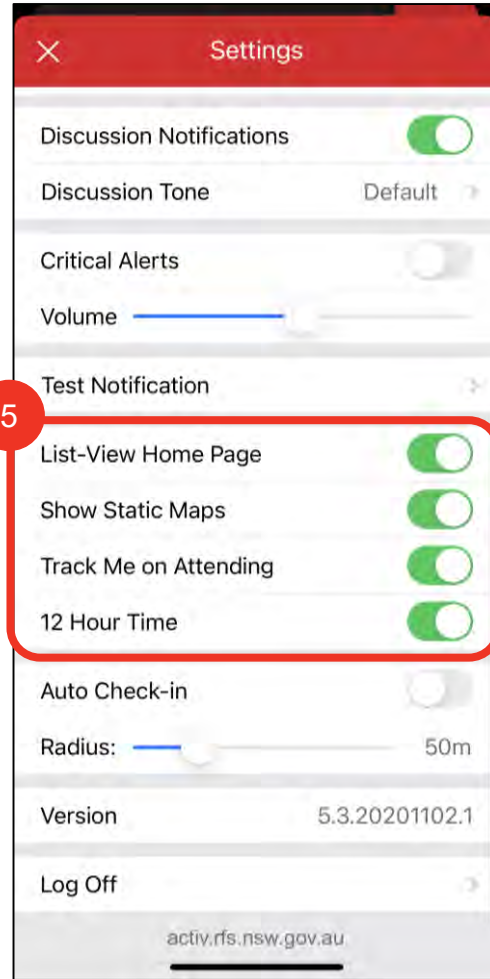
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Settings options (3/4)

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.

Settings options (4/4)
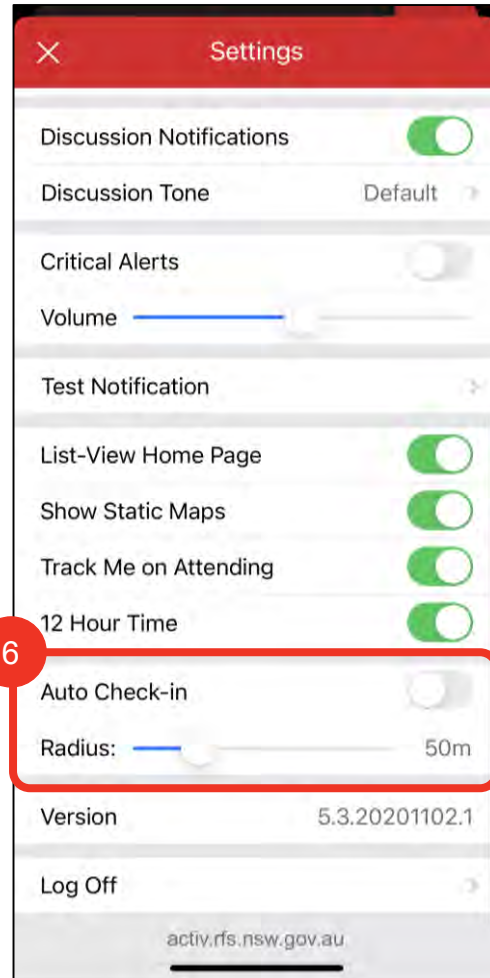
6 **Auto Check-in**
If you enable this optional function, RFS ACTIV will be able to automatically check you into your station, unit or headquarters upon arrival. Upon arrival, your status will automatically change to 'At Station'.

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.

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How to set availability

Setting your availability is one of the most essential features of ACTIV. You will be able to set your planned availability to respond to future incidents.

