



SLSA Members Area – Creating an Account and Renewing Memberships

The Members Area is located at URL **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 Area account. New members that wish to join a club need to go to URL: sls.com.au/join

Getting a Portal account is easy, follow the steps below.

Step 1. Go to **portal.sls.com.au** and click “Don’t have a Members Area account yet? Click here’ located at the bottom of the Members Area Log in page

Step 2. Enter Details Correctly

You will now have to enter the following information

- 1) First Name
- 2) Last Name
- 3) DOB
- 4) Gender
- 5) Select method of identity confirmation ie: email or mobile phone.

Identity 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).

Hit the NEXT button.

SURF LIFE SAVING AUSTRALIA MEMBERS AREA

Sign-in to your SLSA Members account for access to Patrols, Awards, Renewals and more

yrutherford

.....

SIGN IN

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

CREATE ACCOUNT

Please confirm your membership details

First Name*:

1 Flower

Last Name*:

2 Pot

Date Of Birth*:

3 12/03/1999

Gender*: ☒ Male ☐ Female ☐ Indeterminate

Identity Confirmation Method*: ☒ Email ☐ Mobile Phone Number

Email Address*:

5 yrutherford@slsa.asn.au

This should match the email address recorded by your SLS organisation.

NEXT

Having trouble matching your details?
[Contact](#) your organisation to check email and mobile number

Step 3. Create a Username and Password

- 1) Type in a username for your account and
- 2) Click the 'Check Username' button to ensure that your choice is available/unique to the system.
- 3) The system will tell you if your username is OK or if the username already exists.
- 4) Create a password. Passwords need to 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 Members Area home page portal.sls.com.au

Step 5. Using Your Account

Once you have activated your account (either via email or mobile code) you will automatically enter the Members Area.

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 on the person icon at the top right corner of the screen.

The screenshot shows the 'CREATE ACCOUNT' form. At the top, it says 'CREATE ACCOUNT' in red. Below that, it says 'Now choose your username and password. Remember usernames must be unique.' There are four numbered steps: 1. Username*: A text input field containing 'flowerpots'. 2. CHECK USERNAME: A red button. 3. The username is OK to use.: A green message. 4. Password*: A text input field. Below the password field, there is a message: 'Your password must be 6-12 characters in length and must contain at least one number, one lower case letter and one uppercase letter. It cannot contain your first name, surname or username.' Below this is a 'Confirm password*:' field with a masked password '.....'. At the bottom, there are two red buttons: 'CREATE ACCOUNT' and 'CANCEL'.

The screenshot shows the 'MEMBERS AREA' login page. At the top, there is a logo for 'SURF LIFE SAVING AUSTRALIA'. Below the logo, it says 'MEMBERS AREA' in red. Underneath, it says 'Sign-in to your SLSA Members account for access to Patrols, Awards, Renewals and more'. There are two input fields: a username field containing 'yrutherford' and a password field with a masked password '.....'. Below these fields is a red button labeled 'SIGN IN'. At the bottom, there is a link 'Forgot your password?' with two sub-links: 'Click here to resend your confirmation code.' and 'Click here to enter your SMS confirmation code.' At the very bottom, there are two more links: 'Not a member of a surf club? Click here to join.' and 'Don't have a Members Area account yet? Click here to create one.'

Renewing Your Individual Membership

- 1) The Membership screen will highlight if you need to renew your membership. (this is an individual membership) by display the following 'You have not renewed your membership for 2017 season @ Test Club'. (see image below)
- 2) To renewal your membership click on the 'RENEW' button

