



SLSA Operations App

User Guide v1.2

September 2019



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Preparation for Using the SLSA Operations App

Clubs, Lifeguard Services and Support Services

Clubs, Lifeguards and Support Services need to ensure the following is entered in Surfguard prior to using App

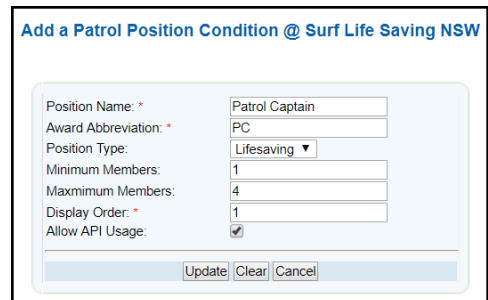
- Patrol Teams are created (Individual teams for some Support Services)
- Patrol Rosters are created

State Centre

Update Patrol Positions in Surfguard to enable members in specific patrol positions to access the Operations App.

To update positions in Surfguard:-

- Click Patrols > Setup Patrol Positions > Setup Patrol Positions
- Select **Edit** for the Patrol Position you want to enable access
- Tick the box **Allow API Usage**



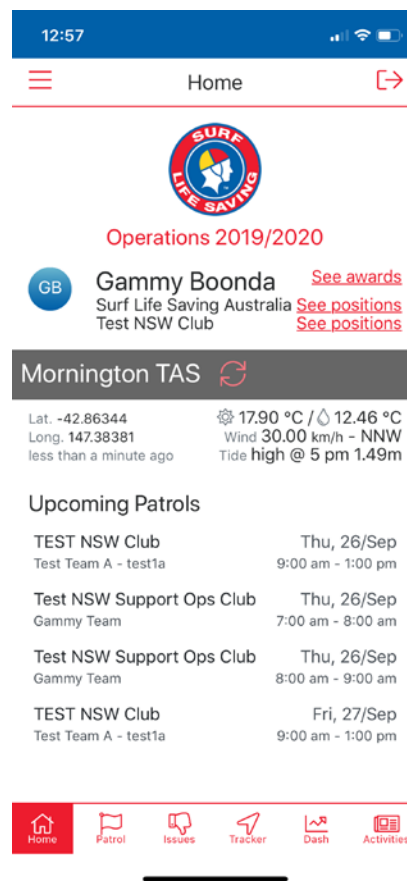
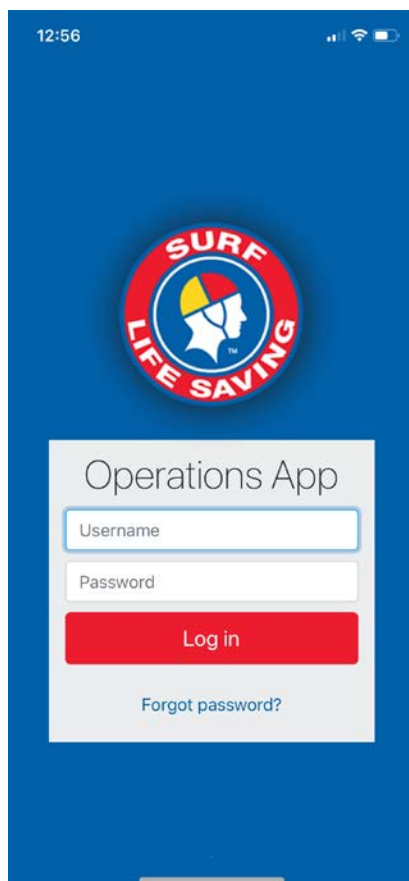
Members

- Need to have a Members Area account <https://members.sls.com.au>
- Downloaded the SLSA Operations App from the [Apple App Store](#) or [Google Play Store](#)
- There are three ways members can access the SLSA Operations App
 1. iPhone/iPad
 2. Android phone/tablet
 3. SLSA Operations WebApp: <https://operations.sls.com.au>

Login and Dashboard

Enter your [Members Area](#) account login details and click 'Log in'. When using the app on your own phone, you will not need to logout, the app will remember your login details and simply refresh every time you open the app.

Once logged in, the Home Page shows users their location, weather, awards, officer positions and a list of upcoming patrols.



