



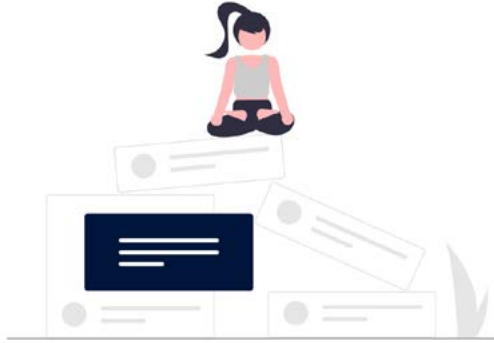
ROYAL NAVY FORUM

INFORMED. INVOLVED. IN TOUCH.



forum.royalnavy.mod.uk





THE ROYAL NAVY FORUM

The Royal Navy Forum is a fully accredited platform which allows service families a safe space to be informed, involved, and in touch directly with Royal Navy Command – as well as supporting organisations and charities.

It holds a wealth of information on a number of topics related to the Royal Navy.

Within the Topic area, you will find information which provides a comprehensive resource of support throughout your journey as a Royal Navy Family.

Become a registered member, and access specific groups for Units (both UK and Overseas), Training Establishments, Royal Navy Networks, and Local Support. You can interact directly with the Units, Establishments, and Royal Navy Family & People Support (RN FPS).

These all hold a wealth of information pertinent to the Unit or area you are affiliated to. The Deployment Topic holds bespoke information to support you before, during, and after deployment.



Get started by scanning the QR code or visiting
forum.royalnavy.mod.uk



HOW TO JOIN

01

Visit forum.royalnavy.mod.uk

Or scan the QR code on the previous page using your phone.

02

Fill in the registration form

Use the details of the serving person as displayed on their JPA HR site.

03

Check your email

Click the activation link and you'll be ready to sign-in and start exploring.

04

We're here to help

If you have any issues, the RN FPS Digital Engagement Team can be reached via rnfpsmediamailbox@royalnavymail.mod.uk

05



Sign in to your account

Click the sign-in icon in the top right of the page. Once you've signed in, you'll see the main navigation buttons displayed at the top of the page. These sections are explained in depth on the following pages.



Groups



Topics



Events



News



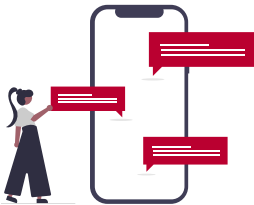
Contact

06


Request to join

Once at the group or topic area of your choice, you will need to use the *request to join* button. Please ensure you fill in the pop up message box prior to submitting. Your request will be accepted once it has been read and verified by the RN Forum team.

Simply repeat step six to access other areas.



Follow for updates

Click the follow icon  to activate email notifications and to ensure updates come up on your Home Screen.

Once you have followed a group, related content and announcements will also appear on your home screen when you next visit the RN Forum.

If you cannot find a group for your Serving Person's Unit, please email the Duty Moderator: rnfpsmediamailbox@royalnavymail.mod.uk



GETTING AROUND

Groups

Find your interests



Navigate through and join the groups that you are most interested in, and keep in touch by receiving notifications of any updates. Join in on discussions specific to your serving person's Unit, and build friendship groups with like-minded people in a safe environment. Share your experiences, ideas, and knowledge to support your peers.

Units are set out in categories, so you will need to click until you get to the one of your choice, or use the search bar at the top by typing in what you are looking for. If you can't find an area for your specific Unit, please email us using the contact details on the back cover.

Topics

Information which is continually evolving



This area will support you throughout your journey as a member of the Royal Navy community. It ensures you are kept informed of service-related updates from MOD departments, Navy Command, external organisations, and charities. Anyone with an interest or who supports Armed Forces Families can access and read this information, as well as view, and download useful resources.

As a Royal Navy Forum Member, you can subscribe to areas of your choice and receive updates to your inbox. You can also get involved in the discussions — providing your feedback and ideas whilst being able to ask questions.

