



## Surf Life Saving Australia - Circular

<b>Title:</b>	IT Enhancements September 2015
<b>Document ID:</b>	Circular 20/2015-2016
<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>	18 September 2015
<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>• Surfcom – speed enhancements</li><li>• Voice System</li><li>• Family groups</li></ul>

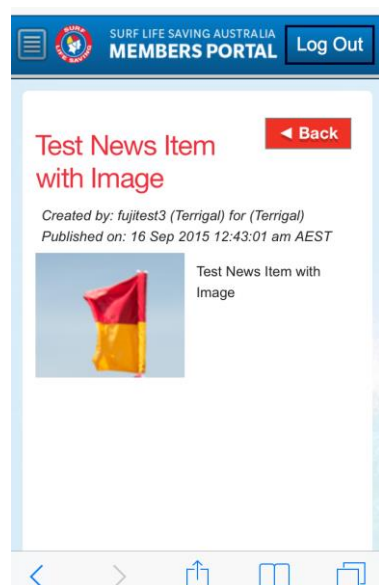
### Family Groups

An enhancement has been performed to allow for a Family Group to be created in Lifesaving Online in portal, even if they have a pending member request awaiting club activity.

### Surfcom enhancements (coming soon, estimated week commencing 28<sup>th</sup> September)

- Speed enhancements – enhancements that will speed up the screen rendering, especially from the Club/Lifeguard status listing screen are underway.
- Caching enhancements – enhancements that will allow for the continued selection of organisations in Surfcom when the link between it and Surfcom are underway.
- Reports enhancements – some fixes to the daily status report are underway.

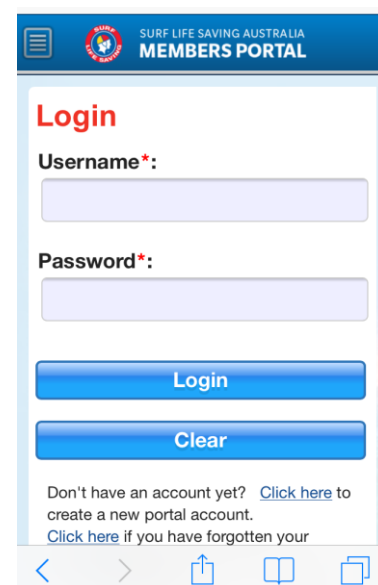
### Portal Enhancements (coming soon, estimated mid October)



We will be upgrading the Members Portal via a 64 bit upgrade and improved infrastructure at the end of September and early October. It is intended that this will increase the speed and reliability of the member portal as well as improving the user experience by introducing mobile device responsive design for the main screens.

There will be some minor disruptions whilst we upgrade the member portal, but we will endeavor to keep this to a minimum.

We have included a few basic examples of the responsive look and feel.





## Surfguard Enhancements (release date estimated week commencing 21<sup>st</sup> September)

### Surfguard Bulk Proficiency changes

- SLSQ has turned off all Bulk Proficiency
- SLSNSW has turned off all non-lifesaving award bulk proficiency (eg Surf Sports)

Check with your State Member Education area if you have any operational questions.

### Surfguard Member Management

A number of enhancements and fixes have been implemented to make member management easier for clubs, these include:

- Where a members surname contained a backwards apostrophe (’), a script has now been run to replace these with a normal apostrophe (’)
- A script has been run to adjust all members address information (where required) to fit into the new address fields. The main aim of this update is to split the Street Number and Street name that may currently reside in the single field “Street Name” for some members, this will place the street number into the “Street Number” field and the “Street Name” will remain in the existing field.
- When editing or viewing a members details, the “Lifesaving Online user details” section in the bottom right of the page has now been updated to show the members Portal user information, example below:

Members Portal Account Details			
User Name	Activated	Created Date	Last Login Date
tklerck2	Yes	16/09/2011 02:21:11	10/09/2015 03:08:35

- When viewing the details a member’s award, the created time and user and the updated time and user are displayed. This is to provide accurate information regarding who processed each award.