My Patrols

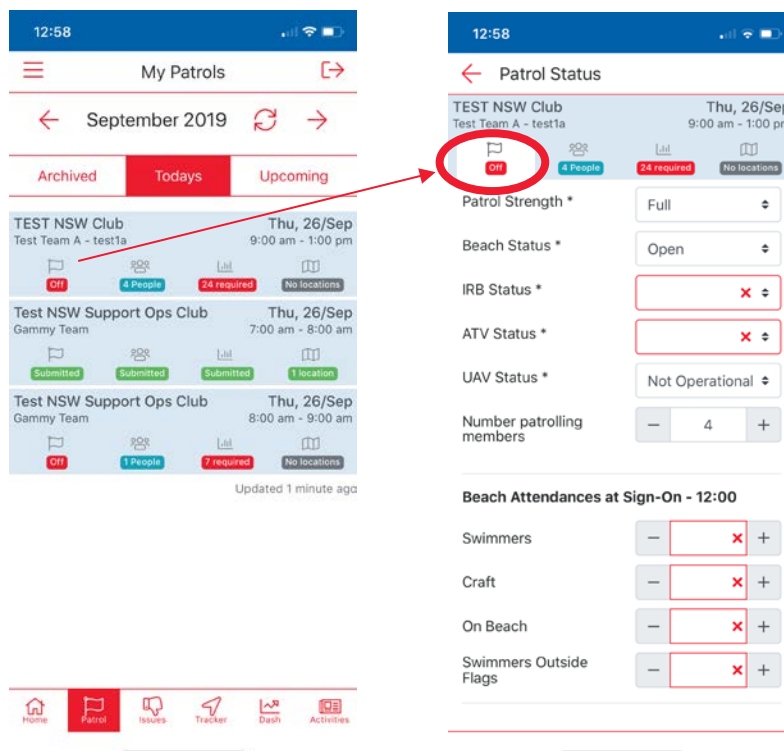
Clicking on the Flag Icon shows users the Patrols rostered on for Today's, use the Upcoming and Archived options to view previous/upcoming rosters

The Patrol Functions allows authorised members to

- Sign on, update status and sign off their patrol/lifeguard service/Support Service.
- Update patrol rosters/members
- Update Patrol Statistics
- Record patrol and location based information such as your patrols location, beach hazards and rescue locations.

Signing on and updating Patrol Status

1. Clicking on the Patrol Status icon allows users to update the status of the patrol throughout the patrol period including signing on and off the patrol, updating the patrol strength and beach status, the posting of patrol location and photos of current beach conditions (which will display on the [Beachsafe](#) website in real-time).
2. The app will ask you for the current beach attendance at sign-on
3. Sign On becomes active **2 hours before a patrol is scheduled to start**

