

# Member Guidance

## How to Create a Members Area Account



### 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](https://members.sls.com.au) and select the option to create an account.

A screenshot of the SLSA Members Area login page. The page features the SLSA logo at the top, followed by the text 'SURF LIFE SAVING AUSTRALIA MEMBERS AREA'. Below this are two input fields for 'Username' and 'Password'. A red 'LOG IN' button is positioned below the password field. A yellow callout box with a red border highlights the text: 'Don't have a Members Area account yet? Click here to create one'. Below the callout are links for 'Forgotten username or password?', 'Click here to resend your confirmation code', and 'Click here to enter your SMS confirmation code'. At the bottom, there is a link for 'Not a member of a surf club? Click here to join'.

**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: \*

Use Date Picker to enter Date of Birth

### Identity Confirmation Method

Select your preferred method of authentication:

Email Address

Mobile Phone

### Create Username & Password

Preferred username: \*

[check]

Password: \*

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](mailto: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 [Join a Life Saving Club page](#).

### **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 [Members Area login page](#). 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 [Members Area login page](#). 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 [SLSA IT Helpdesk](#) or LSV's Club Support team via [clubsupport@lsv.com.au](mailto:clubsupport@lsv.com.au) / 03 9676 6930.