



PAM Database - Newsletter #7

21 January 2016

Happy New Year, I hope you all had a break and managed to spend some time with the sand between your toes. We have continued to work on the PAM system and support people using the system. With the new entry system in place we have had a lot more people using the new system and facing the challenges of learning the new PAM. We do thank you for taking the time to learn this as we know that this does take some time to get used to.

Patrols:

Thank you to all of the club administrators and club members who have entered their patrol data into the database. Remember that all of the fields on the patrol form capture information that is reported at club, regional and national level. It is important that this data is as accurate as possible at all times to reflect the work being done around the country as this is used in media releases and other documentation.

Since reviewing the data that has been entered from the beginning of the patrol season we have identified a few gaps in the information coming through.

Please ensure that the following fields are entered from the patrol form:

- Headcounts
- Patrol Attendance
- Conditions
- Resources
- Actions

We have noticed that there is a lot of incident data missing from the PAM system (names, ages, incident/treatment details). Please check that these have been entered fully. If you need any help please give us a call.

Member Portal Invitations:

One of the features of the Portal is the ability for all SLSNZ members to log into their own Member Portal to access their details and club administrators now have the ability to send these online invitations. Please check which email address is on record for the contact to ensure that the email address is current.

You'll find the guide for sending these invitations on the PAM page now: [SLSNZ Portal – Member Lounge](#).

EnterNOW:

We've had some great feedback about the new entry system and many users are finding it easy to use. We've found that administrators are generally getting stuck with two issues:

Member Rollover: you must roll your members over into the current season to make them active before the entry system will recognise them.

The season field is found on the person's **membership** record (as seen in the image below)

MEMBERSHIP : INFORMATION ▾
Georgia McLaren - 69233

Details

Name	Georgia McLaren - 69233
Club *	Titahi Bay SLSC
Contact *	Georgia McLaren
Season	2015/2016
Membership Type	Primary Membership
Owner *	Titahi Bay SLSC

Please refer to the [CRM Membership Rollover guide](#) if you need to roll your members over.

Note: after a member has been rolled over it generally takes 5-10 minutes (sometimes longer) for the two systems to sync together for this change to be registered.

Awards: there are awards which competitors must hold in order to be entered in regional and national events. In most cases these awards are:

- Surf Lifeguard Award
- Surf Lifeguard Award – Refresher
- Junior Surf 200m Badge

For IRB events please be aware that the following awards (as well as the awards listed above) need to be up to date:

- IRB Crewperson Module
- Senior Lifeguard – IRB
- Senior Lifeguard – IRB (Refresher)

Club administrators can only add Junior Surf 200m Badges in the database, every other award needs to be added by regional staff. Please follow up with them if you believe someone is missing an award that should be there.

Please refer to the awards guides below for adding club administrator level awards:

- [Portal guide](#)
- [CRM guide](#)

Hot Topics:

We want to bring you the areas we are currently working on in the system.

Patrol Training:

We will be running sessions in each area to provide more training in the Patrol data entry. During this session you will be asked to bring along some of your patrol forms and enter these into the system while you have the support on hand. We are also developing a training plan for the next six months to continue the development of staff and club admins.

Patrol Report forms:

We are developing new report forms that will make entering the information into the PAM system easier. This will change the layout of the paper form and add the new fields that have been added to the PAM system.

Local PAM Experts:

We are looking to develop people in each area to become PAM experts that will be able to support other club administrators and provide high level feedback to us. If you have a good grasp of IT systems and have some time to support other let us know and we will add you to our list.

Patrol Complete Status:

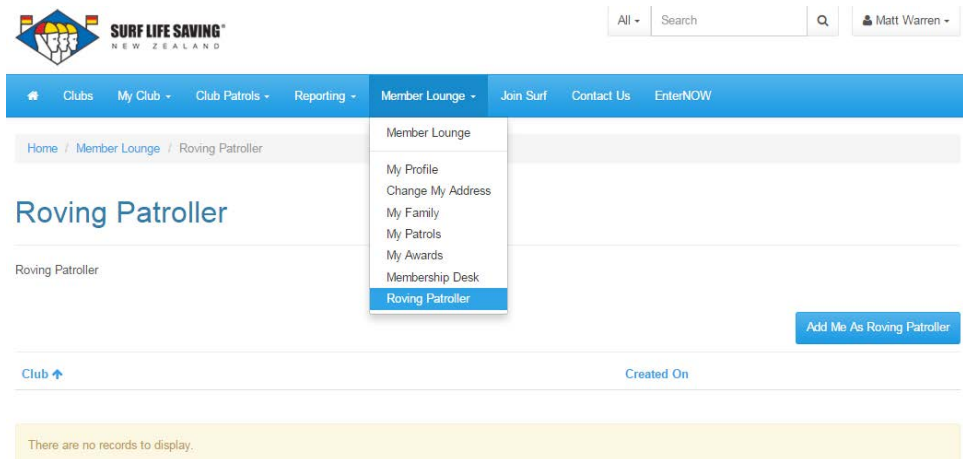
The software developers are currently working on a new patrol status that will complete patrols. Presently there are three options, Draft, Ready to Project and Planned. The "Complete" status will lock down many of the fields once the patrol is finished and all of the information has been added to PAM. This can be changed by the club administrator if new information needs to be added or if corrections need to be made.

