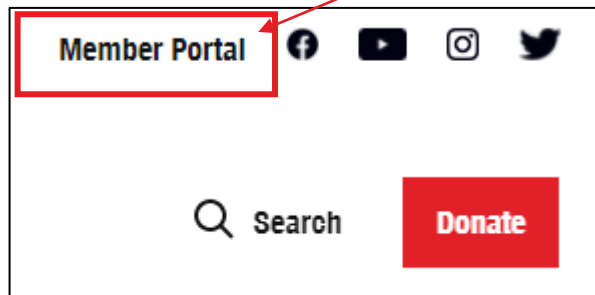# Online Learning Access User Guide for Club Members

If you have any questions, problems or feedback please contact your club administrator or member.education@surflifesaving.org.nz.

To access a course online (i.e. the SLA Refresher):

1. Go to the SLSNZ website: https://www.surflifesaving.org.nz/

2. Click on the **Member Portal** button (top right hand corner of the screen)

OR you can click directly on this link: https://webportal.surflifesaving.org.nz/
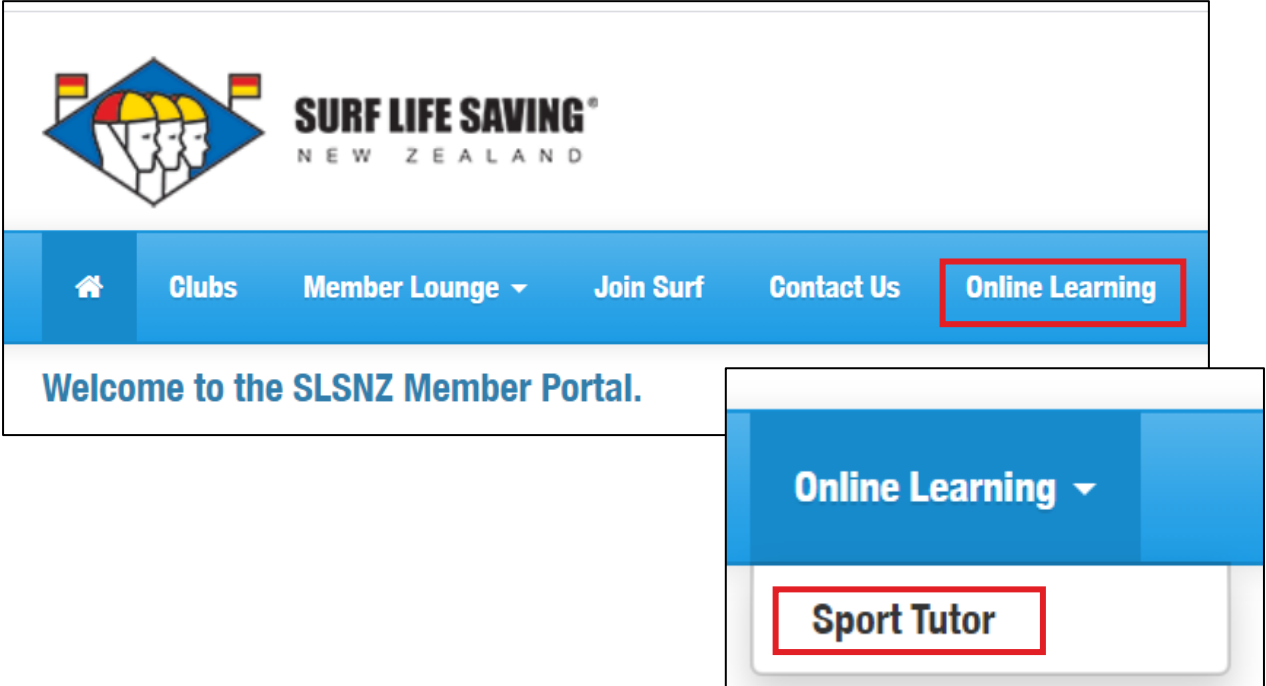
3. Click on the **"Sign In"** button

4. Type in your **Username** (The username format is the letters 'SLS' and your 'SLSNZ membership number', separated by an underscore, i.e. SLS_69233 - DO NOT add your email here)

