



## Frequently Asked Questions about the transfer to Workplace

### **Why couldn't my group continue with its community?**

Unfortunately the Communities system was no longer viable for the association as it was a bespoke system coming to the end of its technical life. Therefore all communities need a new to be moved to a new system or archived.

### **When I log into my 'My Association' account I can no longer see any groups to request so how can I request access to groups or know what groups are available to me?**

Requests to access groups can no longer be made through your 'My Association' account. A list of the NFCC groups has been published on the NFCC website. If you are an employee of a public UK Fire and Rescue Service then you are able to access the NFCC system. If you already have access to a NFCC group on Workplace then there maybe other groups recommended by the group administrators which you can follow the links to and request access.

### **How do I now get access to NFCC groups on Workplace?**

There are a number of ways to access the new system:

- if a colleague already has access to an open group then they can invite you into the group
- you can contact [nfccadmins@nationalfirechiefs.org.uk](mailto:nfccadmins@nationalfirechiefs.org.uk) and request access to the specific groups you require.
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Please note that access requests are considered against your job title or the information that you provide us with.

### **My Fire and Rescue Service (FRS) doesn't use Workplace, can I still use the NFCC system?**

Yes, you will need to register for Workplace using your work email address but it does not require your FRS to sign up to any corporate subscription or use.

### **Why am I not receiving any invites to groups that I was a member of?**

Please check the list of groups that are available on Workplace as all communities were not transferred over from Communities. If a community was not active it would not have transferred. If the group is listed on the NFCC website then please double check your inboxes to ensure that the invite has not been accidentally classified as spam. The invite will come from a Workplace email address and may have been sent at an unusual time.

### **How does Workplace work?**

Once you have logged into the system please read the pinned post at the start of the discussion thread for each group. These posts provide links to guides on how to use the system as well as to the dedicated file storage for the group. The NFCC Support Hub will also be happy to provide any support you require to use the system if you contact us via [ITsupport@nationalfirechiefs.org.uk](mailto:ITsupport@nationalfirechiefs.org.uk) or 0121 380 7311.

### **My group doesn't have all the members that it used to have? Why haven't all the members from the community been invited?**

Unlike Communities when an individual has been invited they won't show as a member until they have accepted the invited therefore there may be a number of people who have yet to accept the invite. If you

are concerned that a colleague hasn't transferred with the group please contact them to encourage them to find and accept the invite.

**How do I set up a new group?**

Please contact the NFCC Support Hub via [nfccadminsupport@nationalfirechiefs.org.uk](mailto:nfccadminsupport@nationalfirechiefs.org.uk)