How to Create a Family Group for Existing Members

When a family group has been created, the primary contact (parent/guardian) can submit membership renewals and update details for their entire family.

- A primary member must be over 18 years old
- A family group can only be created by a member 18 years and over

Please complete the following steps to create a family group

Step 1. A primary contact (parent/guardian) will need to have a Members Portal account. Please refer to instructions on *How to create a Members Portal account.*

Step 2. Log into your Members Portal account. **portal.sls.com.au**

Step 3. Go to Lifesaving Online > My Family.

Step 4. Click 'Create Family Group'
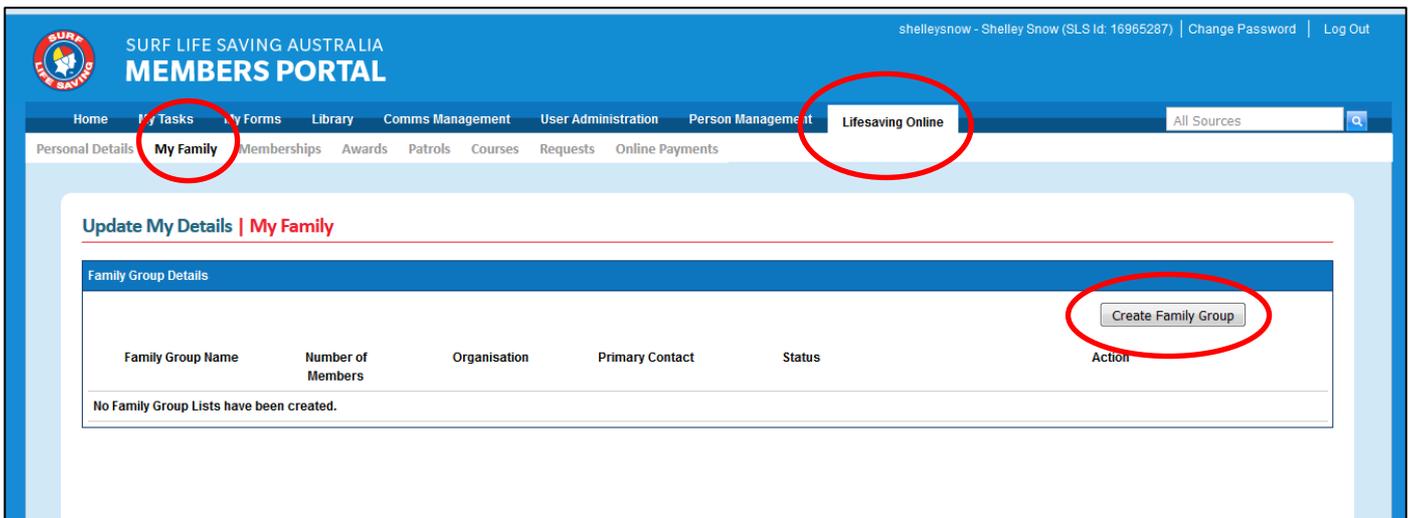
Step 5. Search for the members in your family group by typing in their first name, last name and DOB. As the primary contact you will already be automatically added to the group. Move the member from Available Members across to the Selected Members box. Repeat this process for each member you want to add to the group. Click 'Submit' when all family members are in the Selected Members box. Your family group request will be sent to your club for approval.
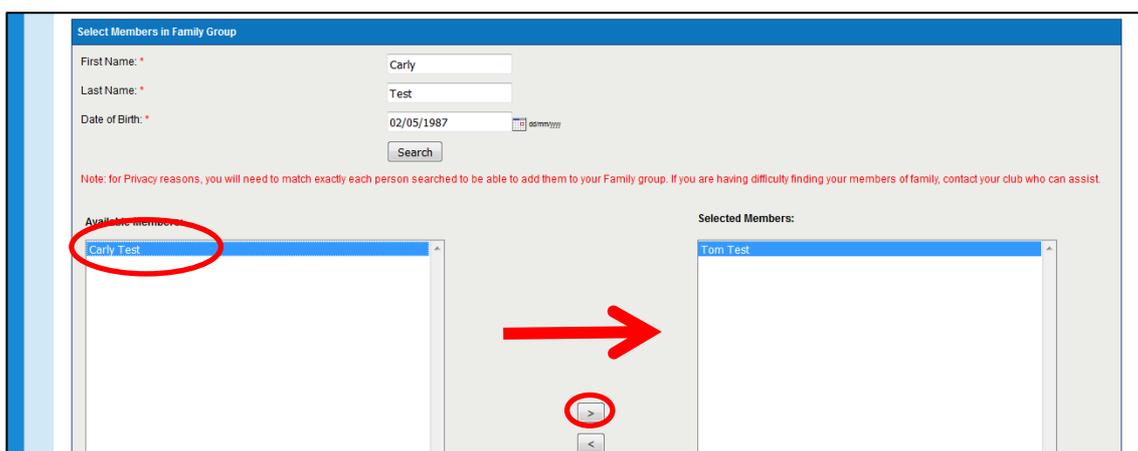
Once your family group has been approved by your club, you will receive an email confirmation

Note: If you require to renew your membership after creating your family group, please refer to instructions on *How to Renew Your Club Membership.*

Further Tips

Why is the member's name not appearing in the Available Members box?
There are two main reasons why the members name won't appear:

1. You need to match your family member's details exactly. The first name, last name and DOB are checked against the data stored in the National Membership Database. The most common problem is caused by an incorrect first name e.g. Samantha in the database and you type in Sam.
2. The member has been archived in the database. Archived members will not display.

You should contact your club to see what details they have listed in their database.

What if I want to add a new member of my family to the group?
You will need to go to sls.com.au/join and complete an application. You can then add that person to your family group, once the membership has been accepted by the club they will be able to be added to the family group. Please refer to the instructions *How to Join a Club as a New Member or Re-join after an Absence.*

I require further assistance.
If you need further assistance to create a family group or encounter any 'error' messages please email ithelp@slsa.asn.au or call the SLSA IT Helpdesk 1300 724 006.