SLSA Lifesaving Online (LSO) to Members Portal - Transition Guide for Members v1
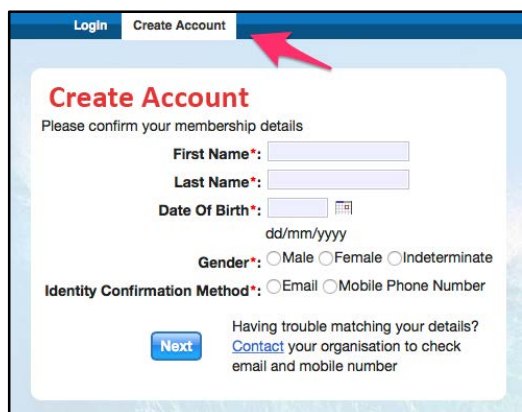
14 April 2015

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Lifesaving Online Moves into the Members Portal

SLSA Portal is a one-stop shop for all of the organisation's member's online needs. It is designed to unify what are currently entirely separate websites and databases into one online location where every single SLSA service will be available through the Portal. The Portal is located at **portal.sls.com.au**. It is for use by active, registered members of surf clubs, support organisations and Lifeguards. If you are not a member of the organisation you will not be able to create a Members Portal account and should go to **sls.com.au/join**

What's in the Portal?

- News, Announcements, Events and Jobs across the whole organisation
- Member's Forum
- An organisation document library including Branches and Clubs
- Lifesaving Online - renew membership, update membership details, view Awards, patrol roster & patrol hours
- Ability to add your own content (once approved)
- Other features for Club Administrators
- Apply for Service awards and YEP awards

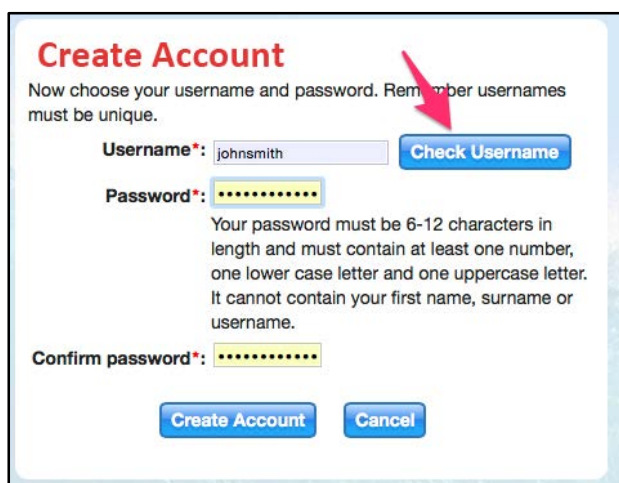## Creating a Portal account is easy, follow these steps

Step 1. Go to **portal.sls.com.au** and click "Create Account" located on the menu tab next to "Login"

Step 2. Enter Details Correctly
You will now have to enter your First and Last Name, Date of Birth and gender.
Note: a separate account is required for each and every member - there is no 'family' membership linkage available. Choose a confirmation method - either email or mobile phone 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 our National Membership database (Surfguard).

Step 3. Choose a Username
Enter a username for your account and click the 'Check Username' button to ensure that your choice is available. Enter a password. It should be between six and 12 characters long and contain at least one number, one lower case and one upper case letter.

Step 4. Activating Your Account
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 from **noreply@portal.sls.com.au** either click the link or paste the URL at the bottom of the email into your web browser to activate your account.
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.

If you do not receive an SMS or Email, please click the "Resend Your Confirmation Code" option on the Portal home page **portal.sls.com.au**

Step 5. Using Your Account

You can now see the Homepage of the Portal where News, Events, Announcements and Jobs & Opportunities are listed.   You should also have access to the "My Forms", "Library", "Forum" and "Lifesaving Online" tabs.

Password and Account Issues

If you forget either your username or password, click the reminder link on the main login page. Enter your First and Last Name and Date of Birth and select either Email or SMS to receive your Username & Password reminder.
Note: Once you have logged in with your temporary password you can always change your Password by clicking "Edit My Profile" at the top right corner of the screen.

Managing Your Membership

To access your own Membership Details, click the "Lifesaving Online" tab at the top of the screen. Information includes: Personal Information, Memberships, Awards, Patrols, Courses and Online Payments

Personal Details

The Personal Details tab gives members access to the information stored about them by the clubs. These details should be checked and updated as required at least once a year to ensure they accurate, particularly sections such as Address, Mobile, Email and Emergency Contacts.
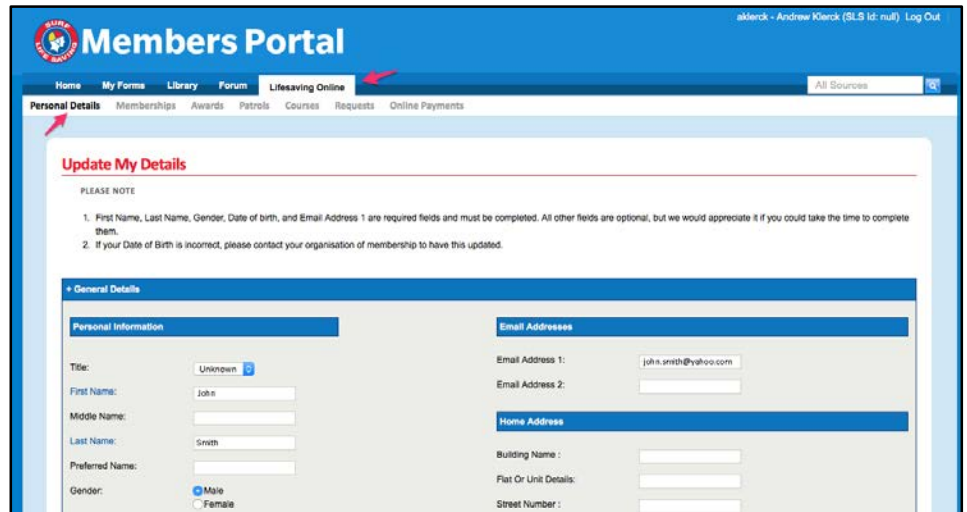
Memberships

Members can renew their membership of any organisations they belong to by clicking the Memberships tab. In addition they can apply to join another organisation via a full or partial transfer.