5. Type in your Password (all passwords were reset last season to yourlastname20, i.e. bond20 – all in lower case; however if you changed your password after this, it will still be whatever you changed it to).
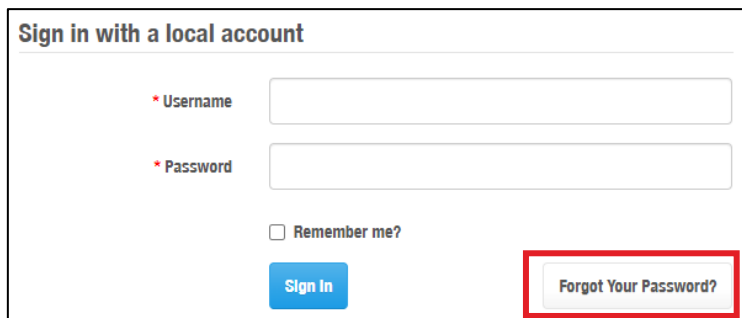
6. Click on the **"Sign In"** button

7. Once logged in,
    a. click on the **Online Learning** button
    b. click on the **Sport Tutor** dropdown
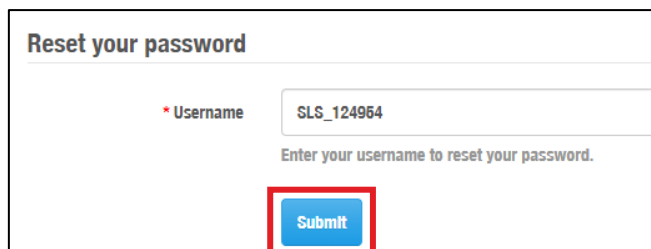   … to **access the online learning**

If you do not know your username or password, you can:
    a. Contact your club admin who can **tell you your username** and **reset your password**, **OR**
    b. Email database@surflifesaving.org.nz and the database administrator can tell you your username and reset your password, **OR**
    c. You can change it yourself through these steps:
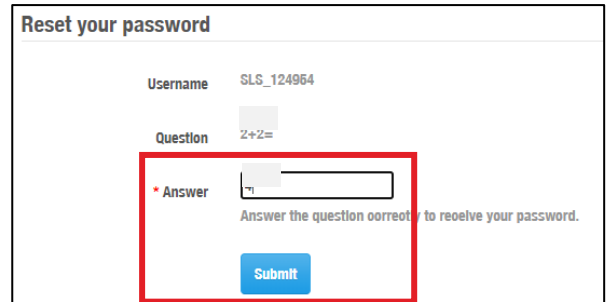   i. Click on the "**Forgot Your Password**?" button

        ii. Add in your **Username** (the same as step 4 above) and click the submit button

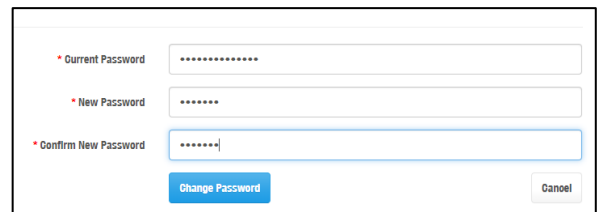iii. Here it will ask you a security question. **Type in the answer** to the question and click 'Submit'

iv. Now **check your email** for a temporary password *(Note: this can take up to 1 hour to come through if online traffic is high)*

v. **Repeat steps 1-6** above <u>with the temporary password provided</u> (this password is difficult to remember, so we recommend these next steps):

vi. Click on Member Lounge and Select "My Profile"

vii. Select "Change Password"
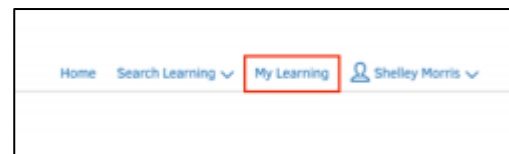
viii. Type in the current "temporary" password, choose a new password (that you will remember) and type it in twice. Click "Change Password"

ix. Continue with <u>**step 7**</u> to access your online learning

Terms of Use: By logging in, you are attesting that you are logging in with YOUR password and login and no one else's.

8. Once participants are in the portal: Go to the **"My Learning"** tab

VERY IMPORTANT: Once you have completed your online learning, **ALWAYS CLICK the 'SIGN OUT' button** and close the window it lands on.