



Surf Life Saving Australia - Circular

Title:	IT Enhancements July 2015
Document ID:	Circular 07/2015-2016
Audience:	State Officers and Staff, Branch Officers and Staff, Club Officers and Staff, Chief Training Officers / Directors of Education, Registrars / Administrators / Secretaries
From:	SLS Information Technology Team
Date:	20 July 2015
Subject:	IT System Enhancements
Summary:	The following Circular contains information relating to the following systems, websites and applications: <ul style="list-style-type: none">• Members Portal/Lifesaving Online• Surfguard• eLearning

Member Portal – Lifesaving Online impending retirement portal.sls.com.au

Existing members should have by now created a Members Portal account, so that they can take advantage of all of the new features. Clubs should be encouraging all senior active members to go to portal.sls.com.au and create an account.

Club Officers/Administrators need to update the Membership Renewal Form template in Surfguard (Maintenance > Templates > Membership Renewal Form) to refer to the Member Portal – not Lifesaving Online. Club websites need to be updated any “How to Join” links should be directed to sls.com.au/join

Important new feature for August – Family Groups

With the retirement of Lifesaving Online and the need for members to create a new log in account to the Members Portal, to access Lifesaving Online, we are suggesting that only senior club members and one nipper parent (per family) create portal accounts at this time. The reasoning is that family group management is about to be released which will reduce the need for U18 year members to create their own Portal account as they will be able to be added to a family group.

The new Family Group feature will mean that one 1 person (the primary member) from each family will be able to login to their Portal account and renew/update details for all members of the family group. Therefore we would suggest clubs follow these suggested role out procedures:

1. Get all over 18 year old members to create a portal account (however you will need to consider how you are going to manage Cadet and Active 15-18yr memberships as these members may not have parents in the club therefore they will need to create their own Portal log in account.)
2. When family groups is implemented in late July those over 18 year members with children will apply through the Members Portal > Lifesaving Online for a family group creation.
3. Family group requests will appear as a ‘pending request’ in Surfguard and will require approval by the club officer/administrator.
4. Once the family group is approved, parents/guardians will be able to renew all members of the family group using their Portal login . This means that individual log in accounts are not required.

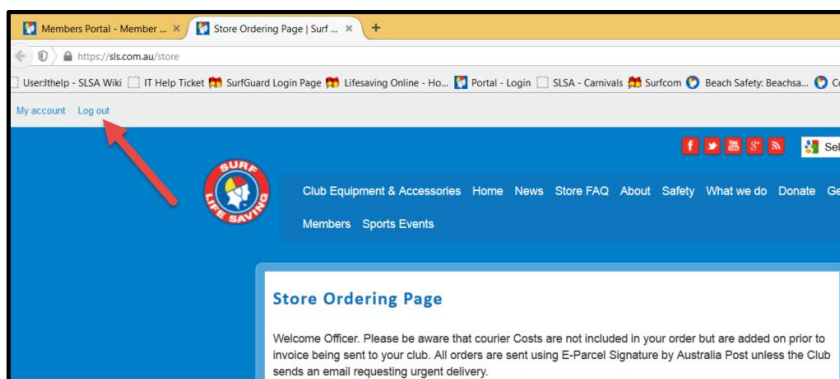
A Family Group circular will be released prior to the implementation of this new feature.



Member and Club Store

The member store is now accessible only via the Members Portal. Club Officers/Administrators who make and manage orders need to ensure they are added to the "Online Member Store Administrator" position in Surfguard (Organisational Management > Officers > Officers) Please note - even if Club Officers/Administrators are already in a Surfguard Officer position eg Paid Administrator they must also add yourself as a Store Administrator.

Please note if you are accessing the member store as either a club member or club officer you must Logout after each session.



