



Members Area User Guide

1 — Last update: 2019/07/03

Surf Life Saving Australia

1. Overview

The Members Area is a one stop shop for all the organisation's member's online needs and can be accessed by all members who are entered in SLSA's National Membership Database, Surfguard.

NOTE: If you are not currently a member of a surf club please go to join.sls.com.au to apply to join a club. Once your membership has been accepted by the club, you can return to the Members Area and create your account.

Main Features of the Members Area

- Update Personal Details
- Membership Renewal
- Request a transfer to another organisation
- View membership history
- View membership transactions
- View pending member requests
- View your Awards
- Print a transcript of your Awards
- View your patrol roster and patrol hours
- Submit a online Form for a Member Recognition Award
- Make a request for a Swap and accept other member's requests for a Swap in a patrol
- Download patrol roster in iCal format to a smart device
- Create and manage family groups
- Access eLearning- online learning platform
- Pay membership, course or carnival entry fees etc

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2. User Accounts

1. Details (First Name, Last Name & Date of Birth) are verified against those stored in the SLSA National Membership database, Surfguard. Enter your details exactly as they are recorded in Surfguard. Do not shorten your first name to Andy if the club has you registered Andrew.
2. The account holders identity is confirmed through SMS or email.
3. If a member wants to view their own Awards, patrol hours, arrange patrol substitutes or access courses via eLearning they must create their own Members Area account.
4. For the purposes of annual Membership Renewals and transferring a Family to another organisation a parent/guardian can create a Members Area account, create a Family Group (even if the family members have their own Members Account) and renew or transfer all members of the family group with one login.

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2.1 – Creating a Members Area Account

1. Browse to <https://members.sls.com.au>
2. You will see the option to create an Account highlighted in yellow
3. Enter the compulsory details: -

- First Name
- Last Name
- Date of Birth
- Gender
- Select Identity Confirmation Method, either email or mobile number, to which a unique code/or link will be sent. The email or mobile you use must be the same as the email/mobile in National Membership database (Surfguard).
- Create Username & Password
 - You should click “Check” to make sure the Username has not already been taken.
 - Your password cannot contain your first name, surname or username. It must be 6-12 characters in length, and must contain at least one letter and at least one number. It cannot contain any of the following symbols: – ‘ , + ? # “ * \ & \$%

4. Activating your Members Area Account

To ensure privacy and security, all accounts must be activated before they can be accessed. You will

receive a confirmation code/ link by either email or SMS depending on the choice you made earlier.

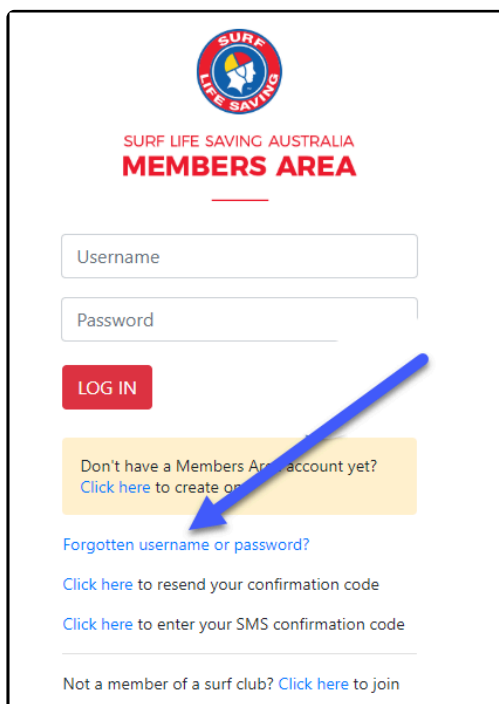
- **Email Activation** – you will receive an email with a link to activate your account. To activate either click the link or copy & paste the link into your web browser
- **Mobile Activation** – the next screen displayed will ask you to enter your username and password exactly as you chose it earlier, followed by the confirmation code you receive by SMS.


5. If you do not receive an SMS or Email, please click the “Resend Your Confirmation Code” option on the Members Area home page <https://members.sls.com.au>

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2.2 – Forgotten Username or Password

If you forget either your Username or Password, click the reminder link on the login screen. Select either Email or SMS to receive your Username & / or Password and enter your First Name and Date of Birth




SURF LIFE SAVING AUSTRALIA
MEMBERS AREA

Username

Password

LOG IN

Don't have a Members Area account yet?
[Click here to create one](#)

[Forgotten username or password?](#)

[Click here to resend your confirmation code](#)

