JUNIOR WEBSITE

JUNIOR & PARENT GUIDE

Version 1.0 - September 2024

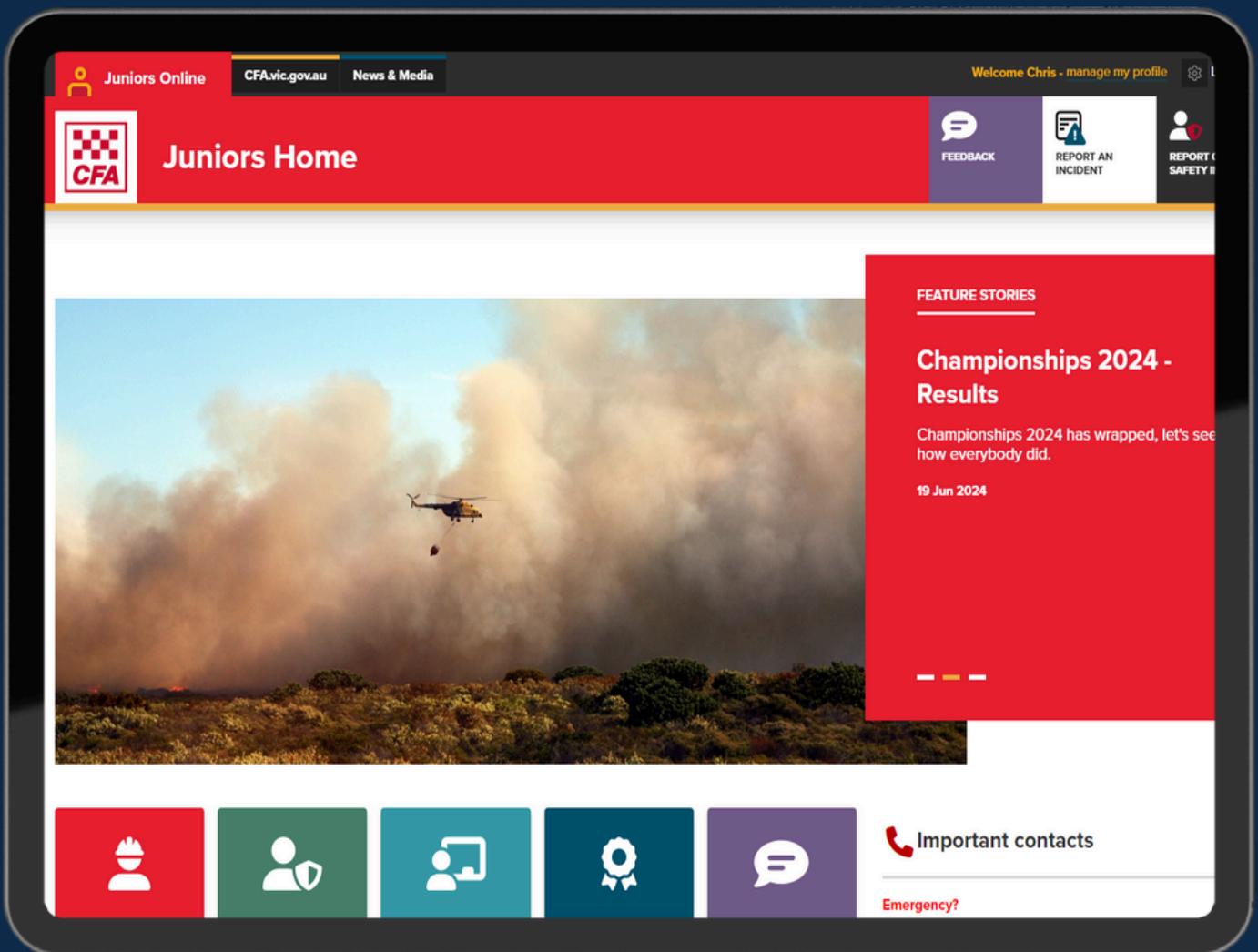# JUNIOR WEBSITE - STEP BY STEP GUIDE
Version 1.0 - September 2024

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1. WHAT IS THE JUNIORS WEBSITE?

