



SLSA Patrol Swap - Members User Guide v1.docx

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Overview

Patrol swaps (substitutions (sub/s) enables members to indicate when they will be unable to attend a patrol therefore inviting other club members to sub for them. Club members can also accept to sub for another member who is unable to patrol. Members will manage their subs with other club members via the Member Portal > Lifesaving Online tab.

The Patrol Sub performs the following tasks:-

1. Displays an invite to eligible members in your club that you require a sub.
2. Enables a member to view only patrols that they are eligible to do based on the Awards they hold.
3. Enables members to confirm they are able to do a sub for another member.
4. Send a notification email when a sub has been accepted

Getting Started

To use the Patrol Sub function members need to:-

1. Have a Members Portal Account – to create an account go to portal.sls.com.au
2. Be in a Patrol Team and meet the Award requirements of the position they hold in the Patrol team.
3. Be rostered for Patrols for a date/s in the future
4. Meet any other club By-Laws relating to patrol swaps.

Member Needs a Substitute

Members can view their Patrol Roster by logging in to the Members Portal > Lifesaving Online tab > Patrols tab. Three sub-tabs display under the Patrol Tab and the Red one indicates sub-tab displaying. The default sub-tab is Patrol Roster. The two additional sub-tabs are Patrol Hours and Substitutions.

SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL

rocks - Rebecca Cocks (SLS Id: 15491665) | Change Password

Home | My Tasks | My Forms | Library | Comms Management | User Administration | Forum | Lifesaving Online

Personal Details | Memberships | Awards | Patrols | Courses | Requests | Online Payments

Patrol Roster | Patrol Hours | Substitutions

DISPLAY OPTIONS

Patrol Season: 2014/2015

Group By: ☒ Date ☐ Organisation ☐ Patrol Team

☐ Display only patrol where I'm substituting for someone else

Update

Below are details of your upcoming and/or past patrol roster for the selected season.

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Patrol Team: Team 10

Position: ART Operator; Member

Sun 05/10/2014	10:00 - 13:00 (3 hrs)	Rostered	●
Sat 25/10/2014	13:30 - 18:00 (4.5 hrs)	Rostered	●
Sun 16/11/2014	08:30 - 13:30 (5 hrs)	Rostered	●

How to Request a Sub in a Patrol Roster

If a member is rostered for a patrol in the future and they need to get a sub they will see the following screenshot. They would need to click **"I need a substitute"**. A pop up will appear **"Do you want to request a substitution for this patrol?"** Click **"OK"**

SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL

TEST NSW CLUB

Patrol Team: Team A

Position: First Aid Officer

Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Rostered	I need a substitute	●
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Season Total: 1 patrol(s).

The screen will now update and display as “Requesting Substitute”.

The screenshot shows the 'Patrol Roster | Patrol Hours | Substitutions' page. On the left, under 'DISPLAY OPTIONS', the 'Patrol Season' is set to '2015/2016'. The 'Group By' options are 'Date', 'Organisation', and 'Patrol Team'. There is a checkbox for 'Display only patrol where I'm substituting for someone else' and an 'Update' button. The main content area shows details for 'TEST NSW CLUB' with 'Patrol Team: Team A' and 'Position: First Aid Officer'. A table lists a patrol for 'Sat 03/10/2015' from '09:00 - 18:00 (9 hrs)' with the status 'Requesting Substitute'. A red arrow points to this status. Below the table, it says 'Season Total: 1 patrol(s)'.

How to View the Status of My Request or Cancel the Request

At any time a member can check the status of requested subs by clicking the “Substitutions” tab. The screenshot below shows a Patrol that still requires a sub and how to cancel the request for a sub.

This screenshot is similar to the previous one but includes callouts. A red box around the 'Requesting Substitute' status has a callout that says 'Still waiting for a Sub'. Another red box around the 'Remove' link in the 'Actions' column has a callout that says 'Click Remove if you no longer require the Sub'. The table structure is the same, showing the patrol details and the 'Remove' action.

Member Can Perform a Substitute

How members can see who needs a Sub and how to accept the Sub

To view who needs a sub login to the Members Portal > Lifesaving Online > Patrols tab > Substitutions

The screenshot shows the 'SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL'. The top navigation bar includes 'Home', 'My Tasks', 'My Forms', 'Library', 'Comms Management', 'User Administration', 'Forum', and 'Lifesaving Online'. Below this, there are links for 'Personal Details', 'Memberships', 'Awards', 'Patrols', 'Courses', 'Requests', and 'Online Payments'. The 'Patrol Roster | Patrol Hours | Substitutions' section is highlighted at the bottom.

