



Home Fire Safety Visits (HFSVs)

Guidance

for Partner Agencies Submitting Referrals

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Safety. Teamwork. Respect. Innovation.

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Register for an account

This section details how individuals within a partner organisation can register for an account, once their partner organisations data sharing framework has been approved by SFRS.

- 1 Use this URL
<https://hfsvpartner.firescotland.gov.uk/register-user>
- 2 Complete the required fields using your work email address and a password of your choice. **Password must be at least 12 characters and contain any 3 of the following – uppercase, lowercase, number(s), symbol(s).**
- 3 Submit – you will receive the undernoted confirmation

New User Registration

Thank you for registering as a Home Fire Safety Visit user. To verify your account please use the link sent to your email account within the next 48 hours. If this link does not appear in your inbox please check any spam folders. If the link is not used within the next 48 hours you will have to register again.

Once you have submitted your registration request you will require to validate your account by selecting a link sent to your work email address. If no email is delivered to your inbox, **please check your “junk” folder.**

Your account must be validated **within 48 hours.**

- If validated within 48 hours you can go ahead and log in to the HFSV application [HFSV - SFRS Partner](#)
- If not validated within 48 hours your link will expire and you will require to go through the registration process again (as described above).

When you press the hyperlink within your email to verify, the undernoted message will appear.

Home Fire Safety Visit (HFSV) Partner

Thank you for verifying your account. Your HFSV account has been activated. Please sign-in using your email address and password to start using the HFSV system.

Login

Users will be required to carry out MFA on log in to the Partner Application. MFA codes will be sent directly via email to the users personal organisation email account. The system will request partner users to change their password every 90 days. Users also have access to change their password following the Forgotten Password flow on the

main log in screen. This will also require an MFA verification before a password can be amended.

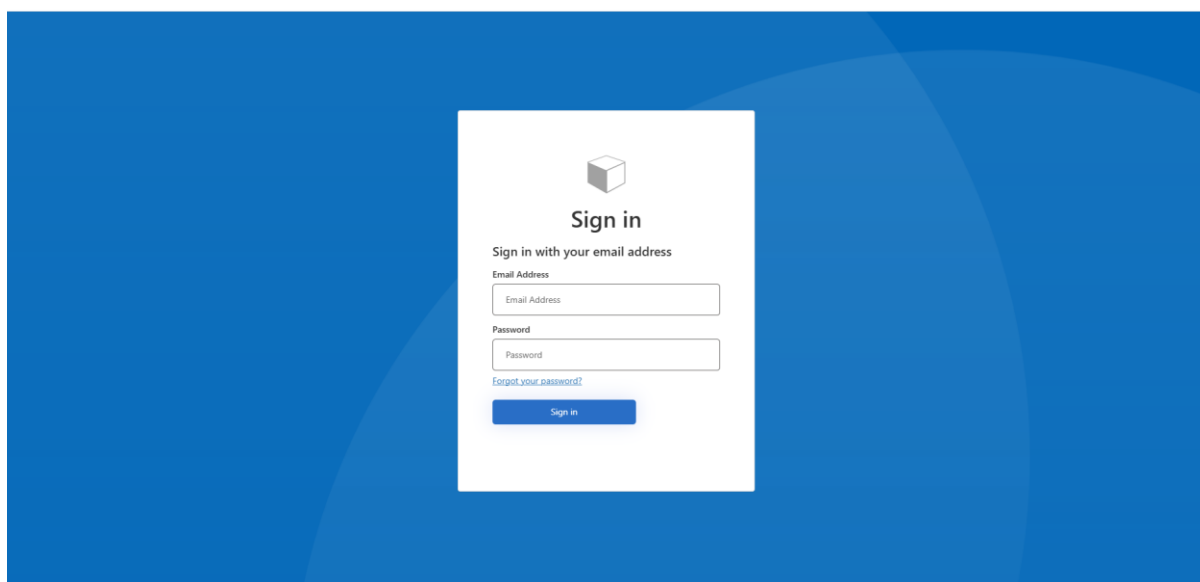
Submit a referral for a Home Fire Safety Visit

When you have fully completed your registration process you can start making referrals for a home fire safety visit using this hyperlink [HFSV - SFRS Partner](#)

For further guidance on how to populate a referral please refer to the “Home Fire Safety Visit Partner Agency Guidance” e-learning module within LearnPro. Further information on how to access LearnPro is detailed in the “How to log into LearnPro Communities” section below.

Accessing the HFSV Partner Application and Multi Factor Authentication (MFA) process

Following your initial registration, access to the HFSV Partner application is straightforward.



