



# **SLSA Lifesaving Online (LSO) in the Portal v2.0**

21 April 2015

# Contents

<b>Introduction</b>	<b>3</b>
About Lifesaving Online in the Portal .....	3
Benefits of Using Lifesaving Online in the Portal .....	3
Before You Start – Background Information .....	4
Creating a Members Portal account – Existing Members Only.....	4
<b>Lifesaving Online in the Portal – Functions</b>	<b>6</b>
Personal Details.....	6
Update My Details. ....	6
Family Groups – Coming Soon June 2015.....	6
Memberships .....	7
Join/Transfer to a new organisation .....	8
Awards.....	8
Patrols .....	9
Patrol Roster .....	9
Patrol Hours.....	9
Substitutions – (Coming Soon May 2015) .....	10
Courses.....	11
Requests .....	11
Pending Requests .....	11
Request History. ....	12
Online Payments .....	12
Future Enhancements .....	12

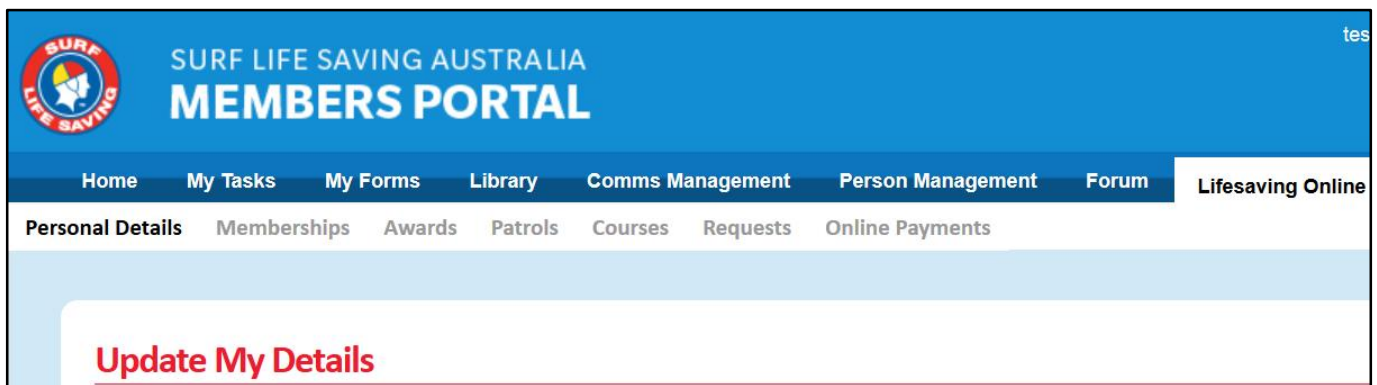
## Introduction

The Members Portal is a one stop shop for all of the organisation's member's online needs. All systems that currently require a separate login will eventually be rolled into the Portal. The most recent addition to the Portal is Lifesaving Online (LSO).

**NOTE: If you are not currently a member of a surf club or if you used to belong to a club more than two years ago, then please go to <http://www.sls.com.au/join> to apply to join a club. Once your membership has been accepted by the club, you can return to the Portal and create your account.**

## About Lifesaving Online in the Portal

Lifesaving Online in the Portal can be accessed by all members who are listed in SLSA's National Membership Database, Surfguard. All members will need to create their own Members Portal account, go to **portal.sls.com.au**. Once your account is created and activated, login and select the Lifesaving Online tab. When you select the Lifesaving Online tab a number of sub-tabs will display including; Personal Information, Memberships, Awards, Patrols, Courses and Online Payments.



## Benefits of Using Lifesaving Online in the Portal

- Update personal details
- Renew memberships
- Request a transfer to another club
- View your Awards
- Print a transcript of your Awards (Coming Soon)
- View your patrol roster and patrol hours
- Make a request for a Sub and accept other member's requests for a Sub
- Download patrol roster in iCal format to a smart device (Coming Soon)
- Create a family group (Coming Soon)
- Access eLearning
- Pay membership, course or carnival entry fees etc

This document is designed to provide a basic overview of Lifesaving Online in the Portal. For further information, help or assistance please log at ticket at <http://support.sls.com.au> or email the IT department at [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) or call the Helpdesk on 1300 724 006.

