



Surf Life Saving Australia - Circular

Title:	IT Enhancements Nov/Dec 2015
Document ID:	Circular 30/2015-2016
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:	30th November 2015
Subject:	IT System Enhancements
Summary:	<p>The following Circular contains information relating to the following systems, websites and applications:</p> <ul style="list-style-type: none">• Members Portal/Lifesaving Online• Surfguard – award, proficiency and other enhancements• Surfcom – speed enhancements• eLearning• SLSA Website• Smartphone Applications

Members Portal

Updates and Enhancements - Estimated release mid/late December

- Creating a new Members Portal account has been enhanced to make the Member Verification easier.
 1. When creating a new account the system will initially verify First Name, Last Name, Date of Birth and Gender. If the email address or mobile phone number entered does not match what is recorded in the members details in Surfguard the member will be prompted to enter their old mobile or email allowing the system to verify the user.
 2. If neither email nor mobile is correct on the 2nd attempt the member will be advised to contact their club.
 3. If a member updates their mobile phone number or email address when creating their new account the system will send an 'Update Personal Details' pending request to their club. Once a club accepts 'Update Personal Detail' pending requests the members Surfguard file will be updated.
- New Forms for National Medal & National Medal clasp – some data will be pulled from Surfguard and automatically pre-filled in these forms.
- An issue where fields in the TAF Re-endorsement form were unavailable when using an iPad has been fixed

SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL

Login Create Account

Create Account

Please enter old and new Email/Mobile to proceed.

Please confirm your membership details

First Name*: Grant
Last Name*: Rutherford
Date Of Birth*: 30/01/1962
dd/mm/yyyy
Gender*: Male Female Indeterminate
Identity Confirmation Method*: Email Mobile Phone Number
New Mobile Number*: 0432159669
Old Mobile Number*:
This should match the mobile number recorded by your SLS organisation.

Next

Having trouble matching your details?
[Contact](#) your organisation to check email and mobile number



Assigning Administrative Functions in the Portal to Club Officers/Administrators

The SLSA IT Department assigns all administrative functions to user accounts within the Members Portal. Each club Officer/Administrator is reminded that they should create a Members Portal account to gain basic (club member level) access. Once a Portal account has been created Club, Branch & State Officers/Administrators need to submit a Form49 to the SLSA IT Department to apply for specific Portal Administrative Functions. Completed forms can be emailed to ithelp@slsa.asn.au Club Officers/Administrators may be assigned all or a selection of Administrative Functions within the Portal, including:

- Forms & Workflow Approver – Approve National Service and/or Long Service awards/certificates and TAF Re-endorsement (NSW Only)
- Content Approver – Ability to approve content displayed in the portal for your organisation/s
- Comms Management – Ability to Email/SMS Members
- Person Management – View Members details including Contact Info & Portal Admin Functions
- Library Maintenance – Ability to create sub-folders in Branch/Club Library

Surfguard

Recent Surfguard Updates & Fixes

Over the last month there have been a number of minor updates and fixes applied to Surfguard, please see list below:

- Patrol Rosters for “Non SLS Organisations” can now be viewed in Lifesaving Online via the Members Portal.
- A script was run to allocate the latest Certificate II in Public Safety (Aquatic Rescue) to any members who hold a proficient Bronze Medallion and an old Cert II qualification.
- Where a transfer is initiated via Lifesaving Online in the Members Portal, a Pending request is now sent to the winning club which contains the updated declaration information and any updated personal details the member has changed. This pending request can only be actioned by the winning club once the transfer has been completed.
- Multiple pending requests of different types were not updating members data correctly, this has been fixed
- Gear and Equipment Reports – display unique gear and equipment ID number for each item

Upcoming Surfguard Updates/Enhancements – estimated release mid-December

There are a large number of upcoming enhancements currently in development, with an estimated release date mid-December. See list below:

- Remove members age from Patrol notification emails
- SLSA Membership Renewal – incorporate recent updates and changes to the form and reports
- Attendance sheet – printed from the assessment request list has had formatting and wording changes
- New Report - Nipper Attendance Sheet
- Engravers report in Assessments - format and wording changes
- Ability to enter apostrophe in an email address
- SLSQ Script request for Assessors and Facilitators
- Member Verification Field – Additional ID Types added and State of Issue field added
- Archiving maintenance – we will archive all members registered for 2013 and older
- LSO accounts Report will change to report on Portal accounts
- Bulk processing - do not allow flagged members to appear
- Bulk Processing - changes to the following Process Types “Transactions” & “Member Protection”
- Members phone numbers - remove spaces that currently exist within phone numbers
- Organisational Address Details - addition of a 2nd physical address field for clubs/organisations
- Pending Requests – easier options and more guidance when manually processing requests



- Town/City of Birth – has been added as a new field in a members record
- Patrol Logs – ability to multi-select when printing logs
- Templates - Ability to add additional templates for Membership Details & Renewal Forms reports
- Gear & Equipment Custom Report Template – Fix issues
- SurfGuard - Gear & Equipment Report - View and filter by Status
- Post Nominal Field – to be added to Members Reports & Custom Reports

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.

New Awards

In mid-October, SLSA arranged and hosted a two day Integrity Training workshop at Rosebery which a number of state and national representatives attended. The following Awards have been created in SurfGuard:-

- Integrity Officer (2 day)
- SS – ASADA Train the Trainer (Day 1 of Integrity Officer course). Gives holders ability to facilitate SS – ASADA Anti-Doping Workshop)
- SS – ASADA Anti-Doping Workshop

For those participants who attended the workshop at SLSA, the awards will be added to their SurfGuard record (where they have one). Individual states can now enter in assessment requests for SS – ASADA Anti-Doping Workshops which they have facilitated in their local area.

Surfcom

Upcoming Surfcom Updates/Enhancements – estimated release mid-December

The following enhancements will be released to Surfcom in mid-December:

- Report - Service Log – include contact details and comments
- Show 2nd address line field in Surfcom screens for Organisational details
- Ability to change sort order of “service/officer tracker” screen
- Fix Discrepancy Between Statistics Summary report and Service Log Report
- New Report - GPS Tracking Report
- Have "All" option to be a default when selecting organisation

New SLSA Website Update

SLSA’s new website (sls.com.au) is currently being redesigned and is expected to be launched early/mid December. The new site features a fresh and modern design that fully utilises the organisation’s current brand profile.

The website will, for the most part, serve as a marketing tool for the organisation as all members’ needs are now managed within the Members Portal. Key elements which must be public-facing, will remain on the site, such as the sls.com.au/join page which enables potential club members to join or re-join a club using the correct systems. Other functions of the existing site, such as the club directory will be ported over to the new site, along with a small file library containing those documents (such as official SLSA policies) which are required to be publicly available.



SLSA Website Policy Link Changes

The recently updated Electronic Acceptances Policy (6.14) has been uploaded to the Members Portal Library and we would advise all club, branch and state administrators to make themselves aware of this policy and its current text. We have also added a link to this policy to the footer of the SLSA website – the direct link to this page is: <https://sls.com.au/electronic-acceptances> .

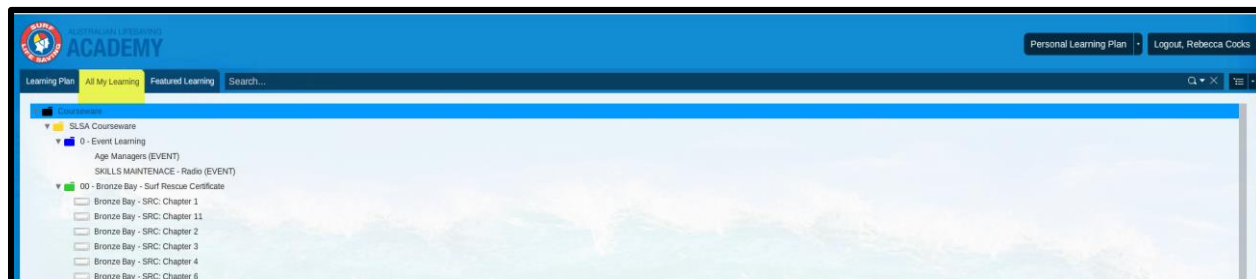
In preparation for the transition to our new website we have also updated the links for the Privacy Policy and the Terms of Use. If your organisation links directly to these pages, they will need to be updated with the new links. The updates are:

