



App: Squad Leader

HOW TO GUIDE

July 2026

Table of Contents

- Quick Start: Activate or Log in 04
- Quick Start: Activate Location 05
- Quick Start: Clocking In 05
- Quick Start: Check My Shifts 06
- Quick Start: Handling Incidents 06

Squad Leader

Mobile App User Manual

Audience

Squad Leader

Surface

LSA Mobile App

Product version

LSA v1.0



Version: LSA v1.0

This guide covers beach-day work on the phone: attendance, shifts, roster, incidents, duty reports, and more. What you can do depends on your role at the **location you select**.

Quick Start

Activate or Log In

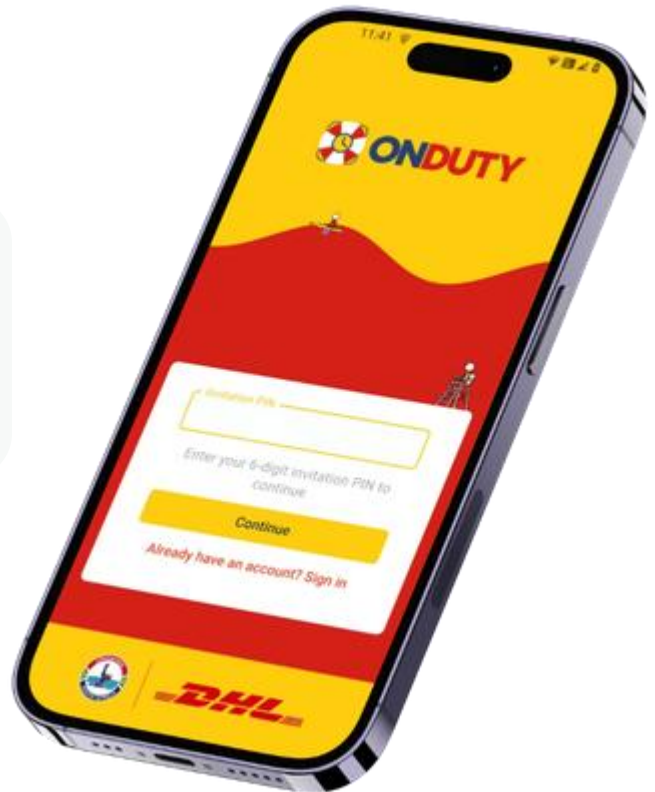
Quick Start info

Summary info for app use.



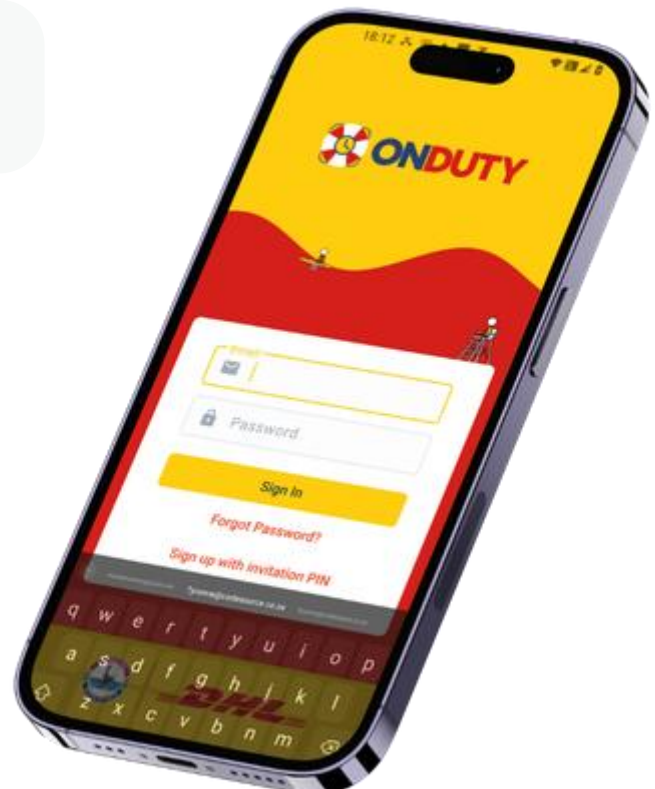
Activate or log in: First Time user

- open the app
- enter the 6-digit PIN you received,
- then create a password
- or finish with Google / Apple / Microsoft.