- Use the link: [HFSV - SFRS Partner](#)
- Click log in icon in top right corner
- Log in using your work email address and the password you chose during registration
- Click “Sign in”
- Click “send verification code”

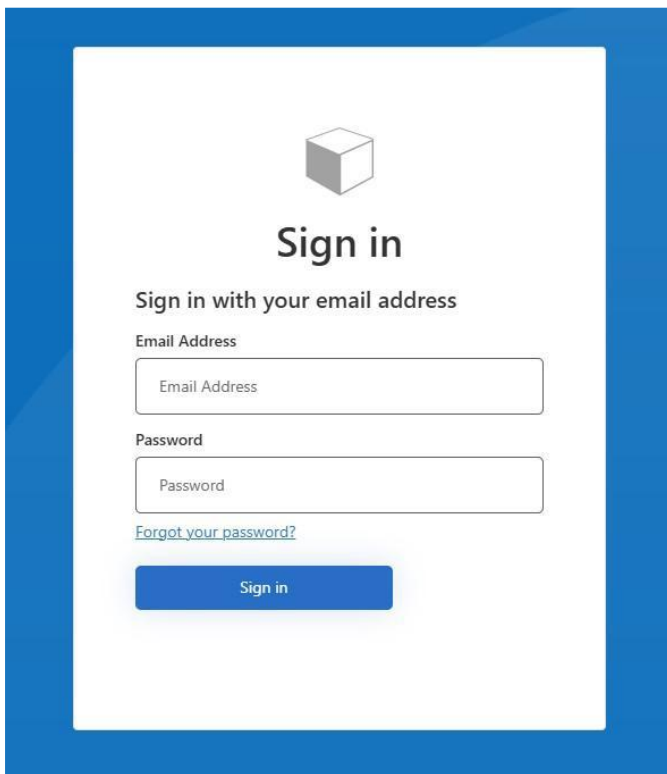
- Verification code will be sent to email address typed
- Enter verification code to gain access
- Click verify code

How to change/reset your password

If at any time you require to change your password due to a breach or have forgotten your password, use the undernoted steps.

- Use this URL [HFSV - SFRS Partner](#)
- Click log in icon in top right corner
- Under the icon “log in” choose the forgot your password function
- User details screen will pop up
- Enter email address
- Click “send verification code”
- Verification code will be sent to email address typed
- Enter verification code to gain access
- Click verify code

Step 1. Click on ***Forgot your password*** link



The screenshot shows a 'Sign in' page with a blue border. At the top is a 3D cube icon. Below it is the text 'Sign in' and 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link that says 'Forgot your password?'. At the bottom is a blue button labeled 'Sign in'.

Step 2. Enter your email address and click ***send verification code***

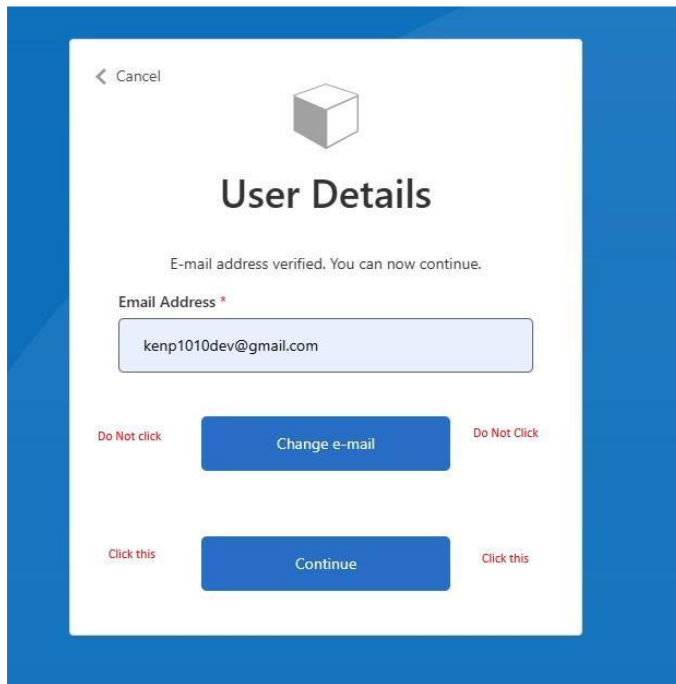
The screenshot shows a mobile app interface titled "User Details". At the top left is a back arrow and the word "Cancel". Below this is a 3D cube icon. The title "User Details" is centered. Underneath is a label "Email Address *" followed by a text input field containing "kenp1010dev@gmail.com". Below the input field are two buttons: a blue "Send verification code" button and a light blue "Continue" button.