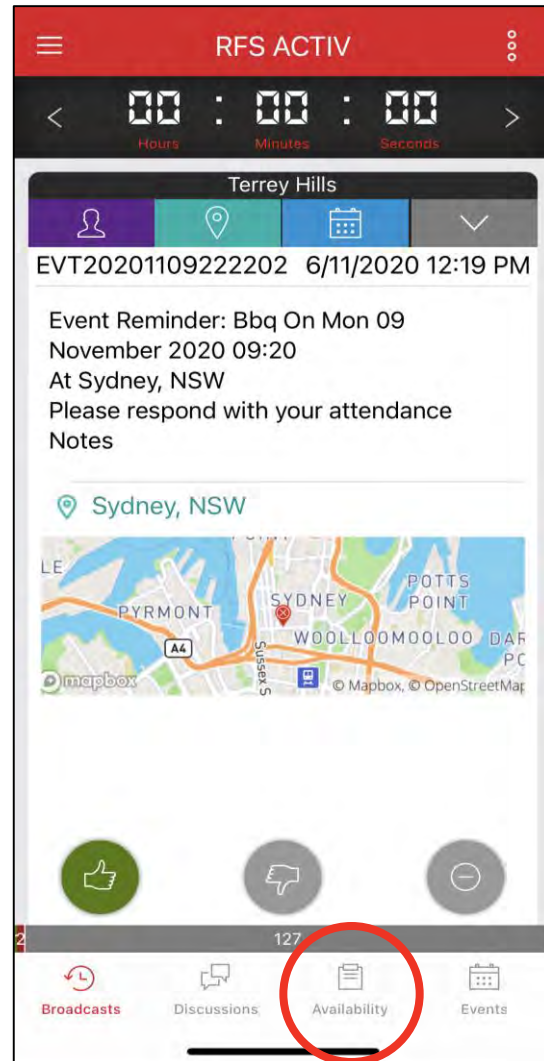You will also be able to set your availability for future activities, such as Brigade / Community events.

To set your availability status:

❯ Open the app on your device

❯ Tap on the '**Availability**' in the main menu (located at the bottom of the screen)

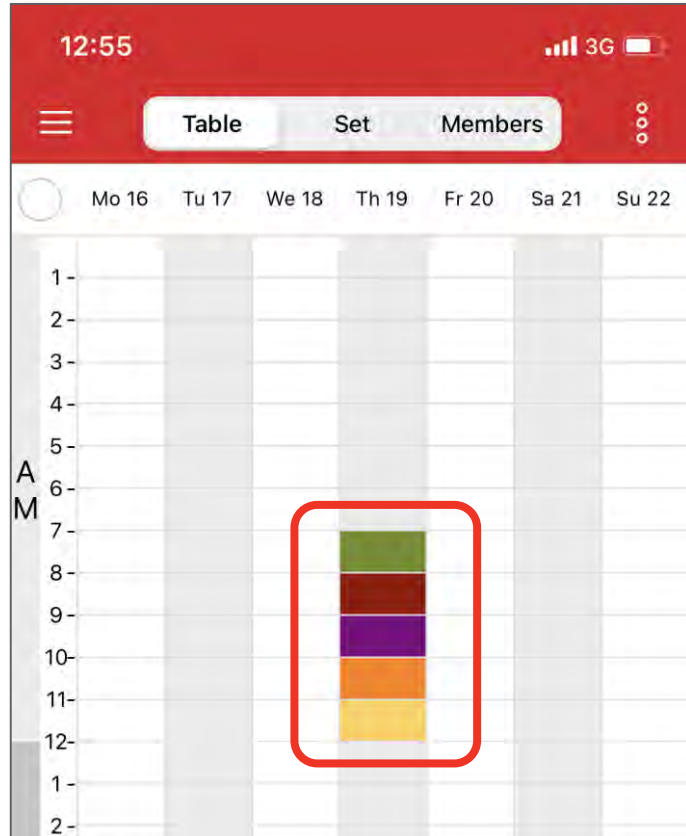❯ A table view of dates and time slots will display by default

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Availability: Table View (1/3)

You can tap on any of the boxes in the time table to update your planned status ahead of time:

Legend

Colour	Meaning
Green	Available
Red	Not Available
Purple	At Premises
Orange	Emergencies Only
Yellow	Delayed

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Availability: Table View (2/3)

❯ In the default '**Table**' view, alternatively, you can use the status picker to select an availability status that you want to apply to specific dates and times

❯ To use the status picker:

　❯ Tap on the grey/white circle on the top left-hand corner of the table

　❯ Select a status from the list provided (the grey circle will change to the colour of your selected status)