Awards

All current awards and their relevant proficiency dates are listed under the Awards tab.

Patrols

Active patrol members can view patrol hours accumulated, their patrol roster and request or accept substitution for a patrol at their club

Courses

The Courses tab gives access to SLSA's eLearning facilities.

SLSA E-Learning

By clicking the below button you will be tranfered to SLSA's new e-learning system. A limited number of courses are available right now and over time courses will be added and made available for you to perform. Please contact your state academy if you have any questions.

Our records show that you will be studying in state: **NSW**. If this is incorrect, please contact your organisation of membership.

Go to Online Learning now

Requests

Any pending requests (such as membership renewals) can be viewed under the Requests tab.

Pending Requests | Request History

There are currently no requests to view.

You can also click the Request History option to view

Pending Requests | **Request History**

Below is a summary of your previous requests that have been processed. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will appear on the Pending Requests screen. Once processed, you will see them here.

Club	Type	Created Date	Created By	Processed Date	Processed By	Comments	Status
Clovelly	Renew Club Membership	17/08/2014	Molly Cocks	21/08/2014	Margaret Murray	View Comments	Accepted
Clovelly	Renew Club Membership	17/07/2013	Molly Cocks	19/07/2013	Margaret Murray	View Comments	Accepted
Clovelly	Renew Club Membership	06/09/2012	Molly Cocks	07/09/2012	Margaret Murray	View Comments	Accepted

TRANSFERS

From	To	Transfer Type	Status	Created Date	Last Updated Date
Clovelly	Surf Rescue 30 Syd	Non-competition rights [more info]	Completed	27/12/2012	27/12/2012

Online Payments

Make payments (such as membership fees or clothing purchases) through the Online Payments tab. If your organisation is set up to take electronic payments through SLSA's Payment Gateway you will see "Make Payment" next to that organisation's name on this screen.

Online Payments

Below are the organisations you have memberships with at SLSA. If the organisation is registered for online payments, you will see a "Make Payment" link next to the organisation name. If you wish to make a payment to an organisation that is not registered for online payments, you will need to contact the organisation directly.

If you would like to **RENEW A SURF CLUB MEMBERSHIP**, please click Membership View / Renewal.

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

SURF CLUBS

| Clovelly	MAKE PAYMENT
Test NSW Club	Contact club for payment options

Using the Library

The Portal's library is a location for the entire organisation's electronic files and documents. National, state, branch and club organisations can upload training materials, circulars, minutes and any other file that is to be made available to members. While anyone can upload a file, all such uploads have to be approved by a content approver at that level (e.g. club, branch, state etc). For instance any club member can upload a file to the club's library folders, however the content will not appear until approved by the club.

To upload a file, click *Library* and navigate to the required sub-folder. Click the *Upload* button, browse to your file and click the *Submit* button. Once the file has been uploaded it will need to be approved before it appears in the Library. If you are a content approver yourself and you have submitted at your organisational level, then you can approve your own upload.
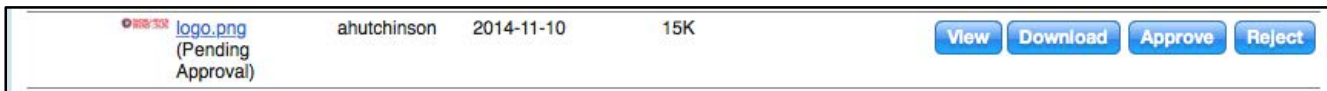
The Library also has a full search function which can be accessed by entering a search term in the box in the top right of the screen. The resulting search listing includes live links and the full path to the file or document in question should you wish to browse to it directly.

Adding News, Events, Jobs or Announcements to the Portal

Anyone can add news to any of the portal's four sections by clicking the 'Create' button at the bottom of each tile. In each case a pop-up window will appear which enables you to set the title, keywords, summary and content of your item.

Set Type, Level and Organisation
Items can be tagged in one of six all-purpose categories (sports, lifesaving, education, development, conferences and other) by ticking the appropriate box(es).

The level that an item is submitted at determines who can see it, but also who will be required to approve it. Submit at a club level and the content will only be visible to club members and will need to be approved by a club officer. Submit at a state level and the content will be visible to anyone in that state once approved by a state administrator.

Add Pictures, Attachments and Choose Publish Date
News items can include attachments (such as PDFs) or images to accompany it. Events and jobs can include attachments but no images. Announcements are text only.

If you only want your news items, job listing, event or announcement to appear for a specific date range, you can set the publish and expiry dates manually. The default settings is to publish immediately and expire in three months.

Need Help?
If you are unable to create a Portal account or encounter any 'error' message please email ithelp@slsa.asn.au or call us at the Helpdesk 1300 724 006.