Events

Things to do



Here you will find two calendars:

Other Events and Activities gives details of any service-related events, briefings, etc. This calendar is open to all visitors to the Royal Navy Forum and does not require membership.

Members Events and Activities provides dates specific for the Royal Navy community and allows you to book to attend both face to face and virtual events, including FWG Days Out for families with a deployed service person.

This calendar is only accessible to members of the Royal Navy Forum, so you will need to *request to join* to view. If you have booked to attend or are interested in an event, ensure you click on *More* and *Turn on Notifications* to receive updates on the events. This sits just under the main text, near 'like' and 'feedback' stars.

News

The Royal Navy News page



In future, this will show news from around the Royal Navy community which will bring you some interesting stories and great updates on what has been going on in the Royal Navy community.

Contact

Putting you in touch with supporting organisations



This area provides you with details on who to contact at times of personal crisis – both within the Royal Navy and external stakeholders.

It also notes how you can get in touch with the RN FPS Engagement Team Information Officers and Forum Moderators.



ENGAGEMENT

Announcements

Here you can find useful information and updates that are posted by the RN FPS Engagement Team, Forum Liaison Officers, and a selection of stakeholders, such as Naval Families Federation.

Discussions

This is where the community can really engage. Those noted above may start a discussion should they wish for your feedback/questions on certain items – these allow you to add your comments, concerns, or suggestions in a safe and protected environment away from social media.

You can also set up your own discussion and engage with other members, share experiences and ideas, get to know others, or just ask a question. As well as sharing images and videos.

Like any communication, all members must still be careful with the content that is discussed within the secure Royal Navy Forum, so it is moderated to ensure Operational Security (OPSEC) and Personal Security (PERSEC).

Resources


This area provides a place to store useful documents, posters, and forms.

The resources within the Topics area can be downloaded as required and may be useful to display and share in community or educational settings that work with RN Families.

Those within the 'Groups' area are for members personal use only and should not be shared with anyone who would not be entitled to become a member of the Royal Navy Forum.

Gallery

The gallery allows Forum Liaison Officers and RN FPS to upload images from specific events and activities.





OTHER TOOLS

Lightning Bolt

Staying up to date



Once logged in this will allow you to see what has been posted in the groups you follow. Click the lightning bolt and use the drop-down links to go directly to the post and mark as read once completed.

Direct Messaging

Communicate with other members



Direct Messaging can be used to connect privately with other members, and is a useful tool to contact the Duty Moderator, RN FPS Information Officer, or Forum Liaison Officer without others reading your message.

Follows

Your interests in one place



Follows allows you to see what areas you are interested in, and provides you with a shortcut to the area itself. Click on *Groups* to see all your shortcuts. Click on *Members* to see who you are connected with.

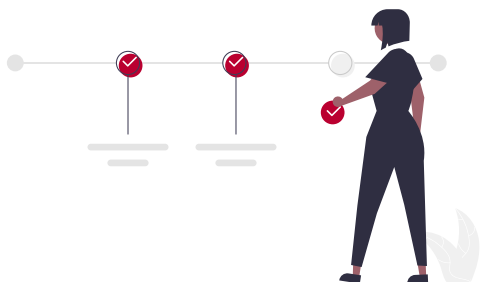
Profile

Your personal details

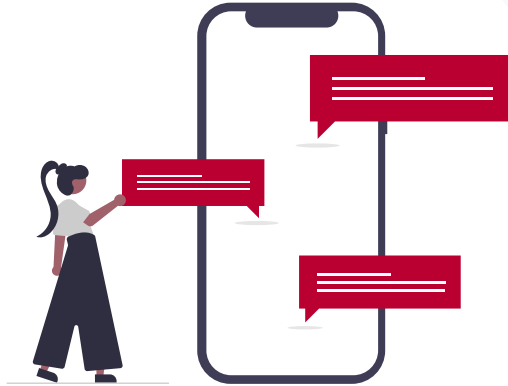


This is the icon to the right of Follows. The Profile area allows you to see what you have achieved within the Royal Navy Forum, and check your Friendship List (those that you connect with directly).