　❯ Tap on any of the date/time boxes to apply your selected status
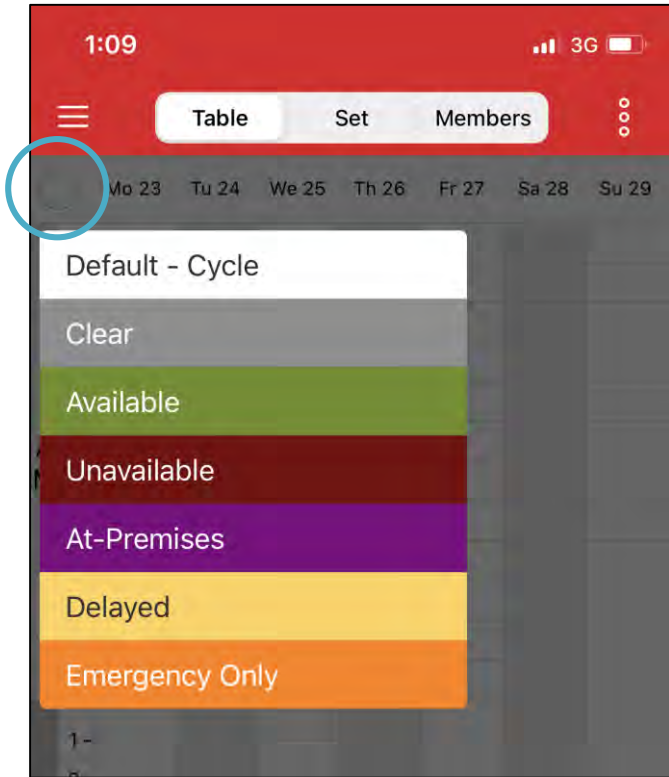
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Availability: Table View (3/3)

> By tapping the 3 vertical dots (called the **Kebab**) in the top right-hand corner of the screen you can make changes by week. This means that any availability status you set can be applied across the entire week.

> > **Copy** – will copy the availability for the entire week, which can then be pasted into future weeks

> > **Paste** – is only available if you have copied the status template first

> > **Clear** – will clear the initial set availability status for the entire week

> > **Fill** – will fill the week with a specific status (e.g. Available, Not Available, At Premises, Delayed or Emergency Only)
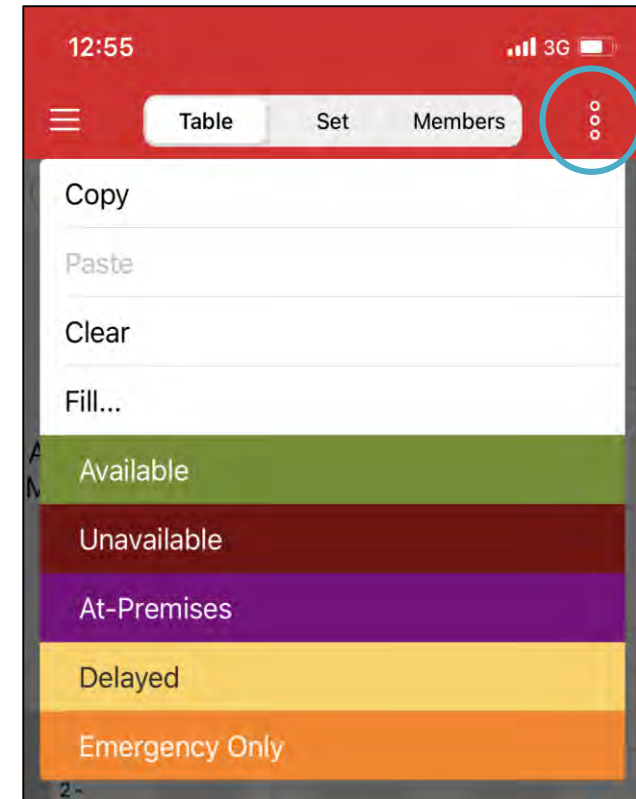
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Availability: Set Times View

❯ Tap on the '**Set**' tab on the menu bar at the top of the screen

❯ Select the status you want to set:

   ❯ Available

   ❯ Not Available

   ❯ At Premises

   ❯ Delayed

   ❯ Emergency Only

❯ Set a start and end time for your status

❯ Select a date (hold & drag for future dates)

Select your status

Start Time

End Time

Select a day

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Availability: Members View

To view your members' availability, click on the '**Members**' tab on the top menu bar.

> You will see a list of members within your group

> The availability of each member will be displayed

> Use the red arrows (bottom left / right on screen) to navigate previous or future weeks

You can filter the Members View.