The Juniors Website is a new CFA website for Junior Members, Parents, and Junior Leaders.

It has resources about CFA, links to modules and learning, and a homepage for your Brigade's Junior Program. Over time, it will also act as a space to house new programs and resources for the Juniors program.

We suggest that Juniors and Parents check in to the site at least every month to see news and updates, and become familiar with the content and resources that are available to Members. Parents are encouraged to access the site through their Junior's login (detailed below).

Why was the website created?

The Juniors site was created to solve several different problems:

- To provide Juniors with information about CFA that is targeted and relevant to their program
- To provide direct access to Child Safety Resources and reporting channels, as is legally required of CFA.
- To provide Junior Brigades with a personal space to post communications about Brigade programs and activities, separate to social media channels.
- To provide CFA HQ a better way to promote CFA activities, opportunities, resources, and news to Juniors.

We hope that you use and enjoy the new website to make your Junior experience the best it can be. We also hope that with your help, we can continue to grow and develop the website so that it serves your needs as best it can. Whenever you can, please suggest features, ideas, feedback, and report bugs.

2. USING THIS GUIDE

This guide will be updated as the site changes over time. The aim is to cover most of your questions, but we will update it based on your feedback. We ask that you keep in mind the following:

1. The site will change based on reports of issues and feedback, and as a result, images and content in this guide may be slightly different to the current site's operation.
2. When using the site, please use the feedback button in the top right to report issues and suggestions.
3. If you encounter an issue, first try a different device or browser. This can solve a lot of issues!
4. Thank you for using the site, we appreciate your help in improving it.

3.1 How can I access the Junior Website?
The Junior Website online, and can be found by typing the following address into your address bar:

https://juniors.cfa.vic.gov.au

You can also find links on the Juniors page of Members Online and the Junior Volunteer page of the public CFA website. Add it to your homescreen for easy access!

3.2. Who can access the Junior Website?
The Junior Website checks your CFA role when you access it. The site ony allows current Junior Members and Junior Leaders to access all pages. If somebody else requires access, they can email juniors@cfa.vic.gov.au with a request. Parents are encouraged to access the site, and can sign in using their Junior Member's login details.

3.3. Junior Member Access
Junior members can access the site through the same pages mentioned in 3.1, but they may not have activated their CFA account.

On the main sign in screen for the Junior Website, (shown on the right), users can select the "Start Activation" link and follow the steps. Juniors will require access to the email address they registered with, which is likely their parent's / guardian's email address.
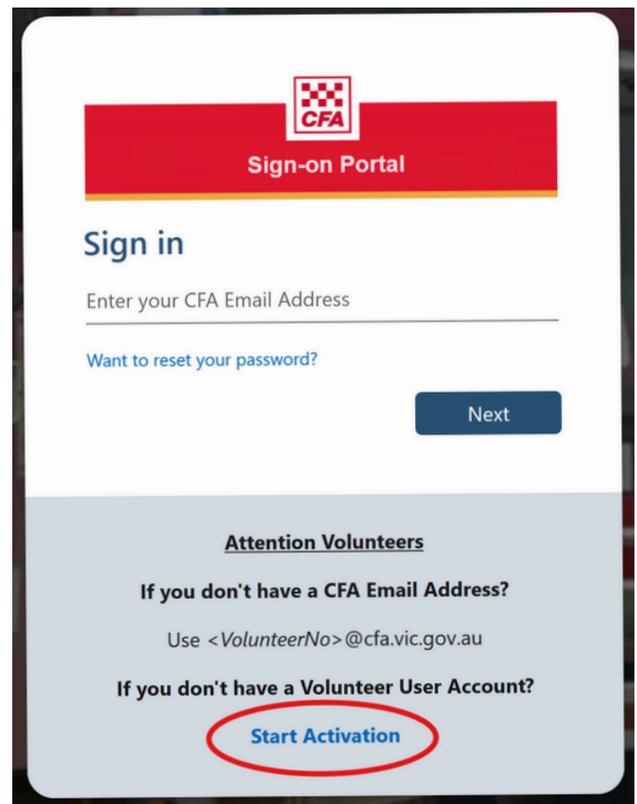
Once the activation steps are completed, return to https://juniors.cfa.vic.gov.au, and try signing in.

