



# Surf Life Saving Australia - Circular

<b>Title:</b>	Update on SLSA IT Systems – including new releases and future enhancements
<b>Document ID:</b>	Circular 35/2019-2020
<b>Audience:</b>	SLSA Members and Club/Branch/Sate/National Officers & Administrators
<b>From:</b>	National ICT Unit
<b>Date:</b>	03 December 2019
<b>Summary:</b>	Details of Updates in Surfguard, Operations App, Surfcom, Members Area, Join and SLSA Online Help

## Surfguard - <https://www.surfguard.slsa.asn.au>

### Surfguard User Accounts – Update Password Every 60 days & Two Factor Authentication – Scheduled for release January / February 2020

Additional security is being added to Surfguard User accounts to ensure that SLSA meets current security standards.

The new release will include: -

1. Surfguard Users having to update their password every 60 days
2. When logging in to new devices a 2-factor authentication will be required.

### How To Prepare for the Changes

All Surfguard Users need to ensure their Surfguard User account details are up-to-date. To do this follow these steps.

1. Login to Surfguard
2. At top right of screen click the Person icon and select User Admin
3. At top left of screen click Current User and then select Update My Details
4. Ensure the following highlighted fields (Mobile Phone & Email) are updated and click Update

The image contains three screenshots illustrating the steps to update user details in Surfguard:

- Step 1:** A screenshot of the Surfguard user interface showing the top right navigation menu. A red circle with the number '1' highlights the 'User Admin' option.
- Step 2:** A screenshot of the 'Current User' dropdown menu. A red circle with the number '2' highlights the 'Update My Details' option.
- Form:** A screenshot of the 'Update User @ Test NSW Club' form. The 'Mobile Phone' and 'Email' fields are highlighted in yellow, corresponding to step 4 of the instructions.

### Messages – SMS – Increase in number that can be sent

The maximum number of recipients that can be sent an SMS has been increased to 3000. The maximum number of characters per message remains at 140.



## Transfer Screen Display

A member's sub-membership category and email address is now displaying in the transfer screen

### 5 steps to the transfer process

**Step 1** – Create Details - Transfer created by Member via their Members Area account, Winning Club or Losing Organisation

**Step 2** – Endorsed/Not Endorsed Details - Action by Losing Organisation

**Step 3** – Approved/Rejected Details - Action by Losing Branch or State Centre

**Step 4** – Completed/Refused Details - Action by Winning Organisation

**Step 5** – Archive Details – Action by Winning or Losing Organisation

**View: Membership Transfer Request @ Test NSW Club**

<b>Transfer Details</b>	
Transfer ID:	45166
Transfer Type:	Non-competition rights
Transfer Status:	Completed (Archived)
<b>Winning Club</b>	
Winning State:	Surf Life Saving QLD
Winning Branch:	Test QLD Branch
Winning Organisation:	Test QLD Club
<b>Losing Club</b>	
Losing State:	Surf Life Saving NSW
Losing Branch:	Test NSW Branch
Losing Organisation:	Test NSW Club
Sub-Membership Category:	Active (18yrs and over)
<b>Member Details</b>	
Member ID:	4625252
First Name:	Rebecca
Last Name:	Cocks
Gender:	Female
Date of Birth:	05/10/
Contact Number:	0413457035
Email Address:	rcocks@slsa.asn.au

<b>Create Details</b>	
Date:	25/10/2013
By:	Rebecca Cocks
Comment:	
<b>Endorsed/Not Endorsed Details</b>	
Date:	25/10/2013
By:	Rebecca Cocks
Comment:	Endorsed.
<b>Approved/Rejected Details</b>	
Date:	25/10/2013
By:	Rebecca Cocks
Comment:	Approved.
<b>Completed/Refused Details</b>	
Date:	25/10/2013
By:	Rebecca Cocks
Comment:	Completed.
<b>Archive Details</b>	
Date:	25/10/2013
By:	Rebecca Cocks