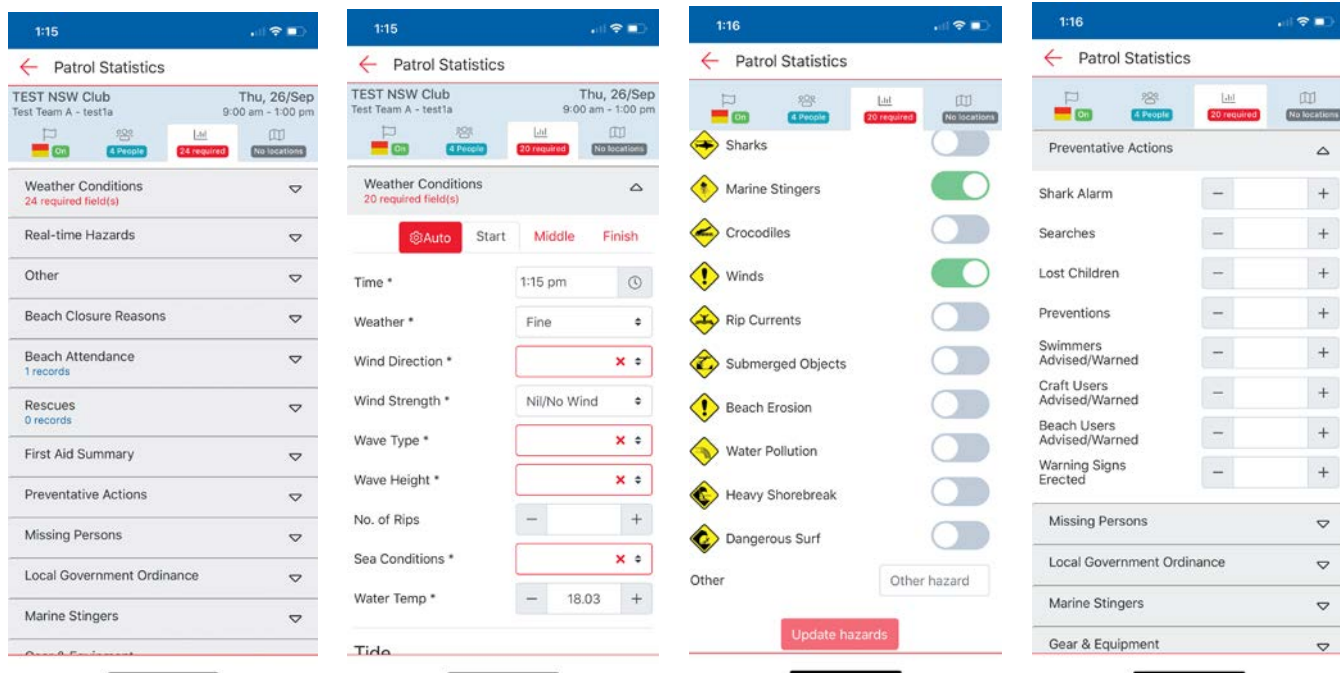


Patrol Statistics

A minimum subset of patrol statistics are compulsory when signing on/off a patrol such as Weather Conditions and these are indicated to the user in the statistic screen.

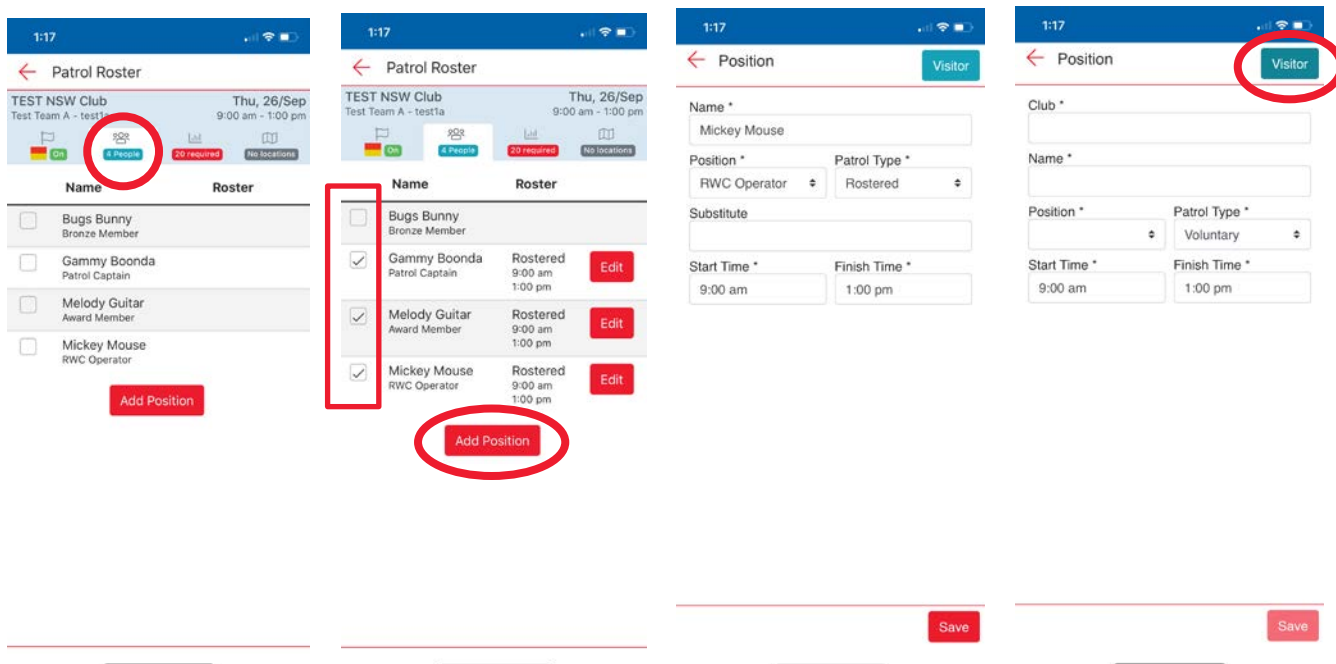
Users can update a wide variety of patrol statistics as they occur during the patrol. Statistics include: -

- Weather Conditions – data can be pre-filled in some fields using the feed from BOM for the given beach.
- Real-time Hazards
- Other – number of incident
- Beach Closure Reason
- Beach Attendance
- Rescues
- First Aid Summary
- Preventative Actions
- Gear & Equipment



Patrol Rosters

1. **IMPORTANT - Roster checkboxes:** The roster/members tab now has a checkbox next to each person. Tick to indicate that a person is attending patrol (and then update their status accordingly for subs or 'excused' etc), *If left un-ticked then that person will be marked as a 'no show'.*
2. Once ticked, members on patrol can be updated and have their information changed accordingly to account for Volunteer Patrols, Substitutions, Not Rostered/Excused, arriving late or leaving early etc.
3. By click on a patrol member's 'Edit' button, authorised users can update a patrolling members starting and finishing times, indicate substitution requirements
4. Users can add additional members to their patrol.
5. Visitors from other clubs/lifeguards can be added by using the 'Add Position' button, then selecting 'Visitor' in top right.