Step 3. Enter your verification code and click **verify code**, if successful click continue

The screenshot shows the same "User Details" screen, but now with a message: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this message is the same "Email Address *" input field with "kenp1010dev@gmail.com". Below that is a new label "Verification Code *" followed by a text input field containing the placeholder "Verification Code". At the bottom are three buttons: a blue "Verify code" button, a blue "Send new code" button, and a light blue "Continue" button.

Step 4. Click **Continue** **(DO NOT CLICK change e-mail)**

The flow may repeat the Email Verification process at this point. Just follow the Verification steps above



The screenshot shows a 'User Details' screen with a blue header and a white content area. At the top left is a '< Cancel' link. In the center is a 3D cube icon. Below the icon is the title 'User Details'. A message states 'E-mail address verified. You can now continue.' Below this is a label 'Email Address *' followed by a text input field containing 'kenp1010dev@gmail.com'. At the bottom, there are two blue buttons. The top button is labeled 'Change e-mail' and is flanked by red text 'Do Not click' on both sides. The bottom button is labeled 'Continue' and is flanked by red text 'Click this' on both sides.

Step 5. Once you have completed the verification process, Enter and confirm new password, then click ***continue***



The screenshot shows a 'User Details' screen with a blue header and a white content area. At the top left is a '< Cancel' link. In the center is a 3D cube icon. Below the icon is the title 'User Details'. Below the title are two text input fields. The first is labeled 'New Password *' and contains a series of dots. The second is labeled 'Confirm New Password *' and also contains a series of dots. At the bottom is a blue button labeled 'Continue'.

Your password will now be changed, please login with your new account and password.

How to log into LearnPro Communities

Organisations that don't have access to their own LearnPro system can access through SFRS Community LMS to gain access to 2 e-learning modules

- Communities Risk Recognition
- Home Fire Safety Visit Partner Agency Guidance.

Registration link: <https://community.learnprouk.com/>

You can send this registration link to anyone who wants to access LearnPro Community. With this link, an individual user can create an account on the Community system and access any module or e-learning packages that have been made available.

- Step 1:** Click link (*LearnPro Community – Logon and Registration*). If Admin has created an account for you go to Step 15.
- Step 2:** Click **Create Account**
- Step 3:** Read Terms and Conditions of Use and '**Agree to the Terms and Conditions**' to progress.
- Step 4:** Registration, Search for '**SFRS**' and choose, '**SFRS Prevention and Protection, Scottish Community Partnership, Partnerships**'.
- Step 5:** Click **continue**.
- Step 6:** Select location – **Choose All Areas**.
- Step 7:** **Confirm and Continue**.
- Step 8:** Click '**Choose from list**'.
- Step 9:** Choose '**Scottish FRS Community Partnership**'.
- Step 10:** CHOOSE '**OTHER**'.
- Step 11:** Confirm and Continue.
- Step 12:** If you have previously registered on LearnPro Community, please go to Step 15. Fill out the required fields. **NOTE: YOUR E-MAIL WILL BE YOUR LOGON**
- Step 13:** You are registered with LearnPro Community.
- Step 14:** Logon using your registered e-mail address and password. If an account has been created for you from Admin, you will have to change your password on your first logon.
- Step 15:** Click on **HFSV Awareness** on the Home page. You can now select **HFSV Partner Training Module** and **Risk Recognition modules**.
- Step 16:** Once you have selected a module, click ADD to view the module.
- Step 17:** Confirm course. Repeat this stage with every module you want to add to your learning list.
- Step 18:** Select and launch the e-learning module.

Track a referral that you have made

You may have in the past emailed your SFRS representative asking for an update on a HFSV referral you have made.

Due to General Data Protection Regulation (GDPR) SFRS cannot accept an email containing personal data that has not been sent using Egress.

You can, instead, log into the HFSV partner application and track a referral that you have made by occupier postcode and surname. You can do this by following the undernoted steps.

Log onto [HFSV - SFRS Partner](#)

- From the menu on the left choose “track referral”
- Add the postcode and surname
- Press the “eye” icon to the right
- Choose “view updates”

This will allow you to view basic information providing the status of the referral. Examples include when the referral was received, if SFRS has contacted the occupier but got no response, if the occupier has declined the visit, when the visit was completed.

Assistance from SFRS

SFRS HFSV Administrators can be contacted by email
sfrs.hfsvadministrators@firescotland.gov.uk