



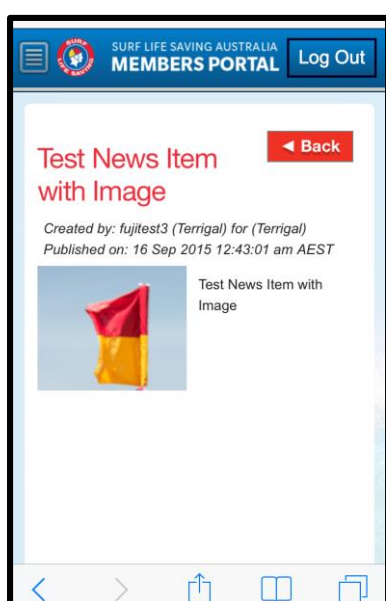
## Surf Life Saving Australia - Circular

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| <b>Title:</b>       | IT Enhancements October 2015  |
| <b>Document ID:</b> | Circular 22/2015-2016   |
| <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>        | 16 October 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>• Smartphone Applications</li> </ul> |

### Surfcom enhancements – Released Monday, 12<sup>th</sup> October 2015

- Speed enhancements – enhancements to speed up the screen rendering, especially from the Club/Lifeguard status listing screen.
- Caching enhancements – enhancements that will allow for the system to work entirely independent of Surfguard and other systems so that in the event of Surfguard downtime, Surfcom will not be impacted.
- Report enhancements – some fixes to the daily status report.
- Issue with ticks and crosses in status screen has been fixed.
- An issue with the North – South display of organisations has been fixed.
- An issue using the ‘All’ option for multiple Branches has been fixed.

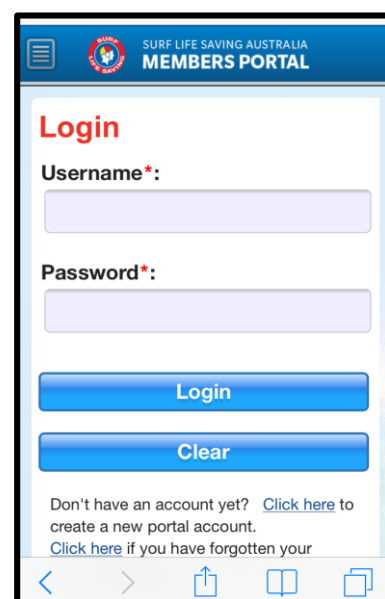
### Portal Enhancements - Week commencing 19<sup>th</sup> October 2015



The Members Portal is being upgraded including the Portal servers. This will improve user experience, speed and reliability. Part of the upgrade will also include smart device responsive design. We have included a few basic examples of the responsive look and feel.

There will be some minor disruptions during the upgrade, however, we endeavor to keep these to a minimum and out of normal business hours.

Although some key areas of the Portal will be mobile responsive, the Lifesaving Online system will not updated at this stage. Additional screenshots of the changes are outlined on the next page.





## Home Page

The Portal home page has been given a facelift and is fully mobile responsive. The menu has changed slightly as per screenshot below

The screenshot shows the home page of the Surf Life Saving Australia Members Portal. The header includes the logo, the text 'SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL', and user information for 'michael - Michael McTaggart (SLS Id: 20400388)'. Navigation links include 'Home', 'My Forms', 'Library', and 'Lifesaving Online'. A secondary menu contains 'Home', 'My Drafts', 'Search Center', 'My Details', 'Change Password', 'Other SLSA Websites', and 'Member Store'. The main content area is divided into three sections: 'News' with two articles, 'Events' with a 'No events found.' message and a 'Create Event' button, and 'Jobs' with a 'No jobs found.' message and a 'Create a Job' button.

## Lifesaving Online

There have been no changes to the functionality of Lifesaving Online however it does fit with the new look and feel of the Members Portal

The screenshot shows the 'Lifesaving Online' section of the portal. The header is consistent with the home page. The navigation menu includes 'Personal Details', 'My Family', 'Memberships', 'Awards', 'Patrols', 'Courses', 'Requests', and 'Online Payments'. The main content area is titled 'Memberships' and includes links for 'Join/Transfer to a new organisation', 'Member Transactions', and 'Membership History'. A message informs users about renewing memberships and applying for new ones. Below this, there are two sections: 'SURF CLUBS' and 'ACADEMIES'. The 'SURF CLUBS' section features a table for 'Test NSW Club' with details on branch, state, season, category, and status, along with 'Renew' and 'Change Category' buttons. The 'ACADEMIES' section lists 'Surf Life Saving NSW Academy' with a 'Renew' button.

## Upcoming Surfguard Updates/Enhancements

There are a large number of upcoming enhancements in development currently, with an estimated release date of late October/early November. See list below:

- Gear and Equipment Reports – display unique gear and equipment ID number for each item.
- Patrol substitution report – Option to only show members who have requested a substitute.
- Change format of the Attendance sheet in Assessment List.
- Change format of the Engravers report in Assessments List.
- Ability for Surfguard to use apostrophe in Email address.
- SLSQ Script request for Assessors and Facilitators.
- Add State of issue and additional information to the Member Verification Fields
- Surfguard – Reporting options for members Portal accounts and usage.
- Bulk processing - do not allow flagged members to appear.



- Enhance the functionality of the Surfguard Bulk processing of transactions and Member Protection.
- Pending requests - more guidance and easier options when manually processing.
- Additional new fields linked to the new Unique Student Identifier (USI) field.
- Patrol Logs – Ability to print multiple Patrol Logs at one time.
- Ability to setup additional templates for emailing out Membership Details & Membership Renewal Forms.
- Fix Gear & Equipment Custom Report Template which is not working correctly.
- Surfguard - Gear & Equipment Report - View and filter by Status.
- Add new post nominal field to member reports and custom reports.
- Reports – New report called Nipper Attendance Sheet.

### Surfguard Bulk Proficiency Changes

LSV has turned off all Bulk Proficiency

### Surfguard New Awards

The following new Awards have been added to Surfguard

- State Rescue of the Year
- State Rescue of the Month
- State Initiative of the Year

### Recent Updates and Bug Fixes - Last 2 Weeks

- There were a number of pending requests not displaying in the pending request screen.
- Patrol Roster for “Other Organisations” can now be viewed in Lifesaving Online via Members Portal.
- Home Address & Postal Address fields are mandatory when adding/editing members.
- Minimum Core and Elective units required is checked when creating a new Assessment.
- New Assessment - Minimum age requirement is now checked against the Proposed Assessment Date.
- Patrol Substitute - Unable to Update Log and Unable to Use Substitute Management To View Previous Requests
- Surfguard - Processing / Completing transfer error to do with Membership Category

### Smart Device Applications

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

- Patrol Ops App

### 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](mailto:ithelp@slsa.asn.au)