They will need to sign in using their member number as follows:

Username / email field:
<VolunteerNo>@cfa.vic.gov.au *(example: 123456@cfa.vic.gov.au)*

You will then be asked to type the password you set up during the activation step.
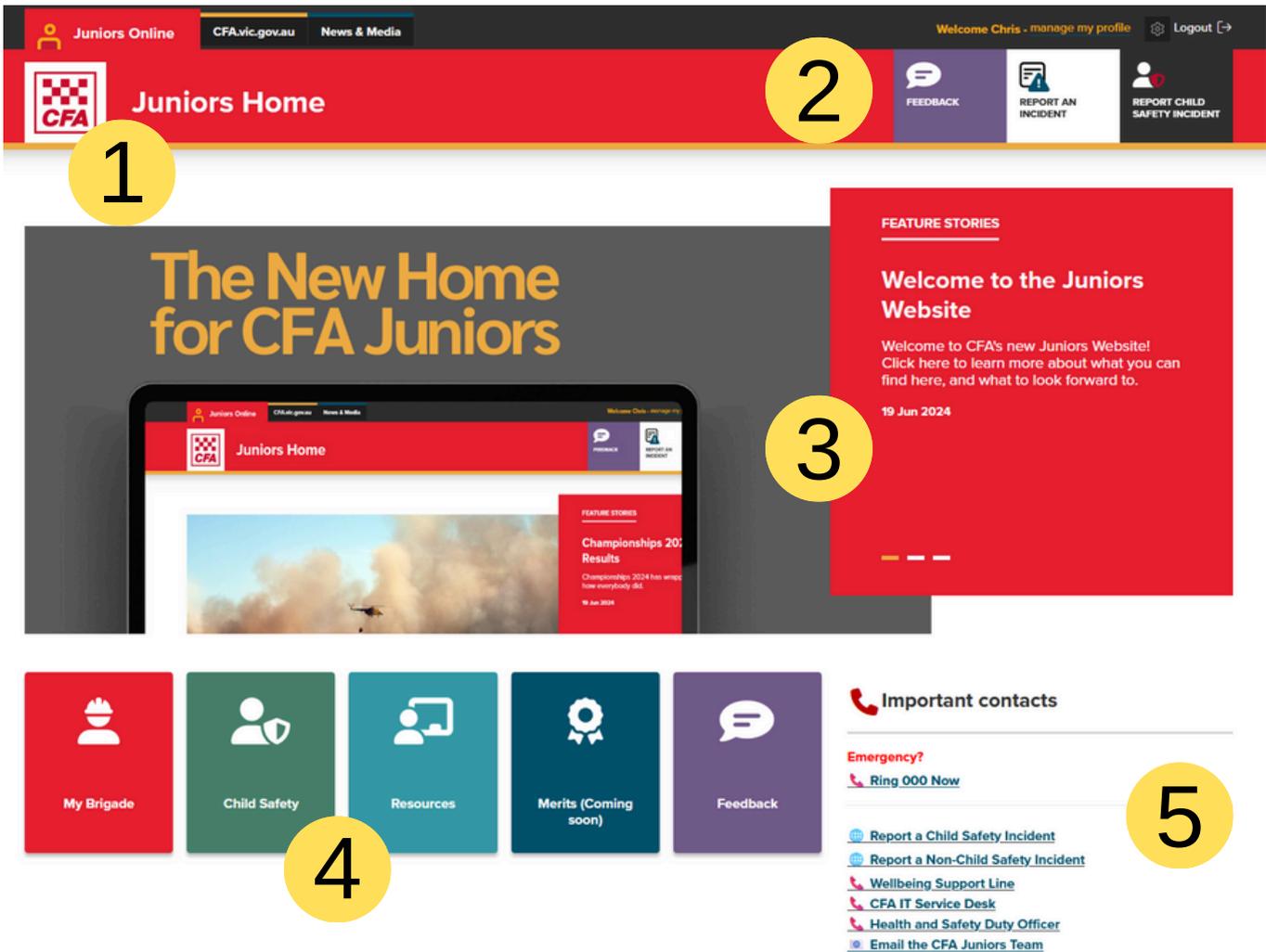After that - you should be in!