Scroll down until you see the section “Below are details of patrols that other members have identified as needing a substitute”. You will then be able to view who requires a sub including the date, time, Member, Team, Position and the option to confirm that you can do the sub. To accept the patrol click “I can do this”. A pop up will appear “Do you want to accept the substitution request on this patrol?” Click OK. Once accepted the patrol will no longer display in the section “details of patrols that other members have identified as needing a substitute”.

Below are details of all patrols that other members have identified as needing a substitute

TEST NSW CLUB

Patrol Team: Team A

Date	Time	Club	Member	Team	Position	Actions
Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Rebecca Cocks	Team A	First Aid Officer	I can do this

Click "I can do this" to confirm

How a member can see who they accepted a Sub for

In the previous example the member confirmed they could do a patrol in Patrol Team A on Saturday, 03 October 2015, 0900-1800hrs.

The member who accepted to do the Sub can view this by clicking the Patrol Roster tab and ticking the box **"Display only patrol where I'm substituting for someone else"** and click Update.

Patrol Roster | Patrol Hours | Substitutions

DISPLAY OPTIONS

Patrol Season: 2015/2016

Group By:

- Date
- Organisation
- Patrol Team

☒ Display only patrol where I'm substituting for someone else

Update

Below are details of your upcoming and/or past patrol roster for the selected season.

TEST NSW CLUB

Patrol Team: Team A

Position: Bro

Sun 21/09/2015

Mon 06/10/2015

Sun 26/10/2015

The updated screen will **only** display the substitute patrols the member has confirmed.

Below are details of your upcoming and/or past patrol roster for the selected season.

TEST NSW CLUB

Patrol Team: Team A

Position: IRB Crew; First Aid Officer

Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Substituting	Undo	🟢
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Season Total: 1 patrol(s).

How to pull out of being a Sub

The screenshot below displays the details of a patrol a member has confirmed they will do a sub. If they are no longer able to do the sub they can click the "Undo" option. A pop up will then display **"Do you want to cancel your substitution on this patrol? You'll no longer be able to perform this substitution"**. Click OK. The sub patrol will then be removed from your patrol list.

Below are details of your upcoming and/or past patrol roster for the selected season.

TEST NSW CLUB

Patrol Team: Team A

Position: IRB Crew; First Aid Officer

Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Substituting	Undo	
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Season Total: 1 patrol(s).

Click "Undo" if you are no longer able to do the Sub

Different views the member who created the invite for the sub will be able to view the in their Patrols > Substitutions tab.

Display One - If person who accepted the Sub and has not clicked the "Undo"

Patrol Roster | Patrol Hours | Substitutions

DISPLAY OPTIONS

Patrol Season: 2015/2016

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

Update

Below are details of your upcoming patrols for which you've requested for substitution

TEST NSW CLUB

Patrol Team: Team A

Position: First Aid Officer

Date	Time	Club	Team	Status	Person/sub	Agreed	Contact	Actions
Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Team A	Substituted	Travis Klerck	06/20/2015 11:25:00	0400975283	

Season Total: 1 patrol(s).

Display Two - If person who accepted the Sub has clicked the "Undo"

Below are details of your upcoming patrols for which you've requested for substitution

TEST NSW CLUB

Date	Time	Club	Team	Status	Person/sub	Agreed	Contact	Actions
Mon 20/04/2015	09:00 - 10:00 1 hours			Requesting Substitute (Sub cancelled)				Remove

Season Total: 1 patrol(s).

FAQs

What happens if I get a confirmed sub and then I find out I am free to patrol?

Contact the member using the contact details provided in the Substitutions tab and ask them to Undo their confirmed sub. This will have to be done within the timeframe set by the club in Surfguard for “Undoing” a Sub. Default display is 48 hours.

Patrol Roster | Patrol Hours | **Substitutions**

DISPLAY OPTIONS

Patrol Season: 2015/2016 ▼

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

Update

Below are details of your upcoming patrols for which you've requested for substitution

TEST NSW CLUB

Patrol Team: Team A

Position: First Aid Officer

Date	Time	Club	Team	Status	Person/sub	Agreed	Contact	Actions
Sat 03/10/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Team A	Substituted	Travis Klerck	06/20/2015 11:25:00	0400975283	
Season Total: 1 patrol(s).				Sub has been confirmed and Name & Contact Details of Sub display				

Is there a blackout period for when you can't "Undo" a sub you have confirmed?

The default blackout period is 48 hours prior to start of patrol.