> Tap on '**Filter**' in the top right-hand corner of the screen

> Select one or more qualifications to filter members

>> Each qualification included in your filter will have a blue tick next to it
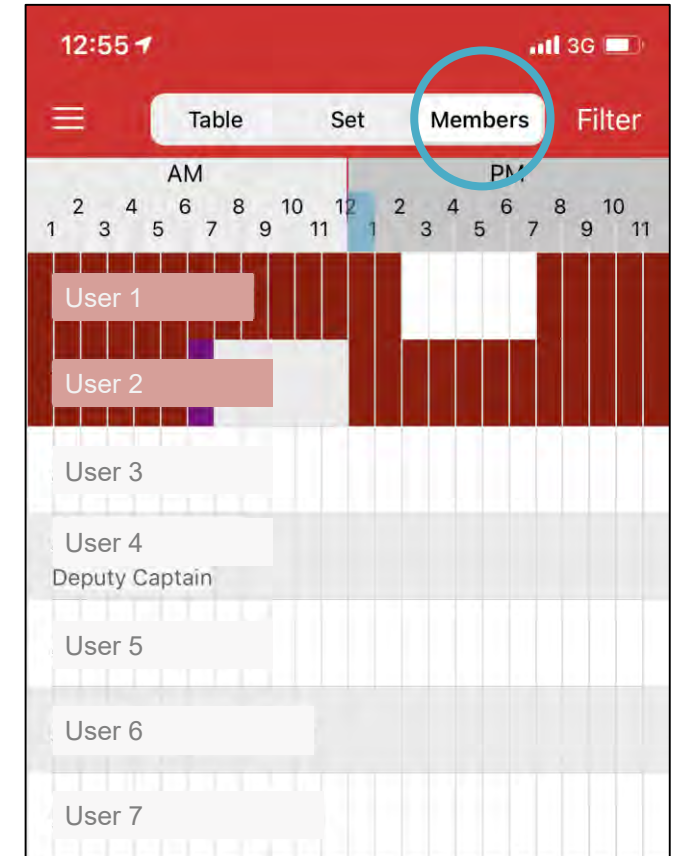
What are the permission levels

RFS ACTIV will include additional controls within its application, which will effectively give members different levels of levels of access and permissions within the app based on role/rank.

This will allow members to receive relevant notifications and perform functions that are only applicable to them.

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

There are some functions that have specific permission requirements based on the 3 different levels of permissions within RFS ACTIV (see below).

Level 1	Level 2	Level 3
Member Able to access their own information within their Brigade / Business unit	**Brigade / Business Unit Administrator** Able to edit and create data for all members in their Brigade	**District / Business Unit Administrator** Able to edit and create data for their District

Please refer to the '**RFS ACTIV Permission Level Table Summary**'.

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Sending a Broadcast (1/2)

Only members with appropriate permissions (Level 2 and above) are able to send out a broadcast. The permissions are based on the role/rank.

A '**Broadcast**' is to be used to notify a Brigade/Group of an incident alert. This is to be used where District pager service isn't available or has failed.

There are two main options for sending a broadcast. The first option is to tap on the red circle plus icon at the bottom of your '**List View**' screen.

This will give you three options to select between, one of which is '**New Broadcast**'. You can also click '**Send Broadcast**' at the bottom of the menu.
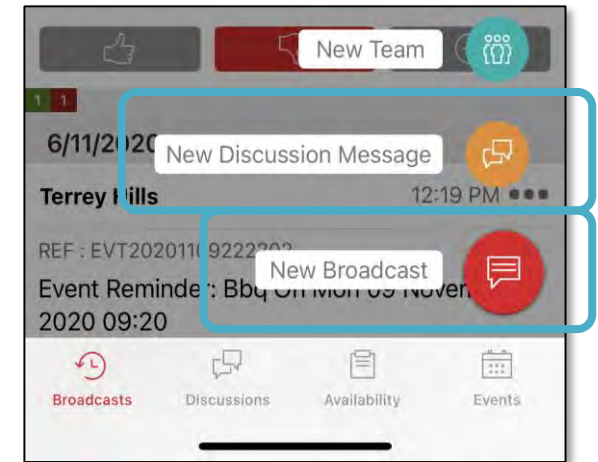
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Sending a Broadcast (2/2)

Once you select '**New Broadcast**', you will see the following fields:

> **To –** select the group you want to send the broadcast to

> **Location** – type in your address, LAT/LNG coordinates, or move the map around with your finger to select a location

> **Attachment** – choose between adding an exiting image on your device, take a photo, or add a document (i.e. PIP)

> **Alert –** on/off toggle switch

> **Message field** – tap anywhere within the text box to start typing your message

Responding to a Broadcast (1/2)

Menu

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.

