

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

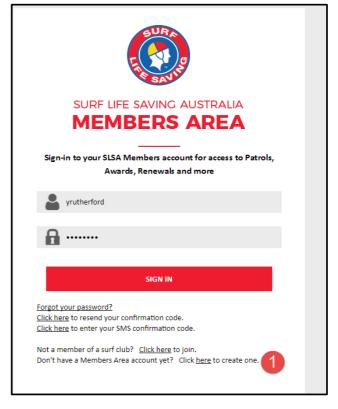
#### **Step 2. Enter Details Correctly**

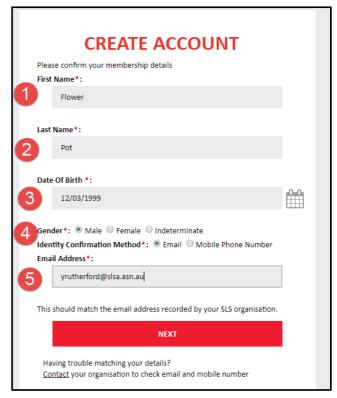
You will now have to enter the following information

- 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.





#### 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 <a href="noreply@portal.sls.com.au">noreply@portal.sls.com.au</a> 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**

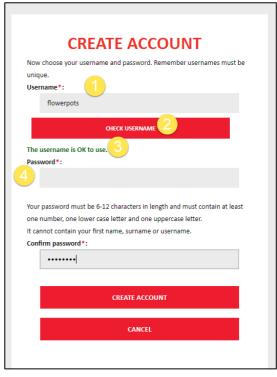
Once you have activated your account (either via email or mobile code) you will automatically enter the Members Area.

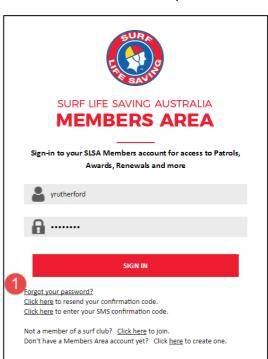
#### **Password and Account Issues**

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.

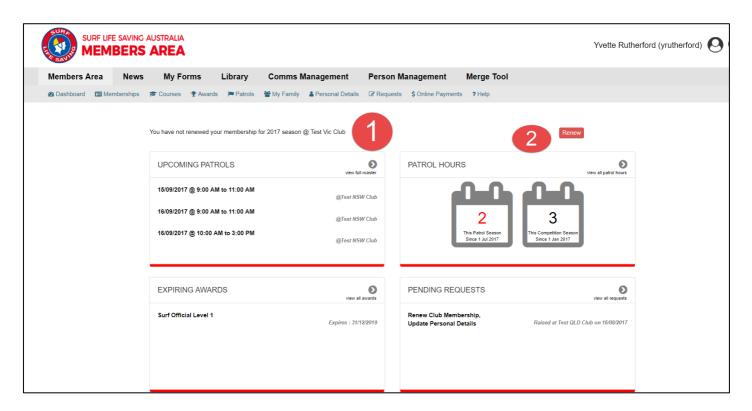
**Note:** Once you have logged in with your temporary password you can always change your Password by clicking on the person icon at the top right corner of the screen.



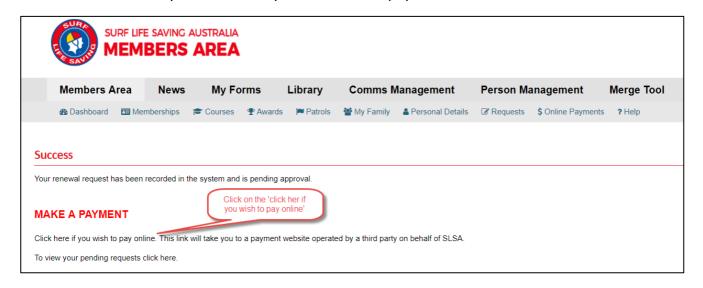


## **Renewing Your Individual Membership**

- 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



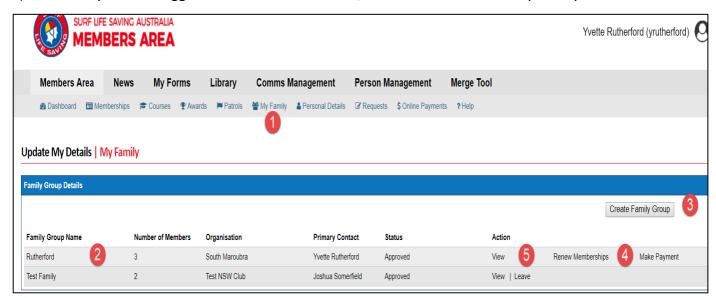
- 3) Review your membership profile and make any necessary changes.
- 4) Tick the 1<sup>st</sup> and 3<sup>rd</sup> declaration boxes and
- 5) Click the 'Submit' button to send your membership renewal form to your club for processing.
- 6) If you wish to make a fee payment to your club click on the words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



### **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'



- 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 you 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 <u>ithelp@slsa.asn.au</u> or call us at the Helpdesk 1300 724 006.