Returning User

- tap Already have an account?
- Sign in.



Quick Start

Set your Active Location

How to:

Summary info for app use.



Location setting

- Allow location permissions
- On the Dashboard, tap the location chip and select the beach/location for today.



Quick Start

Clocking In

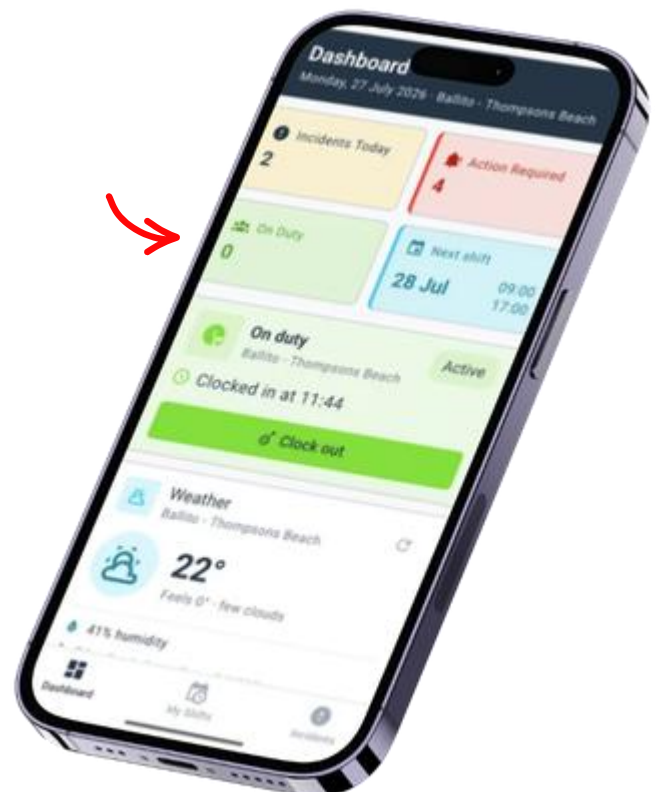
How to:

Summary info for app use.



Clock In

- Use Check-in on the Dashboard when you have a shift.
- Stay within about 100 m of the location.



Quick Start Check my Shifts

How to:

Summary info for app use.



View and manage your shifts

- Check your weekly schedule and any pending shift change requests



Quick Start Shift Roster

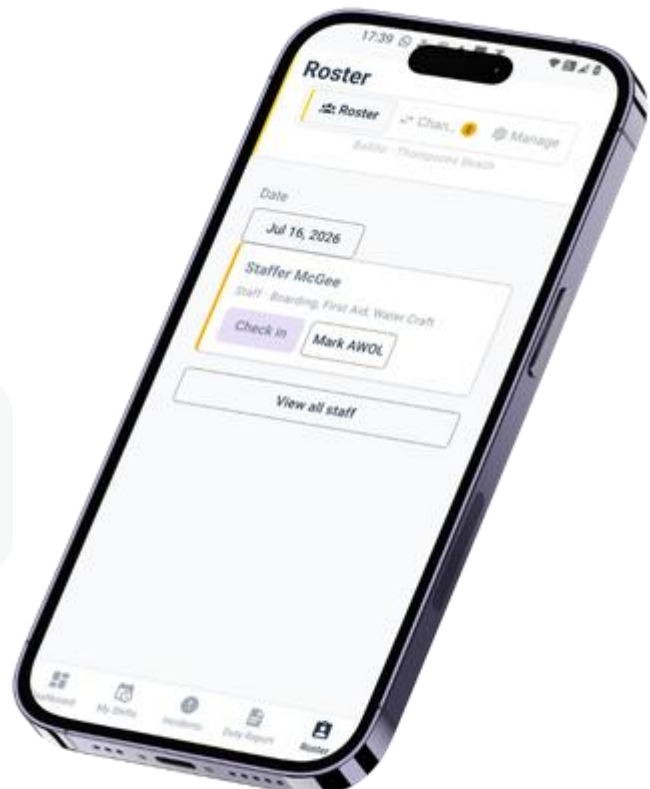
How to:

Shift roster viewing and management



View and manage shifts

- Use the Roster tab to see who is on duty, handle check-in/AWOL, and manage shift change requests.