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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.
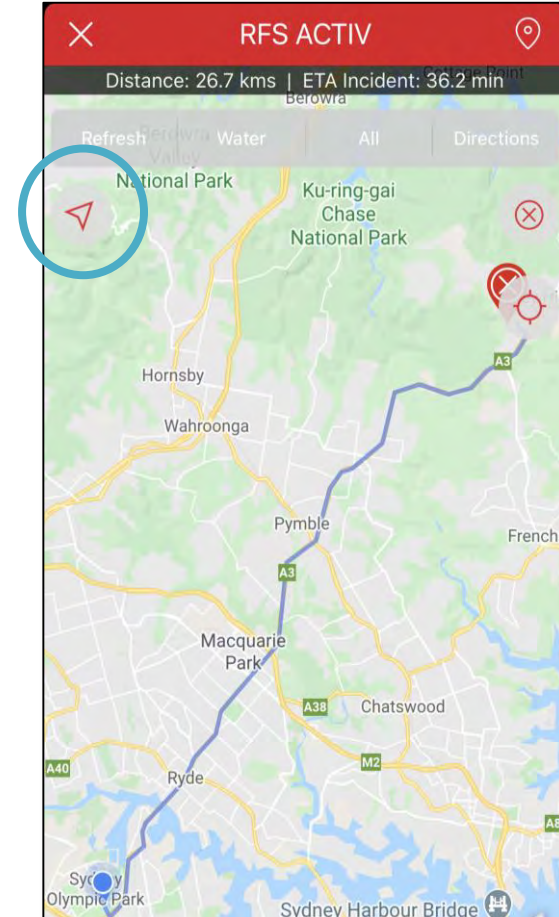
Using Crew Builder (1/2)

In order to use Crew Builder, navigate to either the 'List View' or 'Quick View' screen.

Choose the broadcast item that you would like to build a crew for, and tap on the purple 'Members' button (if in Quick View) OR tap on the broadcast message directly (if in List View).

A list of your members will display. Click on the three vertical dots ⋮ (the **Kebab**) to view the options.

Using Crew Builder (2/2)

Once you click '**Activate Crew Builder**', a list of appliance will appear for you to assign members to.

By first clicking on a member/s and then clicking on the appliance, the selected individual will be assigned to that appliance.
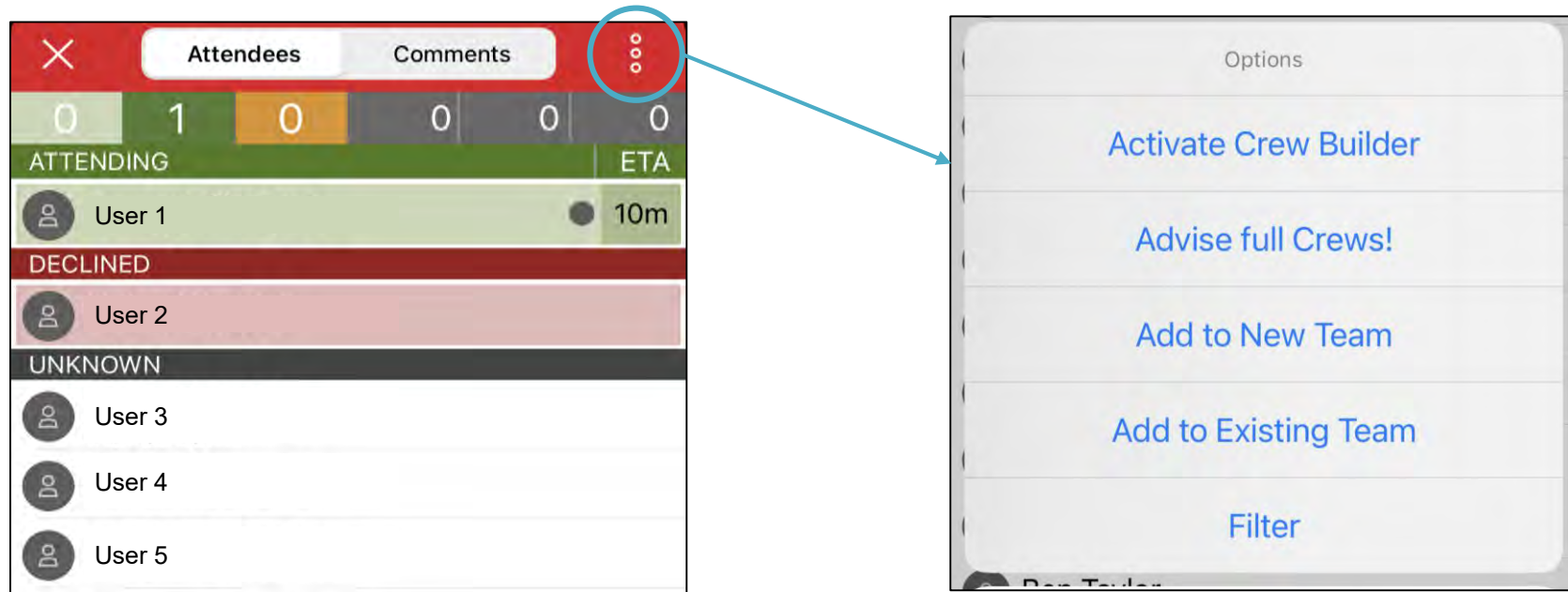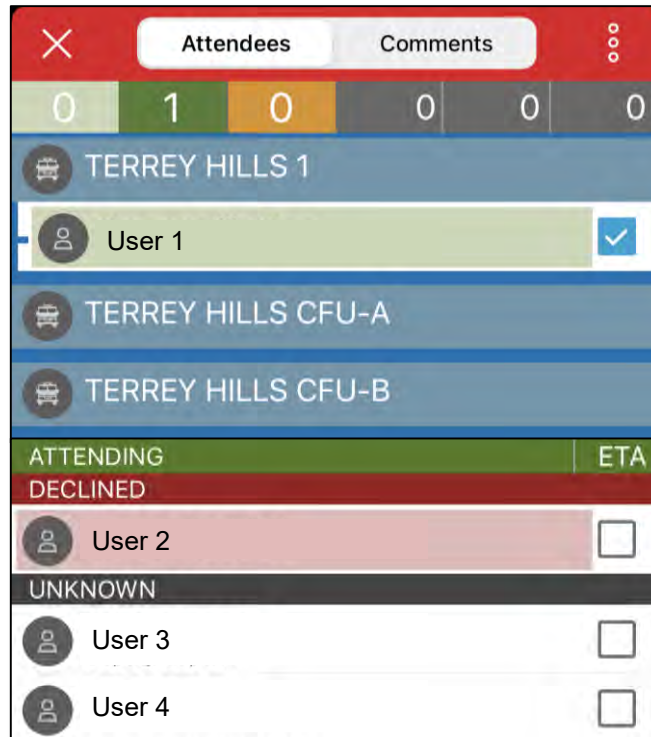
Once a member is assigned, you can click on them again to assign them as a Crew Leader, driver, or both.

