

# How to Renew Your Club Membership

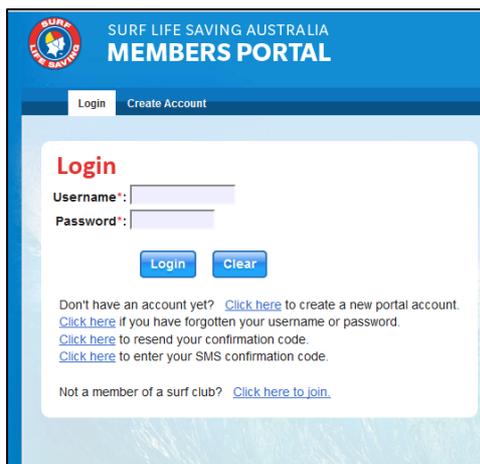
Before you renew your membership you need to have created a Members Portal account. Please refer to instructions on ***How to Create a Members Portal Account***.

Family groupings are also available this season to make the membership renewal process easier. If you are renewing memberships for your whole family, please see instructions on ***How to Create a Family Group*** before you renew your membership. Please note that only one member of the family (parent/guardian) will need to create a Members Portal account.

**Please find below instructions for:**

1. How to renew an individual club membership
2. How to renew a family group club membership

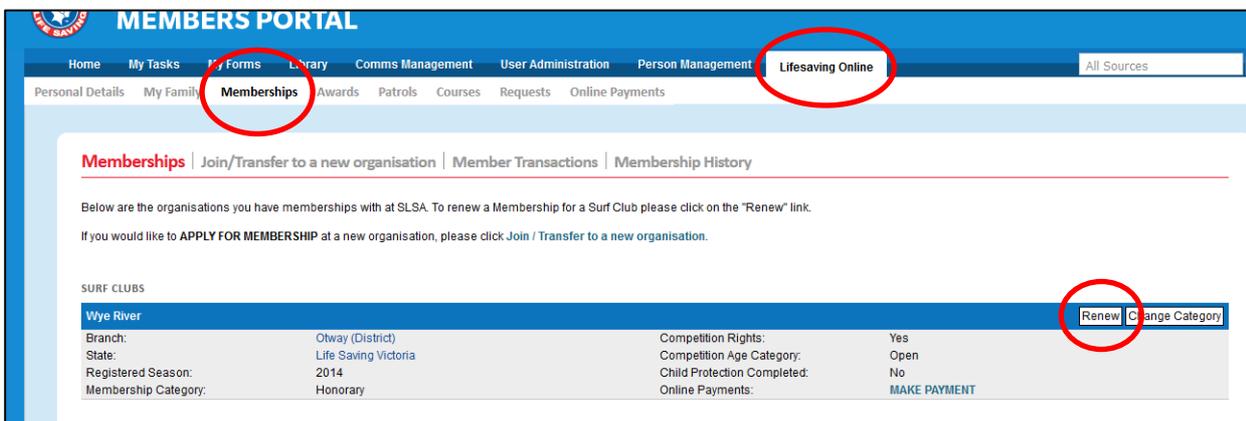
## 1. Please complete the following steps to renew an individual club membership



The screenshot shows the 'MEMBERS PORTAL' login page. It features a 'Login' button and a 'Create Account' link. The login form includes fields for 'Username' and 'Password', with 'Login' and 'Clear' buttons below. Below the form, there are several links: 'Click here to create a new portal account.', 'Click here if you have forgotten your username or password.', 'Click here to resend your confirmation code.', 'Click here to enter your SMS confirmation code.', and 'Not a member of a surf club? Click here to join.'

**Step 1.** Log into your Members Portal account. [portal.sls.com.au](http://portal.sls.com.au)

**Step 2.** Go to Lifesaving Online > Memberships > Renew



The screenshot shows the 'MEMBERS PORTAL' interface. The 'Lifesaving Online' menu item is circled in red. Below it, the 'Memberships' section is highlighted with a red circle. The 'Memberships' section contains a table of surf clubs. The 'Wye River' club is selected, and its details are shown in a table. The 'Renew' button in the table is circled in red.

SURF CLUBS			
<b>Wye River</b>			
Branch:	Otway (District)	Competition Rights:	Yes
State:	Life Saving Victoria	Competition Age Category:	Open
Registered Season:	2014	Child Protection Completed:	No
Membership Category:	Honorary	Online Payments:	MAKE PAYMENT



**Step 3.** A General Details section will appear. Please check that First Name, Last Name, DOB, Email Address 1, Home Address and Postal Address are correct, as these are required fields and **must be completed**. However, we would appreciate if all fields are completed.