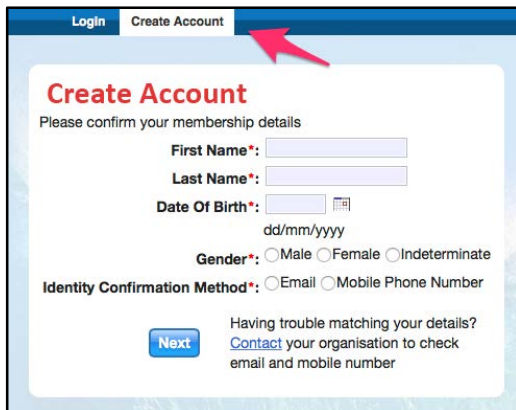
## Before You Start – Background Information

Every person who is a member of a Surf Life Saving organisation has their own Member record in the National Membership database (Surfguard). Details recorded include:- personal details, awards, patrol roster, patrol hours, transactions and notes. Lifesaving Online enables a member to view some of the information stored in the member record. All members of our organisation are entered individually into the National database and for this reason every member is required to create a Members Portal account to access their details.

## Creating a Members Portal account – Existing Members Only

In order to save time we recommend parents/guardians consider the following when creating multiple Portal accounts:

- Each child will need a unique username but there's nothing stopping you using a generic beginning - e.g. hutchinson\_billy, hutchinson\_sarah or thejonesfamilybob, thejonesfamilykate.
- You can use the same email address for all your children (however if they are existing club members the email address must match the one currently stored in National Membership database (Surfguard))
- You can use the same password for all your children when creating their accounts.
- If your club is using the Payment Gateway you can make one payment for multiple members. When paying for multiple members please ensure you details for each individual you are paying for.
- Family Groups will enable a parent/guardian to renew their membership and the membership of any child under 18 years in one go.

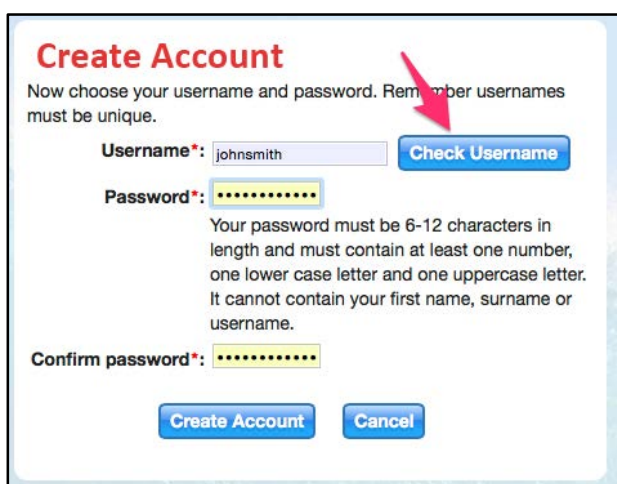


**Step 1.** Go to **portal.sls.com.au** and click “Create Account” located on the menu tab next to “Login”

### Step 2. Enter Details Correctly

You will now have to enter your First and Last Name, Date of Birth and gender.

**Note:** a separate account is required for each and every member - there is no ‘family’ membership linkage available. Choose a confirmation method - either email or mobile phone number, to which a unique code/or link will be sent. The email or mobile you use must be the same as the email/mobile in our National Membership database (Surfguard).



### Step 3. Choose a Username

Enter a username for your account and click the ‘Check Username’ button to ensure that your choice is available. Enter a password. It should be between six and 12 characters long and contain at least one number, one lower case and one upper case letter.

### Step 4. Activating Your Account

All accounts must be activated before they can be accessed. You will receive a confirmation code/ link by either email or SMS depending on the choice you made earlier.



**Email Activation** – you will receive an email from [noreply@portal.sls.com.au](mailto:noreply@portal.sls.com.au) either click the link or paste the URL at the bottom of the email into your web browser to activate your account.

**Mobile Activation** – the next screen displayed will ask you to enter your username and password exactly as you chose it earlier, followed by the confirmation code you receive by SMS.

If you do not receive an SMS or Email, please click the “Resend Your Confirmation Code” option on the Portal home page [portal.sls.com.au](http://portal.sls.com.au)

## Step 5. Using Your Account

You can now see the Homepage of the Portal where News, Events, Announcements and Jobs & Opportunities are listed. You should also have access to the “My Forms”, “Library”, “Forum” and “Lifesaving Online” tabs.