Once completed select ⋮ (the **Kebab**) again to '**Deactivate Crew Builder**' to save the allocations.

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Estimated Time of Arrival

What does ETA mean in ACTIV?

When you respond to a broadcast with your attendance, ACTIV is able to make calculations on how much time may take you to get to your Brigade or the incident from your current location.

Set your Default ETA

You may find that the estimated time of arrival to the station isn't quite accurate enough, as it doesn't take into account those few minutes you take to pack and prepare before making your way there.

This option is completely voluntary, so only set your default ETA when you have a good indication of a typical/average response time.

Share Location and Track Me

Share Location

You can share your current location at any time with your group, where an 'Avatar' will be placed on the map.

Sharing your current location is different to being tracked, so if you move, the marker will stay in the same original position as set.

To share your current location click '**Share Location**'.
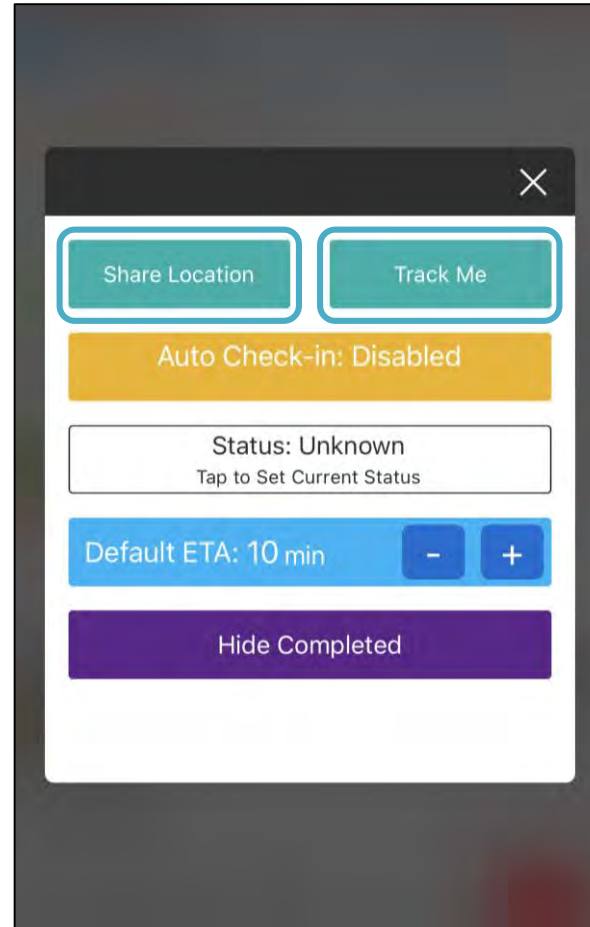
Track me

