

# Registration Information for Members

A guide to online registrations.

## New Members

*For Nippers and Members under 18*

You will need to make a payment and have active kids vouchers ready (if using them). Your child's birth certificate will need to be sighted on the first day of nippers.

- **The Pambula club you are joining requires a parent / carer to join with a nipper. You will need to sign up online as a FAMILY, the system pre-fills the address etc. for all family members. (Although you can choose to pay in the most cost-effective way. E.g., if you are joining one nipper and one parent, it is better to pay as an adult plus a junior, which is \$95, as opposed to a Family membership, which is \$150. If you are joining 2 adults and 2 juniors, then the Family membership is more cost effective. Please refer to the Membership Price List for the relevant membership fees.) NB you need to be a member to volunteer with the club in any capacity and we need many volunteers in many roles so Nippers can operate successfully.**

*For Adults*

You will need to make a payment and show some form of ID to the trainer when onsite if you are signing up for a course.

Options available:

- Join as an individual – select 'An Individual' and follow the prompts
- Join as a family – select 'My family'. Many clubs require a parent/carer to join as well as their child. **The first person to sign up must be over 18.** Fill in the required details and then **add a new member** to sign up your child. Keep adding new members to the family group if you have more than one child.

**Note:** If the system comes up with the following, it means that you have previously been a member at another surf club. (This often happens if adults are joining and maybe did a short time in nippers as children or were a member in another state):

Our checks have detected that you are already an active member of a Surf Club or a Commercial Academy.

Because of this you need to go straight to the Members Area and create an account. From there you can change your membership details or transfer / join another club.

If you are still having issues, please contact the club or entity you are trying to join - you can obtain contact details below or at [https://sls.com.au/club\\_directory](https://sls.com.au/club_directory)

In this instance follow the directions or contact the club for assistance.

Still having trouble?

For a comprehensive guide on how to join a Surf Club, click on the link below:

<https://www.manula.com/manuals/surf-life-saving-australi/join/1/en/topic/accessing-join>

**Please note: You will need to present your child's birth certificate (copy or photo will suffice) on the first day of nippers. You will need to provide photo ID to your trainer if you are undertaking a SLS course.**