**Step 4.** Complete the SLSA Membership Application and Declaration. At the bottom of the application, there are three acknowledgement boxes, one of which only applies if you are a parent/guardian applying on behalf of someone under 18. Click 'Submit the Form'.

purpose of that jurisdiction, if possible, so as to be valid and enforceable. If the phrase or clause cannot be so read down it will be severed to the extent of the invalidity or unenforceability of it in any other jurisdiction. Such severance does not affect the remaining provisions of this membership declaration or affect the validity or enforceability of it in any other jurisdiction.

I have read, understood, acknowledge and agree to the above declaration including the warning, exclusion of liability, release & indemnity. I acknowledge that if my application for membership is successful I will be entitled to all benefits, advantages, privileges and services of SLSA membership.

When the applicant is under 18 years of age this form must also be signed by the applicant's parent or legal guardian.

I,   am the **parent or guardian** of the applicant.

I authorise and consent to the applicant undertaking the SLS Activities. In consideration of the applicant's membership being accepted I expressly agree to be responsible for the applicant's behaviour and agree to personally accept in my capacity as a parent or guardian the terms set out in this membership application and declaration including the provision by me of a release and indemnity in the terms set out above. In addition I agree to be bound by and to comply with the SLSA constitution and any regulations and policies made under it.

I have read, understand, acknowledge and agree to the declaration on application and conditions of membership. I warrant that all information provided is correct.

**Submit the Form** **Reset**

**Step 5.** It is important that after you have submitted your membership application that you pay your membership fee. On the confirmation screen, details will be provided on how you can pay. Most clubs will have online payments set up. If available, select 'Click here if you wish to pay online'.

**Success**

Your renewal request has been recorded in the system and is pending approval.

**MAKE A PAYMENT**

[Click here if you wish to pay online](#) This link will take you to a payment website operated by a third party on behalf of SLSA.

To view your pending requests [click here](#).

**Step 6.** Your details will appear prefilled. If you are paying for anyone else at the same time, please make sure that you add their names as well. Enter the amount you wish to pay in the amount section. If you are unsure about how much to pay, select the 'Click here to view price list' option.

Select the entity to pay:  [Click here to view price list](#)

Transaction Type <sup>?</sup>	Complete name / Meaningful payment details <sup>?</sup>	Amount GST Inc. (\$dd.cc) <sup>?</sup>
Membership fee	Shelley Test: Active 18 yrs and over	\$ 50.00
		\$
		\$
		\$
		\$
		\$
<b>Total:</b>		\$ 50.00

Payer's Name:

Your contact details:

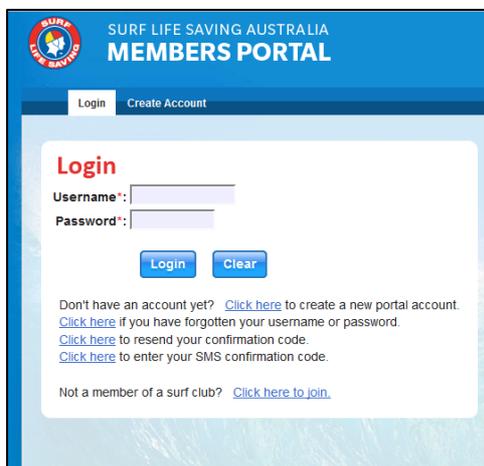
Email for Receipt (Optional):

