



Circular 005:20

Date: 16th January 2020

Subject: Digital Forms Update

Attention: All patrolling members

Action: Please read, understand and action points emphasized where necessary

Circulars are available at: <http://lifesaving.org.nz/lifesaving/lifesaving-operations-circulars/>

Digital Forms Update

Thank you to the clubs and members who have been utilizing the Digital Forms app quite successfully throughout the season. Whilst the app is still in a testing phase SLSNR would like invite clubs who wish to start using the Digital App to contact [Ben Julian](#) to arrange training and support.

We have seen some recent great examples of the app in use from volunteer patrols which included a major First Aid at Bethells, where Start of Patrol Reports were gathered over the Digital App while the radios were used to coordinate the incident. Another example was an after-hours incident at Pākiri when SurfCom was able to see who had been on patrol in order to alert the guards via their private cell phone (having just switched off their radios) to a reported inflatable life-raft that appeared to be in distress off the beach.

For the clubs already on the system here are some tips to help troubleshoot:

- If you open the app and yesterday's information is there, if your patrol members aren't displaying or if encounter any other bug. Press the 3 line (hamburger) button down the bottom and swipe up to close the app. Then reopen it and the problem will hopefully have fixed itself
- If your patrol data isn't sending to SurfCom properly, try disconnecting and reconnecting to your club Wi-Fi
- If a patrol member isn't showing up, put their name and club in the feedback part of the app and let SurfCom know
- Any suggestions to improve the app can be put in the feedback section
- Any further problems call SurfCom and the Operator with troubleshoot the issue or pass you onto someone else to solve your issue.