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

21 April 2015

Contents

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.
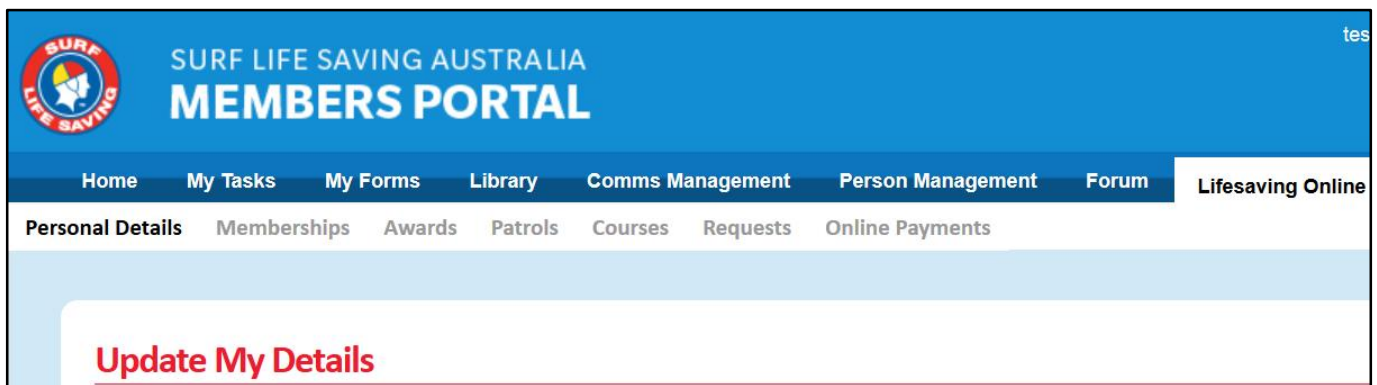
Benefits of Using Lifesaving Online in the Portal

- 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 or call the Helpdesk on 1300 724 006.
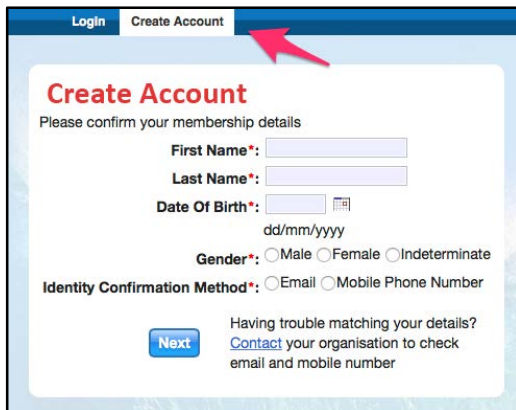
Before You Start – Background Information

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 organisaiton are entered indiviudally into the National database and for this reason every members 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 multipel 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.
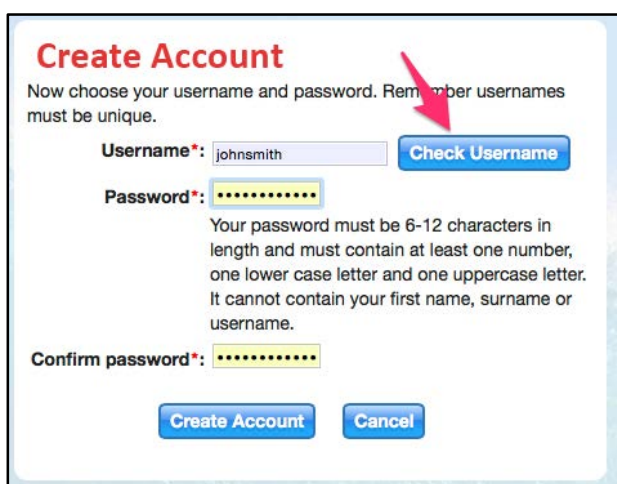

Step 1. Go to **portal.sls.com.au** and click "Create Account" located on the menu tab next to "Login"

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 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**

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.

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.