Latest updates to the Members Portal – Due for release 22nd July 2015

Total figures and results on page

Where results are displayed in Person Management, Comms management and User Administration, the Total number of returned results and a "Number of results to display on page" option are both now available, see below:

Clear Search

Total records found: 5

User Name	First Name	Last Name	SLSA ID	DOB	Mobile Phone	Email Address	Status
bob		smithton	16083610	28/09/1995			Active
buzzaldrin	Buzz	Aldrin	17000241	20/01/1930	0432761	ithelp@slsa.a	Active
beforemove	Before Move	Cloud Dude	19070952	28/05/1981	0400975	trav_kl	Active
jdroob	Jiggabob	Droob	19070978	18/10/1978	0400975	gaurav.thawali@field	Active
gbaloni	Goober	Baloni	19605260	22/10/2008	0400975	Tklerck@s	Active

Results per page 100



New Form – Manual award form (Form 80)

The Form 80 has now been turned into an electronic online form. This enables any member to fill in the Form 80 and provide evidence for an award that they physically hold, but may not hold electronically in Surfguard. To apply for a manual award, go to 'My Forms' and select 'Other' from the award type option. Select 'Manual Award – Form 80' and click 'Apply', then simply fill out the details about your award, as below. Once completed your application will be finalized and the award added to your Surfguard record.

Manual Award - Form 80

People who fill in the following details will need to endorse the information provided by members to verify its accuracy.
Proof of an award such as a copy of the original certificate, an award number, copy of page from annual report or place and date attained States will allocate the award or reject it based upon the information provided. Some awards will not be allocated twice.
Please also answer the questions on the page regarding your award details.

Applicant's Name *: Scott, Greg M 30/04/1978
Originating Club *: Anglesea
Applicant's Details: PO Box 84
Anglesea VIC 3230
Australia
Age: 37
Date Joined: 24/01/2008
Award Number *:
Date attained *:
Award Type *:
Proof Provided / Comments:
File Name *: No file selected.

Your current form and workflow organisation is: MacMasters
[Click here to change](#)

Apply For

Form Type *: Other
Apply for *: YEP Online Scorecard
Manual Award - Form 80

Other Portal Updates

A number of other updates will be applied in the portal consisting of:

- Create new Permission Group to manage LSV secure education resources
- Change Education Library Folder to 'Education/Training'
- Remove North West (District) from Branch/Club Library
- Change 'Branches and Clubs' Folder to 'Branches/Regions and Clubs'
- Person management - make organisation mandatory
- Fix an issue with the Person Management Search
- Fix an issue whereby the 'forgotten password' date of birth calendar was not displaying correctly.



New Features for 'Lifesaving Online' within the Members Portal – Due for release 23rd July 2015

New features will be added to Lifesaving Online inside the Members Portal to allow for a better self-service experience. Members / Clubs should note that any action or application that is triggered within Lifesaving Online is an **application** that can be accepted or rejected by the organisations involved. The application does **NOT take effect** until it is approved by the relevant parties and the request is accepted by all parties involved in Surfguard.

Multiple Pending Requests

A Member can now submit multiple pending member requests through LSO in Portal. This will allow for multiple renewal applications, updating of details and transfer / join requests. Please note that each request is an application to the relevant club and does not take effect until accepted by the club.

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

Pending Requests | Request History

Below are your current pending requests. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership at a surf club, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will be displayed here. Once processed, you will still be able to view a record of them by visiting [Request History](#).

Club	Type	Created Date	Created By	Comments	Status
MacMasters	Change Membership Category	02/07/2015	Gary Daly	No Comments	Pending
Coogee (NSW)	Update Personal Details	02/07/2015	Gary Daly	View Comments	Edit request
North Bondi	Renew Club Membership	02/07/2015	Gary Daly	No Comments	Pending

Apply to change a membership category

A member can now APPLY to change a membership category through Lifesaving online. Click on the Memberships menu item, and next to your memberships you will see a new "Change Category" button. You should complete all of the relevant information in the comments box relating to the category. This will get passed through to the club as a pending member request.