**Step 7.** Follow the prompts to provide credit card details and complete payment.



## 2. Please complete the following steps to renew a family group club membership

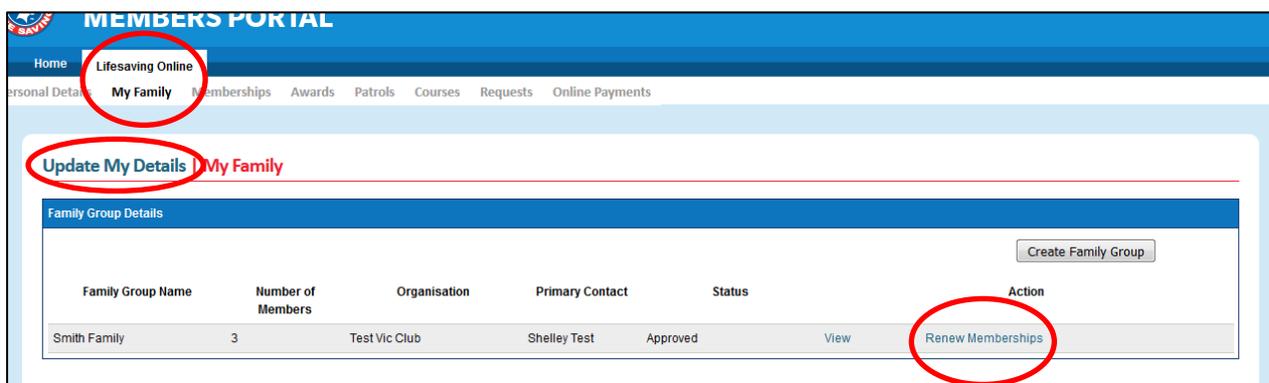
Please ensure that you have created your family group prior to completing these steps, refer to instructions on ***How to Create a Family Group***.



The screenshot shows the 'SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL' login page. It features a 'Login' button and a 'Create Account' link. The login form includes fields for 'Username' and 'Password', with 'Login' and 'Clear' buttons below. Below the form, there are links for account recovery and joining a club.

**Step 1.** Log into your Members Portal Account.  
[portal.sls.com.au](http://portal.sls.com.au)

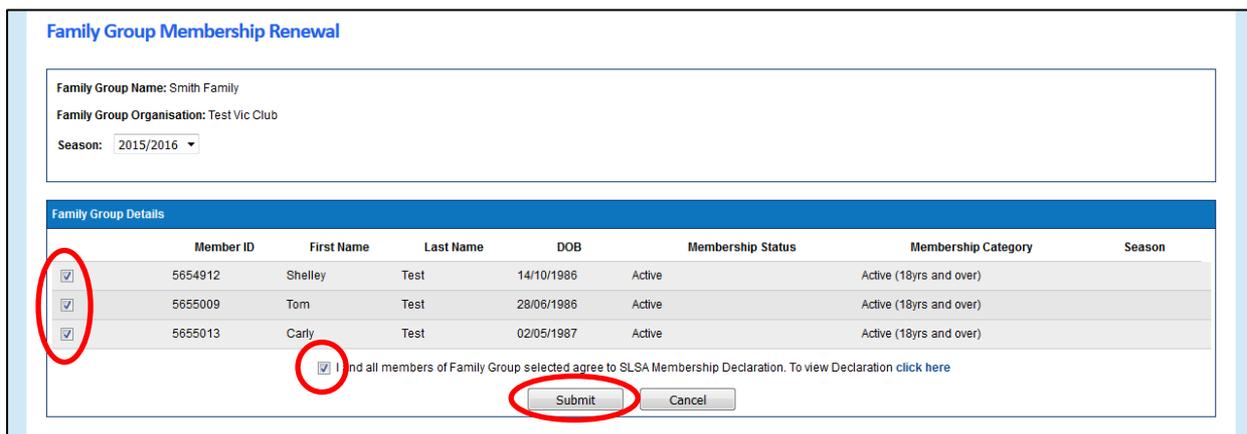
**Step 2.** Go to Lifesaving Online > My Family. Select the 'Update My Details' screen. Ensure that your details are correct. We would appreciate if all fields are completed. Then go to the 'My Family' screen and select 'Renew Memberships'.



The screenshot shows the 'MEMBERS PORTAL' navigation menu with 'Lifesaving Online' and 'My Family' circled in red. Below the menu, the 'Update My Details' and 'My Family' links are also circled. The 'Family Group Details' section contains a table with the following data:

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
Smith Family	3	Test Vic Club	Shelley Test	Approved	View <a href="#">Renew Memberships</a>

**Step 3.** Tick the boxes for the family members that require to be renewed. View and agree to the SLSA Membership Declaration by selecting the tick box. Click 'Submit'.