4. PAGE WALKTHROUGH

4.1. Homepage

The homepage of the Junior website is where you will be taken when you sign in.

Here you will see three main stories, links to other pages, and some buttons that you will see on every page. The main features are described below.

1. Home Button
Clicking the CFA Badge in the top left will always bring you back to this homepage.

2. Feedback and Reporting
The "Feedback" button will take you to a form, where you can tell us thoughts or problems with the site. The Reporting buttons take you to 'CFA Safe' for incident reporting, and our anonymous Child Safety Incident reporting tool.

3. News
Clicking on the story description will take you to that news story. Click and have a read!

4. Page Tiles
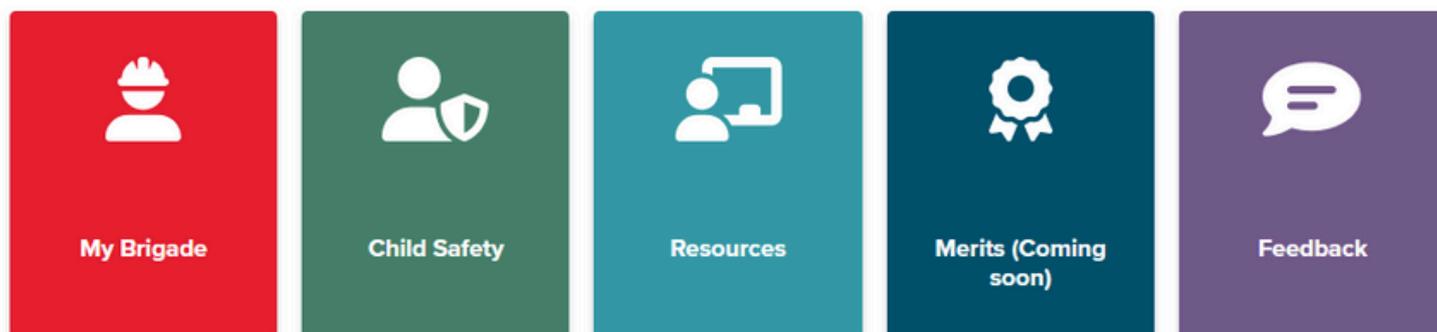These tiles take you to the other main pages of the CFA Junior website. See next page for more details.

5. Contacts
A list of important contacts for Juniors and Juniors Leaders.

4.2. Homepage - Main Page Tiles

Below is a zoomed-in version of the buttons found on the homepage.

1. My Brigade

The "My Brigade" button checks your CFA record and links you to your Brigade's homepage. Details about this page can be found below on page 6. **Only Juniors and Junior Leaders can access this section.**

If there has been an issue linking your account with your Brigade details, you will see a "Brigade Not Found" message. This error and potential solutions are described on page 17.

2. Child Safety

This tile links you to the main Child Safety information page. Learn all about how CFA keeps you safe, and when to speak up if you are feeling unsafe. Access to this helps makes us compliant with our requirements to the Commission for Children and Young People and our Child Safety Action Plan.

3. Resources

This tile will link you to another page that has more tile-based links to Junior and Junior Leader resources.

