



MyRFS UPDATE

Making it easier for you to access and use the site

July 2013

The MyRFS team has been working hard to improve the site for all members and further improvements are planned. This update contains important information to make it easier for you to access and use the site.

Passwords

If you've forgotten your password, you can now reset it yourself. Just visit <http://reset.myrfs.nsw.gov.au>. You'll need to enter your name, brigade and volunteer/Firezone number. If you don't have this number, contact your brigade Captain, Secretary or District office.

You can't use a password you've used before.

Password expiry

When MyRFS first launched, passwords would only last 60 days, due to security requirements. We've heard your comments and passwords now last six months.

Help files

To help you use features like brigade management tools, brigade news and e-Learning, we've created help guides. You can get them through the 'Help' tab at the top of the screen.

Support

We know that there have been support issues in the past and we didn't meet your expectations. As a result we've now got new support processes meaning when you contact MyRFS support by email or phone, we're aiming to get back to you with a response or resolution within one working day. So far we're meeting that benchmark.

Support is available during office hours and uses a callback service. Be sure to leave your name and a return number, and a brief description of your issue.

Access for group officers and members with multiple roles

We're still working to fix the issue which means some group officers and members with many roles can't get full access to the site. In this case, you'll get a 'Server error' message.

We've identified a fix for this problem and are in the final stages of testing it.

Speed

We've heard the comments about the speed of the site and have worked to 'lighten the load' when you access a page. Naturally, some pages will load more slowly than others because of the information being drawn from a number of systems in the background.

We have more work planned to review and improve speed of the site.

Feedback

The MyRFS welcomes constructive feedback about the site and how you use it. If you're having issues, please let us know. Be sure to include as much information as possible, including the specific page and what you were trying to do at the time.

We've been getting lots of feedback in recent months, like at the recent RFSA Conference in Mudgee. All of this feedback is being used to prioritise the work of the MyRFS team.

We'll shortly be running a series of regional workshops to run people through the site and gather more feedback. If you would like to be involved, email myrfs@rfs.nsw.gov.au.

Join the MyRFS User Group

As we work through issues and introduce new features, we send them out for testing to our MyRFS User Group. This group is made up of volunteers from across the state.

If you would like to help us improve the site, join the MyRFS User Group. Drop an email to myrfs@rfs.nsw.gov.au.

MyRFS facts

Claim: “Nobody uses MyRFS”

Response: Since October alone, there’s been around 180,000 visits to MyRFS from almost 40,000 ‘unique users’.

Over the same time, more than 1.16 million pages have been viewed by members.

Each person is spending an average of seven minutes on the site during each visit. This doesn’t include page load times.

The most popular pages include:

- Brigade callouts
- My callouts
- Current incidents
- My profile
- Common Operating Picture

Claim: “Support calls go unanswered”

Response: It is true that there were support issues in the past so we have set up new support processes. The MyRFS support service operates during office hours and uses a callback service, so you will need to leave a message.

We’ve got a benchmark of responding to or resolving all support calls within one working day.

Claim: “You should bring back the old MyRFS”

Response: Because of the introduction of new systems to hold your personal information such as contact details and qualifications, the new MyRFS was developed. These new systems, which provide a lot more capability, mean we can’t just turn on the old MyRFS.

QUICK FIX FOR KEY ISSUES

Issue	Impact	Solution
‘/Server error’ when logging in	You can’t access the site because you have a large number of roles associated with your account (eg Group Captain, member of two or more brigades).	Contact myrfs@rfs.nsw.gov.au and we will give you immediate access.
Username and passwords	You can’t login because you’ve forgotten your username or password.	Go to http://reset.myrfs.nsw.gov.au and reset your password. You will need your volunteer/Firezone number. If you don’t have this number, contact your brigade Captain, Secretary or District office.
The ‘bug’ issue	A picture of a bug is displayed when you try to access some pages of MyRFS.	Contact myrfs@rfs.nsw.gov.au and we will give you access.
Using brigade management tools	You are a brigade Captain, Secretary or member of the Brigade Management Team in MyRFS and are not sure how to use brigade management tools.	Check the help files on the ‘Help’ tab at the top of the page.