## Operations App

Update version Released September 2019

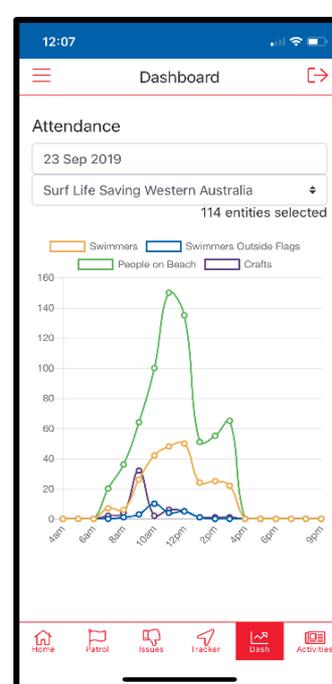
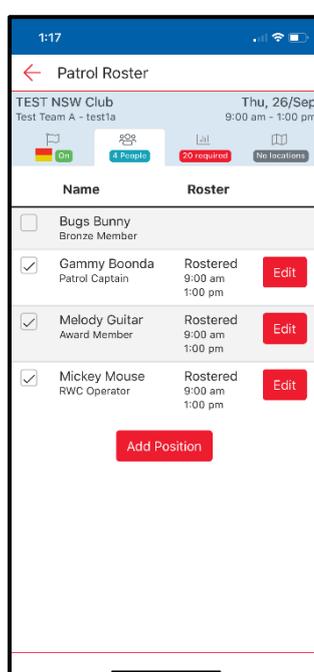
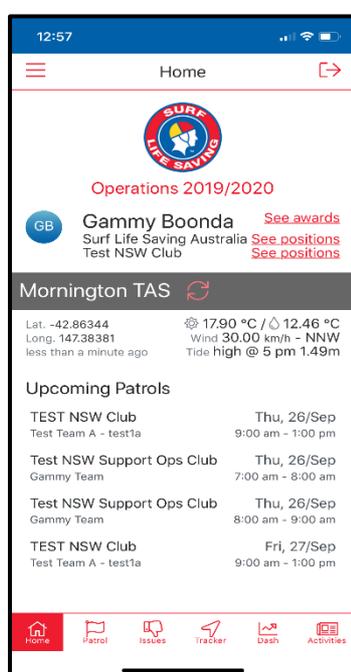
The updates/enhancements to the Operations App included: -

**Home Screen:** - Members Awards and Officer Positions can be viewed on the home screen

**Roster Checkboxes:** the roster/members tab now has a checkbox next to each person. Tick the box to indicate that a member is attending patrol, once the members is ticked as attending the PC or VC can update Position, Patrol Type eg, Not Rostered/Excused, Voluntary, Substitute etc and Start/Finish times. If left unticked, then that person will be marked as a “no show.

**Dashboard (bottom menu):** use the dash icon in the bottom menu to see your clubs real time attendance graph.

**Tracker:** Some bug fixes have been implemented and a distance counter added. You can also begin a track even if there is no patrol signed on for the current day.



## New Modules in App

**Gear (available from the top left menu):** This area allows user to view all the gear and equipment in their club and any issues logged against an item. Gear and equipment audits can be done in this section however, the user must hold a gear and equipment auditor award (contact your State Centre). All gear and equipment check/audits will have the relevant fields updated in Surfguard against that item. The ‘successfully completed audit’ checkbox will only be ticked if all the checklist items are marked as ‘pass’ for that item.

**Issues (bottom menu):** Any patrolling user who can sign on/sign off their patrol can view and log issues against gear and equipment. Users can comment on the issue/s and use the section to resolve it, keeping a history of the discussion and photos. Only people who are in the officer position in Surfguard called ‘Gear and Equipment Officer’ can set an issue as ‘closed’ once it has been finalized.



### Coming Soon – December 2019

**Powercraft Logs:** ability to do your Powercraft logs electronically through the Operations App

**Roster Counting:** count of members shows as you tick each member off as in attendance at patrol – check to ensure at least 1 member is ticked as present before sign off can be done.

### Coming Soon – February 2020

**Incidents:** This enhancement will enable incidents to be added directly via the App or to view/append details to active incidents created/managed by Surfcom.

