



## Surf Life Saving Australia - Circular

Title:	IT Start of Season Procedures
Document ID:	Circular 04/16 - 17
Audience:	SLS State/Territory Centres, SLS Branches/Districts, SLS Clubs and Services
From:	Surf Life Saving Australia – IT Department
Date:	29 July 2016
Subject:	Surfguard Start of Season procedures, checklist and 2016 IT Enhancement information
Summary:	This Circular is designed to assist club officers/administrators perform all the tasks required for start of season. Systems covered include Surfguard, Members Portal/Lifesaving Online and the Payment Gateway.

### START OF SEASON ACTIVITIES 2016/2017

The 1<sup>st</sup> July 2016 sees the commencement of the 2016/17 season (2016 in Surfguard) for most organisations within Surf Life Saving.

It is highly recommended that clubs work through the Start of Season check list. This circular should be read in conjunction with SLSA Circular 62 2015-16 - IT Systems End of Season Procedures. Clubs need to also follow their State's Standard Operating Procedures when performing these activities.

### IT SYSTEM ENHANCEMENTS – major changes implemented in 2015-2016

SLSA IT has rolled out a number of significant changes in 2015-16 that affects some of the processes you might use:

- Family Group management
- More self service functions in the Portal/Lifesaving Online
- Bulk proficiency management
- Payment Gateway improvements
- More Bulk processing features (such as member / child protection information)

### SUPPORT/ASSISTANCE and TRAINING

If you need assistance with anything contained within this Circular, please consult the relevant User Guide (Surfguard, Members Portal, Lifesaving Online, Patrol Swaps/Subs or Payment Gateway) which can be found in the Library of the Members Portal (Portal URL: [portal.sls.com.au](http://portal.sls.com.au). Library / Administration / IT / SLSA / Guides) or via our online help service. URL: [help.sls.com.au](http://help.sls.com.au).

For support with any of our systems call the Helpdesk 1300 724 006 or log a ticket <https://support.sls.com.au> Alternatively you can email [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au)

The SLSA IT department can deliver training sessions for Officers and Staff of Clubs, Branches & States on systems such as Surfguard, Members Portal, Payment Gateway & other SLSA IT Systems. If you are interested, clubs should contact their relevant Branch/State Authority to arrange. Branches/States should email [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) to submit a training request. Please provide systems to be covered, location of training and suggested dates.



## START OF SEASON CHECKLIST

ACTIVITY		DESCRIPTION	TASK COMPLETED
<b>1</b>	<b>Admin Access to SLS IT Systems</b>		
1.1	Surfguard Access	Process for Surfguard User Accounts	
1.2	Surfguard User Account Report	Check who has Surfguard access at your club	
1.3	Members Portal Admin Functions	Process to assign Admin Functions to Portal Account	
<b>2</b>	<b>Memberships</b>		
2.1	Online Membership Renewal	Online Renewal of Existing Membership	
2.2	Emailing Membership Form	Prefilled form can be emailed to all Members	
2.3	Printing/Mailing Membership Form	Process for Printing Membership form & creating labels	
2.4	Templates	Create, Edit, View & Delete Template Cover Letters	
2.5	Processing Pending Member Requests	Accept or Reject your Pending Requests	
2.6	New Member	New Member Application Process	
2.7	Payment of Memberships	Payment Options	
<b>3</b>	<b>Organisational Management</b>		
3.1	Officer Positions	Add/update & modify Officer Positions	
3.2	Online Store Administrator	Process to order from the shop on behalf of your Club.	
3.3	Committees	Update and/or add Committees	
3.4	Organisational Details	Check that Organisational Details are current	
3.5	Organisational Bank Account Details	Check that Organisational Bank Account Details are current	
3.6	Service Profile	Update your clubs patrol and other service details for the coming season based on your Patrol Service Agreement	
<b>4.</b>	<b>Patrols</b>		
4.1	Patrol Teams	Update/create Patrol Teams	
4.2	Patrol Rosters	Update/create Patrol Rosters	
4.3	Substitution management	Update default settings as required	
<b>5</b>	<b>Payment Gateway</b>		
5.1	Sign your club up for Payment Gateway	Submit SLSA Forms 075 & 079 to sign up for the Payment Gateway if you have not already done so.	
5.2	Price lists	Update & upload Price Lists with the current season's fees	
5.3	Payment Gateway receipt emails	Check that payment notifications are going to the correct club official e.g.: Treasurer/Administrator	
<b>6</b>	<b>Gear &amp; Equipment</b>		
6.1	Update Gear & Equipment	Add/remove equipment in preparation for Gear Inspections	



