



## Surf Life Saving Australia - Circular

<b>Title:</b>	IT Enhancements February 2016
<b>Document ID:</b>	Circular 48/2015-2016
<b>Audience:</b>	State Officers and Staff, Branch Officers and Staff, Club Officers and Staff, Chief Training Officers / Directors of Education, Registrars / Administrators / Secretaries
<b>From:</b>	SLS Information Technology Team
<b>Date:</b>	26 <sup>th</sup> February 2016
<b>Subject:</b>	IT System Enhancements
<b>Summary:</b>	<p>The following Circular contains information relating to the following systems, websites and applications:</p> <ul style="list-style-type: none"><li>• Members Portal/Lifesaving Online</li><li>• Surfguard – award, proficiency and other enhancements</li><li>• E-Learning</li><li>• Patrol Ops APP</li><li>• Join.sls.com.au</li><li>• Help.sls.com.au</li></ul>

### Members Portal

#### Updates and Enhancements – Released 23<sup>rd</sup> February 2016

A number of enhancements and updates will be applied to the Members Portal, these mainly involve enhancing the speed of user admin functions and providing additional functionality for current screens:

- TAF Form Endorsement - change to First aid base award requirements
- TAF Form – turned off for NSW TAF's
- Person Management and User Admin - improve speed of searching for a person and the returning results
- Remove the automatic entry of slashes in date of birth in create account screen
- My Task / Forms / User administration - make Forms approver hierarchical so state/branch users can approve forms for clubs underneath them.
- Adding new events to home page - a new field allowing user to enter "End Date" for multi-day events:

### Labour Day Event

*Created by: garydaly (Surf Life Saving Australia) for (Surf Life Saving Australia)*  
*Published on: 16/02/2016 2:56 pm*  
*Type: Open*  
*Location: Labour Day Event*  
*Start Date/Time: 14/03/2016 7:00 am*  
*End Date/Time: 14/03/2016 5:00 pm*  
*Contact person: Test*  
*Contact Details: Test*

Labour Day Event



## Lifesaving Online in Portal and Join/Rejoin – release is week of 1st March

### Lifesaving Online Enhancements

A number of enhancements are currently in development and mainly consist of enhancements to the usability and efficiency of Lifesaving Online within the Members Portal, see list below:

- Fixed redirection issue when user clicks 'Cancel' on “share family group data” update page
- Ability to update family group members even if they already have a pending request in the system
- Update Award list “Record of Results” output to match Surfguard format
- Family Groups – notification email when a membership renewal/update details request is submitted on behalf of a family group member over the age of 18
- Add member status (example Active, Archived) on 'Family Group -> Member Listing screen'
- Fixed a number of issues around membership renewal process

### Join.sls.com.au Enhancements

A number of enhancements are currently in development for the join/re-join system. These will make the system more user friendly and some of the confirmation messages and emails easier to understand:

- Updated wording on the email notifications
- Automatic bundling of Family Group pending member requests
- Change Mobile Number Format to ensure it is accurate
- Notification for adults for over 18 joining a family group
- Make Emergency Contact Details Compulsory
- Flag all compulsory fields with a red asterisk
- Fix issue with Re-join Function not working correctly where Archived Member of Two Clubs
- Fix issue where blank information used in declaration
- Fix incorrect Error Messages displaying when nonstandard characters are used

## Surfguard

### Upcoming Surfguard Updates/Enhancements – estimated release mid-March 2016

There are a large number of upcoming enhancements currently in development. The below items consist of mainly assessment or report updates and fixes:

- Allow for bulk archiving when archiving Bulk Proficiency assessments
- Fix duplication of emails when sending patrol swap notifications
- Update links on Surfguard login page
- Update Surfguard Help Links
- Update Surfguard privacy/terms links in footer etc.
- Fix issue with apostrophe in Surname Causing Error Message in Assessment Qualification Check
- New Assessment - age leeway increase to allow up to 3 months
- SG Patrol Subs notification - add beach to top of email, wording changes
- Better history/auditing for accepting pending requests – ability to report on changes
- Member Patrols General Report – Fix duplicating roster entries
- Family groups - 'promoted as primary member' notification sent to promoted family members
- Fix issues where unable to Add Assessor or Trainer to Assessment on iPad
- Gear and Equipment - new feature to mark equipment as disposed



## Surfguard Tips

### Changes to Date of Birth (DOB)

All changes to the date of birth on member records within Surfguard must be actioned by the relevant state centre.

Please contact the Member Services department at your State centre and they will be happy to assist you with this.

## Patrol Ops 2.4.7 – est. release date mid-march

The latest version of the Patrol Ops app includes a number of enhancements designed to improve the quality of data recorded by surf lifesavers, lifeguards and support personnel. These improvements are:

- Statistics logged in the Patrol Status screen are now logged progressively so that users can see the cumulative number of minor first aids, major first aids, preventatives and rescues recorded.
- The home-screen has been tweaked to include a link to the Electronic Acceptances policy and the text on a number of buttons and titles within the app have been changed.
- The 'Services Near Me' functionality now shows all services within the specified radius, not just those within that user's branch organisation.
- Beach attendance statistics can now be recorded on a progressive basis. The number of people on the beach, the number of swimmers and the number of people on craft can be updated over the course of the day.
- The Nearby Services screen now features a 'pull down to refresh' function to view the latest updates.
- For 'Watercraft Status' and 'Vehicle/ATV Status' a fourth option will appear for "Multiple Operational Vehicles".