NOTE: the 'change category' is an **application only**. It may be accepted or rejected by the Club and does not take effect until accepted by the Club.

Memberships | Join/Transfer to a new organisation | Member Transactions | Membership History

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

MacMasters				Renew	Change Category
Branch:	Central Coast Branch	Competition Rights:	Yes		
State:	Surf Life Saving NSW	Competition Age Category:	Masters 30-34		
Registered Season:	2015	Child Protection Completed:	No		
Membership Category:	Associate	Online Payments:	MAKE PAYMENT (Direct Deposit Information)		
Arcadian				Renew	Change Category
Branch:	North Barrier Branch	Competition Rights:	No		
State:	Surf Life Saving QLD	Competition Age Category:	Masters 30-34		
Registered Season:	2014	Child Protection Completed:	No		
Membership Category:	Active (18yrs and over)	Online Payments:	MAKE PAYMENT		
South Maroubra				Renew	Change Category
Branch:	Sydney Branch	Competition Rights:	No		
State:	Surf Life Saving NSW	Competition Age Category:	Masters 30-34		
Registered Season:	2015	Child Protection Completed:	No		
Membership Category:	Honorary	Online Payments:	MAKE PAYMENT		
Test NSW Club					
Branch:	Test NSW Branch	Competition Rights:	No		
State:	Surf Life Saving NSW	Competition Age Category:	Masters 30-34		
Registered Season:	2014	Child Protection Completed:	No		
Membership Category:	Active (18yrs and over)				



Change Membership Category

PLEASE NOTE

1. You are applying to change your membership category at this club, it will NOT take affect until it is approved by the Club.
2. Please provide relevant information in the comments box on your application or contact your club directly. Your club may require you to pay a fee as part of this application so you should check with your club and pay as part of this application.

State: Surf Life Saving QLD
Branch: North Barrier Branch
Club: Arcadian
Membership Category: Active (18yrs and over)

+ Comments

Comments (Optional):

Please only use plain text. Do not to use punctuation characters such as commas, apostrophes and brackets.

Confirmation

Alternative Payment Methods

Some clubs may allow for a direct debit / EFT from YOUR electronic banking webpage to make a payment for whatever reason (such as renewals, levy's, donations etc.). If you would like to make a payment via EFT/Direct Debit, you can find the Clubs banking details by clicking on the (Direct Deposit Information) link next to the MAKE PAYMENT link that takes you to the payment gateway. If a Club wishes to use the feature, then edit the Bank Account Details in Surfguard ((Organisational Management > Organisational Details > Organisational Details > Bank Account Details) by ticking the "Allow Direct Deposits".

Update Bank Account Details @ Sunshine Beach

Bank Account Details

BSB Number: * 014 - 672
Bank Account Number: * 285099795
Bank Account Name: * Sunshine Beach Surf Life Saving Club
Email Address: * lifesaving@sunshinebeachslsc.com.au
Is Default Bank Account:
Allow Direct Deposits:

Online Payment Gateway

DDR Form Submitted: [x]
DDR Form Subscription Date: 02/05/2014

The link will not appear if the club does not want you to make an EFT. If you are making a payment via EFT, ensure you provide all payment information to your Club.

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

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 the organisation is not registered for online payments, you will need to contact the organisation directly.

If you would like to RENEW A SURF CLUB MEMBERSHIP, please click [Membership View / Renewal](#).

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

SURF CLUBS

Coogee (NSW)	MAKE PAYMENT
Bondi	MAKE PAYMENT
Burning Palms	MAKE PAYMENT
MacMasters	MAKE PAYMENT (Direct Deposit Information)
North Bondi	MAKE PAYMENT
Test NSW Club	Contact club for payment options

Bank Details - MacMasters

BSB Number: 032596
Account Number: 590000
Account Name: MacMasters Beach SLSC

[\[Close Window\]](#)



Joining another Club or Organisation – Public and Internal Flags

Non-affiliated Organisation's such as Support Operations Groups, ASRL, Nipper clubs, Community Organisations and Licensed Providers can now elect to allow a person to 'join' that organization either within Lifesaving Online OR through sls.com.au/join.