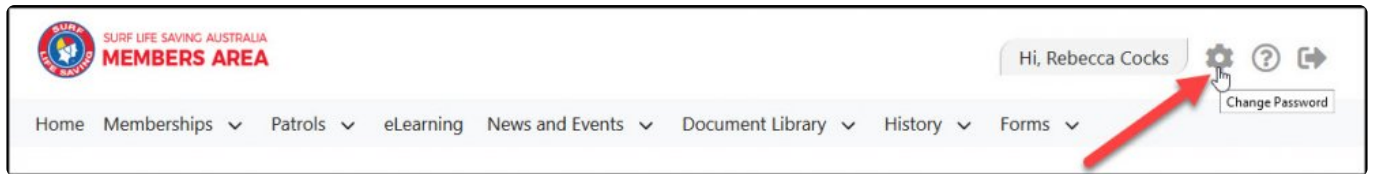
[Click here to enter your SMS confirmation code](#)

Not a member of a surf club? [Click here to join](#)

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2.3 – Updating Your Members Area Password

Once you have logged in with your temporary password you can always change your Password by clicking the Settings icon at the top right of the screen.



Revision: 2 — Last modified: 2019/05/14

3. Home

Highlights key information relating to the member, including

- Membership/s still requiring renewal
- Link to renew your Family Group
- Upcoming patrols
- Expiring Awards
- Patrol Hours
- Pending Requests

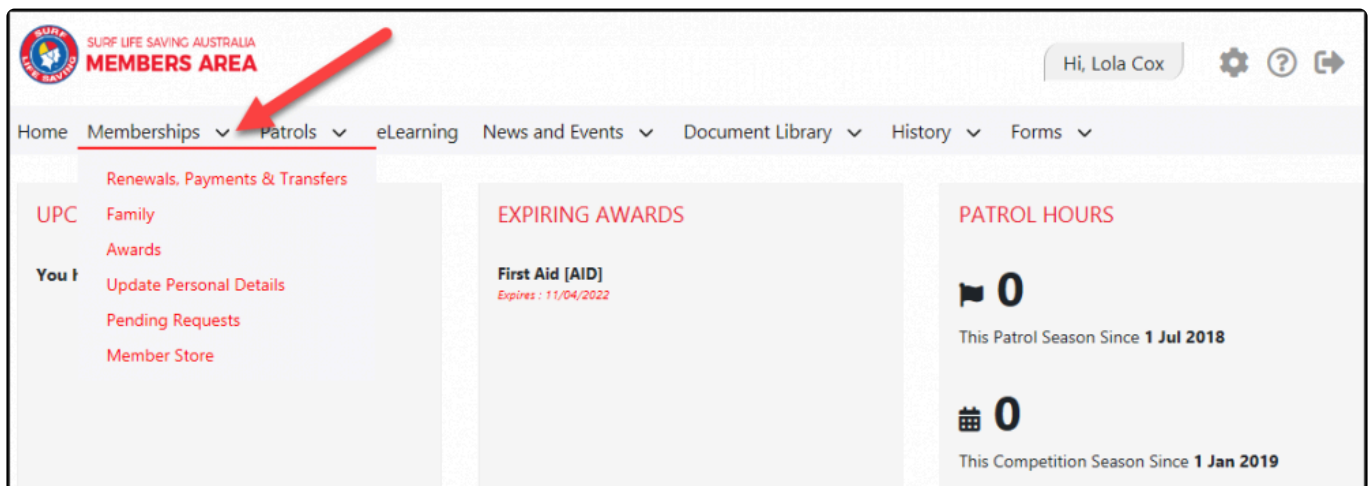
The screenshot shows the 'MEMBERS AREA' for John Fletcher. At the top, there is a navigation menu with links for Home, Memberships, Patrols, eLearning, News and Events, Document Library, History, and Forms. A user greeting 'Hi, John Fletcher' is displayed next to settings, help, and share icons. A yellow notification banner states: 'You have not renewed your **individual** membership for 2019 season @ North Bondi' with a red 'Renew' button. Below this is a note: 'Note: To renew membership for a Family Group [click here](#)'. The main content area is divided into three columns: 'UPCOMING PATROLS' (You have no upcoming patrols), 'EXPIRING AWARDS' (You have no expiring awards), and 'PATROL HOURS' (0 This Patrol Season Since 1 Jul 2018 and 0 This Competition Season Since 1 Jan 2019).

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4. Memberships

The Membership tab drop-down includes the following options:-

- Renewals, Payments & Transfers
- Create & Manage Family Groups
- View Award Details
- Update Personal Details
- View Pending Requests
- Access the Member Store



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4.1 – Renewals, Payments & Transfers

On this screen a member will be able to view organisations they currently hold membership at, request a transfer to another organisation and make a payment to the selected organisation.