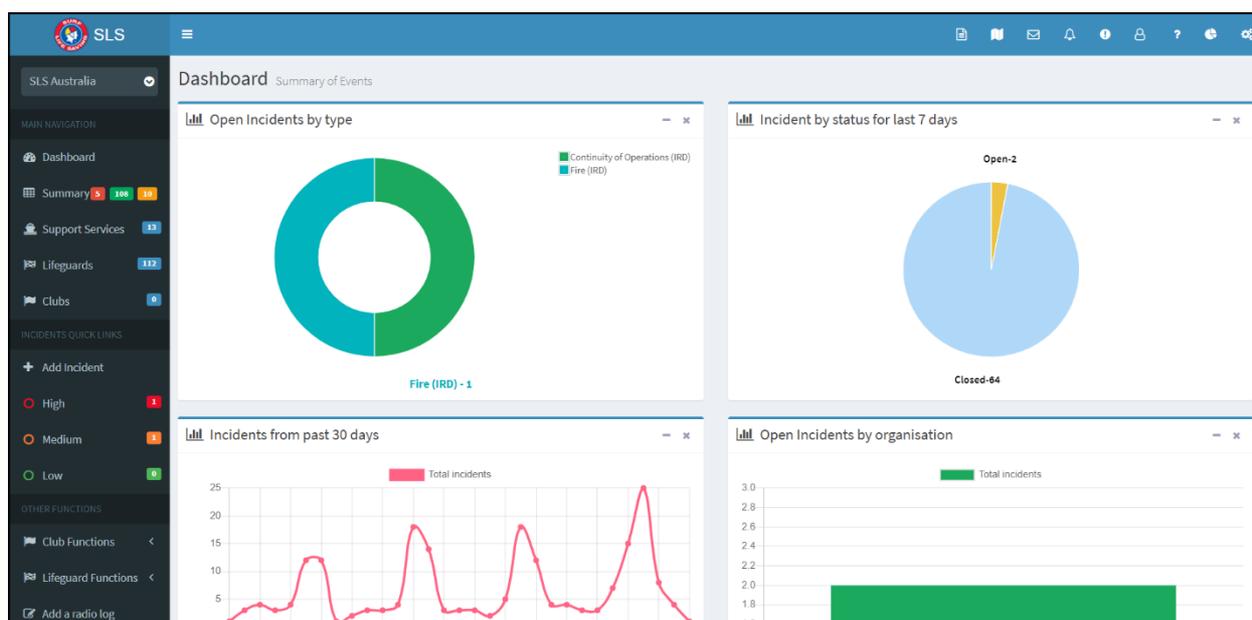
**Risk Rating** – significant changes and updates to the Risk Rating Section.

## Surfcom - <https://surfcom.org.au>

### Released September 2019

Surfcom Dashboard (Including integration of existing Surfcom pages) into the new layout.

- Sort bulk sign on/off screen geographically
- New Report – Service Profile Report
- New Report Output – Heat Map for Rescue Summary
- Report Update – GPS Tracking Report – ability to select a specific day.
- Generate Message in the Incident Manger screen – default method changed to SMS



### Released 3<sup>rd</sup> December 2019

- Redesign four (4) of the most used screens into the new layout – Summary, Support Services, Club Status, Lifeguard Status
- Added additional fields to Incident report filters (Fields entered when an incident is closed i.e. Rescues, Gear, Deaths)

### Upcoming Release

#### Estimated Late January 2020

- Full redesign of Incident Screen and incident management and other incident related enhancements.



## Members Area - <https://members.sls.com.au>

### Renewal Prompts

Members are now prompted on the Home page to renew either their Family Group or Individual membership

The screenshot shows the 'MEMBERS AREA' of the Surf Life Saving Australia website. At the top, there is a navigation menu with options: Home, Memberships, Patrols, eLearning, News and Events, Document Library, History, and Forms. A user greeting 'Hi, Rebecca Cocks' is visible in the top right corner. Below the navigation, there are two main sections for renewals:

- Family Group Renewal:** A yellow banner with a bell icon and the text 'Renew membership for a Family Group' and a red 'Renew' button.
- Individual Renewal:** A yellow banner with two bell icons and text: 'You have not renewed your individual membership for 2019 season @ Test QLD Club' and 'You have not renewed your individual membership for 2019 season @ Test Vic Club', each with a red 'Renew' button.

### Family Group Functions

Once a family group is created several additional functions can be performed via the family group; including: -

- ability to transfer an entire family or several individuals of a family group to another Organisation
- Join a brand-new member to the organisation and Add them to an existing Family Group

The screenshot shows the 'McTaggart - Member Listing' page. It includes a title, a 'No of Members: 2' indicator, and 'Group Status: Approved' and 'Organisation: Test NSW Club'. On the right side, there are five red buttons: 'Add New Member', 'Add New Primary Contact', 'Dissolve Family Group', 'Join New Person & Add', and 'Join/Transfer to new club'. Below this is a table with the following data:

Member ID	Member Name	Membership Status	Season	Membership Category	Primary?	Status	Action
5740416	Lola McTaggart	Active	2018	Probationary	No	Approved	Edit
5464537	Rebecca McTaggart	Active	2019	Active (18yrs and over)	Yes	Approved	



## Forms

### National Patrol Service & Long Service recognition awards

Members and can now submit applications for these Forms via their Members Area account and Club Officers/Administrators can also submit the forms on behalf of their Members For more information on how to submit a Form please access the [Members Area User Guide](#)