4. Merits (Coming Soon)

This tile currently takes you to a page explaining our plans for Junior Program Merits. In future, this tile may link to the program or site that holds the merits, but for now, provides information.
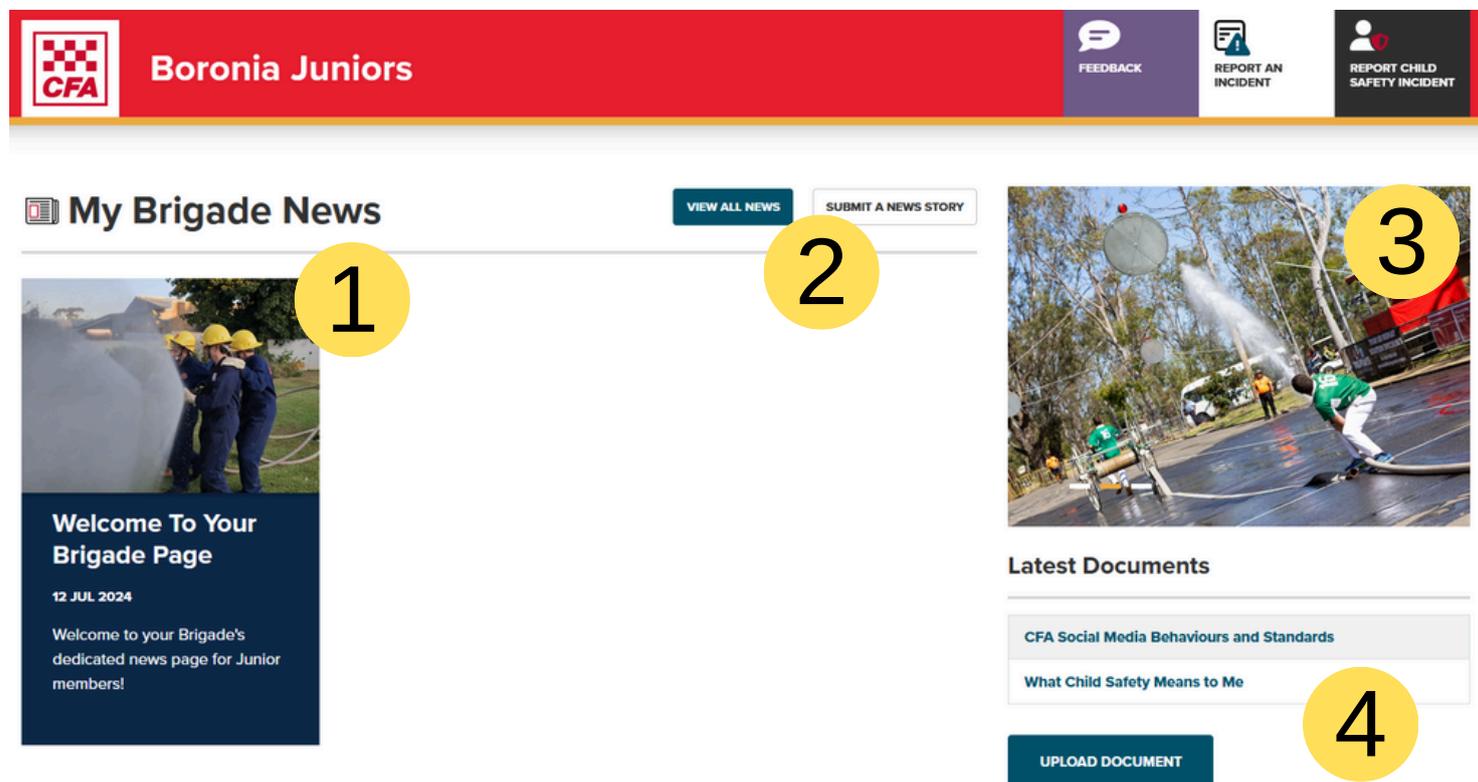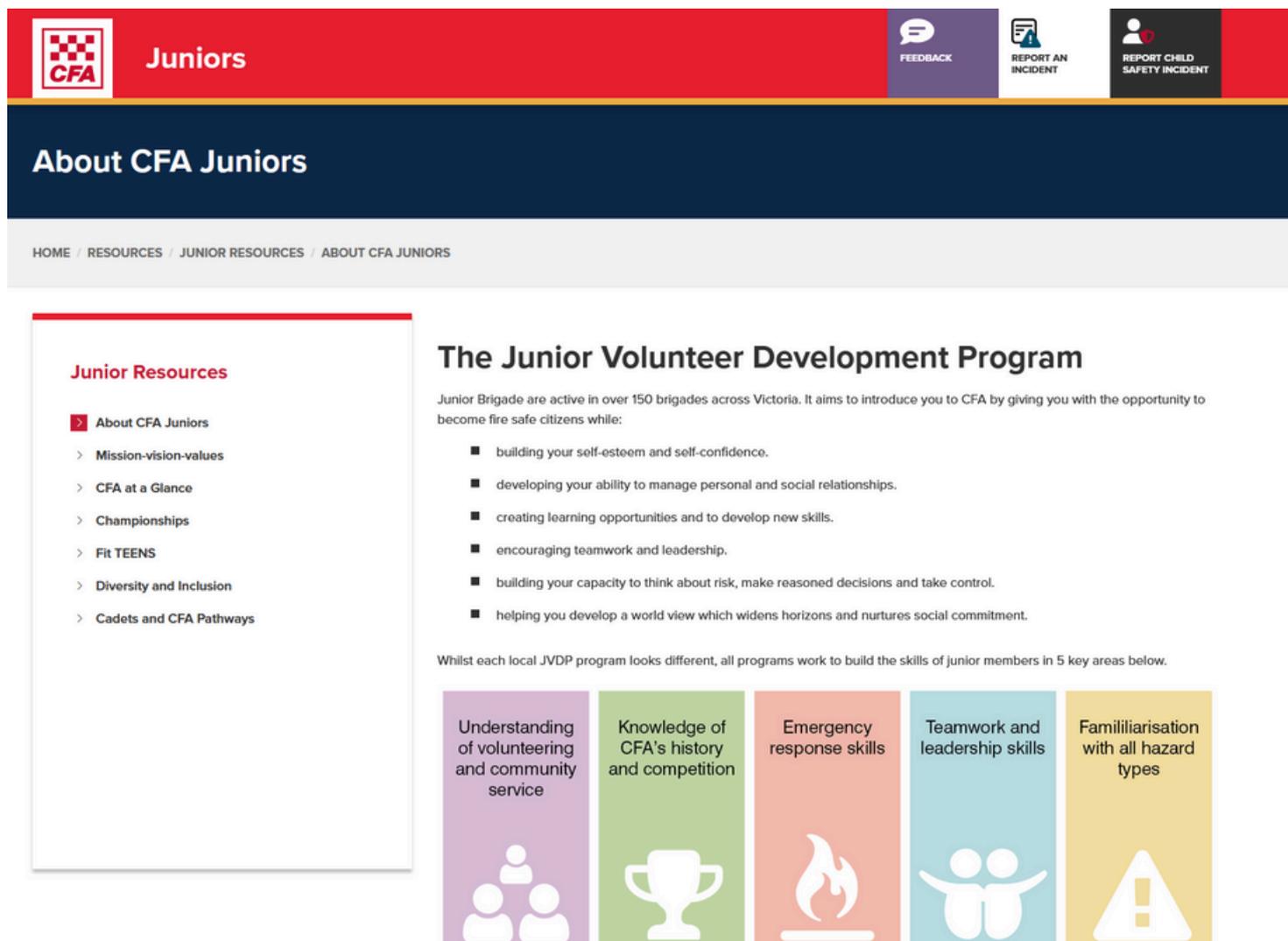
5. Feedback