This feature is to allow membership application management and does NOT infer a membership of an affiliated club. If this feature is turned on and the entity becomes visible inside Member Portal/LSO, a person can submit an application that will create an **application for a transfer request / pending member request** that can be accepted or rejected by that Organisation.

If an entity is interested in making their Organisation visible to the public or other members, please discuss this with your State Member Services Department, and once agreed, contact the Helpdesk who will turn the features on.

This function is turned on by default for Affiliated Clubs and State Training Academies.

The screenshot shows a web form for joining or transferring to an organization. At the top, there are two checkboxes: 'Is Other Surf Life Saving Organisation' (unchecked) and 'Is Non-ALS Organisation' (unchecked). Below these are two columns of sub-type details. The left column, 'Other Sub-Type Details', includes 'Is Academy' (unchecked), 'can issue awards' (unchecked), and 'Issuing RTO' (dropdown menu). The right column, 'COD Sub-Type Details', includes 'Is SLSC' (unchecked), 'Is SLSA' (checked), 'Is ILS' (unchecked), and 'Is External' (unchecked). The 'Join/Transfer Organisation' section has 'Join Publicly' (unchecked) and 'Update in LSO' (unchecked). The 'Patrol Stats Type' section has 'Is Patrol Stats Surf Life Saving' (checked), 'Is Patrol Stats Lifeguard' (unchecked), and 'Is Patrol Stats Pool' (unchecked). The 'Other Details' section is partially visible at the bottom. A blue arrow points to the 'Join/Transfer Organisation' section.

Transferring to another Club or Organisation

A member can now apply to join any number of Organisations that are visible using all of the types of transfer available. These are:

- Non-Competition (Clearance) Transfer
- Competition Rights Transfer (only allowable between affiliated Clubs)
- Full Transfer

A Join or Transfer application will trigger the creation of a Transfer Request in Surfguard where required, that will follow the normal transfer process (depending on what organisation you wish to join). Once the transfer is approved, the pending request to join the 'winning' club will appear in Surfguard.

Additional "Update my Details" Fields

- Student USI
- Preferred Surname
- Gender Indeterminate (if this is chosen you should discuss this with your State member services department).



Membership Information – Membership History and Transaction History

A member can now view for themselves their own Membership history as recorded in SurfGuard, as well as any Transactions made through Lifesaving Online and the Payment gateway.

These features are accessed through the Membership menu item.

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

Memberships | [Join/Transfer to a new organisation](#) | [Member Transactions](#) | **Membership History**

Below is a summary of your previous season history in all clubs that you have belonged to.