**ADD SUBMISSION**

Submit form

On behalf of a member in Clovelly

Member

, Damien

Select a form

- National Medal Application
- National Patrol Service Award Application
- SLSA Long Service Award Application
- TAF Re-Endorsement

## Library

1. Members can view the library in either List or Grid view
2. A new category of **Nippers** has been added to the Categories list in the library

**VIEW DOCUMENTS**

Organisation: Surf Life Saving Australia

Search: Advanced

Sort by: Most Relevant

Documents (13)

Categories

- All
- Sports
- Lifesaving
- Education
- Member Services
- Circulars/publications
- Governance/policies
- Administration
- Work Health & Safety
- Nippers**
- Other

Document Title	Date
SLSA Advanced First Aid and Resuscitation Glossary v1 May 2017	26 Jun 2018
Silver Medallion Advanced First Aid Assessment Portfolio v1 July 2017	26 Jun 2018
Silver Medallion Advanced First Aid PPT v1.1 May 2018	26 Jun 2018
Silver Medallion Advanced First Aid Syllabus v1 July 2017	26 Jun 2018
Advanced Resuscitation Techniques Certificate Learner Guide v4.1 May 2018	26 Jun 2018
Gold Medallion Advanced Lifesaving Syllabus v5 July 2016	27 Jun 2018
Advanced Resuscitation Techniques Certificate PPT v4.1 May 2018	26 Jun 2018
Gold Medallion (Advanced Lifesaving) Assessors Guide v1 July 2016	14 Aug 2018
Silver Medallion Advanced First Aid Learner Guide v1.1 May 2018	26 Jun 2018
Advanced Resuscitation Techniques Certificate Assessment Portfolio v4.1 May 2018	26 Jun 2018
Advanced Resuscitation Techniques Certificate Syllabus v4 July 2017	26 Jun 2018
SMAFA Delivery and Assessment Guide v1.0 July 2017	14 Aug 2018
ARTC Delivery and Assessment Guide v4.2 July 2018	14 Aug 2018



## Simplified Process for Assigning Administrative Functions to Members Area

Club/Branch/State/National administrators/officers will now be able to assign the following admin functions via the Officer Positions in Surfguard: -

- Approve Members Area News Content
- Approved Member Area Library Content
- SLSA Online Member Store/Shop Administrator
- Form Approver

**NOTE:** If a member is in multiple officer positions in Surfguard you only need to update one officer position with admin functions

View Officers @ Clovelly

Held Position From: 01/07/2018 To: 30/06/2019 GO Format: dd/mm/yyyy

New Officer Position Setup Officer Position Synonyms

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club	<input type="checkbox"/>	24/07/2017	21/07/2019		<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

**NOTE:** The **Online Member Store Administrator 1** and **Online Member Store Administrator 2** officer positions have been removed from Surfguard.

Setup Officer @ Clovelly

Allocate Officer

Officer Position Name: Administration

Officer: \* -- Please Select --

From Date: \* 22/07/2019

To Date: \* 19/07/2020

Administrative Functions

Approve Members Area News content

Approve Members Area Library content

SLSA Online Member Store/Shop Administrator

Online Form Approver



## Join – <https://join.sls.com.au>

Join has been completely rewritten and new features include:

- New members to the Organisation can now select to join as an individual or as a family in one transaction.
- If Family option is selected, an option displays to create a Family group name
- Primary member can add additional family members
- Google address search function can be used or alternatively an address can be manually added.
- Summary screen displays all new member/s details including club they are joining, Member details, contact details.
- Ability for an individual or the primary member of a Family group to create a Members Area account profile.  
**Note:** even though member can create and activate their Members Area account, they will not be able to access any functions within their account until their New Membership pending request has been accepted by the club they are joining.
- Clubs can place on their website a link to join that will automatically pre-fill the club name and display the club details on the join screen. [https://members.sls.com.au/SLSA\\_MembersOnline/public/join/member-join?entityID=102](https://members.sls.com.au/SLSA_MembersOnline/public/join/member-join?entityID=102) You just need to update your Organisation ID and this can be found in Organisational Details in Surfguard. 102 is the organisational code for Clovelly.

**Which service would you like to join?**

The organisation I want to join is  
Clovelly SLSC

I want to join  
My family

Give your family group a name

**Clovelly SLSC**

**Phone Number**  
02 9665 1441

**Email Address**  
[admin@clovellysurfclub.com.au](mailto:admin@clovellysurfclub.com.au)

**Address**  
End of Clovelly Rd Clovelly 2031

**Website**  
[www.clovellysurfclub.com.au](http://www.clovellysurfclub.com.au)

**Next**





# JOIN



### Personal details

<b>First Name</b>	<b>Surname</b>	<b>Date Of Birth</b>	<b>Gender</b>
<input type="text" value="Sally"/>	<input type="text" value="Jones"/>	<input type="text" value="05/10/1975"/>	<input type="text" value="Female"/>

This member will be the primary member of this family group. Note, the primary contact must be 18 years old & over.