	ADD	NOW
Minor First Aid	0	2
Major First Aid	0	3
Preventative Actions	0	12003
Rescues	0	0
(2pm-3pm) People On Beach	0	0
(2pm-3pm) Swimmers	0	0
(2pm-3pm) People on Craft	0	0

Revised usage information in the Patrol Ops user guide located at [help.sls.com.au](http://help.sls.com.au) will be uploaded when the app is released in mid-march.

## Voice Activation system for Patrols – est. release mid-March

SLSA have undertaken a refresh of the Voice system so that it matches as near as possible the Patrol Ops and Surfcom patrol information screens

- Update your service throughout the day
- Update additional statistics (not just Rescues) such as Preventions and First Aid
- Multiple Beaches compatibility, if your service patrols more than one beach, the system now prompts you for each beach patrolled.
- Add 'Multiple Operational Vehicles' to ATV and Watercraft status options

Please check with your State Centre regarding the use of the Voice System. The number for the voice system is 1300 884 621



## E-Learning enhancements est. end February release date

Some minor but exciting changes have been made to the eLearning system to make it easier to use on an IOS / non-Flash enabled device.

- Ability to create a PDF of your completed courses on a non-flash device
- Ability to create a record of achievements of courses on a non-flash device
- Other display fixes

Please note that the best user experience when using the e-learning system is on a Flash enabled device such as a Microsoft or an Apple computer or Android or Windows mobile device. iPads and iPhones are not flash enabled, so the user will get a re-rendered HTML (web) version of the course.

## Beachsafe API – Access to other public websites

The Beachsafe public safety information system was recently updated to be more responsive and to include the new B.o.M. seven day weather feeds. In addition to this functionality we have extended Beachsafe so that parts of its accumulated data-set can be accessed by external websites. As the first stage of a roll-out of this API we have made available the following information.

- Description – including Beach, Swimming, Surfing and Fishing text information.
- Hazard rating
- Beach length and location (latitude and longitude)
- Address
- If patrolled that day
- Beach photo
- Daily beach status
- Daily hazards

Please note that the use of this system requires some programming knowledge to query the server and embed the resulting response in a website. If a member of your SLS organisation has programming expertise and would like access to the API, we can supply them with the required token if they email [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au). Later this year we will release a more advanced API for clubs and SLS organisations which will also give access to beach status (open/closed etc.), GPS hazards and other functions recorded in Surfcom.

## Surfguard – Award changes by member education Department

Consult your State member education area if you need more information.

### Archived Awards

- Apply Advanced First Aid (HLTFA412A)
- Perform CPR (HLTCPR201B)
- Perform CPR (HLTCPR211A)
- Resuscitation Certificate
- Resuscitation Endorsement (March Past)
- Training Officer Apply first aid
- Training Officer Resuscitation

### Changed to proficiency only

- Advanced Resuscitation Techniques Certificate
- Apply advanced resuscitation techniques (HLTFA404C)



## Carnival Manager – SLSA Australian Championship Entries

Entries are now open for the Surf Life Saving Australian Youth, Open and Masters Championships. Clubs need to log into the Carnival Manager System ([carnival.sls.com.au](http://carnival.sls.com.au)) by selecting SLSA at the Entry page and typing in their club Username and Password. If a club does not know their log in please email [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au).

Clubs are reminded that once they have logged into the system they should perform a 'force Surfguard Member List update'. This function is located at the bottom left of the System Administration screen.

## HELP at help.sls.com.au

Go to [help.sls.com.au](http://help.sls.com.au) to obtain up to date and interactive help by system.

https://help.sls.com.au

live Support - Tick... Redmine field Fujitsu - SLSA Teamlab SLS Tickets Nano trello Issues - Redmine

**SLSA**  
IT HELPDESK ONLINE HELP LIBRARY

Welcome to the SLSA Help Library. This website serves as a central location for all of SLSA's online documentation. We are in the process of converting all of our existing documentation to multiple platforms to cater to the changing demands of the organisation's membership. Please use the links on the right to access the online manuals for our main systems.

**Online Searchable HTML Manuals**

The menus on the right are direct links to our suite of searchable HTML manuals. This support material has been converted from older formats for several reasons. Firstly we wanted to make this content viewable on as wide a range of devices as possible. Secondly we wanted to have greater control over that content and speed up the delivery of updates to the membership.

**Other Formats**

As part of the update process we are also making our support documentation available in other formats, primarily PDF and ePub. These files can be found in the IT section of the library within the [Members Portal](#).

**Remote Support**

If a member of the IT Helpdesk team is going to remotely connect to your computer to trouble-shoot an issue you are having, please click [here](#).

- Home
- Surfguard
- Members Portal
- Surfcom
- Smart Device Apps
- Coastal Risk
- E-Learning
- Payment Gateway
- Carnival Manager
- Useful Forms

## Remote Support

Remote Support is a new System that gives us the ability to remotely connect to your computer and navigate around in your computer. We can use this tool for either doing something on your computer or at least see what error or action a person is performing so we can provide more detailed support.

## HELP AND SUPPORT

SLSA have a dedicated helpdesk team available for any assistance, queries or help that may be required. Users of all SLSA IT systems can contact the helpdesk using the below information. This has also been updated on the Surfguard login page and from within Surfguard when using the 'Help Desk' link

### Support Hours

Monday to Friday: 8.00am – 6.00pm  
Saturday & Sunday: 9:00 am – 1:00 pm  
Log a support ticket: <https://support.sls.com.au>  
Telephone: 1300 724 006  
Email: [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au)