6.2	Gear and Equipment Inspections & Checklists	Print out checklists	
<b>7</b>	<b>Additional Activities</b>		
7.1	Beachsafe	Ensure your club and beach details are correct in <a href="http://www.beachsafe.org.au">www.beachsafe.org.au</a>	
7.2	Water Safety App	* Have Coaches/Trainers/Water Safety Coordinators obtain the Water Safety App. to manage risk . * Advise all current users of the App to check they have the most recent version installed.	
<b>8</b>	<b>Members Portal</b>		
8.1	Content and Forms Approver	Ensure Content and Forms are being Approved	
8.2	Communicating with your Members	Advertising Events, Announcements and News	
8.3	Portal Library	Using the Portal Library for your Club Documents	

## 1. Admin Access to SLS IT Systems

A completed Form 049 is required to create new user accounts, amend accounts, reactivated or deactivate accounts. Please ensure the following section of the Form 49 are completed correctly:-

1. Authorising Officer Details – Executive Committee Members or Staff Members can approve. NOTE: Applicants are not able to authorise their own Form 049.
2. User Agreement – must be signed by the person who is having the account created/amended for them.
3. Submit the signed Form 049 via email to [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) or fax to 02 9215-8180.

The Form can be accessed in the following locations:

- Surfguard login page ([www.surfguard.slsa.asn.au](http://www.surfguard.slsa.asn.au)) - in the lower left corner under “Account Assistance”
- Members Portal ([portal.sls.com.au](http://portal.sls.com.au), Library / Administration and IT / IT / SLSA / Forms)

### 1.1 Surfguard Access

Only Club officers and administrators need access to the SLSA National Database, Surfguard. This access can be requested by a Form 49. Below is a screenshot of the permission levels that will need to be specified by the club.

Please select one <b>New Account</b> <input type="radio"/> <b>Amend Account</b> <input type="radio"/> <b>Reactivate Account</b> <input type="radio"/> <b>Deactivate Account</b> <input type="radio"/>			
First Name:		Last Name:	
Officer Position:		Phone: (mobile preferred)	
Email:			
Start Date of Access:		End Date: <input type="checkbox"/> No End Date (tick) <input type="checkbox"/>	

<b>Surfguard – Please select ONE of the 3 permission levels below</b>			
1. Full Access – Create/Edit/View		<input type="checkbox"/>	
2. Full Access – View Only		<input type="checkbox"/>	
3. Custom Access - Tick <b>1 or more</b> of the following:-			
Members	<input type="checkbox"/>	Assessments	<input type="checkbox"/>
Patrols	<input type="checkbox"/>	Organisational Management	<input type="checkbox"/>
Email/SMS	<input type="checkbox"/>	IRD (Incident Reports)	<input type="checkbox"/>
Please provide additional information if required:-			



## 1.2 Surfguard “User Account” Report

Clubs can run a report to find out who has an “Active” Surfguard user account as follows:-

- Reports > General Reports > Organisational Management Reports
- Report Type; Users
- Output Format; CSV Style
- User Status; Active
- Display Report

## 1.3 Administrative Functions in the Members Portal

Clubs need to appoint a number of club officers with the appropriate administrative functions within the Members Portal to approve Content and/or Forms. A Form 49 requesting access to Administrative functions will need to be completed and sent to [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) for processing. If the club officer/ administrator is in Surfguard, as a member, please create a portal account BEFORE sending the Form 49 to the IT Helpdesk. See below Administrative Functions that can be assigned.