The screenshot shows the Surf Life Saving Australia (SLSA) Members Portal. The header includes the SLSA logo and the text "SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL". The user is logged in as "patrickcooks - Patrick Cooks (SLS ID: 12670410)" with links for "Change Password" and "Log Out". The navigation bar contains tabs: Home, My Forms, Library, Forum, Lifesaving Online, and a search bar. Below the navigation bar, there are four main sections: News, Events, Announcements, and Jobs and Opportunities. Each section has a list of items with filters for Level, State, and Type. The News section includes articles like "Aussie Ocean Swim", "Gold Coast SurfCom opens doors to members of the public", "Lifesaving Online Now Available in the Portal", "Safety update: Surf Life Saving Australia releases Independent Testing Report", and "The Aussies - Just Under Two Months To Go!". The Events section lists "2015 SLSA Surf Boat Championships", "End of Season Party", "2015 SLSQ Board Riding Championships", "2015 SLSQ Surf Rescue Championships", and "Ocean Assault". The Announcements section shows "SLSA Circular 93 2014 - 2015 End of Season IT Procedures". The Jobs and Opportunities section lists "Mermaid Beach AEME SLSQ, Nipper Coach; Season 2015-2016".

## Password and Account Issues

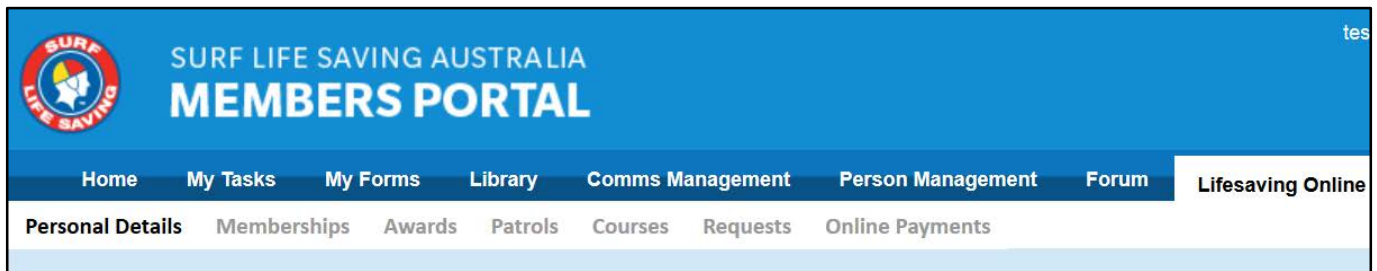
If you forget either your username or password, click the reminder link on the main login page. Enter your First and Last Name and Date of Birth and select either Email or SMS to receive your Username & Password reminder.

**Note:** Once you have logged in with your temporary password you can always change your Password by clicking “Edit My Profile” at the top right corner of the screen.

The screenshot shows the SLSA login page. It has a "Login" heading and two input fields for "Username\*" and "Password\*". Below the fields are "Login" and "Clear" buttons. At the bottom, there are links for account issues: "Don't have an account yet? [Click here](#) to create a new portal account.", "[Click here](#) if you have forgotten your username or password.", "[Click here](#) to resend your confirmation code.", and "[Click here](#) to enter your SMS confirmation code." At the very bottom, it says "Not a member of a surf club? [Click here to join](#)."

## Lifesaving Online in the Portal – Functions

Once your Portal account is created and activated, login and select the Lifesaving Online tab. When you select the Lifesaving Online tab a number of sub-tabs will display including; Personal Information, Memberships, Awards, Patrols, Courses and Online Payments



### Personal Details

The personal details tab in Lifesaving Online has two sub-tabs; Update My Details and Family Groups (Coming Soon June 2015)

#### Update My Details

Lifesaving Online in the Portal enables members to update their personal records whenever required and these are then electronically submitted to the organisation the member belongs to. Details that can be updated include; residential & postal address, phone contacts, email addresses, drivers and marine license details and emergency contact information.

The image shows the 'Update My Details' form within the Lifesaving Online portal. At the top, there is a navigation bar with tabs: Personal Details, Memberships, Awards, Patrols, Courses, Requests, and Online Payments. The 'Personal Details' tab is selected. Below the navigation bar, the title 'Update My Details' is displayed. A 'PLEASE NOTE' section contains two instructions: 1. First Name, Last Name, Gender, Date of birth, Email Address 1, Home Address and Postal Address are required fields and must be completed. All other fields are optional, but you could take the time to complete them. 2. If your Date of Birth is incorrect, please contact your organisation of membership to have this updated. The form is divided into two main sections: 'General Details' and 'Home Address'. The 'General Details' section includes a 'Personal Information' sub-section with fields for Title (Mr), First Name, Middle Name, Last Name, Preferred Name, and Gender (Male). The 'Email Addresses' sub-section includes fields for Email Address 1 and Email Address 2. The 'Home Address' section includes fields for Building Name and Flat Or Unit Details.