This also shows the areas of the RN Forum you have membership to. Click on the one you would like to visit, and it will take you directly to the group.



Ensure you stay Informed, Involved, and In Touch
Join the Royal Navy Forum!



NOTIFICATIONS

There are two ways in which you will receive notifications: one through the lightning bolt on your homepage and the other through email notifications. These are received once you have clicked on the *Follow* button in Topics and Groups.

New items in Announcements, Gallery, and Resources will send only one notification whereas Discussions will send a notification when first posted and then with every comment. This is the default setting of the RN Forum.

If you find these are getting too much these can be controlled by clicking on 'Profile', the little circle at the top right of your screen. On the dropdown click on settings. Once in settings, click on Notifications. Here you will see two columns:

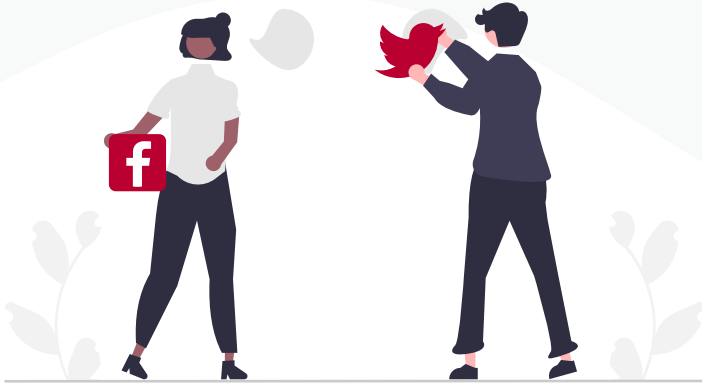
Live Alert are those you will see on your profile when you log in, so these do not need changing. Turning these off will mean you have no way of knowing what has been added to the areas you follow.

Email are those that come to your email inbox and can become frequent if a discussion is creating lots of replies. To stop receiving emails each time a comment is made on a discussion, remove the 'tick' from: Replies are added to threads I'm subscribed to.

Further boxes for emails can be unticked, however by doing this you will need to log in regularly to see what has been updated as you will no longer receive any notifications to your inbox, including updates from the Units you are following.

If you need any support with notifications, email:

rnfpsmediamailbox@royalnavymail.mod.uk



SOCIAL MEDIA

With heightened tensions across the world, it is even more important that we steer away from engaging with the Naval family on Social Media platforms. The Royal Navy Forum is there to provide the Royal Navy with its own engagement platform away from third-party providers. It provides a very safe and secure area to do this, but we still should be careful of what can and can't be posted – taking into consideration both OPSEC and PERSEC.

The official Royal Navy Family and People Support Facebook Pages and X are still be available for you to follow. Original items will be placed into the RN Forum.



SECURITY

The Royal Navy Forum is accredited up to OFFICIAL which allows us to communicate information to our members in a safe and secure way.

Any information that is posted into the Royal Navy Forum is moderated by a duty team who are available 0800-2200, 365 days a year. They are there to support you as members and to ensure that there are no breaches of OPSEC/PERSEC.

All information within the Royal Navy Forum is not to be copied or posted onto external digital/social platforms. Anyone found doing this will have membership removed.



IN CASE OF EMERGENCY (ICE)

If circumstances should arise whilst your relative is overseas (Inc. N Ireland) either on a posting, at sea, on deployment, that make it necessary for you to apply for his/her return on compassionate grounds (such as death in your immediate family, serious illness or serious family crisis) you should call:

Joint Casualty & Compassionate Cell (JCCC)

01452 519951

In all other circumstances, call:

Royal Navy Family & People Support (RN FPS)

Freephone: 0800 145 6088

Email: navypeople-psrnfpsportal@mod.gov.uk

The following details will be required:

Rank/Rate _____

Full Name _____

Date of Birth _____

Service Number _____

Unit Name _____

BFPO Number _____

FAQ'S

Q1. How do I know there is a new post in the RN Forum?

