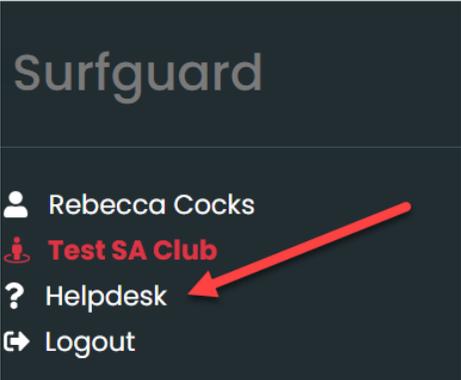
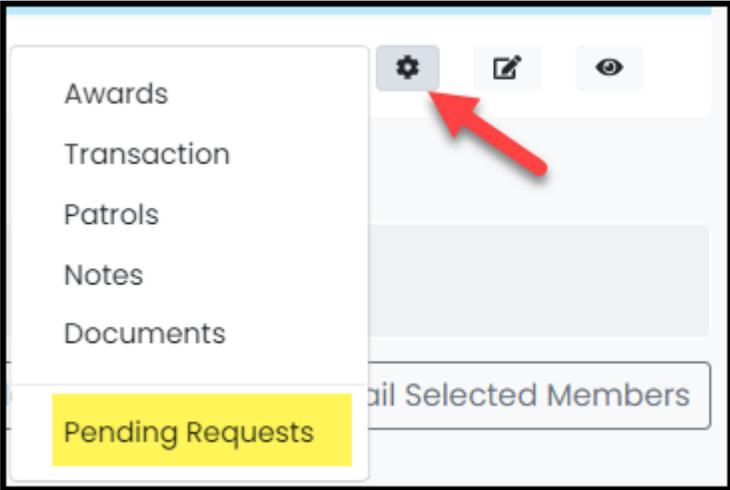




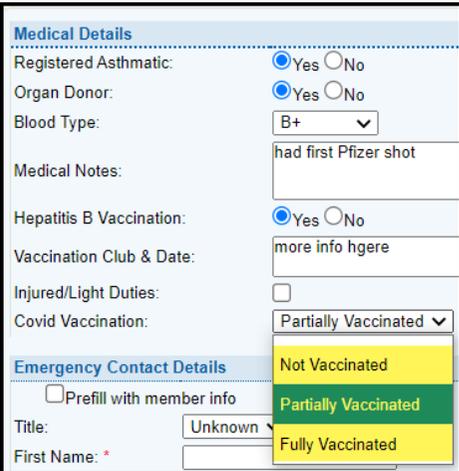
## Summary of Questions from Surfguard New UI Webinars held 22<sup>nd</sup> & 23<sup>rd</sup> November 2021

Question	Answer
How will an active Life Member currently patrolling be Recorded against Active in the Dashboard	The Life Member would be grouped in the "All Others"
Do the preventive action/Rescue stats come out of LIMSOC	Limsoc is not an SLSA IT System and no data is pulled from Limsoc.
For patrolling members grouping does that include SRC & eg Life Members or Long Service who are allocated to a patrol team?	The Patrolling Members Contribution includes all members who have done patrol at the club during the season. The <b>Non-Contributing Members</b> is made up of members in the following categories and active (15-18yrs), Active (18yrs & Over), Award Member & Reserve Active member who are expected to patrol as part of their membership requirements and have not done any patrol hours for the current season.
How do I get Help or Log a Support Ticket	<p>You can click the link in the LHS menu</p>  <p>The screenshot shows the Surfguard interface with a dark sidebar menu. The menu items are: 'Rebecca Cocks' (with a person icon), 'Test SA Club' (with a location pin icon), 'Helpdesk' (with a question mark icon, highlighted by a red arrow), and 'Logout' (with a door icon).</p>
Who gets listed in the TAF & SS Awards	Only members who hold an proficient TAF or SS award for all of the current season will show. Eg if their award is expiring on 31/12/2021 they will not display.
What members are counted in the Awards & Proficiencies widget	<b>Members Holding Awards</b> – includes all members who hold the award regardless of sub-membership category and proficiency status



	<b>Proficiency done this Season</b> – includes all members, regardless of sub-membership category who have done a proficiency this season
What are the season dates/timeframe?	Season dates for most of the country are 01 July to 30 Jun. However, the NT & Broome operate on different season dates. The dashboard caters for all dates.
With member search can you enter the DOB	Can only search by First Name, Last Name and Member ID
When you call a member up can you still see if they have a pending member request?	Search for a member and click the Cog to view if they have a Pending Request 
Transactions report only shows if the pay through the members portal and not the payment gateway is it possible to get transactions from both payment methods?	No it isn't possible because when a payment is made outside the Member Area, Surfguard does not know what Member ID to attach the payment to.



<p>Could you please add pending transfers on the dashboard? Sometimes members wait for weeks and have to call the losing club, because no one noticed there was a request pending.</p>	<p>You can still view the old dashboard that showed Transfers Requiring Action. Menu &gt; Summary &gt; Stats</p>
<p>Is there help available to enter historical data from patrol logs into Surfguard so our club can process and award many long service awards</p>	<p>Clubs officers can enter old patrol hours for members prior to Surfguard Menu &gt; Patrols &gt; Past Patrol Hours</p>
<p>Are there plans to accommodate booster COVID vaccinations as this potentially becomes topical into the new year and beyond?</p>	<p>Covid vaccination fields have been added to Surfguard. View member &gt; Medical Details &gt; Covid Vaccination</p>  <p>The screenshot shows the 'Medical Details' section of the Surfguard interface. It includes fields for 'Registered Asthmatic', 'Organ Donor', 'Blood Type', 'Medical Notes', 'Hepatitis B Vaccination', 'Vaccination Club &amp; Date', 'Injured/Light Duties', and 'Covid Vaccination'. The 'Covid Vaccination' dropdown menu is open, showing three options: 'Not Vaccinated' (yellow background), 'Partially Vaccinated' (green background), and 'Fully Vaccinated' (yellow background). Below this is the 'Emergency Contact Details' section, which includes a checkbox for 'Prefill with member info', a 'Title' dropdown menu (currently set to 'Unknown'), and a 'First Name' field with an asterisk indicating it is required.</p>
<p>Does Surfguard collect data re: permission to photograph and publish photographs of members? If not, could it be included during registration process?</p>	<p>Yes in page 2 of the SLSA Membership and Declaration Form, point 8. Use of Image</p>



### Enhancement Suggestions

It would be great to be able to click on the patrolling members pie chart to get a report with the names so we could follow up

As a Club Captain I am more interested in lifesaving data on the dashboard, e.g. historical data about rescue, preventions, first aid provisions and beach attendance. Is it considered to make the dashboard more configurable?

In TAF & SS Award Holders it would be great if you could click on the line of Trainers and get a report of who those people are and what awards they are qualified to train.

We search our members by phone to quickly identify them when they call the office. Are we able to you use the quick member search for this.

How to log future enhancements? [Contact your State Centre](#)