#### Family Groups – Coming Soon June 2015

Family Groups are a mechanism to “Group” members who are in one club together, to allow for bulk management of data.

Family Group Creation allows for the following tasks to be performed:-

1. Display Groups you might be a member of in each club
2. Apply to create a family group consisting of members in a club
3. Promote a family group member to primary member to manage the group
4. Renew the membership all members of the group
5. Edit personal details for an individual in the group or in bulk

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

Update my details | **My Family**

On click on this button a new page will be opened which will allow the current user to create a Family group

Create a Family Group

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Actions
Klerck	4	Macmasters	Travis Klerck, Jenna Klerck	Active	<a href="#">View</a> <a href="#">Renew Memberships</a> <a href="#">Make Payment</a>
Klerck family	6	Sawtell	Philip Klerck	Active	

## Memberships

The Memberships tab enables members to view organisations they are currently a member of and apply to join another organisation via a full or partial transfer. All the organisations you are currently a member of will be displayed on the screen.

To renew your membership with an organisation, click on the **Renew** button next to that organisation's listing. This will take you to a pre-filled form. Check and update your personal details, tick the declaration boxes and submit your application to your club.

To make a payment to your organisation(s) click on the **Make Payment** link next to that organisation's listing.

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

**Memberships** | Join/Transfer to a new organisation

Below are the organisations you have memberships with at SLSA. To renew a Membership for a Surf Club please click on the "Renew" link.

If you would like to **APPLY FOR MEMBERSHIP** at a new organisation, please click [Join / Transfer to a new organisation](#).

SURF CLUBS

Test NSW Club				Renew
Branch:	Test NSW Branch	Competition Rights:	Yes	
State:	Surf Life Saving NSW	Competition Age Category:	Masters 45-49	
Registered Season:	2014	Child Protection Completed:	Yes	
Membership Category:	Active (18yrs and over)	Online Payments:	Contact club for payment options	

Shoalhaven Heads				Renew
Branch:	South Coast Branch (NSW)	Competition Rights:	No	
State:	Surf Life Saving NSW	Competition Age Category:	Masters 45-49	
Registered Season:	2013	Child Protection Completed:	Yes	
Membership Category:	Active (18yrs and over)	Online Payments:	<a href="#">MAKE PAYMENT</a>	

Surf Club members: Please note that once you request a change to your details or a membership renewal, your request will be sent to the chosen organisation, pending approval. You can not submit a request with another organisation until this pending request is processed.

## Join/Transfer to a new organisation

To apply to join or transfer to a new organisation click the Join/Transfer link on the Memberships screen.

You can choose join either a club or an academy. To join a club, another club or to transfer to a different club, choose the first option. You will then be required to choose from the following three options:-

**Memberships | Join/Transfer to a new organisation**

PLEASE NOTE

1. First Name, Last Name, Gender, Date of birth, Email Address 1, Home Address and Postal Address are required fields and must be completed. All other fields are optional, but we would appreciate it if you could take the time to complete them.
2. If your Date of Birth is incorrect, please contact your organisation of membership to have this updated.

**Organisation Selection**

Select your situation \*

☒ I want to join a surf club, another club, or transfer to a different surf club.  
☐ I want to join an Academy so I can enrol for a course.

You currently belong to one or more organisations that require you to submit a transfer request in order to join a surf club. Upon submitting this form, a transfer request will be created and this will be subject to an approval process. As your competitive rights are currently with **Test NSW Club**, they will need to approve your transfer. The club you select to join will also need to approve the transfer.

Even though you may not be an active member of any club at present, SLSA regulations state you must seek a clearance from your old club or other SLSA organisation prior to joining your new club. You may check the status of your transfer request at any time through Lifesaving Online (via the Requests menu option) or by contacting your surf club.