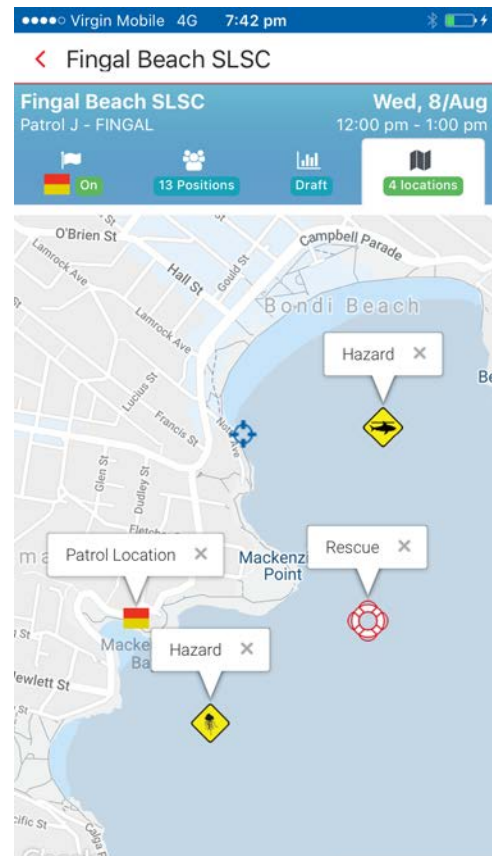
Patrol Locations

A new tab to view any location based information on your patrol such as:

- Patrol locations
- Beach Photos
- Hazards
- Rescue

Location based information will show in this tab as soon as they are added into the app. For example when you add a new rescue and specify it's location, this will appear.

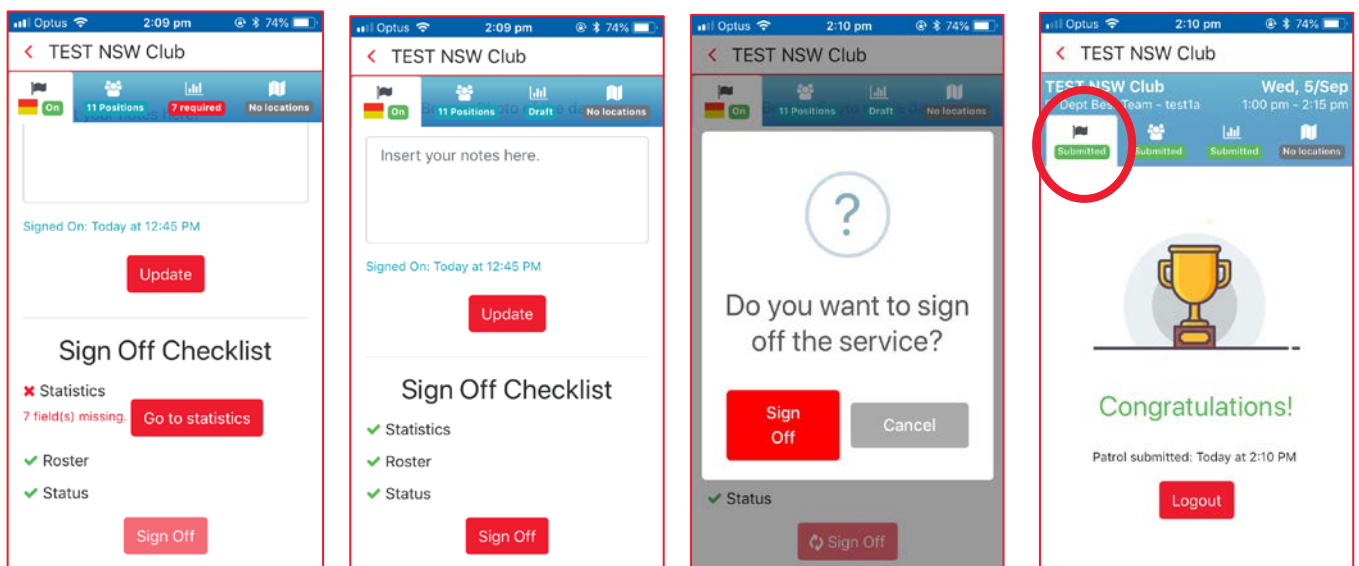
All location based data will be available in real-time for your Surfcom operations centre to see. Public information such as patrol location, photos of the conditions and hazards (NOT Rescues) will be shown on the [Beachsafe Website](#) for your beach.



