

Creating a Family Group

Getting Started

To use Family Group member functions in Life Saving Online via the Members Portal:

1. All family group members need to be in Surfguard and members of the same club as the Primary member
2. Only the **Primary** member(s) of the Family Group needs to have a Members Portal Account – to create an account go to portal.sls.com.au
3. The Club must approve the Family Group BEFORE the Primary member(s) can manage the group via LSO in the Members Portal.

Existing Members – How to Create a Family Group

Members can create a family Group by using their Members Portal log in and clicking Lifesaving Online > My Family

1. Click Create Family Group

Home My Drafts Search Centre My Details Change Password Other SL SA Websites Member Store

Personal Details **My Family** Memberships Awards Patrols Courses Requests Online Payments

Update My Details | My Family

Family Group Details Create Family Group

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
test4	4	TEST NSW Club	Gary Daly	Approved	View Renew Memberships Make Payment
Test 6	3	TEST NSW Club	test female 1	Approved	Leave
Ftest2	4	TEST NSW Club	Felcility Test1,Gary Daly	Approved	View Renew Memberships Make Payment

2. The “Create a Family Group” screen will display

Complete all compulsory Fields including the Family Group Name and the Names of each member you want to add to the family group.

NOTE: You need to match **exactly** the details of your family members. If the members details have been entered correctly they will appear in the Available Members list on the left-hand side.

Create a Family Group

Family Group Details

Family Group Name: * Cocks Family

Organisation: * Clovelly

Select Members in Family Group

First Name: * Patrick

Last Name: * Cocks

Date of Birth: * 12/08/1 dd/mm/yyyy

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 members of family, contact your club who can assist.

Available Members: Patrick Cocks

Selected Members:

3. Move the member from the Available Members across to the Selected Members on the right-hand side. Repeat this process for each member you want to add to the group. Once you have added all the members scroll down and click the SUBMIT button at the bottom.
4. Once submitted successfully the following will display

Success

The Family Group creation request has been successfully submitted for approval.

5. Your club will need to approve the Family group. You will not be able to manage the group until the club has done the approval, however you **CAN perform the RENEW MEMBERSHIP and MAKE PAYMENT**

Problem – The Members Name is Not Appearing in the Available Members List

There are 2 main reasons why the member will not appear:

1. You need to match exactly the details of your family members . As stated on the screen *“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.”* The First Name, Last Name & DOB are checked against the data stored in Surfguard. The most common problem is caused by incorrect First Name e.g. Patrick in the database and you type Paddy
2. The member has been “Archived” in Surfguard. Any member with an “Archived” status will not display.