Quick Start

Report Management

How to:

View and manage Incidents or Duty Reports



2 options are available:

- Use Incidents to log or sign off reports.
- Use Duty Report for the day's duty report.





Full Guide

Activate or Log in	10
First time Activation Pin	11
Returning Login	11
Reset a Forgotten Password	12
Active Location(s)	12
Location Access	13
Location by Role	13
My Dashboard	14
Attendance Clocking In	15
Attendance Clocking In	15
My Profile	16
My Shifts	16
View Schedule	17
Shift Changes	17
Decline my Shift	18
Shift Swapping	18
Substitute Shift	19
Receiving a Shift Request	19
Duty Roster	20
Roster Changes	20
Roster Management	21
Incident Reports	22
Incident Report Creation	23
Viewing Incident Reports	24
Sign off Incident Report	24
Duty Reports	25
My Profile	25
In app Notifications	26
General Information	27
User Limitations	27
Troubleshooting Guide	28

Quick Start

Activate or Log In

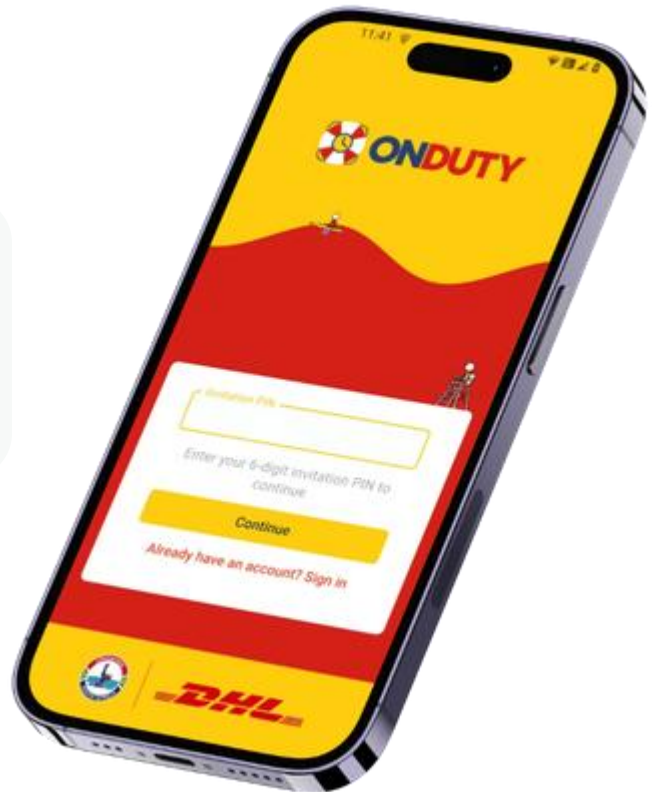
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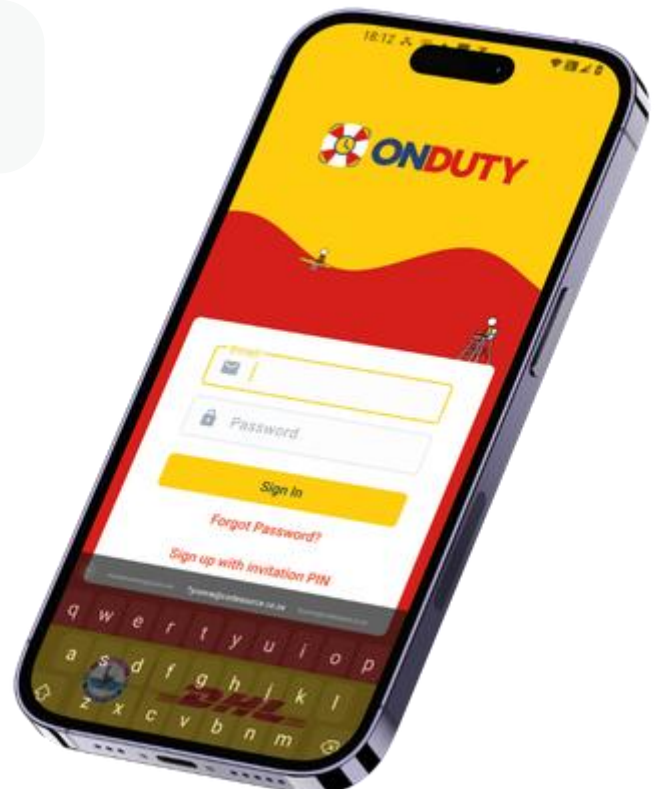
Activate or log in: First Time user

- open the app
- enter the 6-digit PIN you received,
- then create a password
- or finish with Google / Apple / Microsoft.