Members Portal Administrative Functions	
Are you a member of an SLSA organisation?	
YES	– Please go to <a href="https://portal.sls.com.au">https://portal.sls.com.au</a> , create a portal account, and provide username: <input type="text"/>
NO	– Please provide the following: Gender: Male <input type="radio"/> Female <input type="radio"/> Date of Birth: <input type="text"/>
<b>Please select the Administrative functions required:-</b>	
1.	Content Approver – Ability to approve content displayed in the portal for your organisation/s <input type="checkbox"/>
2.	Forms & Workflow Approver – Long Service awards/certificates <input type="checkbox"/>
3.	Reporting – Ability to run reports for your level of organisation/s <input type="checkbox"/>
4.	Comms Management – Ability to Email/SMS Members <input type="checkbox"/>
5.	Person Management – View Members Memberships, Contact Info & Portal Admin Functions <input type="checkbox"/>
6.	Library Maintenance – Ability to create sub-folders in Branch/Club Library <input type="checkbox"/>

## 2. Memberships

Prior to Club AGM’s most clubs distribute instructions to existing members about the upcoming season membership renewal process. Outlined below are 3 methods clubs can use to distribute *membership renewal forms*

### 2.1 Online RENEWAL of existing Membership

Existing Members can renew via the Members Portal at <http://portal.sls.com.au>. Members can create a Members Portal account and once logged in click the Lifesaving Online tab. The Lifesaving Online functions within the Members Portal enable members to:-

- Renew their membership
- Pay their clubs membership fees
- View their patrol rosters, past patrol hours and awards
- Update Personal Details
- Create a Family Group - see note below.
- Access eLearning
- Request substitution for a patrol

**NOTE:** If a member wants to renew an entire family, the Primary member can create a Members Portal account, create a Family Group in Lifesaving Online within the Portal and renew all members of the family in one transaction. This eliminates the need for every member to have their own portal account.



When sending out your renewal notifications ensure you inform members of the process they need to follow to renew online.

For more information about Lifesaving Online and the Members Portal, go to <https://help.sls.com.au/>.

## 2.2 Email Member a prefilled Membership Form

The first step is to amend the 'Cover Letter' Template to ensure it has all information your members need to renew their membership e.g preferred renewal method; club contact details; club fees, etc. See Templates section below in 5.4

- Go to 'Reports' > 'General Reports' > 'Member Reports'
- Click 'Advanced Search'
- Report Type = 'Membership Renewal Form'
- Output Format = PDF
- Renewal Season = 2016/2017
- Status = 'Active'
- Registered Season = 2015
- Tick the 'Email to members' Box
- Tick the 'Declaration' box (see diagram below)

<b>Email to Members:</b>	<input checked="" type="checkbox"/> Will email to members with an email address and 'Do Not Send SMS/Email Communications' unselected. For others, a pdf will be generated.
	<b>Declaration:</b>
	<input checked="" type="checkbox"/> I will only send emails/messages to people who have consented to receive them and I am complying with all SLSA policies and with all relevant legislation.
	Template Name: <input type="text" value="Test"/>

- Print Cover Letter: 'Yes'
- Print Declaration: 'Yes'
- Print Membership Details: 'No'
- Tick the Display Report Here Box
- Display report

Surfguard will then produce a report of members that have been emailed their pre-filled membership form and provide you with pre-filled forms for those without email addresses.

If required, the blank SLSA membership form can be found on the Members Portal (search "F076" OR "Membership Form")

## 2.3 Printing & Posting to Members a prefilled SLSA Membership Renewal Form

- Go to the 'Reports' tab > Select 'General Reports' > 'Member Reports'
- Report Type = 'Membership Renewal Form'
- Output Format = PDF
- Renewal Season = 2016/17
- Registered Season = 2015
- Display Report

**Important Note:** If printing forms for all your members, it is highly recommended to break the output up into a number of smaller groups, as these reports can be large and you may experience time-out issues. To do this simply narrow your selection by either membership category or with member last names starting 'a-c' then another output of members from 'd-f'. These are only a few examples to assist in narrowing your search.



### Printing Mailing Labels

- Go to 'Reports' > 'General Reports' > 'Member Reports'
- Report Type = 'Mailing Labels – Members'
- Output Format = Avery (J8160/L7160)
- Registered Season = 2015

Select 'advanced search' if you wish to refine your label selection criteria or to select 'Unique Addresses' to produce one label per family.

### 2.4 Creating & Updating Templates for Membership Details and Membership Renewal Forms

Clubs have the ability to create Template Cover Letters for Membership Details and/or Membership Renewal Forms that can be emailed to members with their prefilled membership information. To access the templates in Surfguard to go Maintenance > Templates. You will have the option to create, edit, view or delete templates.