Signing Off – Patrol Status

Sign Off can only be done **30 minutes prior to the end** of the patrol. This prevents users from accidentally signing off or signing off early.

1. A basic 'sign off checklist' is provided to indicate to the user that they have updated the required roster and statistic data as required.
2. When user selects the 'Sign off' button it asks, 'are you sure you want to sign off?', if they select yes then this is updated in Surfcom and the application displays a confirmation page and the sign off time. All data is marked as 'submitted' and can be viewed but no longer edited.
3. The Patrol Log is created in Surfguard containing the members roster information and statistics. At this time an email confirmation is sent to the Patrol Captain/Vice Captain (or other positions as designated by each state) containing a link to the PDF version of the Patrol log, this enables the members to confirm that all data is correct.



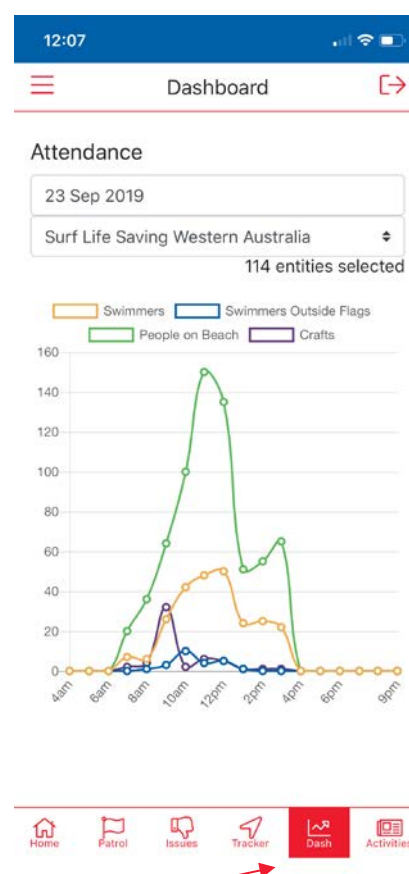
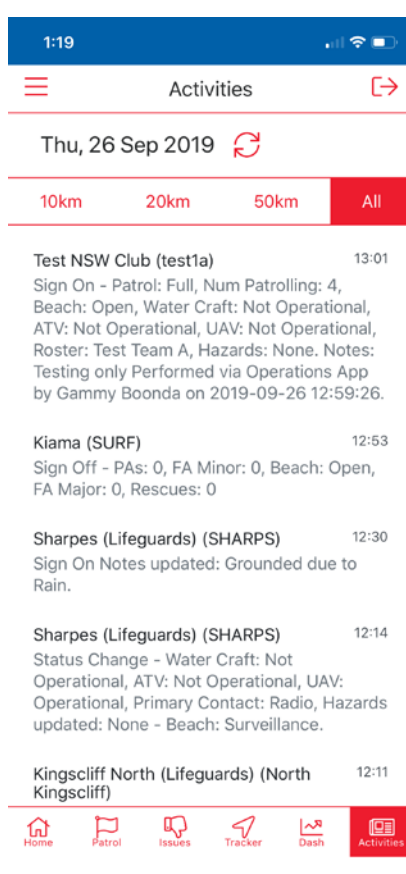
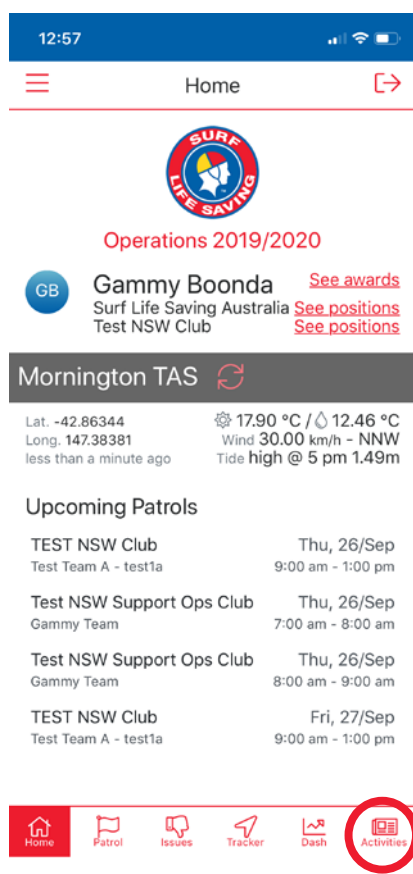
Users will receive a Push Notification to remind them to sign off their patrol, via the Operations app, 30 minutes prior to the end of their rostered patrol.