<https://sls.com.au/content/terms-use> ---changes to---> <https://sls.com.au/terms-of-use>
<https://sls.com.au/content/privacy-policy> ---changes to---> <https://sls.com.au/privacy-policy>

eLearning Updates

There have been a number of updates to the Pulse online eLearning system, including:-

- Pulse E-learning is now using the most up to date security certificates.
- Pulse E-learning has been optimized to work on non-flash devices eg iPhones & iPads and therefore improve the user experience.
- The Age Mangers course has been updated to improve the user experience on all smart devices. This includes a redesign of some of the questions.
- Skills Maintenance courses have been updated including the reformatting, re-wording and removal of some questions.
- A link has been fixed so that members completing the online “Search & Rescue” course in eLearning will automatically have assigned “Introduction to Search and Rescue” to their Surfguard Awards.
- The default eLearning landing page display has been set to “All My Learning” with the “Tree” view



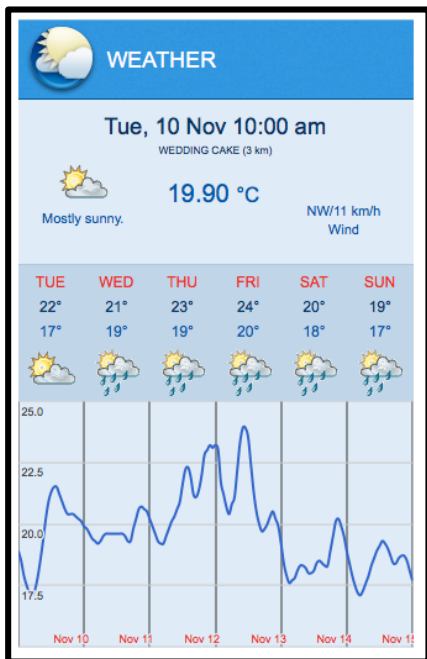
Future eLearning Enhancements

- Members will be able to open a completion certificate on a non-flash device eg iPhone & iPads



Beachsafe 2 Launched

The latest version of our public-facing beach safety website [Beachsafe](#) was recently launched. The updates were focused on the back-end of the system and were put in place to enhance speed, cross-platform stability and to utilise new weather feeds. . It renders perfectly on mobile browsers and therefore compliments the iPhone and Android apps.



Beachsafe now features the Bureau of Meteorology’s ADFD feeds which include:-7 day forecast for temperature, tide and swell, along with water temperature, wind speed and direction. Additional information has been added to the swell forecast to include a full swell description. Radar maps have also been updated.

All beach pages now include linkages to nearby beaches enabling visitors to quickly explore a region and make an educated decision about which beach to go swimming or surfing at.

As before, Beachsafe links into all of our major systems; Surfguard, Surfcom and ABSAMP). Combined with external data sources (B.o.M., Google) it brings up-to-the-minute information to beach-goers.

<https://help.sls.com.au> Launched

SLSA IT have recently implemented a new online Help site. The site contains the most up to date versions of all our help guides and manuals. The system is managed entirely by SLSA IT using a documentation management suite that enables us to get updates out to the membership much more quickly than was previously possible.

The guides on the new system are topic based, fully searchable and utilise a fully responsive design that ensure that they render correctly on mobile devices as well as desktop browsers. We are also going to be releasing ePub versions of these guides which means users will be able to read SLSA manuals using eBook devices eg. Kindle.

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](#).

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



Smart Device Applications

Updated versions of the following smart device App have been distributed via HockeyApp:

- Patrol Ops App for IOS and Android was released with minor fixes to problems updating beach profiles on some iOS9 devices, swimmer stats in Patrol Status, near-me and an issue where clubs appeared signed-on for some users when they were not.
- Water Safety App for Android was released with minor fixes for date/time fields and date order.
- Event Risk App was released to fix a provisioning profile.

Using Apps on iOS 9

If you get a message saying this developer is untrusted when trying to open the Apps. You can trust by going to Settings > General > Profiles and the SLSA profile has a bar where you select trust this developer.

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