Template Type	Template Name	Default	Actions
Membership Details	Club Membership Details	No	Edit Delete View Set Default
Membership Renewal Form	Nipper Membership Renewal Form	Yes	Edit Delete View Set Default
Membership Renewal Form	Club Membership Renewals	No	Edit Delete View Set Default

Add New Template Cancel

### 2.5 Processing Pending Member Requests in Surfguard

Administrators need to 'accept' or 'reject' new memberships and membership renewals submitted electronically before any data is updated in Surfguard. On the Surfguard home page club officers can see how many 'pending requests' they currently have. To action 'pending requests' in Surfguard go to Members > Pending Member Requests.

To process Pending Member Requests – **New Club Memberships:**

- tick the box relating to the member seeking new membership
  - click Manually Process/View Request
  - check that the correct membership category & registered season has been entered
  - click the save button.
- Or tick the box relating to the member and hit the button 'accept requests'

To Process Pending Member Requests - **Renew Club Membership:**

- tick the box relating to the member seeking to renew membership
- click Manually Process/View Request
- all changes made by the member will be displayed in 'green'.



- to accept these changes individually click the 'green' tick box alongside the specific change
- to accept all the changes in one go click the 'green' tick box located at the top of the page 'Accept All Member Changes'.
- click the save button.

## 2.6 New Members

New members to the Organisation or members who have not been active for at least 2 years will need to be directed to <http://sls.com.au/join>. They will be able to join (or rejoin a Club or Academy). Once the member completes and submits the online application a confirmation window will display that includes the new member's unique tracking ID. The new member will also be sent a confirmation email that includes a link they can use to check the progress of their application. The new or rejoining member's application request will display in "Pending Memberships" in Surfguard.

Once the pending member request has been submitted to the club, there is also a link that gives the ability for a new member to create a family group. This request will also be sent to the club for approval.

For more information about how to Join or Rejoin a club go to <https://help.sls.com.au/>.

## 2.7 Payment of Memberships

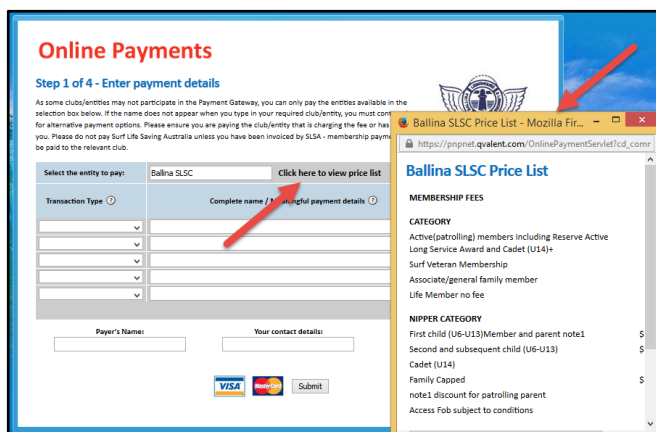
### Payment Gateway

The Payment Gateway is integrated within Lifesaving Online enabling members to make online payments, such as membership payments.

If your club has not yet signed up for the Payment Gateway, please contact the SLSA Helpdesk ([ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au)) for more information, or obtain a Form 75 from the Members Portal Library. A Form 75 is required for any new Payment Gateway account, or any account that requires amendments.

### Updating Payment Gateway Price Lists

All entities using the Payment Gateway can upload their own Price List. This is helpful, as members can view the Price List by clicking on "Click here to view Price List" next to the entity name.



### Direct Deposits

Direct Deposits are another form of payment a club can offer. This is activated in Surfguard by ticking the 'Allow Direct Deposits' box within Organisational Management > Organisational Details > Bank Account Details > Edit.

Members will be able to access the Bank Account Details in the Members Portal > Lifesaving Online > Membership.