If you wish to keep your beach open and patrol for longer, simply continue to use the 'Update' button in the status tab, then 'Sign Off' when ready.



Activity Feed

The activity feed allows users to view the status and activity information of services around them. This is a direct real-time feed from Surfcom and only contains 'non-sensitive' information. Click on the Activity icon (bottom of screen) to view activity information. Use the 10km, 20km and 50km filter options to only see the activity of services close to your current location.

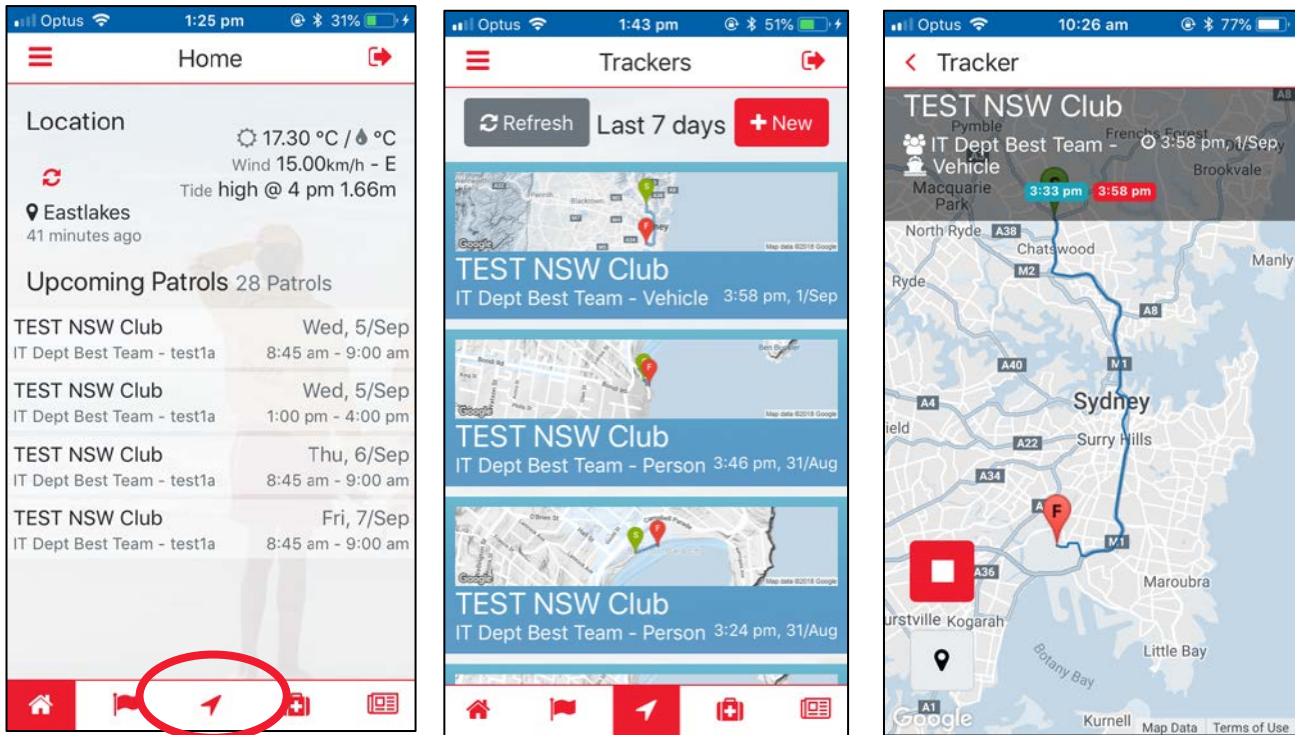


Dashboard (Dash menu item)

Use the dash icon in the bottom menu to see your clubs real time attendance graph (People on beach, in water, on craft etc). Keep your eye out as we add more graphs to this area throughout the season.