## Renewing Members

Before you start

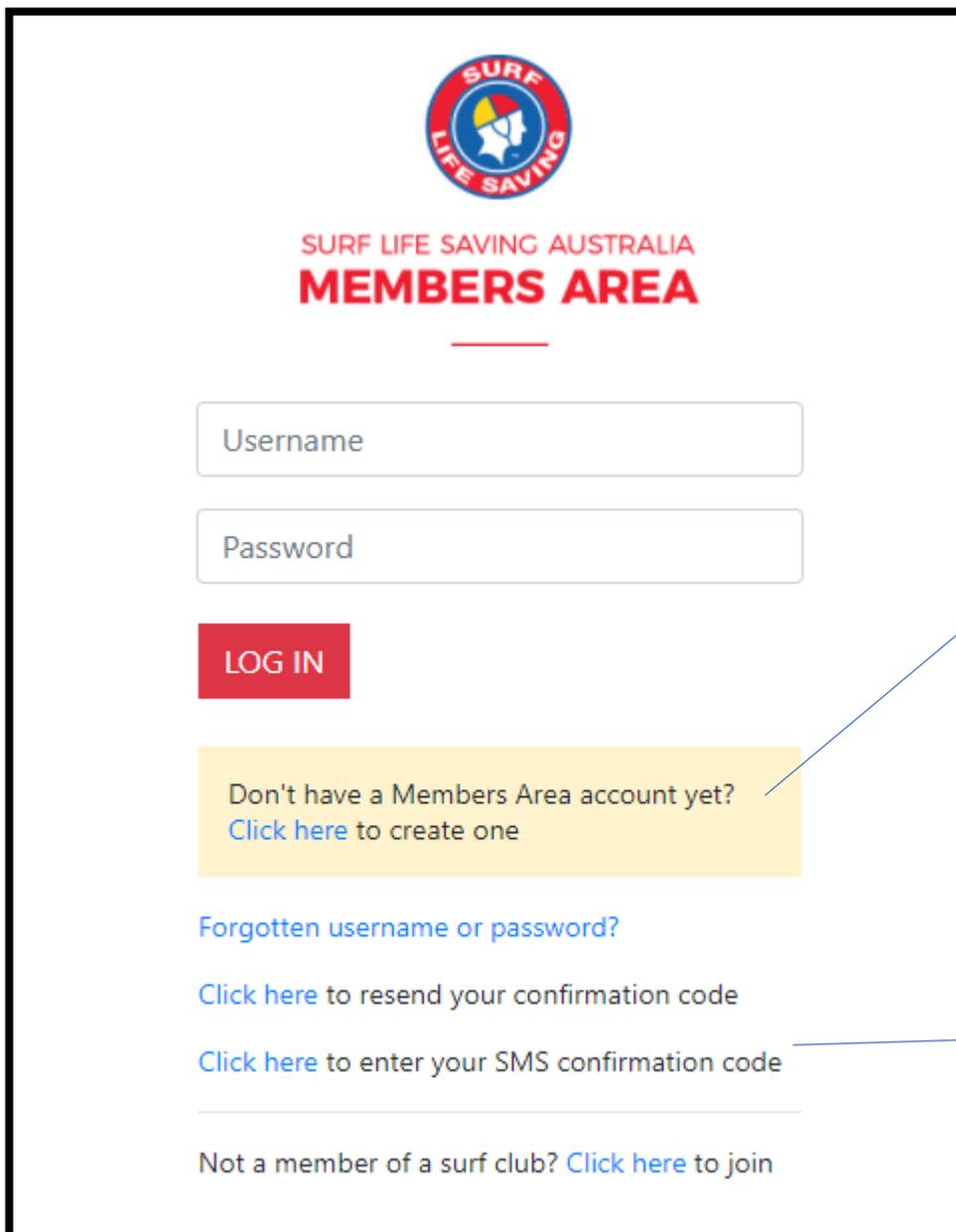
Make sure you have any Active Kids vouchers (if using) and a payment method (Credit/debit card) before you renew your membership.

Getting started

You need a members portal account to renew your membership. Go to the members portal at the link below:

## [MEMBERS PORTAL](#)

If you haven't got an account, follow the prompts to create one. If you have forgotten your user name or password, follow the prompts. *You will need the exact name and email address you originally registered with.*



The screenshot shows the Surf Life Saving Australia Members Area login page. At the top is the Surf Life Saving Australia logo, a circular emblem with a surfboard and a lifebuoy. Below the logo, the text "SURF LIFE SAVING AUSTRALIA" is displayed in red, followed by "MEMBERS AREA" in a larger, bold red font. A horizontal red line separates the header from the login fields. There are two input fields: "Username" and "Password". Below these is a red "LOG IN" button. A yellow callout box contains the text "Don't have a Members Area account yet? [Click here](#) to create one". Below this, there are three blue links: "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: "Not a member of a surf club? [Click here](#) to join".

Click here and then follow the prompts. Make sure you use the exact name and email you originally registered with

Once you have set up a members account, you will need to activate it here.

## To Renew

Once you have logged into your members portal, go to Memberships in the top menu bar.

*YOU WILL NEED YOUR ACTIVE KIDS VOUCHERS (IF USING) AND A PAYMENT METHOD HERE*

*From the drop downs:*

For Individual renewals:

1. Select Renewals, payments, transfers.
2. Check your details are correct and follow the prompts to renew.
3. The membership fees will show on the payment page. **You will need to check the correct fee and manually put the amount in.** *Note: If you are using active kids vouchers, the system will calculate any difference owed in the payment page.*
4. Make your payment.
5. Your renewal will go into pending for your club administration to endorse.

For family renewals:

1. Select Family
2. Select who you want to renew and follow the prompts.
3. The membership fees will show on the payment page. You will need to check the correct fee you need to pay and manually put the amount in. *Note: If you are using active kids vouchers, the system will calculate any difference owed in the payment page.*
4. Make your payment
5. Your renewal will go into pending for your club administration to endorse.
6. It's a good idea to log into your members portal after renewing and check the contact details are correct.

If you are still having trouble renewing your registration, contact your club administration for assistance.

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