

How to Create a Members Portal Account

What's in the Members Portal?

- Lifesaving Online – submit membership renewal, update your personal details, request club transfers and make payments
- The ability to view your awards, patrol hours and request and accept patrol substitutions
- Keep up to date with the latest news, events and information from your club, LSV and SLSA
- A resource library containing, club, LSV and SLSA information
- The ability to apply for recognition awards

Please complete the following steps to create a Members Portal account:

SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL

Login **Create Account**

Create Account

Please confirm your membership details

First Name*:

Last Name*:

Date Of Birth*:

dd/mm/yyyy

Gender*: Male Female Indeterminate

Identity Confirmation Method*: Email Mobile Phone Number

Having trouble matching your details? [Contact](#) your organisation to check email and mobile number

Step 1. Go to portal.sls.com.au and select 'Create Account'.

Step 2. Enter your first and last name, date of birth and gender.

Step 3. Choose a confirmation method, either email or mobile phone number, to which a unique code or link will be sent. Click 'Next'

SURF LIFE SAVING AUSTRALIA MEMBERS PORTAL

Login **Create Account**

Create Account

Now choose your username and password. Remember usernames must be unique.

Username*: shelleytest **The username is OK to use.**

Password*:

Your password must be 6-12 characters in length and must contain at least one number, one lower case letter and one uppercase letter.
It cannot contain your first name, surname or username.

Confirm password*:

Step 4. Enter a username for your account and click the 'Check Username' 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, one lower case and one upper case letter. Click 'Create Account'.

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 earlier.

- a. **Email Activation** – you will receive an email from noreply@portal.sls.com.au. Either click the link or paste the URL at the bottom of the email into your web browser to activate your account.
- b. **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 received by SMS.

Step 7. You can now see the Homepage of the Portal where News, Events, Announcements and Jobs and Opportunities are listed.

Further Tips

Do I need to create Member Portal accounts for family members?

Families will only require one Members Portal account for a primary contact (parent/guardian) to renew their family's memberships. Please see instructions on **how to create a family group**. However, if the other family members patrol, they may also wish to create an account so they can view their information on awards, patrol rosters and manage their own account.

My details don't match any records in the system.

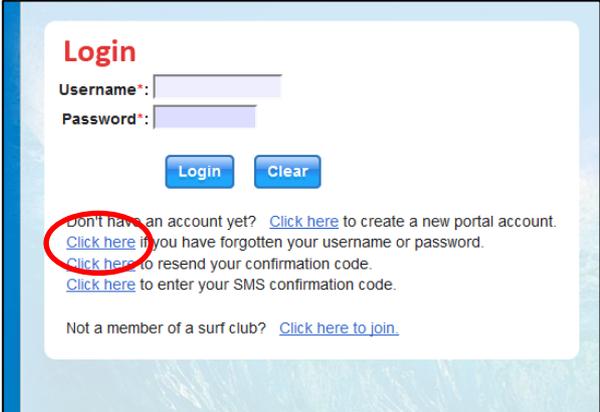
To create a Members Portal Account, your details must match the information in the National Membership Database. You will need to contact your club to see what details they have in the database.

I didn't receive my SMS or Email to confirm your account.

Please click the 'Resend Your Confirmation Code' option on the Portal home page portal.sls.com.au. If you do not receive an email, please also check your spam/junk folder as it may appear in there.

I have forgotten my password for the Members Portal?

Click the reminder link on the main login page portal.sls.com.au. Enter your first name, last name, DOB and select email or SMS to receive your reminder.



Login

Username*:

Password*:

Don't have an account yet? [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.

Not a member of a surf club? [Click here to join](#).

I require further assistance.

If you are unable to create a Members Portal account or encounter any 'error' messages please email ithelp@slsa.asn.au or call the SLISA IT Helpdesk 1300 724 006.