Test NSW Club				Renew	Change Category
Branch:	Test NSW Branch	Competition Rights:	No		
State:	Surf Life Saving NSW	Competition Age Category:	Masters 45-49		
Registered Season:	2015	Child Protection Completed:	Yes		
Membership Category:	Active (18yrs and over)	Online Payments:	(Direct Deposit Information)		



For further information on Payment Options please go to <https://help.sls.com.au/>

### 3. Organisational Management

#### 3.1 Officer Positions

When your club has held their AGM and elects / re-elects officers to positions within the club, the information needs to be updated in SurfGuard. To do this go to Organisational Management > Officers > Officers . This information is used by Branch, State & SLSA to communicate with specific Officers relevant to the position they hold.

If an Officer has been re-elected to the same position for another season:

- locate the Officer from the View Officers list
- click the 'edit' button under *Officer Options*
- Amend the 'to date' field
- Update

If a new Officer has been elected to a position:

- locate the Position Name from the View Officers list
- click the 'new' button under *Officer Options*
- Select the Officer from the drop down list
- Select a 'From' and 'To' date
- Save

If you create a new position (synonym) please ensure that you link that position to the existing SurfGuard defined position (*Organisational Management > Officers > Officer Position Synonyms*).

#### 3.2 Online Store Administrator

Clubs and Branches are reminded, access to the full SLSA **Shop** can only be accessed by Club/Branch "Online Member Store Administrators". Each Club/Branch has two available positions on SurfGuard for **Online Store Administrator** access.

As we roll over into the 2016-17 season, clubs may need to update their "Online Member Store Administrators" access periods manually in SurfGuard to continue access to the SLSA **Shop**.

The Online Member Store Administrator position can be found in SurfGuard by selecting the following tabs: [Organisational Management > Officers > Officers]



### 3.3 Committees

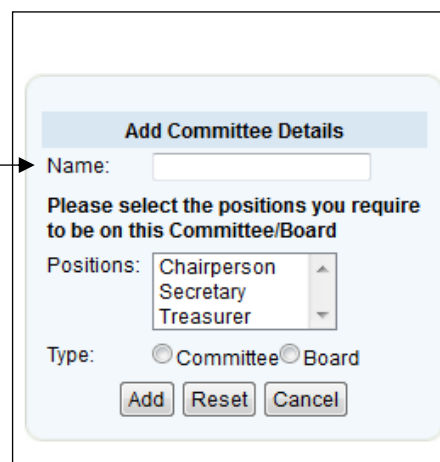
To create a Committee Group in Surfguard:

Go to Organisational Management > Committees

- Create a name for your Committee
- Select the positions you require to be on the Committee/Board
- Tick whether it is a Committee or Board
- Add

To add members to a committee:

- Click 'Members' adjacent to the committee name you wish to action
- Drag across the members that you wish to add
- Save



### 3.4 Organisational Details

Go to Organisational Management > Organisational Details > Organisational Details to check details are correct and up to date e.g. Contact details, ABN, logos, etc. Information in this section of Surfguard is sent to other SLISA applications including Beachsafe & Surfcom. Click 'Edit' at the bottom of the screen if any changes need to be made.

### 3.5 Organisational Bank Account Details

Check your Organisations Bank Account Details are correct and up to date. Go to Organisational Management > Organisational Details > Bank Account Details then 'Edit' if any changes need to be made.

**NOTE:** If you use the Payment Gateway and have changed your bank account details, see Section 5 of this Circular as additional procedures need to be followed to update your club's bank account details on the Payment Gateway.

### 3.6 Service Profiles

Go to Organisational Management > Service Profiles to view your club's patrol service details. This information also displays on a number of SLISA related websites including the Beachsafe website and App. The general public is able to view on Beachsafe when your beach is patrolled. To ensure public safety, it is important that your Service Profile reflects your current patrol service agreement.

## 4. Patrols and Rosters

Once Patrol Teams and Rosters have been confirmed they can be entered into Surfguard. One-off patrols can be entered as an 'Unrostered Patrol' eg Christmas Day Patrol.

### 4.1 Patrol Teams

#### Editing Patrol Teams

Editing existing patrol teams does not change any of the data already saved in previous Patrol Logs

#### Creating A New Patrol Team

To create a team go to Patrols > Manage Patrol Teams > Add a Patrol Team.

Type in the name of your new patrol team and save.



