



**DFES General Circular No: 111/2024**

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**31 July 2024**

**START PREPARING FOR MULTI-FACTOR AUTHENTICATION FOR  
VOLUNTEERS AND EXTERNAL AGENCY PERSONNEL**

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As part of our security compliance with the [WA Cyber Security Policy](#), DFES is required to implement multi-factor authentication for emergency services volunteers and external agency personnel to access the DFES Network.

**What will it look like?**

An additional step will now be introduced in the log on process to:

- the Volunteer Hub for emergency services volunteers; and
- the IM Toolbox for external agency personnel.

During the log on process, these personnel will be sent a one-time code to their registered email account and must be able to access the code to complete the log on process to validate their identity.

**When is it happening?**

This change is planned to commence on Tuesday 20 August 2024.

**How can DFES Staff prepare for this change?**

The key focus for DFES Staff who manage volunteers is to connect with their brigades, groups and units to confirm registered emails in RMS. Access the [District Report Pack](#) from OIS Reports on the Staff Intranet and update any changes in RMS.

Volunteer Hub Troubleshooting and Support resources are already available on the [Staff Intranet](#) and all support will be processed through the chain of command as usual, and if required, escalated to ICT ServiceDesk through MyICT.

**How can Volunteer Leaders prepare for this change?**

Work with your DFES Manager to ensure email addresses for your team are correct in the DFES Database (RMS). Check out the [Volunteer Hub](#) support resources with your team if they need a little more assistance for the log on process. Look at work around processes for your members if they cannot directly access their emails on station to log on.

**Next steps**

The project team has commenced sharing support materials including short informational videos, online demonstrations, reference guides and online website support pages.

For more information about the project, please contact Dexter Chatterton, Acting Manager Application Services on [dexter.chatterton@dfes.wa.gov.au](mailto:dexter.chatterton@dfes.wa.gov.au)

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