The screenshot shows the 'MEMBERS AREA' of the Surf Life Saving Australia website. At the top, the user is logged in as 'Yvette Rutherford (yrutherford)'. The navigation bar includes 'Members Area', 'News', 'My Forms', 'Library', 'Comms Management', 'Person Management', and 'Merge Tool'. Below this, a secondary navigation bar lists various services: Dashboard, Memberships, Courses, Awards, Patrols, My Family, Personal Details, Requests, Online Payments, and Help. The main content area displays a message: 'You have not renewed your membership for 2017 season @ Test Vic Club'. A red circle with the number '1' highlights this message. To the right of the message is a red 'Renew' button, highlighted by a red circle with the number '2'. Below the message are four sections: 'UPCOMING PATROLS' (listing dates and times for 15/09/2017 and 16/09/2017), 'PATROL HOURS' (showing two calendar icons for the patrol and competition seasons), 'EXPIRING AWARDS' (listing 'Surf Official Level 1' expiring on 31/12/2019), and 'PENDING REQUESTS' (listing 'Renew Club Membership, Update Personal Details' raised on 16/08/2017).

- 3) Review your membership profile and make any necessary changes.
- 4) Tick the 1st and 3rd declaration boxes and
- 5) Click the 'Submit' button to send your membership renewal form to your club for processing.
- 6) If you wish to make a fee payment to your club click on the words 'click here if you wish to pay online' and the system will send you to our online payments area.

The screenshot shows the 'MEMBERS AREA' of the Surf Life Saving Australia website. At the top, the user is logged in as 'Yvette Rutherford (yrutherford)'. The navigation bar includes 'Members Area', 'News', 'My Forms', 'Library', 'Comms Management', 'Person Management', and 'Merge Tool'. Below this, a secondary navigation bar lists various services: Dashboard, Memberships, Courses, Awards, Patrols, My Family, Personal Details, Requests, Online Payments, and Help. The main content area displays a 'Success' message: 'Your renewal request has been recorded in the system and is pending approval.' Below this is a section titled 'MAKE A PAYMENT'. A red callout box points to the text 'Click here if you wish to pay online' with the instruction 'Click on the 'click here if you wish to pay online''. Below the 'MAKE A PAYMENT' section, there is a link to 'Click here if you wish to pay online. This link will take you to a payment website operated by a third party on behalf of SLISA.' and a link to 'To view your pending requests click here.'

Renewing Your Family Membership

The 'My Family' menu tab, within the Members Area, allows for 1 person (over the age of 18 years) to create a group of family members for the purpose of bulk membership renewals, Transfers, updating of personal details and payments.

- 1) Once you have logged into the Members Area, click on the menu tab 'My Family'

Update My Details | **My Family**

Family Group Details

Create Family Group

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
Rutherford	3	South Maroubra	Yvette Rutherford	Approved	View Renew Memberships Make Payment
Test Family	2	Test NSW Club	Joshua Somerfield	Approved	View Leave

- 2) If you (or your club) have created a family group for you, it will be displayed under the Family Group Name (see image above)
- 3) If you do not have a family group and you wish to create a family group click on the button 'Create Family Group'.
 - Type in a Family Group name eg: Smith Family
 - Type in the First and Last name & DOB of a family member that you wish to add to your family group.
 - Hit the search button. If the system locates your family member they will be displayed in the 'available members' box. Highlight the name and using the arrow keys click that name over to the 'Selected Members' box.
 - Type in the next family members first and last name and DOB and follow the above process till you have all your family members in the 'selected Members' box.
 - Hit the submit box.

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

 - Refresh your screen by click on the 'My Family' menu tab and you will now see that your family group has been created.
- 4) To renew your family groups membership, click on the link 'Renew Memberships'
 - Tick the checkbox located next to each family members name (left side of screen)
 - Tick to agree to the SLSA Membership Declaration
 - Hit the 'Submit' Button.
- 5) If you wish to add another person to your family group, view the members within your family group, or transfer to another club, click on the 'VIEW' action tab and click the appropriate action required.
- 6) you wish to make a fee payment to your club click on the words 'click here if you wish to pay online' and the system will send you to our online payments area.

Need Help?

If you need assistance please email ithelp@slsa.asn.au or call us at the Helpdesk 1300 724 006.