

What's in the Members Area?

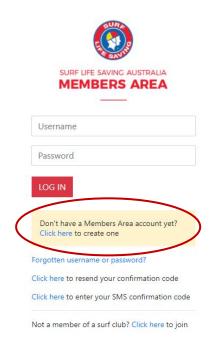
Through your SLSA Members Area account you can:

- Submit membership renewals, update your personal details, request club transfers, and make payments
- View your awards, patrol hours and request and accept patrol substitutions
- Keep up to date with the latest news and events
- Visit the resource library containing key club, LSV and SLSA information
- Apply for recognition awards

Complete the following steps to create a Members Area account:

Step 1. Go to members.sls.com.au and select the option to create an account.







- Step 2. Enter your first name, surname and date of birth.
- **Step 3.** Choose a confirmation method, either email or mobile phone number, to which a unique code or link will be sent to verify your account creation.
- Step 4. Enter a username for your account and click the 'check' button to ensure that your choice is available.
- **Step 5.** Enter a password. Your password should be between six and 12 characters long and contain at least one number and one letter. Be mindful not to use certain special characters (which the system will indicate). Click 'Submit'.

Your Details	First Name: *	Surname: *
	Date Of Birth: * dd/mm/yyyy dd/mm/yyyy Use Date Picker to enter Date of Birth	
Identity Confirmation Method	Select your preferred method of authentication:	
	O Email Address	
	O Mobile Phone	
Create Username & Password	Preferred username: *	Password: *
	[check]	
	Confirm password: *	
	Submit	

Step 6. Your account must be activated before it can be accessed. You will receive a confirmation code or link by either email or SMS depending on which method you chose above.

- a. **Email Activation** you will receive an email from noreply@sls.com.au. Either click the link or paste the URL into your web browser to activate your account.
- b. **Mobile Activation** you will be asked to enter your chosen username and password, followed by the confirmation code you received by SMS.

Step 7. You can now see the homepage of the Members Area where you can access various sections of the site such as memberships, news and events, patrols, eLearning and the document library



Frequently Asked Questions

Is it a requirement to create a Members Area account?

Life Saving Victoria (LSV) highly recommends the creation of an account for every individual, enabling members to view their key information in addition to obtaining their own username and password to access other relevant sites (e.g. LSV's Member Training from Anywhere platform to enrol in training).

Families can still manage their family group memberships from one account in the name of a primary contact (parent/guardian). Please see the 'How to Create a Family Group for Existing Members' instructions in the 'Membership User Guides' section of the <u>Join a Life Saving Club page</u>.

Why don't my details match any records in the database?

To create a Members Area account your details must match the information in the national membership database. You will need to contact your club to see what details they have in the database to confirm they are correct.

What do I do if I don't receive an email or SMS to confirm my account?

Please click the 'resend your confirmation code' option on the <u>Members Area login page</u>. If you do not receive an email, please also check your spam / junk folder.

What do I do if I have forgotten my password for the Members Area?

Click the 'Forgotten username or password?' link on the <u>Members Area login page</u>. Select email or SMS to receive the reminder and then enter the relevant contact information, first name (ONLY) and date of birth. Click 'Send' to receive your username reminder and temporary password which can be reset once logged in to your account.

Who can I contact for further assistance?

If you are unable to create a Members Area account or encounter any 'error' messages please contact the <u>SLSA</u> IT Helpdesk or LSV's Club Support team via clubsupport@lsv.com.au / 03 9676 6930.