

# Memorandum

SURF LIFE SAVING  
NEW SOUTH WALES



<b>To:</b> All SLSNSW Members
<b>From:</b> Kate Higginbotham, Member Services Manager
<b>Date:</b> Friday 12 May 2017
<b>Subject:</b> SLSNSW Support Centre

Surf Life Saving New South Wales (SLSNSW) is committed to ensuring our members have the support they need, and communication with the State office is an important part of this.

In order to streamline support requests and better serve you, SLSNSW now utilises an online Support Centre.

When you contact us via this system you will be assigned a unique ticket number which you can use to track the progress and responses online.

## HOW TO ACCESS THE SUPPORT CENTRE:

A link to the Support Centre is available via the 'Contact Us' page of the SLSNSW website. Alternatively you can utilise the following URL directly: [surflifesaving.supportsystem.com](http://surflifesaving.supportsystem.com)

## HOW TO USE THE SUPPORT CENTRE:

To be able to create and track your tickets you will need to create a User Account. This is a very simple process and involves simply providing your name and contact details, and creating a password.

Once you have a User Account set up you can select the 'Open a New Ticket' button to submit your query to SLSNSW. Simply select a help topic (Eg. Club Leases, Grievances or General Enquiry), enter the details of your enquiry into the fields provided and then select 'Create Ticket'.

A member of the SLSNSW team will respond to your enquiry via email or phone as soon as is possible, but in the meantime you can view and track your ticket via the system by utilising the 'Check Ticket Status' button.

## ISSUES UTILISING THE SUPPORT CENTRE:

If you have any issues accessing or using the system please email [webmaster@surflifesaving.com.au](mailto:webmaster@surflifesaving.com.au) and we can provide you with a User Guide and any other necessary support.

As with any new system there may be some initial glitches so we welcome feedback at any time about your experiences utilising the Support Centre. Either submit a ticket via the Support Centre or utilise the email address above.

## Surf Life Saving New South Wales

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