Do you want to apply for a: \*

☒ Full transfer (Leave your current club) [more information]  
☐ Competition rights transfer [more information]  
☐ Non-competition rights transfer [more information]

Select State:

Life Saving Victoria

Branch (optional):

Bellarine (District)

Club/Organisation: \*

Ocean Grove

Comments:

To assist the clubs in processing, it is recommended that you enter your reason for choosing to transfer.

**Full Transfer (Leave your current club)** - means moving your membership to a different surf club. Once your application is approved, you will no longer be a member of your current club. If you select this option and are presently a member of more than one club, you will be asked to select the club you wish to leave.

**Competition rights transfer** - Keep your membership at your current club(s) but move your competition rights to a new club. You will then have dual membership.

**Non-competition rights transfer** – Join another club, while keeping your membership and your competition rights at your current club. You will then have dual membership.

Note: This transfer facility merely initiates the transfer process. The transfer itself depends on endorsement from both your current club and the new one. The process relies on volunteer club officers at either end and is not instantaneous.

## Awards

You can view all of your SLSA awards in the Awards section of Lifesaving Online. This enables you to get a thorough overview of the status of each of your awards without having to contact your club or State centre. If you are not proficient in a particular award it will be flagged in red text. You can sort this list by clicking the column header - the default is alphabetical order by award name. This page also displays when you achieved a particular qualification and where you attained it.

My Awards						
Below are the qualifications you have achieved with SLSA. Clicking on a column heading allows you to sort by that column.						
Please note that not all awards expire. Those that have expired are indicated with a red Expiry Date.						
Award Name	Award Type	Award Number	Award Date	Proficiency Date	Expiry Date	Originating Organisation
Advanced Resuscitation Techniques Certificate	SLSA Education	NS7615778	11/12/2011	11/12/2011	31/12/2012	Shoalhaven Heads
Apply Advanced Resuscitation Techniques (HLTFA404A)	AQTF Unit of Competency	NS7615779	11/12/2011	---	---	Shoalhaven Heads
Apply Surf Awareness and Self Rescue Skills (PUASAR012A)	AQTF Unit of Competency	NS6428799	28/05/2007	---	---	Shoalhaven Heads
Bronze Medallion	SLSA Education	NS6428800	28/05/2007	30/12/2012	31/12/2013	Shoalhaven Heads
Certificate II in Public Safety (Aquatic Rescue) (PUA21004)	AQTF Qualification	NS6442344	28/05/2007	---	---	Shoalhaven Heads
Communicate in the Workplace (PUACOM001B)	AQTF Unit of Competency	NS6428801	28/05/2007	---	---	Shoalhaven Heads
Follow Defined Occupational Health and Safety Policies and Procedures (PUA0HS001B)	AQTF Unit of Competency	NS6428802	28/05/2007	---	---	Shoalhaven Heads



## Patrols

Active patrol members can use the Patrol tab to; view patrol hours accumulated, check their patrol roster and request or accept substitution for a patrol at their club

### Patrol Roster

The Patrol Roster sub-tab enables members to:-

- View their patrol roster by date, organisation or patrol team
- View their patrol dates on a personalised calendar (Coming Soon June 2015)
- Create a request for a "Sub" to do a patrol you are unable to do. (Coming Soon May 2015)

**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**

**CALENDAR VIEW**  
April 2015  

Mon	Tue	Wed	Thur	Fri	Sat	Sun
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

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

**TEST NSW CLUB**

**Patrol Team: Reserve Team**

**Position: Patrol Captain; First Aid Officer; Award Member**

Mon 20/04/2015	09:00 - 10:00 (1 hrs)	Rostered	<a href="#">I need a substitute</a>	
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**Season Total: 1 patrol(s).**

**Patrol Team: Team A**

**Position: Award Member**

Mon 01/09/2014	09:00 - 09:15 (0.25 hrs)	Rostered	
Sat 04/04/2015	09:00 - 18:00 (9 hrs)	Rostered	
Sun 05/04/2015	09:00 - 18:00 (9 hrs)	Rostered	
Mon 06/04/2015	09:00 - 18:00 (9 hrs)	Rostered	
Tue 07/04/2015	09:00 - 18:00 (9 hrs)	Rostered	
Wed 08/04/2015	09:00 - 18:00 (9 hrs)	Rostered	
Thu 09/04/2015	09:00 - 18:00 (9 hrs)	Rostered	

### Patrol Hours

The Patrol Hours sub-tab enables members to:-

- Access full details on all patrol hours entered in Surfguard
- Find out exactly how many patrol hours they have completed for specific dates eg Competition year.

