2.1 – Creating a Members Area Account
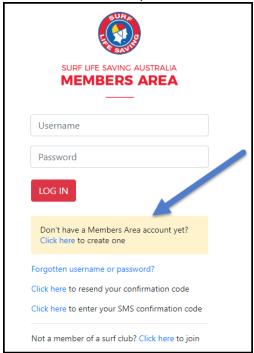
1. Browse to https://members.sls.com.au
2. You will see the option to create an Account highlighted in yellow

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: – ' , + ? # " * \ & $%
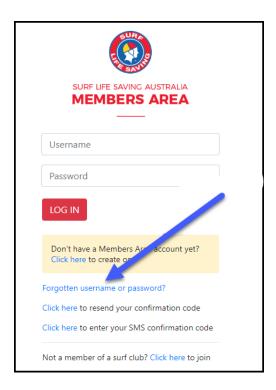
4. Activating your Members Area Account
To ensure privacy and security, all accounts must be activated before they can be accessed. You will receive a confirmation code/ link by either email or SMS depending on the choice you made earlier.

- 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

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
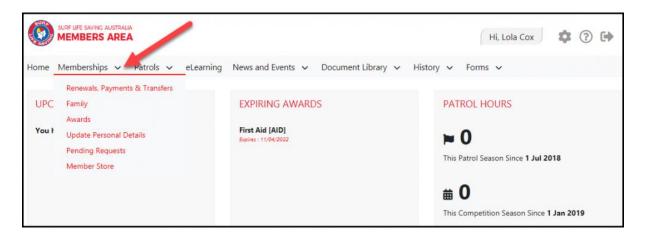

2.3 – Updating Your Members Area Password

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
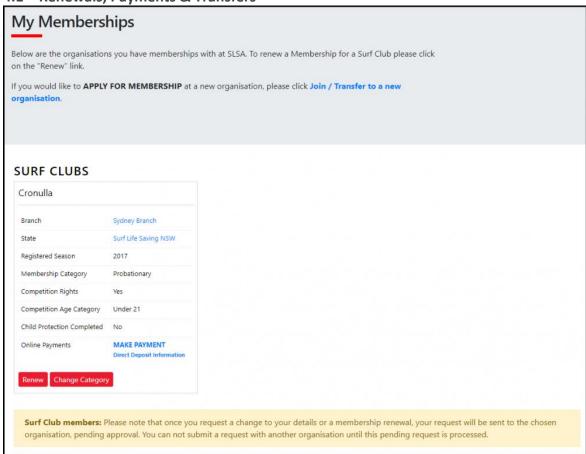
4. Memberships

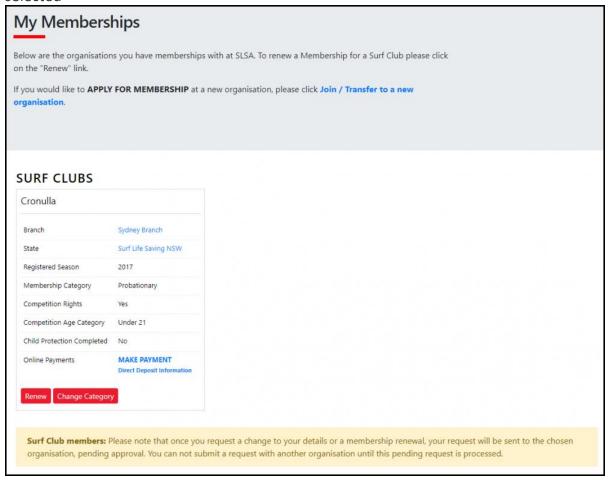The Membership tab drop-down includes the following options:-

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

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

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

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

4.2 – Family Groups

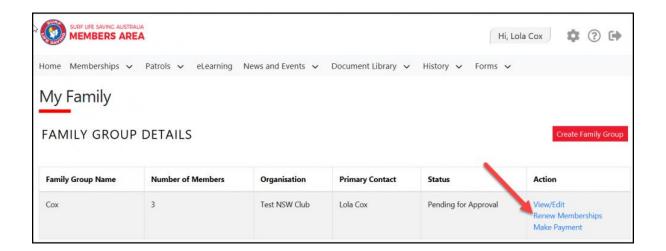From the Memberships tab drop-down select Family

1. 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 the 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 your screen and you will now see that your family group has been created.

2. 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.

3. 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

4. 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

5. 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.

6. 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. Select the type of transfer required, Full Transfer, Competition or Non-Competition transfer
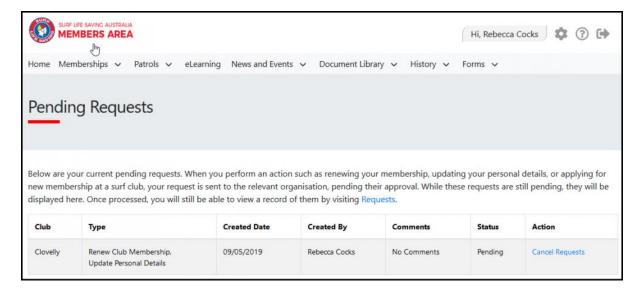7. To finalise the process, tick the declaration boxes at the bottom of the screen and click the 'submit' button.

7. Dissolve a Family Group

1. Under Actions, click View/Edit
2. Click Dissolve Family Group – The system will send a request to your club and will display in the Family Group as 'Pending Request-Dissolve Family Group' Note: The group will not be dissolved until endorsed by your club.
3. Once approved the Primary member of the dissolved group will receive an email advising of the action taken.

Frequently Asked Questions (FAQ's)

• A Family Group is a 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 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.

4.5 – Pending Requests

Any request requiring approval by a club Officer, such as Membership renewal, update personal details, change membership category, new family group or transfer requests are listed in this section.

Note – Memberships that have been renewed will need to be paid. In many cases, they are only pending due to non-payment. Once you have paid, Dixon Park SLSC will approve your registration. Please do not contact Dixon Park SLSC unless you have paid, and it is still listed as pending 2-3 days after payment.