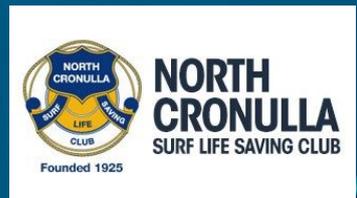


# Member Guidance

## How to create Family Group



## 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
- Transfer of a family group can be performed

### Please complete the following steps to create a family group

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

**Step 2.** Log into your Members Area account.

[portal.sls.com.au](http://portal.sls.com.au) **Step 3.** Go to Memberships and then click Family from dropdown.

**Step 4.** Click 'Create Family Group'

A screenshot of the SLSA Members Area website. The navigation menu includes 'Home', 'Memberships', 'Patrols', 'eLearning', 'News and Events', 'Document Library', 'History', 'Forms', and 'Sports Hub'. The 'Memberships' menu item is circled in red. Below the navigation is the 'My Family' section with the heading 'FAMILY GROUP DETAILS'. A red button labeled 'Create Family Group' is circled in red. Below this is a table with columns: 'Family Group Name', 'Number of Members', 'Organisation', 'Primary Contact', 'Status', and 'Action'. The table content shows 'No Family Group Lists have been created.'

**Step 5.** Create a family group name e.g. Smith Family

**Step 6.** 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 using arrows in middle. Repeat this process for each member you want to add to the group.

**Step 7.** Click 'Submit' when all family members are in the Selected Members box. Your family group request will be sent to your club for approval.

[Update My Details](#) | [My Family](#)

[Create a Family Group](#)

**Family Group Details**

Family Group Name: \*   

Organisation: \*

**Select Members in Family Group**

Note: for Privacy reasons, you will need to match exactly each person searched to be able to add them to your Family group. If you are having difficulty finding your members of family, contact your club who can assist.

First Name: \*

Last Name: \*

Date of Birth: \*  dd/mm/yyyy

As YOU are creating this family group, you do not have to add yourself to the group, you will automatically be added upon submitting this form.

**Available Members:**

David Test

➔

**Selected Members:**

**Step 7.** Click 'Submit' when all family members are in the Selected Members box. Your family group request will be sent to your club for approval.



**Members Area**   **News**

[Dashboard](#)   [Memberships](#)   [Courses](#)   [Awards](#)   [Patrol](#)

[Update My Details](#) | [My Family](#)

**Success**

The Family Group creation request has been successfully submitted for approval.

**Note:** If you require help to renew your memberships after creating your family group, please refer to instructions on ***How to Renew Your Club Membership***. If you need further assistance or encounter any 'error' messages please email [admin@ncslsc.com.au](mailto:admin@ncslsc.com.au) or call the NC Admin Team 9523 5846

## Troubleshooting

### 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/Old members will not display. You should contact your club to see what details they have listed in their database.