My Memberships

Below are the organisations you have memberships with at SLSA. To renew a Membership for a Surf Club please click on the "Renew" link.

If you would like to **APPLY FOR MEMBERSHIP** at a new organisation, please click [Join / Transfer to a new organisation](#).

SURF CLUBS

Cronulla	
Branch	Sydney Branch
State	Surf Life Saving NSW
Registered Season	2017
Membership Category	Probationary
Competition Rights	Yes
Competition Age Category	Under 21
Child Protection Completed	No
Online Payments	MAKE PAYMENT Direct Deposit Information
Renew Change Category	

Surf Club members: Please note that once you request a change to your details or a membership renewal, your request will be sent to the chosen organisation, pending approval. You can not submit a request with another organisation until this pending request is processed.

Renew Membership

1. Click **Renew**
2. Check the Season field shows the correct renewal season.
3. Review your membership profile and make any necessary changes
4. Tick the appropriate declarations boxes
5. Click Submit
6. If your submission is successful a confirmation screen will display advising the renewal request is pending approval by the club.
7. If you wish to make a payment to your club click the words '**click here if you wish to pay online**' and the system will direct, you to the SLSA Payment Gateway

Join/Transfer to a New Organisation

To apply to join or transfer to a new organisation click "Join/Transfer to a new organisation" link on the Memberships screen. To join a surf club or to transfer to a different club, choose the first option. You will then be required to choose from the following three transfer options: -

- **Full Transfer (Leave your current club)** – means moving your membership to a different surf club. Once your application is approved, you will no longer be a member of your current club. If you select this option and are presently a member of more than one club, you will be asked to select the club you wish to leave.

- **Competition rights transfer** – Keep your membership at your current club(s) but move your competition rights to a new club. You will then have dual membership.
- **Non-competition rights transfer** – Join another club, while keeping your membership and your competition rights at your current club. You will then have dual membership.

Note: This transfer facility merely initiates the transfer process. The transfer itself depends on endorsement from both your current club, the new club and Branch or State approval.

Online Payments

Members can pay for a range of transaction, including; Membership, Gym, Courses & Training Manuals, Merchandise, Lockers and Functions. Each SLS organisation determine the forms of payment they accept and may include: – Cash, cheque, online payments via the SLSA Payment Gateway, Direct Deposits or EFTPOS facility.

Change Membership Category

If a member believes they are eligible for a change in membership category due to their age or years of patrol service they can submit an online request to Change their membership category. Once the change category is submitted a pending request will be sent to the organisation for approval. The change will not occur until the request has been approved

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4.2 – Family Groups

Family Group Creation allows for the following tasks to be performed in in the Members Area:

1. Promote a family group member to primary member to manage the group
2. Renew the membership all members of the group
3. Edit personal details for an individual in the group or in bulk
4. Transfer family group to another organisation

Answers to Commonly Asked Family Group Questions

- A Family Group is simply an artificial grouping of people in one club for the purposes of data management where it is assumed the primary member(s) in control of the group have some legal standing to manage the Family Group.
- Family Groups consists of Primary member(s) who can manage the group and standard members who can be managed in the group.
- A Family Group can only exist where there is at least one Primary and one Standard member.
- A Primary member must be over 18 years old.
- Family Groups can only be created by members 18 years and over
- Email notifications will be sent when a person is demoted or removed from a group.
- Clubs must approve all requests initiated from the Family Groups area via Pending Requests in Surfguard
- Club Officers can manage the groups and perform all other family group functions from within

Surfguard.

- You can be a member of more than one family group in one club
- Any disputes or issues around the creation, data management or dissolution of a group should be raised with your Club in the first instance.
- All users of the Members Area automatically agree to abide by all SLSA and State / Branch and Club Terms of Use, Privacy and other Policies, Regulations and guidelines.
- The use of family groups in the Member Area is not compulsory.

Creating a Family Group

1. Click **Create Family Group** and type in a Family Group name eg: Smith Family

NOTE: You (the primary member) are automatically placed in the family group so you only need to add your other family members.

2. Type in the First Name, Last Name & DOB of a family member that you wish to add to our Family Group, tick the box Include Archived Members and click Search.

NOTE: For privacy reasons, you will need to match exactly each person searched to be able to add them to your Family group. If you are having difficulty finding your family members, contact your club who can assist.