You may want to show your progressive actual location within ACTIV to show those at station monitoring the dashboard, how your progressing to the incident.

To enable tracking click **'Track Me'.**

Viewing and Creating Events

Events can be accessed by clicking on the bottom right icon. This will take you directly to the calendar view. You can change to the list view by clicking the list icon next to **+**.

Events

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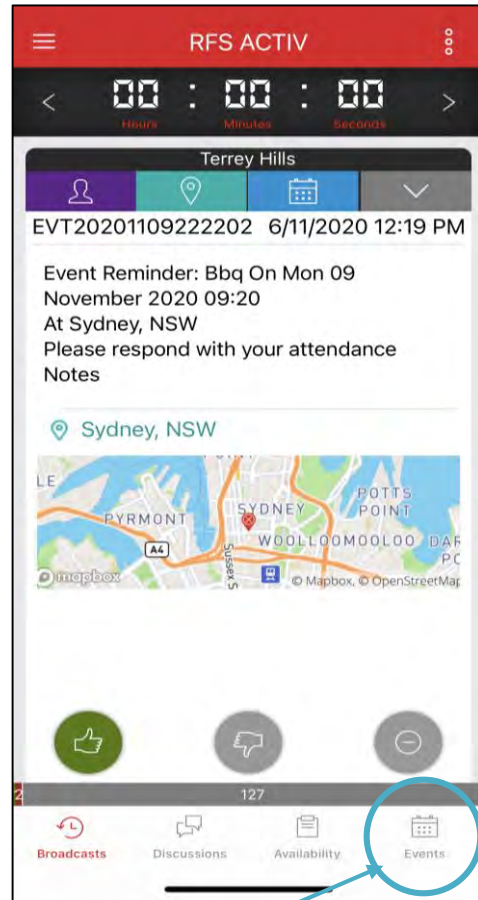
Discussion Messages

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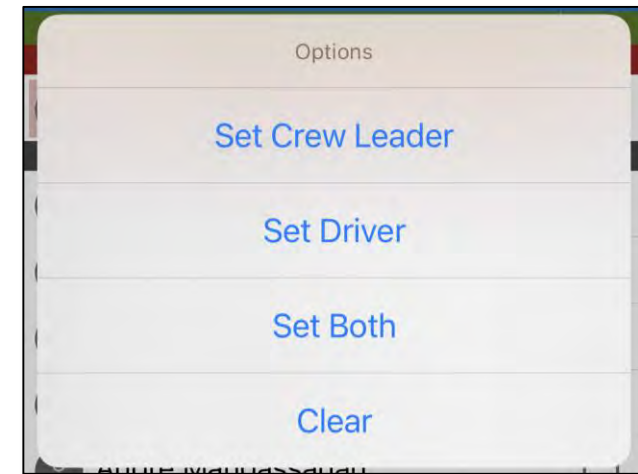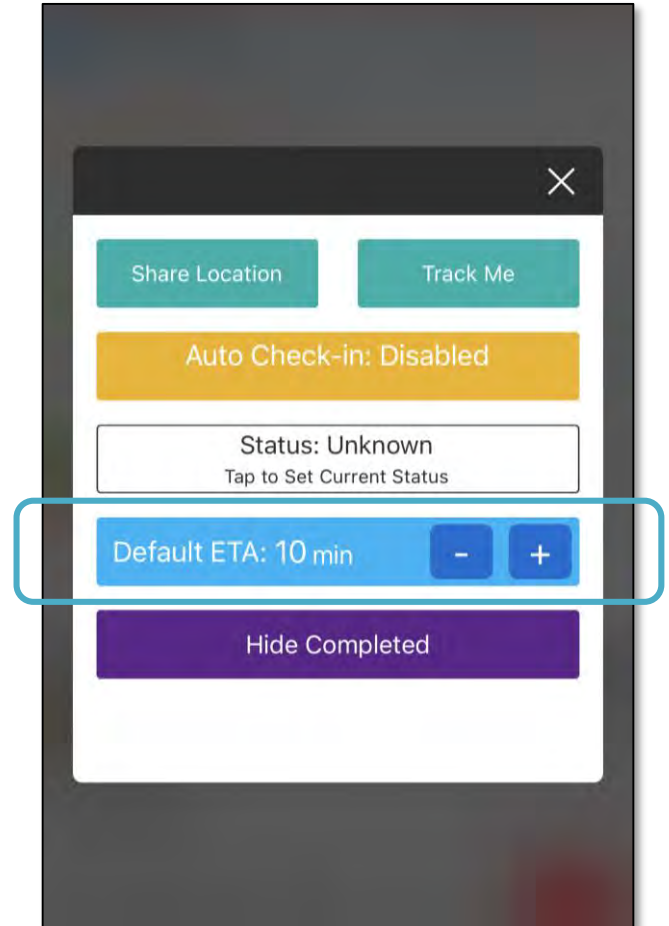
How to send and respond to an incident

