

**In this document we explain how to:**

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5. How to edit an Offer
6. Attach additional files to an Offer
7. Change Offer status
8. What to do when an officer finishes a deployment

**For further information regarding the database please contact:**

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## Logging into the database

Once your account is created by the MAV:

Log-in to the MAV Disaster Response Human Resource Sharing Database using the address <https://mav.crisisworks.com/public>.

First time users will need to reset their passwords to access their accounts.

MAV

### Sign In

Username or email  
jsmith@test.com

Password  
.....

Login

[Forgot your password?](#)

### Welcome to Crisisworks

You are accountable for all activities performed with your logon identifier. All your activities will be recorded and logged to an Audit trail.

By logging in you accept the terms and conditions of the use of Crisisworks that:

- your access of Crisisworks is solely for genuine emergency management planning or response;
- you will only access information or data for which you have a demonstrable or legitimate need;
- you will only use, copy, print, release or disclose information in the performance of your duties;
- you will only permit information to be viewed by any persons who are authorised to access that information; and
- you will:
  - never permit another person (whether he/she is authorised access to Crisisworks) to use your logon identifier; or
  - use another person's logon identifier; and
  - always logoff when you have completed your enquiries.

I understand and agree that:

- I must comply with State and/or Commonwealth legislation that prohibit disclosure of any private or sensitive information to unauthorised persons;
- misuse or disclosure of any private or sensitive information may be a breach of State and/or Commonwealth legislation and/or relevant organisational policy; and
- my reason for accessing information and subsequent use of the information complies with State and/or Commonwealth legislation and my agency policies.

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## Going 'On-Duty'

To go '**On-Duty**', tick the box next to your council's name. 2020 Fire Offers is the 'event' name.

MAV Overview Operations Help

No event selected John Smith

User Profile / Manage Duty Status

### Manage Duty Status

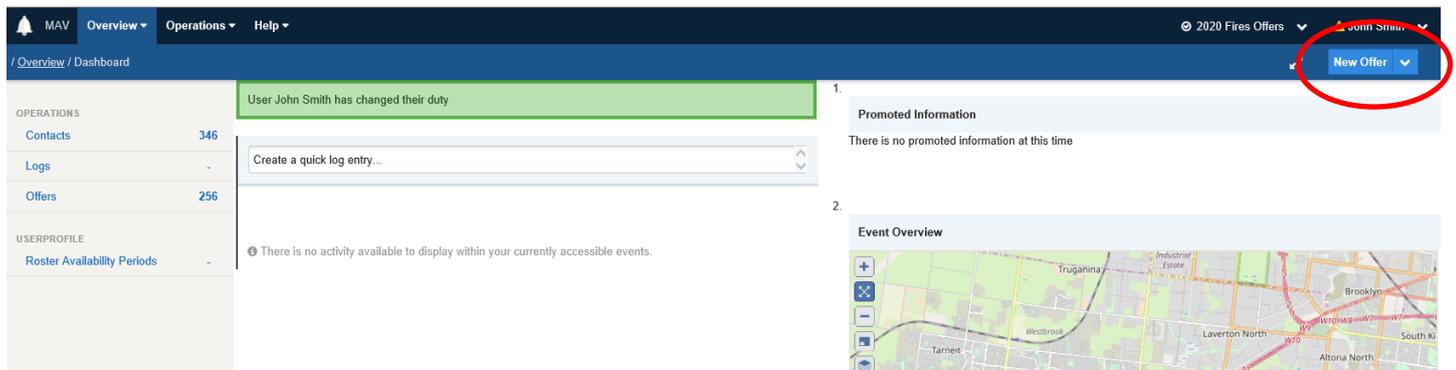
Update Duty Status

Select the position for each event that you wish to go on duty.

2020 Fires Offers	
<input checked="" type="checkbox"/> Melbourne City Council	

## Dashboard

The database dashboard will show all activity to do with your council's offers. It is also the easiest place to find the 'New Offer' button, which is in the top right-hand corner of the dashboard. Clicking on this button will bring up the 'New Offer' Webform.



## Making an Offer

Complete the 'New Offer' Webform according to the instructions under 'How to complete this form'

A screenshot of the 'New Offer' webform. The form is divided into several sections: 'Contact Details' with fields for First Name, Last Name, Organisation, Position, Direct Phone, Direct Email, Best contact method, and Best contact time; 'Offer Summary' with a Category dropdown; 'Workflow' and 'Classification' sections; and 'How to complete this form' instructions. The 'How to complete this form' section includes instructions for staff members and offer categories. The 'Attachments' section is also visible at the bottom.