State	Branch	Organisation	Date Joined	Category	Status	Season	Registration	Competitor	Date Updated
Surf Life Saving NSW	Test NSW Branch	Test NSW Club	09/01/2013	Active (18yrs and over)	Active	2014/2015	No	29/07/2014	07/04/2015 14:01:42
Surf Life Saving NSW	Sydney Branch	Coogee (NSW)	01/01/1979	Life Member	Active	2014/2015	Yes	08/07/2014	07/04/2015 14:01:42
Surf Life Saving NSW	Test NSW Branch	Test NSW Support Ops Club	18/06/2013	Life Member	Active	2013/2014	No	04/07/2013	07/04/2015 14:01:42
Surf Life Saving NSW	Sydney Branch	Bondi	08/09/2009	Long Service	Active	2014/2015	No	15/05/2014	07/04/2015 14:01:42
Surf Life Saving NSW	Sydney Branch	Burning Palms	01/01/2000	Long Service	Active	2014/2015	No	23/06/2014	07/04/2015 14:01:42
Surf Life Saving NSW	Central Coast Branch	MacMasters	16/03/2015	Long Service	Active	2014/2015	No	16/03/2015	07/04/2015 14:01:42
Surf Life Saving NSW	Sydney Branch	North Bondi	24/10/2007	Long Service	Active	2014/2015	No	28/05/2014	07/04/2015 14:01:42
Surf Life Saving NSW	Surf Life Saving NSW Academy Branch	Surf Life Saving NSW Academy	09/02/2010	Non Member Participants	Archived	2010/2011	No		07/04/2015 14:01:42
Surf Life Saving NSW	Central Coast Branch	MacMasters	16/03/2015	Long Service	Active	2014/2015	No	16/03/2015	16/03/2015 21:19:49
Surf Life Saving NSW	Sydney Branch	Burning Palms	01/01/2000	Long Service	Active	2014/2015	No	23/06/2014	06/02/2015 08:24:52
Surf Life Saving NSW	Test NSW Branch	Test NSW Club	09/01/2013	Active (18yrs and over)	Active	2014/2015	No	29/07/2014	20/11/2014 12:59:30
Surf Life Saving NSW	Sydney Branch	Coogee (NSW)	01/01/1979	Life Member	Active	2014/2015	Yes	08/07/2014	20/11/2014 12:59:30

Award Information – Record of Results

A Member can now print for themselves a formatted record of results based on all of the awards that a person has attained and is listed in SurfGuard. To Print a Record of Results, click on the “Print” list at the top of the awards list.

My Awards

Below are the qualifications you have achieved with SLSA. Clicking on a column heading allows you to sort by that column.

To print a transcript of your awards please [CLICK HERE](#)

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
10 Year National Patrol Service Award	Service	NS5697051	18/06/1990	---	---	Coogee (NSW)
15 Year Assessing Service Certificate	Service	NS5830453	27/07/2004	---	---	Coogee (NSW)

Download your Roster to your Computer Calendar (in iCal format)

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

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

July 2015

Mon	Tue	Wed	Thur	Fri	Sat	Sun
		01	02	03	04	05

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

BURNING PALMS

BURNING PALMS

Patrol Team: Saturday Patrol 4

Position: IRB Driver

Date	Time	Status
Sat 27/12/2014	12:00 - 15:00 (3 hrs)	Rostered

Season Total: 1 patrol(s).

BURNING PALMS

Patrol Team: Saturday Patrol 5



Patrol Substitutions – already implemented

Clubs and Members are reminded that once you're made a member of a Patrol team, and that Team has rostered dates in SurfGuard, members can use the substitution feature available in the Patrols area of Lifesaving Online. This feature is provided to assist members in substitution management, you should follow your Clubs patrol Regulations and if unsure, discuss with your club.

You can:

- Advertise within LSO that you need a substitute for a patrol (by position you are allocated in that Team)
- Accept a substitute that someone else needs.

Notifications are made via email based on the substitutions that have occurred. The Patrol Captain is also notified by email of any substitutions in the team. Substitutions made by members via Lifesaving Online are automatically updated in the Patrol Logs in SurfGuard. Club Officers/Administrators can also manage substitutions within SurfGuard.

SURFGUARD

SurfGuard Award Changes

- Amended the award name 'SS - ASC Beginning Coaching General Principles' to read 'SS- ASC Community Coaching General Principles'
- Added the prerequisites of SS Coach Level 1 OR SS Coach Level 2 OR SS Coach Level 3 to the following awards:
 - SS- Coach Mentor
 - SS- Coach Assessor
 - SS- Coach Practical Presenter

eLearning

An enhancement has been made to automatically update the learners email address when they log in through Portal/Lifesaving online. This will allow the States to accurately communicate with learners with the most up to date email address. The email address is drawn from SurfGuard / email address 1.

An enhancement has been made to restrict the management of group names by User managers. Now, only system administrators can edit / create groups in User and Virtual Groups in the e-learning system.

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.

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