



Surf Life Saving Australia – Circular

August 2008



Lifesaving Online Launch

Document id	22/08-09	Audience	States, Branches, Clubs, other SLSA entities and Members.
Department	Information Technology		Not applicable to QLD clubs

Summary

This circular advises members, clubs and other SLS Organisations within Surf Life Saving Australia (SLSA) about the launch of the Lifesaving Online facility.

This facility will allow for the registration and updating of details online for people who wish to join a Surf Club, existing members to renew or update information and those who may wish to enroll for a course with a State Academy. This information will automatically be sent through to SurfGuard for confirmation by the Club / State Academy.

Note: for a Lifesaving Online renewal to occur, the member must already have their email address entered into SurfGuard.

GENERAL

SLSA will be introducing a new system called “Lifesaving Online” that allows members and the public to join/renew/register and/or update their memberships and details. This is then sent through to SurfGuard saving Club and Academies time and effort as paper membership / enrolment forms do not need to be double handled.

It is anticipated that Lifesaving Online will be launched on the 1st September 2008 and is a completely internet based application accessible via www.lifesavingonline.com.au or through the quick links menu on the SLSA website www.slsa.asn.au.

Lifesaving Online can be used by members or the public for the following:

- Renewal of current club memberships for the upcoming season
- Update personal details such as address, phone numbers etc
- Join a club or an academy membership

The aim of this initiative is to make more efficient the processing of member registrations to Clubs and to provide an entry point whereby members can log in and view their current memberships or update their details if required.



Lifesaving Online is completely integrated with SurfGuard, providing an accurate and efficient way for members and the public to create/renew/update their details online. All renewals and member detail updates must be approved by the relevant club / entity before the details are accepted into SurfGuard.

As Lifesaving Online will be launched at the same time as the upcoming Payment Gateway facility, members and the public will be able to renew their registration online and also pay for their registration **if** their SLS Organisation is a participant of the Payment Gateway (otherwise a person should pay using the existing payment methods).

PRE-REGISTRATION INFORMATION

Important – for previous or current members: When members register using Lifesaving Online, the details they enter are checked with their details currently entered into the SurfGuard database. This validation occurs so as to ensure that the correct member is registering and the login details can be emailed to the correct email address. A Member's email address must match their email details in SurfGuard before a registration is accepted.

If a club member's email address is not already entered into SurfGuard, they will be unable to register using lifesaving online. The data validation performed when registering also relates to names, for example Ben & Benjamin will not match, the names must be exactly the same spelling.

All registration problems that existing members face due to lack of or incorrect information in SurfGuard should be directed to the club or SLS Organisation where the member currently holds membership for correction prior to re-registration occurring successfully.

HOW IT WORKS

Lifesaving Online has been designed to work as simply as possible with minimal workload by members, the public and by Officer of Clubs. The process is described in detail in the user guide but as an overview:

Club/Academy members and the public:

1. Register for access through the Lifesaving Online website www.lifesavingonline.com.au
2. Confirm Lifesaving Online registration via the emailed link and log onto website.
3. View/add/update current memberships and details.
4. All requests for update or renewal made by the member are automatically directed to the relevant club and must be accepted through SurfGuard before a record is changed.

Clubs & SurfGuard users

1. Use the "Pending member request" sub menu under the main "Members" menu.
2. View/accept/reject requests for membership, renewal or update of details.

FURTHER INFORMATION or ASSISTANCE

Clubs or SLS Organisations can obtain further information from:

- SurfGuard helpdesk on 1300 724 006
- Email - help@lifesavingonline.com.au
- Lifesaving Online User Guide

The Lifesaving Online User Guide and information relating to Terms and Conditions of use are available through the SLISA's Admin & Resources area / Information Technology on the web site www.slsa.asn.au .

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