Member Transfer systems:

We had a few issues with the transfers process which we have been making changes to make this more user friendly. We are still testing this to ensure the changes are working as we need them to. There still might be a few tweaks that need to be made to make the process as easy as possible.

Roving Patrollers:

We have created a button in the member portal that will allow lifeguards to make themselves available to other clubs for patrols. By adding yourself as a roving patroller of another club, they will be able to add you to their patrols in the PAM system.

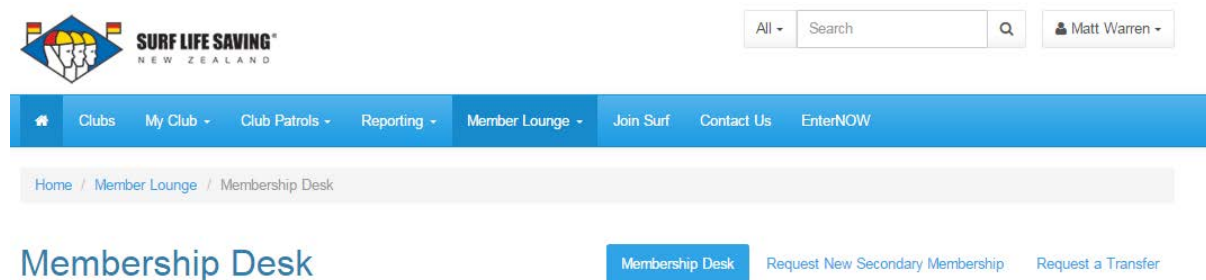


The screenshot displays the Surf Life Saving New Zealand member portal. At the top, there is a navigation bar with the following items: Clubs, My Club, Club Patrols, Reporting, Member Lounge (highlighted), Join Surf, Contact Us, and EnterNOW. A search bar and a user profile for Matt Warren are also visible. The main content area shows the breadcrumb path: Home / Member Lounge / Roving Patroller. The title 'Roving Patroller' is prominently displayed. Below the title, there is a dropdown menu with the following options: Member Lounge, My Profile, Change My Address, My Family, My Patrols, My Awards, Membership Desk, and Roving Patroller (highlighted). A blue button labeled 'Add Me As Roving Patroller' is located at the bottom right of the main content area. At the bottom of the page, there is a status bar with 'Club' and 'Created On' labels. A yellow message box at the very bottom states 'There are no records to display.'

Recent Changes:

Transfers:

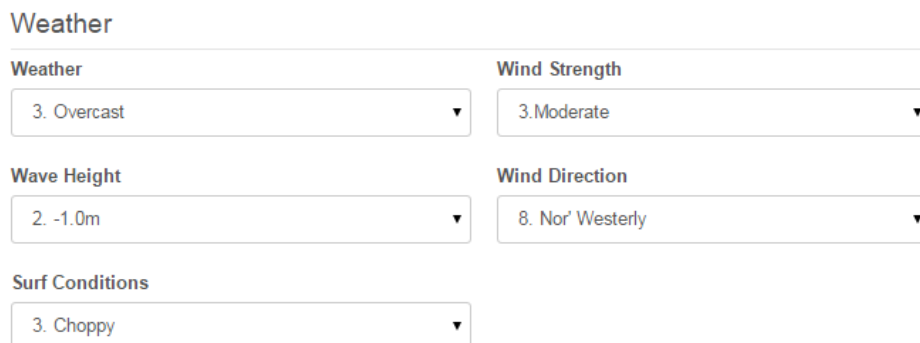
We have fixed the transfers in the member portal. If a member wants to transfer they go into their member portal, navigate to the membership desk and request a "transfer" or they can apply for a "secondary membership". The two clubs involved with the transfer will be notified and can process the transfer of new membership.



The screenshot shows the Surf Life Saving New Zealand member portal. At the top left is the logo with the text "SURF LIFE SAVING NEW ZEALAND". To the right is a search bar with "All" and "Search" options, and a user profile for "Matt Warren". Below this is a blue navigation bar with links: Home, Clubs, My Club, Club Patrols, Reporting, Member Lounge, Join Surf, Contact Us, and EnterNOW. Underneath is a breadcrumb trail: Home / Member Lounge / Membership Desk. The main content area is titled "Membership Desk" and contains three buttons: "Membership Desk" (highlighted), "Request New Secondary Membership", and "Request a Transfer".

Patrol forms:

We have re-labelled the fields in the patrol and incident pages so that these align better with the paper forms. We have also numbered fields to correspond with the forms so the person entering the data can quickly tab through the options.



The screenshot shows a form with five dropdown menus. The first row has "Weather" (3. Overcast) and "Wind Strength" (3. Moderate). The second row has "Wave Height" (2. -1.0m) and "Wind Direction" (8. Nor' Westerly). The third row has "Surf Conditions" (3. Choppy).

Portal Invite Email:

We have changed the content of the portal invite emails so that these have more relevant information for the receiver.

Auto-populate dates:

We have updated the patrol system so that many of the dates will auto populate to the date of the patrol. This will save a lot of time.

There have been many other fine tuning changes made in the past few month and we expect this to carry on in the future that make this as user friendly as possible. If you have any issues or changes that you think will help please let us know and we can add this to the list of jobs.