### Family

<b>First Name</b>	<b>Surname</b>	<b>Date Of Birth</b>	<b>Gender</b>	<b>Primary Contact Relationship</b>
<input type="text" value="Anugs"/>	<input type="text" value="Jones"/>	<input type="text" value="14/10/1996"/>	<input type="text" value="Male"/>	<input type="text" value="Son"/>



**Add family member**

**Previous** **Next**



# JOIN



### Summary

You are joining

#### Clovelly SLSC (NSW)

#### Member/s to join

Sally Jones	05/10/1965	Female
Angus Jones	14/10/1996	Male

<b>Contact Details</b>	<b>Emergency Contact</b>
33 Beach Street Clovelly 2031 NSW Australia sallyjones@gmail.com 0400123456	Bob Brown (Father) 33 Beach Street Clovelly 2031 NSW Australia 0400654321

#### Login Details

Create your new Members Area account for the primary member:

<b>Preferred Username</b>	<b>Password</b>
<input type="text"/>	<input type="text"/>

#### SLSA Membership application and declaration

I have read, understood, acknowledge and agree to the **declaration** including the warning, exclusion of liability, release and indemnity. I acknowledge that if my application for membership is successful I will be entitled to all benefits, advantages, privileges and services of SLSA membership.

I have read, understand, acknowledge and agree to the declaration and application and conditions of membership. I warrant that all information provided is correct.

**Previous** **Next**



## **Sport Event Management System (SEMS) - <https://sems.sls.com.au>**

SEMS has been used successfully at several carnivals over the last twelve months, Tasmania, South Australia, Northern Territory State Championships, all rounds of Queensland and New South Wales IRB Championships. And they Australian Open, Masters & U23 IRB Championships and Interstates Events. Access to SEMS is assigned to individuals and a [Form 49](#) is required before access will be assigned. The SEMS User Guide can viewed [here](#)

## **SLSA Online Help – <https://help.sls.com.au>**

This site has recently been upgraded and is where you can access all our User Guides, IT Forms, Webinar recordings, ICT Circulars, systems status, contact details, live chat, operating hours and log suggested enhancements.

### **User Guides**

The IT Support team have been updating a number User Guides in our new online User Manual software. Guides recently updated include Surfguard User Guide. Members Area User Guide and SEMS User Guide. **SLSA IT Systems Guide for Season Close and Start of Season Tasks v5** has been updated and available in PDF output.

### **SLSA IT Helpdesk Webinars**

The SLSA IT Department ran a series of Webinars from July to September 2019. During the series over 600 Club/Branch/State officers/administrator signed up for at least one webinar. Topics covered in the Webinars included, Managing Members, Surfguard Assessments & Reporting, Sport Event Management System (SEMS) , Surfguard Overview, Surfguard Organisational Management & Messaging, Managing Patrols, SLSA Payment Gateway, Surfguard Reporting, SLSA Operations App, Club Administrators – Surfguard & Members Area all the webinar recordings can be downloaded from <https://help.sls.com.au>

### **Q&A Webinars December 2019 – January 2020**

The IT Department will be trialing a series of Q&A webinars during December & January. These Webinars will have a free format and participants can ask questions about any of our SLSA IT systems. Register at <http://help.sls.com.au> Dates are as follows: -

Tuesday, 10<sup>th</sup> December 1000-1100hrs  
Wednesday, 18<sup>th</sup> December 1300-1400hrs  
Thursday, 9<sup>th</sup> January 1300-1400hrs  
Wednesday, 15<sup>th</sup> January 1000-1100hrs  
Thursday, 23 January 1300-1400hrs

### **New process for SLSA IT Support / Helpdesk Requests**

From April 2019 the SLSA IT Helpdesk no longer uses email to log and track support tickets. Any support requests sent via email will **not** be registered in SLSA Support Ticketing system. You will receive an auto-reply email informing you of our new process for SLSA IT Support/Helpdesk Requests.

Please follow the steps below to resubmit your request.

1. Browse to: <https://help.sls.com.au>
2. Click **Log a Ticket**
3. Complete all fields and click **Create Ticket**
4. Once you submit your ticket, you'll receive an email with confirmation that we have received your request.