This tile is the same as the button in the top right of every page, and links the user to the feedback form.

4.3. My Brigade - Homepage
By default, your Brigade's homepage will have four main elements.

1. Brigade News articles
This is where your Brigade news will appear (Once you've submitted an article). Clicking on a news tile will take you to the article's full page.

2. News buttons
The view all news will take you to a page with all your Brigade's news.

3. Brigade Images
This image slider will show up to three images. Changing the default images is discussed on page 12.

4. Document panel
A list of documents relevant to your Brigade. Group agreements, term schedules, whatever your heart desires!

Let us know!
What elements would be useful to you and your Brigade? Be sure to let us know using the feedback button. It may be someting we can do for you straight away.

4.4. Resources - Main Page Tiles

Clicking "Resources" on the main Homepage will take you to this page with four links.
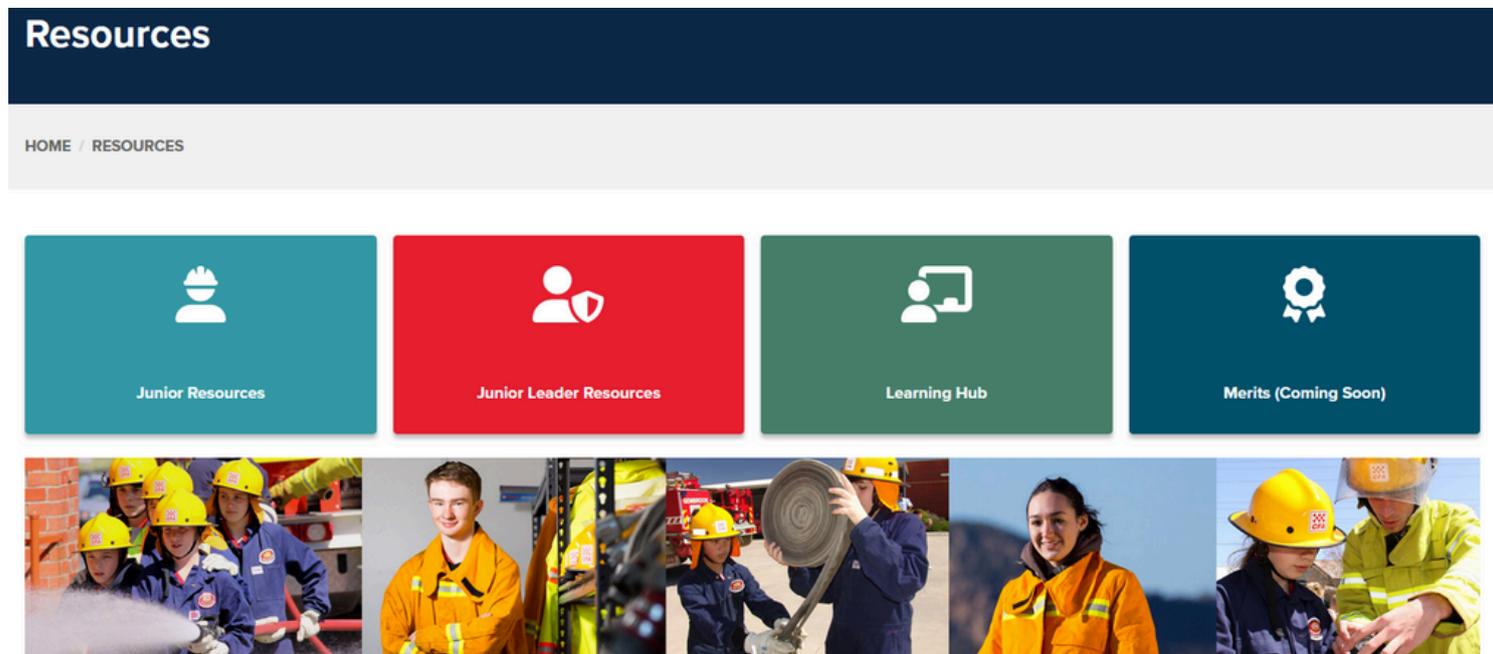
1. Junior Resources

The Junior Resource tile links Junior Members to a list of Junior-specific resources. This list will be built out over time based on feedback from Junior Programs and Business needs.

2. Junior Leader Resources

This tile is inaccessible to Junior Members, and is locked down to Junior Leader access only.

3. Learning Hub

This tile links members to the Learning Hub homepage. You may wish to direct Juniors here to access certain training modules, or for Junior Leaders accessing Child Safety training and relevant modules.