Additional functions

By clicking the **+** button, you are able to create a new event.

Set the time that members must RSVP by (optional)

You can select from a list of different 'types' of events

Set the time for a reminder to be sent out (optional)

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Glossary

| ACTIV Term	Meaning
Groups	Groups are in reference to a Brigade or Working Group, which can be paged with Incidents, Alerts and Broadcast Messages.
Member	A member within your Brigade or District depending on your permission level.
Teams	Teams are members <u>within</u> the pageable Brigade, allowing for direct team-based chat discussions, rostering and incident allocations. ACTIV 'Teams' make it easy for you to create sub-groups of members for faster communication. Teams can be created on the go within both the smart device app and the Members WebApp.

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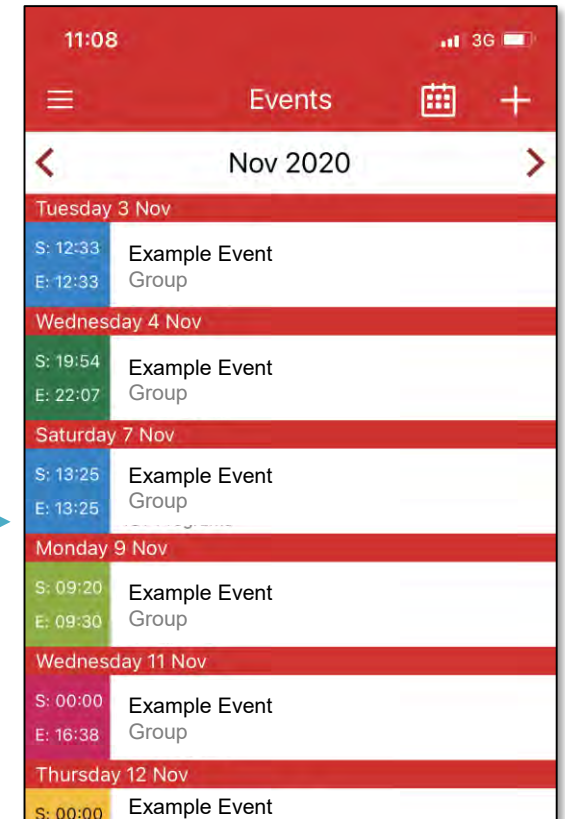
Resource Page
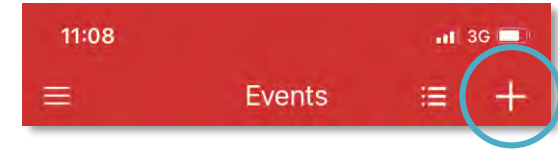
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- Additional functions

Resources	Description
RFS ACTIV Permission Level Table Summary	An overview of the functions in RFS ACTIV based on permission levels
RFS ACTIV FAQs	This answers the frequently asked questions
RFS ACTIV videos	A series of videos to guide you through how to set up and use RFS ACTIV
FUEL learning modules	Search 'RFS ACTIV' to find a range of resources and guides
RFS Connect	Watch the RFS ACTIV showcase in Episode 12 on 25 November 2020
RFS ACTIV (BART) Users Facebook Group	Feel free to raise any questions to the RFS member-owned Facebook group for RFS ACTIV support

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