**Patrol Roster** | **Patrol Hours** | **Substitutions**

**DISPLAY OPTIONS**  
Date: 01/07/2014 to 31/12/2014  
**Update**

**NOTES**

- Hours in **red** do not count towards your total hours.
- The total hours presented is not an official calculation, as the rules applied to the calculation of total hours can vary between SLSA organisations. If you would like to know your official total hours, please contact your surf club/organisation of membership directly.

**CLOVELLY**

Date	Time	Hours	Patrol Type/Patrol Name
Sat 20/09/2014	10:00 - 13:00	3	Rostered (Team 13)
Mon 06/10/2014	13:00 - 16:00	3	Rostered (Team 13)
Sat 01/11/2014	09:00 - 13:30	4.5	Rostered (Team 13)
Sat 22/11/2014	13:15 - 18:00	4.75	Rostered (Team 13)
Sun 14/12/2014	08:15 - 13:30	5.25	Rostered (Team 13)
Thu 25/12/2014	14:45 - 18:00	3.25	Voluntary (Christmas Day Patrol)

**Total: 23.75 patrol hour(s), 6 records displayed.**

## Substitutions – (Coming Soon May 2015)

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

**Substitutions**

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

TEST NSW CLUB

Patrol Team: Reserve Team

Position: Award Member

Date	Time	Club	Team	Status	Person/sub	Agreed	Contact	Actions
Mon 20/04/2015	09:00 - 10:00 (1 hrs)			Requesting Substitute				Remove
Season Total: 2 patrol(s).								

Patrol Team: Team A

Position: First Aid Officer

Date	Time	Club	Team	Status	Person/sub	Agreed	Contact	Actions
Wed 15/04/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Team A	Substituted	John Whyte	2015-04-08 14:33:58	0423859406	

Sub has been confirmed and Name & Contact Details of Sub display

Still waiting for a Sub

Click Remove if you no longer require the Sub

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 and Position and the option to confirm that you can do the Sub.

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

TEST NSW CLUB

Patrol Team: Team A

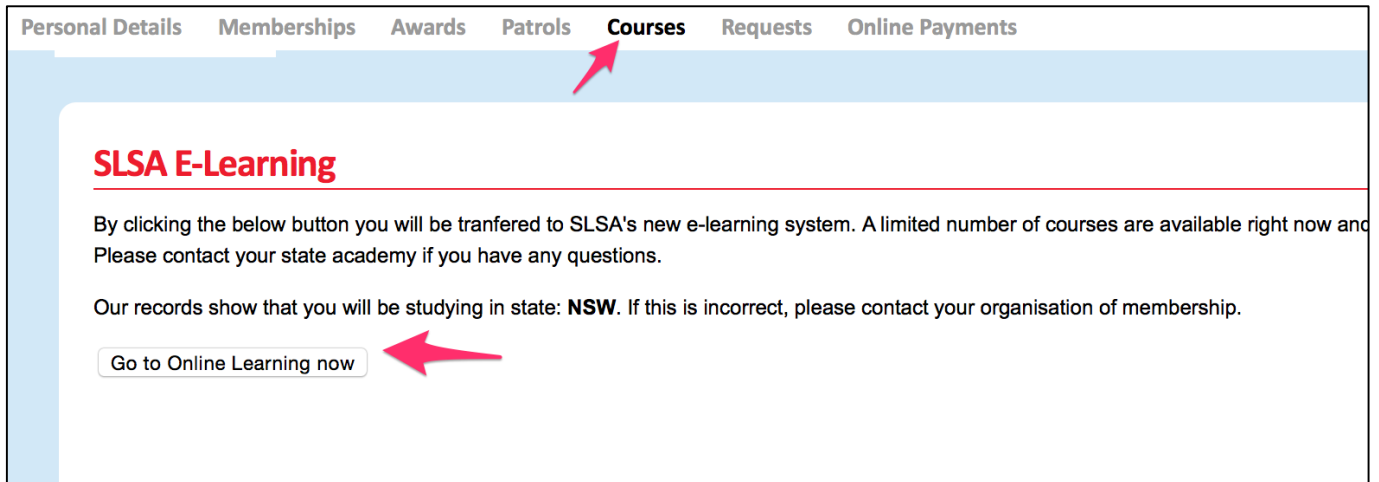
Date	Time	Club	Member	Team	Position	Actions
Wed 15/04/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Gary Daly	Team A	Patrol Captain-Vice Captain-IRB Driver-IRB Driver-IRB Crew-ART Operator-ART Operator-Member-Award Member	I can do this
Thu 16/04/2015	09:00 - 18:00 (9 hrs)	Test NSW Club	Travis Klerck	Team A	IRB Crew-Patrol Captain-IRB Driver-ART Operator	I can do this
13 patrol(s).						