A1. When you join a group ensure you click on the Bell. This means you are following the group and you will receive email notifications to the email address registered to your account. To react or to find out more from the notification click the More or View online link at the bottom of the text. If already logged into the forum it will take you direct to the post, if not it will take you to the Login page. Please do not reply to these emails, responses should be made through the Forum directly.

Q2. I am getting too many notifications into my email account; how can I manage these?

A2. Notifications can be managed from your profile. They are set to "all" when you first register. Your profile is accessed via the profile icon at the top right of the screen. Click icon – Settings. Once on settings, click on the notifications tab and unclick any boxes under the Email column. This will ensure that your notifications are via the lightening bolt on the Forum and not via your email. You can also click the unfollow button on a group to stop all notifications.

Q3. My Serving Person is relocating to another Unit; how do I leave a group?

A3. To be removed from a group please get in contact with the RN Forum Duty Moderator and they will do this for you. Email rnfpsmediamailbox@royalnavymail.mod.uk or connect within the Forum via private message.

Q4. I can't seem to access the booking forms for Members Events and Activities?

A4. As with other groups you will need to request to join the "Members Events and Activities" under the Events icon. You can scroll through the calendar or use the list to the right of a PC Screen or by scrolling down on your mobile. Click on the event you want to book and click the booking form link. This will open the form, however if the closing date has passed you will see an error page. If you have any issues booking you can leave a comment under the event post or email navypeople-psrnfpscom@mod.gov.uk

Q5. Is there a quick way of finding out where things are in the RN Forum?

A5. The search facility can support with this as it searches the whole of the Forum. Use the 'Anywhere' tab to search all areas or use the advanced search facility for more specific information.

Q6. I keep getting an Access Denied message, why is this?

A6. If attempting to access a group that you are not currently a member of either directly or by following a link located on a Facebook Page, X.com or a poster, you will receive the Access Denied message. You will need to log in and navigate to the group and request to join to enable you to see the post/discussion.

Q7. Why am I getting an Error Message 403 when I try to log in?

If you receive the Error 403 Message when accessing the RN Forum we recommend, initially, refreshing the page and if this does not rectify the error clearing your browser cache should be the next step. Your browser cache can usually be cleared within the settings on your device. If this still fails, then please email the RN Forum Duty Moderator with details of the device and browser you are using, and they will try to assist: rnfpsmediamailbox@royalnavymail.mod.uk

Q8. I would like to connect with other members away from the group discussions – is this possible?

A8. Yes, the RN Forum has a messaging tool known as the “Connect” feature – you can use this to become a friend or to Follow other members of the Forum. All you need to do is click on a member’s profile image or name in a post (normally noted in blue text) and this will open up a new page. Click the connect button on the members page and select ‘Follow’ or ‘Friendship Request’.

Q9. What is the message/speech bubble icon shown near the lightening bolt used for?

A9. This is where you can private message anyone you have connected with as long as your connect request has been approved by them. You can also set up a messaging group if there are several members wanting to connect together.

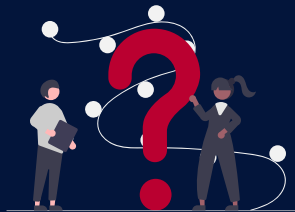
Q10. Why can’t I find a group for my Serving Persons Unit?

A10. Not all Units are listed, so if you cannot find the one you need then please email the Duty Moderator and they will support you: rnfpsmediamailbox@royalnavymail.mod.uk

Q11. I have looked through all the information and still cannot find an answer to my question; what can I do?

A11. To gain further support you can ask one of the FPS Information Officers, via email: rnrn-wio@royalnavymail.mod.uk





Questions?

The RN FPS Engagement Team Duty Moderators
are available from 0800 – 2200, 365 days a year

rnfpsmediamailbox@royalnavymail.mod.uk



forum.royalnavy.mod.uk