### Assigning Members to a Patrol Team:

Patrols > Manage Patrol Teams > Manage Patrol Teams  
Click Members > Click “Edit Team Members”  
Select or remove team members as appropriate and Save.  
The system will display your patrol team together with their award information

Team Name	Actions
1 - Kevin Quinn Patrol Team	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Members</a> <a href="#">Roster</a>
2 - John Dynan Patrol Team	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Members</a> <a href="#">Roster</a>

### Multiple Positions in a Patrol Team

Avoid entering members in several positions (e.g. do not enter a member as both “First Aid Officer” and “Member”) as this will create extra entries in the Log.

### Award/Proficiency Requirements for Members In A Patrol Team

States are responsible for the setup of Award/Proficiency requirements for all positions in a patrol team. Some States enforce the Award/Proficiency requirement for specific positions and if it is enforced a member cannot be added to a specific position if they don’t meet the Award/Proficiency requirements. For those states that do not enforce the Award/Proficiency requirements Surfguard provides a **warning** if a member does not hold the appropriate Award/s or the Award is not proficient. A **‘No’** displays in the Team Member’s display. If a **‘No’** displays next to any members name the Club officer/administrator should do further investigation to determine why.

## 4.2 Patrol Rosters

### To add patrol roster to a patrol team

Patrols > Manage Patrol Team > Manage Patrol Teams:

- Click “Roster” for the patrol team concerned
- Select dates that the patrol team has been rostered (you can filter this to only display weekend days)
- Select the times for each rostered date
- Click ‘Add’ and the patrol team’s roster will display on the right hand side of the screen.

## 4.3 Patrol Swaps/Substitutions

The new Patrol Swap/Sub function can be managed by members via Lifesaving Online in the Members Portal. Members can create a sub request and the request will display to members who are eligible to sub for the member. For further information Members can view **Patrol Swap** in the **Surfguard Manual** via <https://help.sls.com.au/>

Club officers/administrators are able to manage Patrol Sub/Swaps in three sections of Surfguard:-

1. Maintenance > Substitution Maintenance
2. Patrols > Manage Patrol Teams > Substitute Management
3. Patrols > Patrol Logs

For further information Club Officers/Administrators can view **Patrol Swap** in the **Surfguard Manual** via <https://help.sls.com.au/>

Position	Member	Award(s) Held?	Last Proficiency
Patrol Captain	<a href="#">Snow, Jon</a>	No	Bronze Medallion: 04/11/2013
Vice Captain	-	-	-
IRB Driver	-	-	-
IRB Crew	-	-	-
ART Operator	-	-	-
First Aid Officer	-	-	-
Award Member	-	-	-
Member	-	-	-

\* One or more Members fail to meet the awards criteria.

[Continue](#) [Back](#)

[\[Details of Patrol Positions and Awards\]](#)



## 5. Payment Gateway

The SLSA Payment Gateway (<http://pay.slsa.com.au>) is a secure online payment system managed by Westpac. Clubs must register for the Payment Gateway to enable members to pay their membership fees when renewing via Members Portal - Lifesaving Online.

For transactions made through Lifesaving Online Surfguard records the payment details under the Transaction section of a member's Surfguard account.

### 5.1 Sign your club up for the Payment Gateway

SLSA recommends that all Clubs use this facility to make the collection of any payment to your club efficient and easy for your members. To enable the SLSA IT Department to setup your account please follow these simple steps:

- Enter your club's Bank Account details in the Organisational Details area of Surfguard
- Fill out the Form 79 - Direct Debit Request Form
- Fill out the Form 75 – Bank details Information Form
- Send Form 75 and 79 to SLSA IT Department

The Forms can be found on the Members Portal (Library / Administration and IT / IT / SLSA / Forms). If you need any more information regarding the Payment Gateway, contact the Helpdesk: 1300 724 006 / [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au).

### 5.2 Update/Upload Price Lists to reflect current season fees

Clubs can upload their own Price List to the Payment Gateway. This facility enables clubs to administer prices from one central location and to quickly and easily update as required. Instructions for how to upload a Price List are in the SLSA Payment Gateway User Guide. The guide can be viewed at [help.sls.com.au](http://help.sls.com.au) under Payment Gateway. **NOTE:** the Price List needs to be created in a set format.