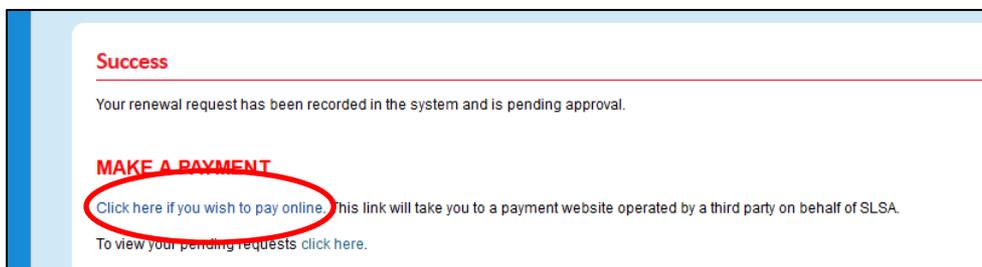


The screenshot shows the 'Family Group Membership Renewal' page. It displays the family group name 'Smith Family', organisation 'Test Vic Club', and season '2015/2016'. Below this is a table of family members with checkboxes for renewal:

Member ID	First Name	Last Name	DOB	Membership Status	Membership Category	Season
<input checked="" type="checkbox"/>	5654912	Shelley	Test	14/10/1986	Active	Active (18yrs and over)
<input checked="" type="checkbox"/>	5655009	Tom	Test	28/06/1986	Active	Active (18yrs and over)
<input checked="" type="checkbox"/>	5655013	Carly	Test	02/05/1987	Active	Active (18yrs and over)

Below the table, there is a checkbox for 'I and all members of Family Group selected agree to SLSA Membership Declaration. To view Declaration click here' and 'Submit' and 'Cancel' buttons, all of which are circled in red.

**Step 4.** It is important that after you have submitted your membership application that you pay your membership fee. On the confirmation screen, details will be provided on how you can pay. Most clubs will have online payments set up. If available, select 'Click here if you wish to pay online'.



**Step 5.** Your details will appear prefilled. If you are paying for anyone else at the same time, please make sure that you add their names as well. Enter the amount you wish to pay in the amount section. If you are unsure about how much to pay, select the 'Click here to view price list' option

Transaction Type ?	Complete name / Meaningful payment details ?	Amount GST Inc. (\$dd.cc) ?
Membership fee	Shelley Test: Active 18 yrs and over	\$ 50.00
		\$
		\$
		\$
		\$
		\$
<b>Total:</b>		\$ 50.00

Payer's Name: Shelley Test

Your contact details: shelley.test@lifesavingvictoria.com.au

Email for Receipt (Optional): shelley.test@lifesavingvictoria.com.au

VISA MasterCard Submit

**Step 6.** Follow the prompts to provide credit card details and complete payment.

## Further Tips

### **I have forgotten my password for the Members Portal?**

If you have forgotten your username or password, click the reminder link on the main login page [portal.sls.com.au](http://portal.sls.com.au). Enter your first name, last name, DOB and select email or SMS to receive your reminder.



**I have submitted my membership application, but forgot to pay. How do I pay?**

Log into your Members Portal account [portal.sls.com.au](http://portal.sls.com.au). Select Lifesaving Online>Online Payments > Make a payment. Follow the prompts to make a payment, making sure you have filled in all relevant details in the 'Complete name / Meaningful payment details' section.

**I'm not sure how much to pay for my club membership.**

In the Online Payment section of Lifesaving Online, select the link 'Click here to view price list'. If your club does not have a price list, they may have their membership fees available on their website or contact your club for further details.

The screenshot shows a payment form for the entity 'Altona'. A red circle highlights the link 'Click here to view price list'. Below this is a table with columns for Transaction Type, Complete name / Meaningful payment details, and Amount GST Inc. (\$dd.cc). The first row shows a 'Membership fee' for 'Shelley Test: Active 18 yrs and over' at \$ 50.00. Below the table are fields for Payer's Name (Shelley Test), Your contact details (shelley.test@lifesavingvictoria.com.au), and Email for Receipt (Optional) (shelley.test@lifesavingvictoria.com.au). At the bottom, there are logos for VISA and MasterCard, and a 'Submit' button.

Transaction Type	Complete name / Meaningful payment details	Amount GST Inc. (\$dd.cc)
Membership fee	Shelley Test: Active 18 yrs and over	\$ 50.00
		\$
		\$
		\$
		\$
		\$
Total:		\$ 50.00

Payer's Name: Shelley Test

Your contact details: shelley.test@lifesavingvictoria.com.au

Email for Receipt (Optional): shelley.test@lifesavingvictoria.com.au

VISA MasterCard Submit

**I require further assistance.**

If you need further assistance to renew your club membership or encounter any 'error' messages please email [ithelp@slsa.asn.au](mailto:ithelp@slsa.asn.au) or call the SLISA IT Helpdesk 1300 724 006.