### Surfguard Assessments and Awards

- The date shown in the Enrolment Form and Attendance sheets is now the Proposed Assessment Date
- Activity start date is now shown for all assessments on the assessment request list screen
- Activity start date filter has been added to the top of the assessment request list screen
- A script has been run to allocate the “SS - Development Coach Online Theory Modules” award to all active members with a proficient Surf Coach level 1, 2 or 3
- A script has been run to allocate the “SS-Foundation Coach Online Theory Modules” award to all active members with a proficient Surf Sports Junior Coach award
- Active members with a proficient bronze and old Certificate 2 in public safety (PUA21004, PUA 21010) will automatically be allocated the latest Certificate 2 in public safety (PUA21012). The script had a number of slight variations in each state.
- A minor change has been made to the certificate for SLSA Awards, instead of saying ‘a member of’ it will now say ‘whilst a member of’
- States and National now have the ability to see ‘deleted’ assessments in the assessment request list. If you are a club or branch and require some information on who delete an assessment or who were the candidates then please contact your state or national office.
- Assessment type and Certificate number have been added to ‘Current Awards’ report
- Member Awards – when viewing a members specific award, the full assessment history for that award will now show , see example below:



Assessment History		
Assessment ID	Proposed Assessment date	Originating Organisation for the assessment
156360	20/05/2012	MacMasters
426634	23/12/2012	MacMasters
461400	07/12/2013	MacMasters
465705	15/12/2013	MacMasters

## Surfguard Patrol management

- Member Patrols - show total hours figure in detailed competition hours section

Detailed Competition Hours					
Attended Start	Attended Finish	Position	Type	Substitute	Hours
13:30	18:00	Bronze Member	Rostered	-	4.5
09:00	13:00	Bronze Member	Not Rostered/Excused	-	4
		Bronze Member	Arranged Substitute	Lee, Craig	0
09:00	13:00	Bronze Member	Rostered	-	4
		Bronze Member	No-Show	-	4
09:00	13:00	Bronze Member	Rostered	-	4
		Bronze Member	No-Show	-	4.5
Total Hours (Excluding Trainee, No-Show, Penalty and Not Rostered/Excused) : 12.5 Hrs. <b>Note: hours are only counted Once for multiple positions within a Patrol Log</b>					

- Data correction - Broadwater enclosure lifeguards statistics have been moved to Southport Broadwater Lifeguards

## Surfguard Communications

Communication to members can be performed in a number of different areas in surfguard such as the "Email/SMS" members section and also in some of the "General Reports". Below are changes that have been made in both these areas:

- Cover letter templates for Membership Renewal Form and Membership Details communication to members. Where a cover letter is produced while running either of these general reports, all cover letters templates have been updated to replace the old Lifesaving Online website link with the new Members Portal. If your club has customized this template then please be assured that nothing else has changed, we have only replaced the [www.lifesavingonline.com.au](http://www.lifesavingonline.com.au) link with <https://portal.sls.com.au>
- Email/SMS – An issue with the filter by mailing groups for Patrol teams option has been fixed.

## Surfguard Summaries and Reports

- Summary – Patrol Top Members – By default this report will now show only hours for the current organization, users can select the option to show all hours across all organisations
- General Reports -> Member Patrol Summary – A number of options have been added to make the report easier to run and the output easier to read.
- Awards Summary – Totals include awards from the branch when run at a branch level
- AVETMISS specific award information is now output in the 'Reference Awards' general report



## Smart Device Applications

Updated versions of the following smart device applications have been distributed via Hockeyapp:

- Event Risk iOS (used by carnival and event managers) 1.1.10 sent 9/9/2015 containing new provisioning file date.
- Patrol Ops app 2.4.5.6 containing minor bug fix for iOS sent in 19/9/2015

Check with your State Lifesaving area if you have any operational questions.

## Voice System for patrolling members

Clubs, Branches and States are reminded that there are a number ways to sign-on and sign-off your club patrols and one of these is the voice system. To use the voice system **simply call 1300 884 621 from your mobile phone**, enter your year of birth and the system will automatically know who you are based on your phone and year of birth. You can then proceed to sign-on, record rescues or sign-off your club. In the coming months the voice system will be updated to align with the Patrol Ops app and allow members to also update the status of their club throughout the day and record statistics such as preventative actions and first aids.

Check with your State Lifesaving area if you have any operational questions.

## E-Learning

An issue where members who had pending member's requests were not being assigned to the correct e-learning user group has been fixed.

An issue where members with a surname containing an apostrophe was being cut off has been fixed.

## 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:	<a href="https://support.sls.com.au">https://support.sls.com.au</a>
Telephone:	1300 724 006
Email:	<a href="mailto:ithelp@slsa.asn.au">ithelp@slsa.asn.au</a>