Patrol Tracker

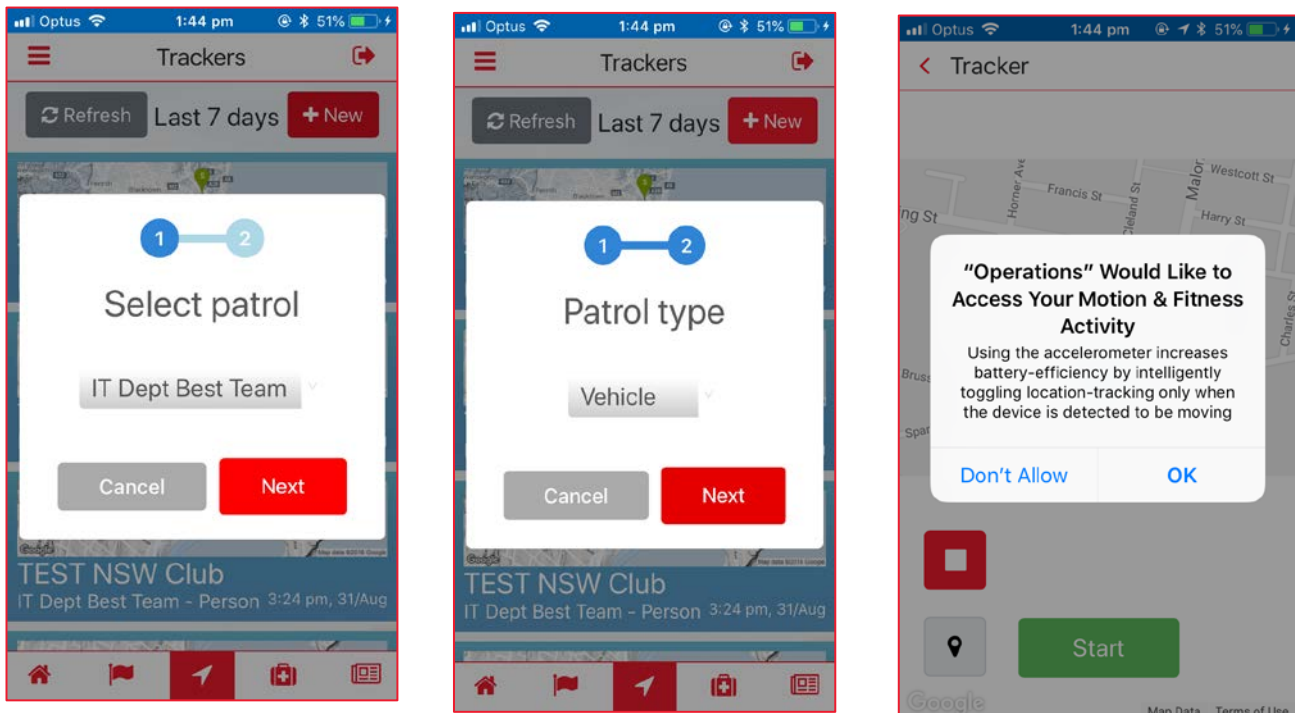
By clicking on the Tracker Icon (Located bottom mid screen) users can view the last 7 days of tracks for patrol team people, vehicles, IRB etc that have been activated. Upon opening up a tracker, users can see the route taken by their services.



Users can also instigate a new track by selecting the New Button.

Select the appropriate Patrol Team and Patrol Type that you wish to Track ie: Vehicle, IRB, ATV, Boat or Person.

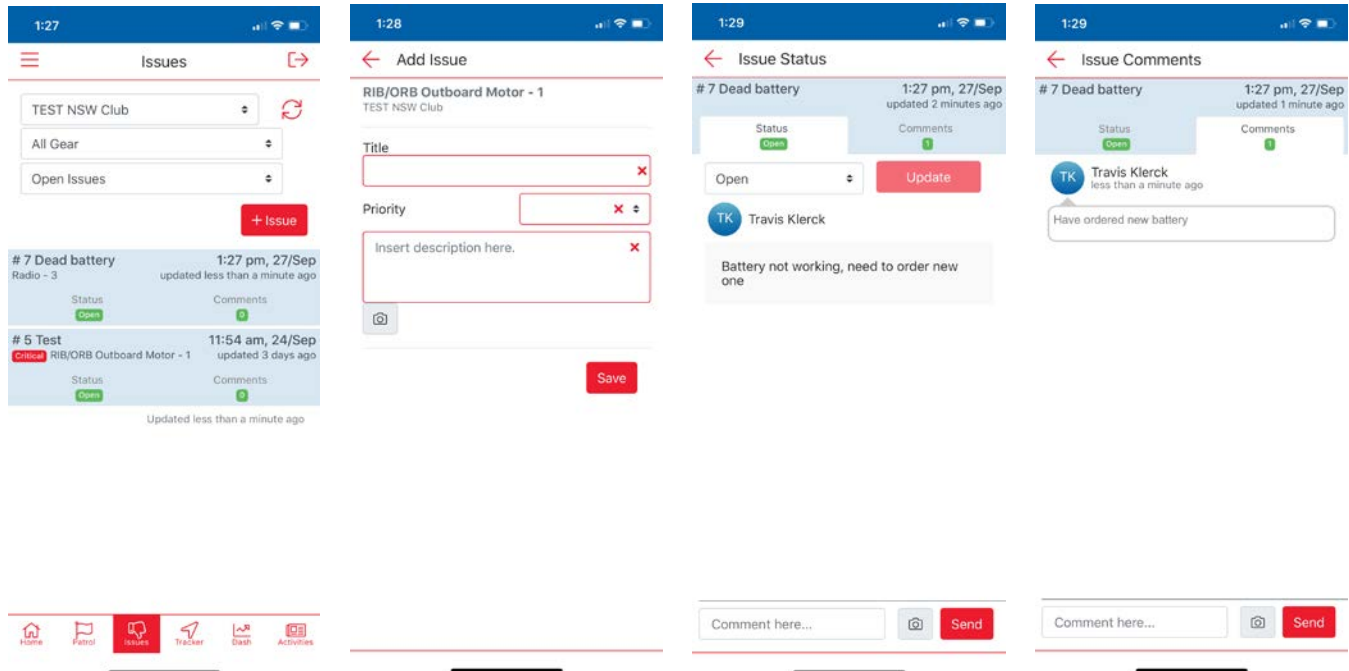
Allow the Motion and Fitness function and click the 'Start' button for the Operations App to commence live tracking of the User. The Live Tracker sends all location information back to Surfcom and a Surfcom operator can view a map with the location detail on it. The countdown will continue to run in the background if the Patrol Ops app is minimised.