### 5.3 Update your club's details on the Payment Gateway

If your club has a Payment Gateway account and your bank account details have changed, or your Treasurer/Administrator is not receiving payment notifications, you must complete a Form 075 (available from the Members Portal Library / Administration and IT / IT / SLSA / Forms) and email the form to [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au). **NOTE:** The Payment Gateway can only send email payment notifications to one email address.

## 6. Gear and Equipment

### 6.1 Update Gear and Equipment lists

Ensure any new Gear and Equipment has been entered into Surfguard and delete any equipment that has been decommissioned. Gear and equipment can be accessed via Organisational Management > Manage Gear & Equipment.

### 6.2 Gear and Equipment Inspections & Checklists

Once your club has checked that all gear and equipment is recorded in Surfguard, gear and equipment checklists can be printed. To print off pre-filled gear and equipment checklists, use the 'Print checklist' button next to your gear and equipment categories.



## 7 Additional Activities

### 7.1 Beachsafe

Go to [www.beachsafe.org.au](http://www.beachsafe.org.au) and click all the tabs to ensure your Club/Beach details are up-to-date. As previously advised, Beachsafe gets information from the 'Organisational Details' tab in SurfGuard. Information also comes from ABSAMP (Australian Beach Safety And Management Program). Contact your State Centre if information, other than the details in Organisational Details, needs updating.

More information can be found in the 'Beachsafe Information Guide for Clubs' in the "SLSA Beachsafe Club Branch and State Admins – User Guide" available on the Members Portal (Library / Administration and IT / IT / SLSA / Guides / Clubs and Club Officers).

You can add your club's open day and/or rego day in the Events section of Beachsafe. Go to [www.beachsafe.org.au](http://www.beachsafe.org.au) and search for your beach. Click 'Create Event' on the right of the screen. Add all details, ensuring date and times are correct. Once the event has been submitted and approved by SLSA it will appear on Beachsafe.

### 7.2 Water Safety App

The Water Safety Application (available for iOS and Android devices) was developed by Surf Life Saving Australia to assist Surf Life Saving Clubs and Services around Australia to fulfil the requirements of the National Water Safety Policy 1.1.

Coaches/Trainers/Nipper Managers can obtain the Water Safety App by sending an email to [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) stating which device they would like the App on and the email address they would like the invitation sent to.

If your members have a new device or are not sure if they have the latest version of any of our SLS Apps installed they should do the following on their device:-

1. Browse to: **[rink.hockeyapp.net](http://rink.hockeyapp.net)**
2. Login with your Username & Password. If you have forgotten your password click the "Forgot your password?"
3. Once you log in you will be able to see all the Apps that have been assigned to you, click the App you need to install and you will then be given an Install option.

## 8. Members Portal

The Members Portal is a nationally administered resource for Members of Surf Life Saving Clubs and affiliated entities. The Portal is a one-stop shop for member information and files, sourced from across all of the organisation's Clubs, Branches, States and National groups.

The Members Portal allows Members, Clubs, Branches, State and National Levels of the organisation to post information relating to News, Announcements, Events and Jobs. Any Member who has a Members Portal account can create articles ("content") for the noticeboard. Club Officer/ Administrators who have been assigned Content Approval functions need to check regularly if there are any items waiting approval. In the Members Portal go to My Tasks > Content Approval.

### 8.1 Members Portal Content and Forms Approver

Club Member Portal Administrators with Content & Form Approval administrative functions should regularly be checking My Tasks to see if any club member content or forms need approving.

### 8.2 Communicating with your Members via the Portal



The Portal Home Page / Noticeboard could be used to advise information to your members (only) for activities such as:

- Your Annual Meeting and Agenda of the meeting
- Any Club social and formal events
- Jobs, Announcements and other information

### 8.3 Communicating with your Members via the Portal

The Portal Library could be used to provide information to your club members. Examples of documents you could upload:-

- Club Constitution, By-Laws, Rules and Regulations
- Non confidential minutes and information
- Your patrol handbook, Service agreement, SOP's and other formal documents
- Annual Reports & Newsletters.

#### Support

Log a ticket <https://support.sls.com.au>  
Ph: 1300 724 006  
Email: [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au)  
Helpdesk Hours: Monday to Friday: 8am to 5pm  
Saturday and Sunday: 9am to 1pm