Click "I can do" to confirm

For more information on managing patrol subs/swaps please view the **SLSA Patrol Swap – Members User Guide v1**. This guide can be downloaded from the Portal library

## Courses

The **Courses** tab enables members to access the SLSA's eLearning system. Members will be able to access a range of online courses, the number of courses available via eLearning is determined by your State centre. To enter into your States eLearning system click the 'Go to Online Learning Now' button.



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

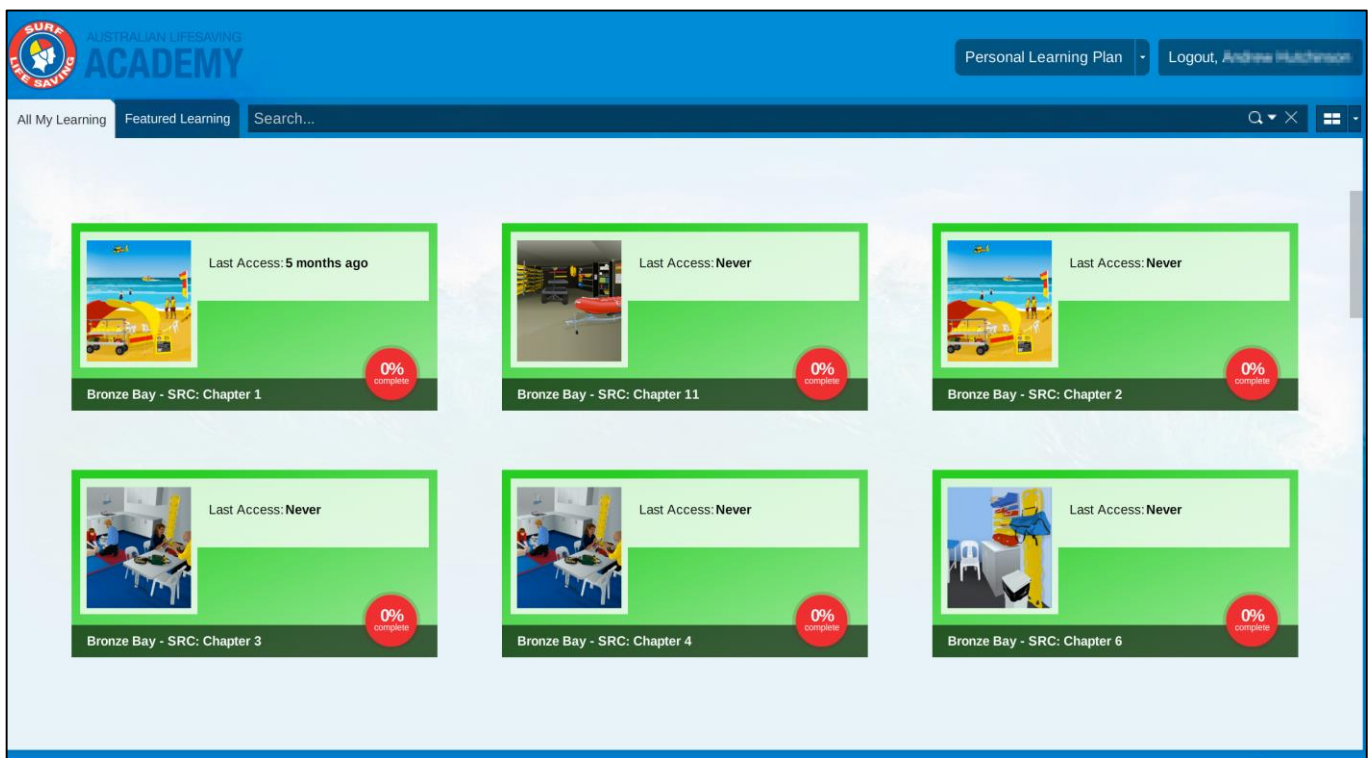
### SLSA E-Learning

By clicking the below button you will be tranfered to SLSA's new e-learning system. A limited number of courses are available right now and Please contact your state academy if you have any questions.