Issues

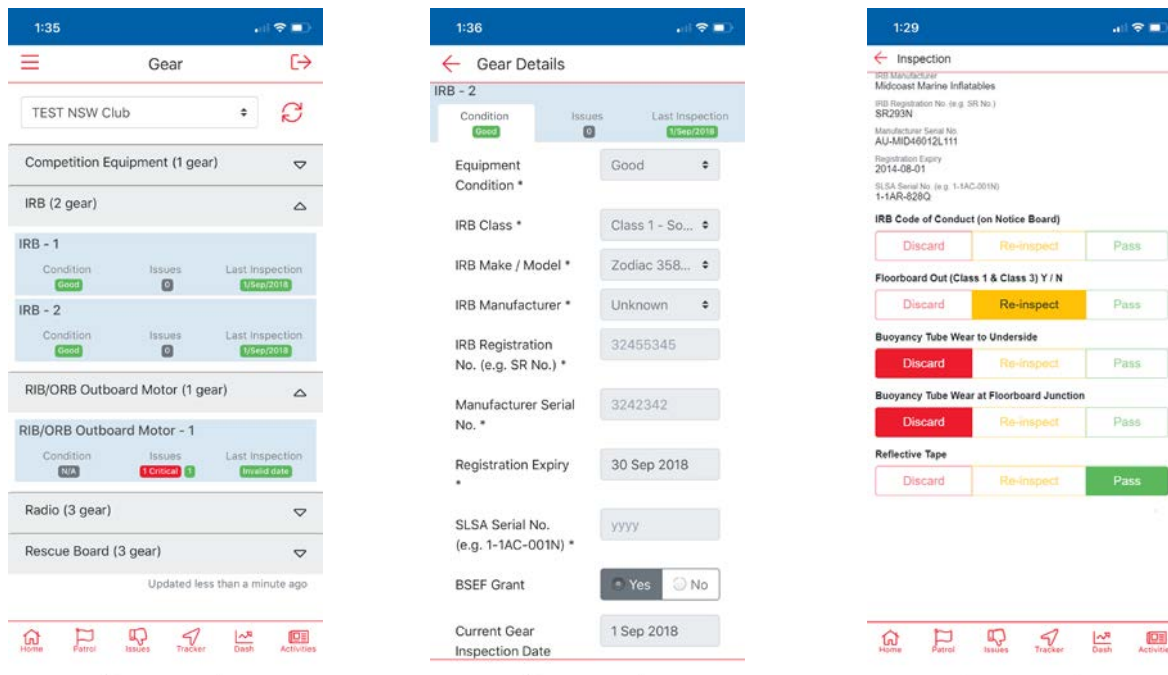
Use the 'Issues' section to log any issues against gear and equipment in the club. Any patrol admin user can view and log issues against gear and any other patrol admin users can comment on the issues and use this section to resolve the issues, keeping a history of the discussion and photos etc.

Select the club first to view any current issues. To add a new issue, use the "+ Issue" button and enter the appropriate title, priority and issue description. Any member can use the comments section to add information to the discussion and post photos related to the issue. Set an issue status to 'closed' once it's been finalised and resolved.



Gear (Top left menu)

View your clubs gear and equipment, view issues logged against gear and perform inspections (contact your state for access)



Video Walkthrough

View our youtube video walkthrough/guide for the SLA Operations App to get you started:

<https://www.youtube.com/watch?v=-0t365qIT8Q>