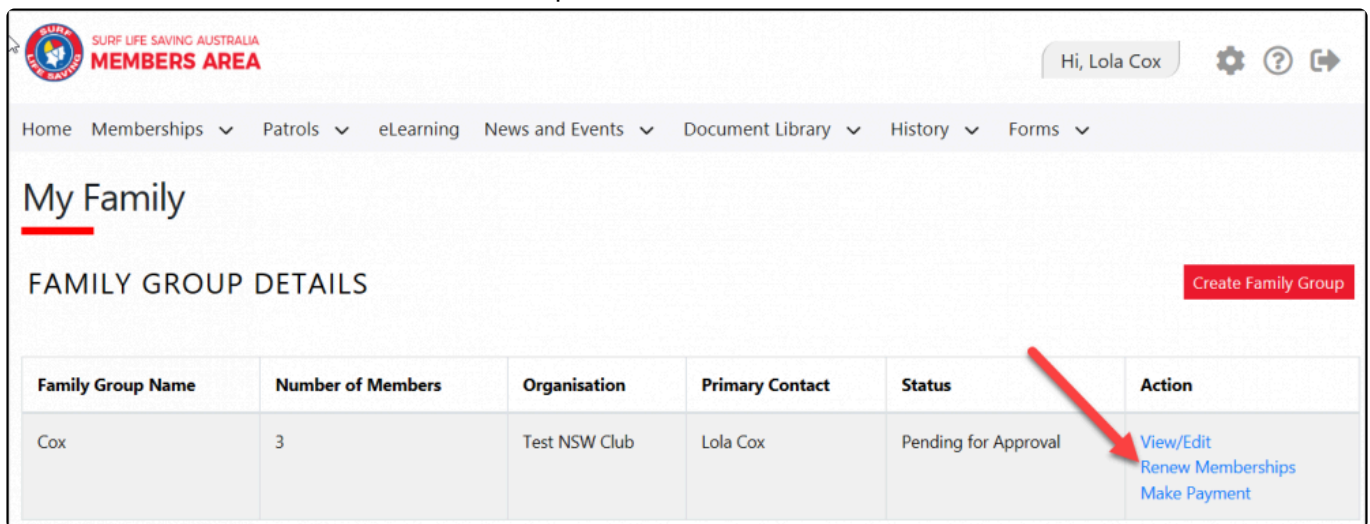
3. If the system locates your family member they will be displayed in the **Available Members** on left-hand side. Highlight the name and using the > arrow key move them over to the **Selected Members** on the right-hand side. Repeat as necessary for additional family members.

4. Scroll to the bottom of the screen and click Submit.

5. Refresh you screen and you will now see that your family group has been created.

Renew Family Membership

1. Under Actions, click 'Renew Memberships'



2. Tick the checkbox located to the Left of each members name

NOTE: Check box will not appear against members who are already registered for the selected season or have already submitted an online renewal form.

3. Tick the box to agree to the SLSA Membership Declaration

4. Click 'Submit'
 5. Upon submitting your Family Groups membership renewals the system will give the Primary Family Group user the option to update\share data with the family groups. If you need to update a family group members address, phone, email and/or emergency details click on the corresponding checkbox.
 6. Click Yes or No
 7. Once submitted you will be given the option to make an Online Payment
- NOTE:** you can pay for the whole family in one payment. The payment will be recorded against the primary member who was logged into the Members Area.

Add Another Existing Member to a Family Group

1. Under Actions, click **View/Edit**
2. Click **Add New Member**
3. Repeat steps 2 -5 in Creating A Family Group details listed above

Add Another Existing Member to a Family Group as a Primary Contact

1. Under Actions, click **View/Edit**
2. Click **Add New Primary Contact**
3. Repeat steps 2 -5 in Creating A Family Group details listed above

Join a Brand-New Member to the Organisation and Add Them to a Family Group

1. Under Actions, click **View/Edit**
2. Click **Join New Person & Add**
3. A pop up message will display advising **You will be directed to Join Surf Life Saving. Are you sure?** Click OK
4. You will then fill in the fields (first name, DOB etc) of the new member of the family that you wish to join up to your club and add to your family group.
5. Complete the pre-filled membership form (if need be), tick the declaration boxes at the bottom of the form and click the 'submit'.
6. A pending request for 'new club membership' and 'join member to a family group' will be sent to the club for approval.

Join/Transfer a Family Group to a new Organisation

1. Under Actions, click **View/Edit**
2. Click **Join/Transfer to a New Club**
3. The system will ask you to 'select your situation'. In most cases you would tick the checkbox 'I want to join a surf club, or transfer to a different surf club'.
4. Select the State, Branch and Club/Organisation (from the available drop down boxes) name of the club that you wish to transfer to.
5. Tick the checkbox for the members of the family that you wish to transfer.
6. To finalise the process, tick the declaration boxes at the bottom of the screen and click the 'submit' button.