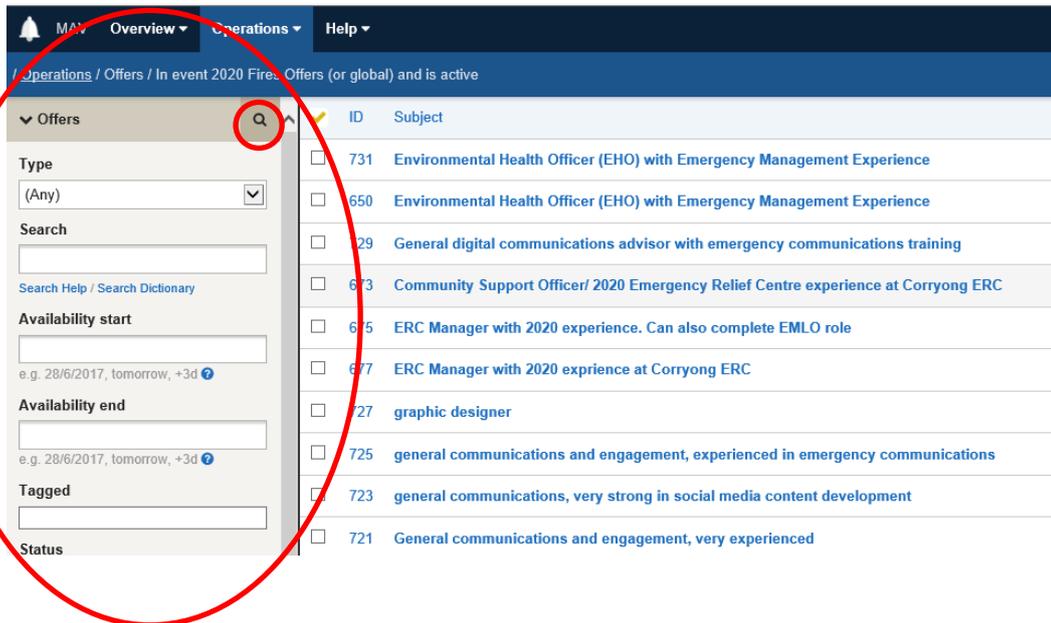
## Uploading additional forms (Environmental Health Officer Register Form)

For Offers of specialist support, such as EHOs, additional information may be required. To upload additional forms such as the EHO Register Form either upload or drag and drop completed copies onto the 'Attachments' section of the webform (under additional details).

A screenshot of the 'Additional Details' section of the webform. It features a rich text editor with a toolbar containing options for bold, italic, link, unlink, bulleted list, numbered list, decrease indent, increase indent, table, and image. Below the editor is a note: 'Please include relevant experience the staff member may have. Can be updated at a later date.' The 'Attachments' section is highlighted with a red oval and contains an 'Add File' button and the text 'or drag and drop files'. Below this, it says 'Attach any supporting documents, photos, etc'.

## Editing Offers

To edit an Offer, open the relevant Offer by searching for it using the left-hand side search bar. Click the magnifying glass next to Offers to open this panel.

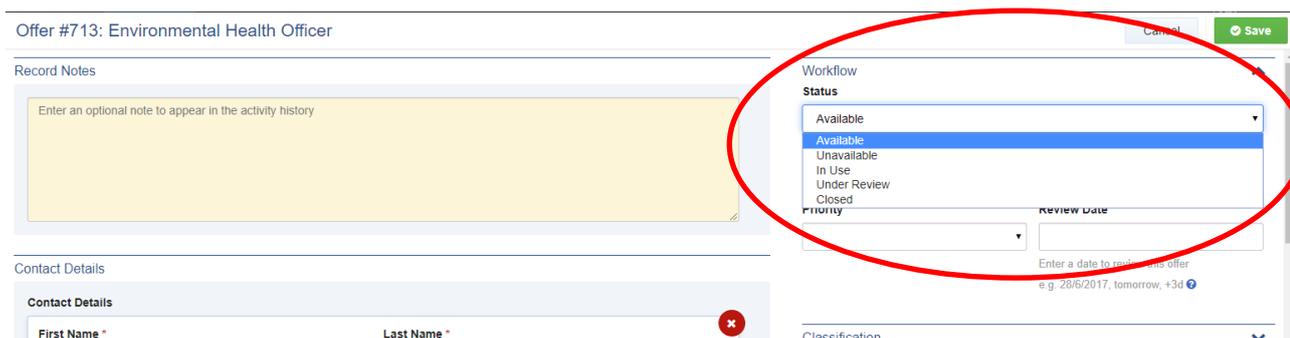


Open the Offer and click 'Edit' in the top right-hand corner of the form. This will allow you to update the Offer or leave comments that will later appear in the 'Activity Section' of the Offer which can be viewed below the instructions on the right-hand side of the webform.



## Changing Offer Status

If an Offer is pulled from the database and provided to a disaster-affected council (in the form of an Offer Report), the relevant Offer will be marked as **“Under Review”** by an MAV officer. Key contacts will be alerted to this change by email.



If deployment is organised between your council and a disaster-affected council, the relevant Offer should be marked as **"In Use"**.

### Returning from deployment

Once an officer returns from/finishes deployment, key contacts should update the Offer to reflect the officer's availability. If they are unable to be re-deployed again, either permanently or for a period of time, their Offer can be marked **"Unavailable"**. This will make sure the officer isn't included in further Offer Reports to affected councils and will not be contacted by affected councils.