4. Merits (Coming Soon)

This tile currently takes you to a page explaining our plans for a Junior Program Merit System. In future, this tile may link to the program or site that holds this system, but for now provides information.

4.5. Junior Resources

Clicking "Junior Resources" on the Resources hub will take you here.

Members can navigate through the Junior Resources by using the menu on the left, and reading about different aspects of CFA.

Let us know!
If you have suggestions for content, let us know by using the feedback in the top right.

4.6. Manage My Profile

At the top right of every page, users can access "Manage My Profile"

Each button on this page links a member to an external CFA application. This is a shortened list of the version available to senior members through members online.

The main link that is useful to Junior Members and Brigade Membership Transfer (which links them to the VRH).

For Junior Leaders, they will likely find the version of this page on Members Online more useful.

5. ERRORS AND ISSUES

5.1. My Brigade - Brigade Not Found

Why am I seeing this page?

The "My Brigade" button checks your CFA record and links you to your Brigade's homepage. If there has been an issue linking your account with your Brigade details, you may see this page.

Potential Solutions

Check Brigade Membership and your Junior Role Status.

Although you are a Junior, if you attend another Brigade's Junior Program or have transferred recently, you may not be associated with the right Brigade. Check with your Junior Leader or Brigade Secretary, or use the feedback button to let us know so we can check the back end of the website.
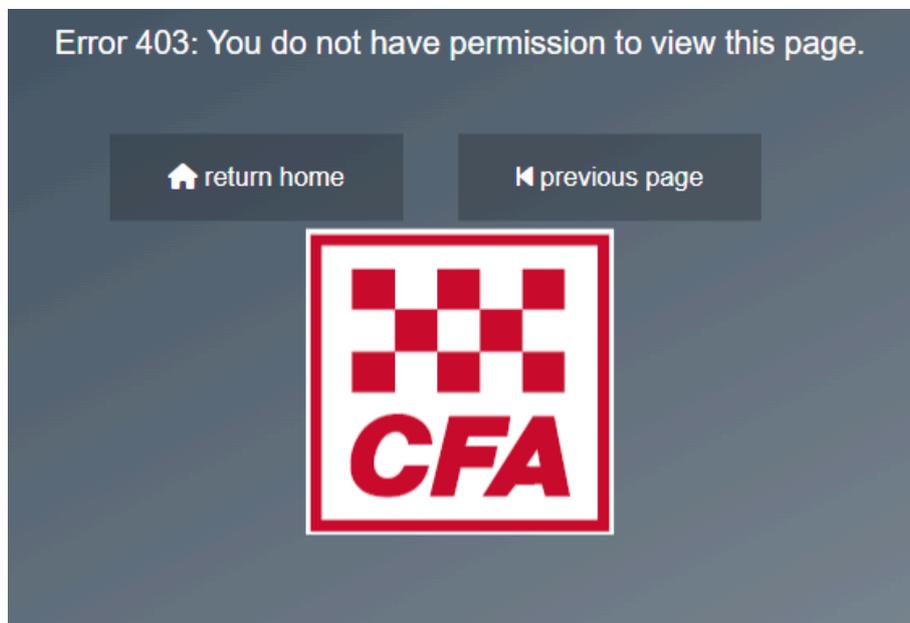
Your Brigade's page hasn't been set-up.

Your Brigade page may not be set up correctly, or if you are a new Brigade - set up at all!
Use the feedback button to let the Juniors Team know and they can check the links and page setup to check that this isn't an issue.

5.2. Access Denied

Why am I seeing this page?

This is the page that is displayed when you do not have access to a page. Unless you've clicked on something strange, Junior Members should have access to *almost* all of the site except the Junior Leader Resources. Junior Leaders should have access to the whole website.

Potential Solutions

Check that you haven't been signed out.
If your web browser has been inactive for some time, you may have been signed out. Return to the homepage and refresh to make sure you are signed in.

Contact the Youth Team.
There may be an issue with your role or account in our system. If you can, use the *feedback* button in the top right of any page, or the feedback tile on the homepage. If you can't access the site at all, email juniors@cfa.vic.gov.au.