Our records show that you will be studying in state: **NSW**. If this is incorrect, please contact your organisation of membership.

[Go to Online Learning now](#)

Once you have been transferred to the eLearning system you will see all the courses you currently have access to.



**AUSTRALIAN LIFESAVING ACADEMY**

Personal Learning Plan Logout, Andrea Hutchinson

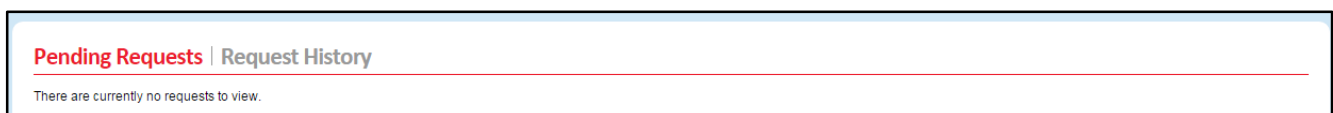
All My Learning Featured Learning Search...

Course Title	Last Access	Progress
Bronze Bay - SRC: Chapter 1	5 months ago	0% complete
Bronze Bay - SRC: Chapter 11	Never	0% complete
Bronze Bay - SRC: Chapter 2	Never	0% complete
Bronze Bay - SRC: Chapter 3	Never	0% complete
Bronze Bay - SRC: Chapter 4	Never	0% complete
Bronze Bay - SRC: Chapter 6	Never	0% complete

## Requests

### Pending Requests

All pending requests that still require some action by a club officer, such as a Membership renewal, update personal details or transfers requests are listed in this section



**Pending Requests | Request History**

There are currently no requests to view.


## Request History

Enables a member to view a summary of their previous requests that have been processed. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will appear on the Pending Requests screen. Once processed, you will see them here.

Pending Requests   Request History							
Below is a summary of your previous requests that have been processed. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will appear on the Pending Requests screen. Once processed, you will see them here.							
Club	Type	Created Date	Created By	Processed Date	Processed By	Comments	Status
Clovelly	Renew Club Membership	17/08/2014	Molly Cocks	21/08/2014	Margaret Murray	<a href="#">View Comments</a>	Accepted
Clovelly	Renew Club Membership	17/07/2013	Molly Cocks	19/07/2013	Margaret Murray	<a href="#">View Comments</a>	Accepted
Clovelly	Renew Club Membership	06/09/2012	Molly Cocks	07/09/2012	Margaret Murray	<a href="#">View Comments</a>	Accepted
TRANSFERS							
From	To	Transfer Type		Status	Created Date	Last Updated Date	
Clovelly	Surf Rescue 30 Syd	Non-competition rights <a href="#">[more info]</a>		Completed	27/12/2012	27/12/2012	

## Online Payments

Members can make payments such as; membership fees, carnival entry fees, course fees or clothing purchases through the Online Payments tab. If your organisation is set up to take electronic payments through SLSA's Payment Gateway you will see "Make Payment" next to that organisation's name on this screen.

Online Payments	
Below are the organisations you have memberships with at SLSA. If the organisation is registered for online payments, you will see a "Make Payment" link next to the organisation name. If you wish to make a payment to an organisation that is not registered for online payments, you will need to contact the organisation directly.	
If you would like to <b>RENEW A SURF CLUB MEMBERSHIP</b> , please click <a href="#">Membership View / Renewal</a> .	
If you would like to <b>APPLY FOR MEMBERSHIP</b> at a new organisation, please click <a href="#">Join / Transfer to a new organisation</a> .	
SURF CLUBS	
<a href="#">Test NSW Club</a>	Contact club for payment options
<a href="#">Shoalhaven Heads</a>	<b>MAKE PAYMENT</b> 

## Future Enhancements

- Show a members season history in their respective clubs (even ones you no longer belong to) indicating the seasons you were active and the membership category during each season.
- Allow multiple pending requests – enabling users to update personal details and renew membership or transfer clubs.
- Display organisation bank account details on the Make Payment screen so members can more easily pay via Direct Deposit if required.
- Request to change Membership category – this will work the same way as updating personal details, renewing and transferring by sending a Pending Membership Request to the club for their approval.
- Add a Student USI field in the personal details enrolment area.
- Add preferred family name to member details page.
- View transactions by club membership – view all payments made through the Portal to the club.