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
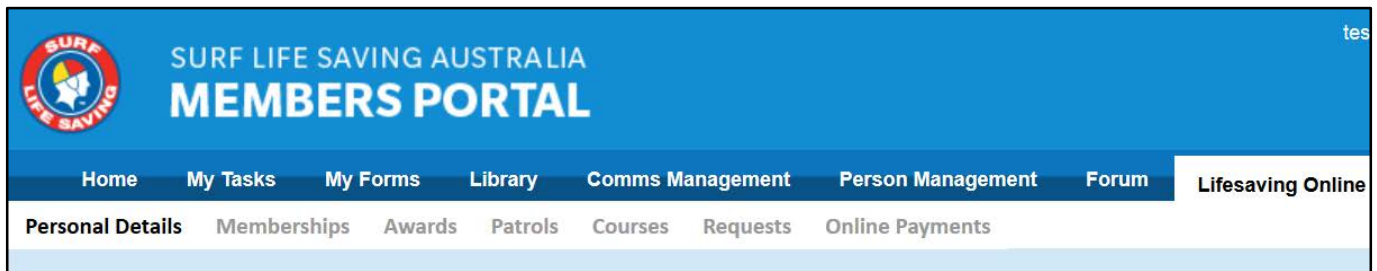
Personal Details

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

Update My Details

Life Saving 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.

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

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.

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:-

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.

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 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.

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.

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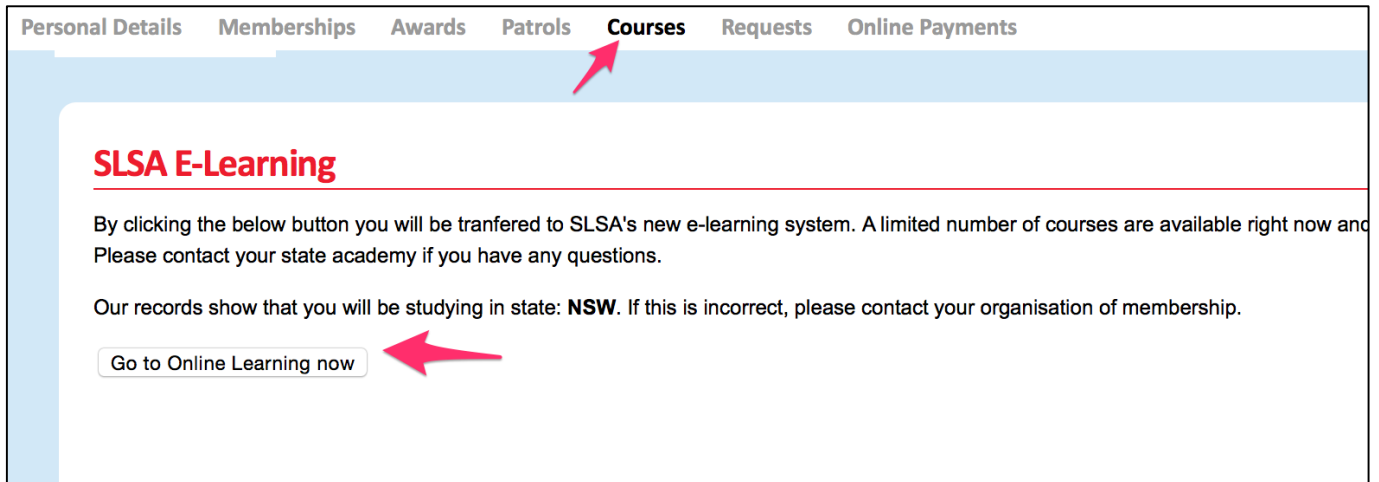
For more information on managing patrol subs/swaps please view the **SLSA Patrol Swap – Members User Guide v1**. This guide can be downloaded from the Portal library

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.

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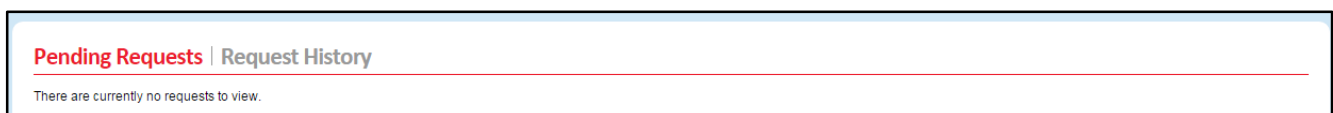
Requests

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

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.

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.

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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.