



Memorandum

To: Branch Directors of Lifesaving, Branch Presidents, Branch Support Staff & Club Presidents/Captains
From: Lachlan Wild, SLSNSW Lifesaving Officer
Date: 7 December 2017
Subject: 2017/18 Samsung Tablet Patrol Ops App Update
Attachments: SLSA Operations App User Guide v1 SLSNSW Operations App Flowchart v1 https://www.youtube.com/watch?v=492qxreQahQ

This memo serves to advise that all Samsung tablets that have been provided to Surf Clubs in NSW will be receiving an update to the Patrol Ops App from SLSA. This update will not only allow Patrols to continue to log on to SurfCom but will also give access to a fully digital version of the current paper Patrol Log. This includes all Patrol Roster and Statistical information. Therefore the app will have several significant aesthetic and operational changes that are outlined below. As per previous versions of the app, a Members Portal login will be required to gain access to the features of the app.

For **Surf Clubs/Lifeguards**, please first ensure that all SurfGuard rosters are up to date for the 2017/18 season for the app to work and to allow for the full functionality of the app including Patrol Rosters. **Please note** that only Patrol Captains and Vice Captains will be able to log into the updated app to ensure security and reliability of the information entered.

Please follow the below steps for correct operation of the updated Patrol Ops App for Surf Clubs. Refer to the above attachments for further details.

1. Login to the SLSA Patrol Ops app using a Members Portal login
2. Select the icon labelled "Clubs/Lifeguards", this will redirect the user to the Operations App webpage
3. Select "Status" to Sign On the Patrol with SurfCom
4. For the duration of Patrol, please ensure the following information is completed
 - a. Select "Roster" to update the members that are on Patrol
 - b. Select "Statistics" to enter all of the statistical information collected during Patrol
5. At the end of the rostered patrol, review all Roster and Statistics information to ensure it is correct, then Sign Off in the Status menu

If a Patrol Signs On to SurfCom using the Patrol Ops app, they must also Sign Off in order for all Statistics information entered to be uploaded to SurfGuard. If this does not occur, statistical information will be lost. Once Sign Off is complete, all information recorded into the app is uploaded directly into SurfGuard as an "Open" Patrol Log. Club Captains and Administrators are recommended to review all Patrol Logs in SurfGuard prior to closing them in order to check for any irregularities.

For **substitute Patrol Captains**, the substitution has to be done through the patrol swaps section of the Members Area in the SLSA Members Portal or the details have to be recorded in the Patrol Substitution section of SurfGuard prior to the patrol. If it's a last minute swap then both the 'Patrol Captain' and 'Vice Captain' will be able to use the app to cater for any last minute swaps/changes of one of these members.

For **Support Operations**, please Login to the SLSA Patrol Ops app using a Members Portal login and select the icon labelled "Support Operations". From this section of the app, the Sign on and Sign Off with SurfCom for Support Operations members will continue to be the same as per previous versions of the app. A paperless version of the Support Operations logs is currently under development by SLSA.

Please also be advised that Central Coast Branch will be trialling a new version of the Patrol Operations App that includes more detailed statistical information that can be entered during a Patrol. All Branches will be moving to this new format in the 2018/19 season and for any Branches that also wish to participate in the trial during the 2017/18 season, please contact Lachlan Wild, SLSNSW Lifesaving Officer at lwild@surflifesaving.com.au.

If any complications arise while using the app, please use a paper Patrol Log and radio SurfCom with Beach Status as per normal. For any assistance using the Patrol Ops App, please contact the **SLSA IT Helpdesk** on 1300 724 006.