Returning User

- tap Already have an account?
- Sign in.



Detail

First Time Activation Pin

How to:

Activation and Login



First-time activation (PIN)

- **Install** and open the LSA Mobile App.
- Enter the **6-digit PIN** from your invitation email or SMS.
- Tap **Continue**.
- **Choose** password signup or Google / Apple / Microsoft.
- **Finish** the steps.
- You land on the **Dashboard**.



Note:

Activation is **only** on the Mobile App. You do not activate on the Admin website.

Detail

Returning Login

How to:

Login as a returning user



As a registered user, login

- On the PIN screen, tap **Already have an account? Sign in**.
- Sign in with email and password or use OAuth.
- You go to the Dashboard.



Detail

Reset a Forgotten Password

How to:

Reset your password



Forgot password reset process

- Use Forgot password on the sign-in screen
- Enter your email address
- Check your mail and follow the link to reset password



Detail

Active Location(s)

How to:

Set your active location where you will be working.



Choose your work location

- On the Dashboard, tap the location chip at the top.
- Choose the location you are working.
- Only online locations appear. Offline locations are hidden.



Detail Location Access

How to:

Enable app location permissions



Location permission check

- If you are prompted for permissions to allow the app access to location permission, please choose 'While using the App'
- You cannot use the app until that is done.



Detail Locations by Role

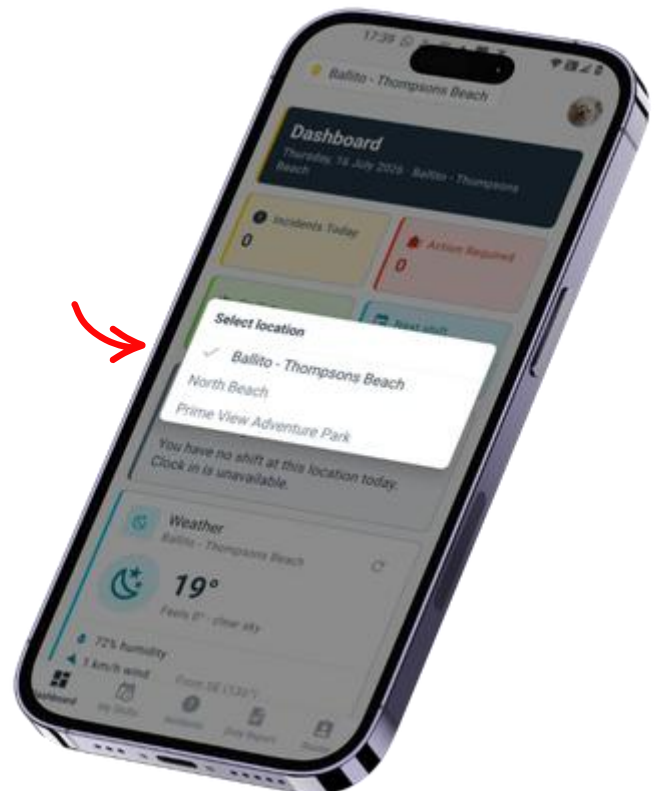
How to:

Adjust your app by role



How it works:

- Your role can differ by location.
- If you are Squad Leader at one beach and Staff at another, switch location and expect different tabs and tiles.



Detail My Dashboard

How to:

Understand your Dashboard



What you will typically see

- Weather for the active location
- Clock-in / clock-out
- Incidents (count / shortcut)
- Next shift / My Shifts
- Actionable items when something needs your attention



Detail Dashboard Extras

How to:

Interpret your Dashboard as a Squad Leader



The extra dashboard items

- On duty / roster shortcut
- Manager Notes
- Duty Report
- Staff



Detail Attendance Clocking in

Clocking In

Check in and out of shifts and manage attendance



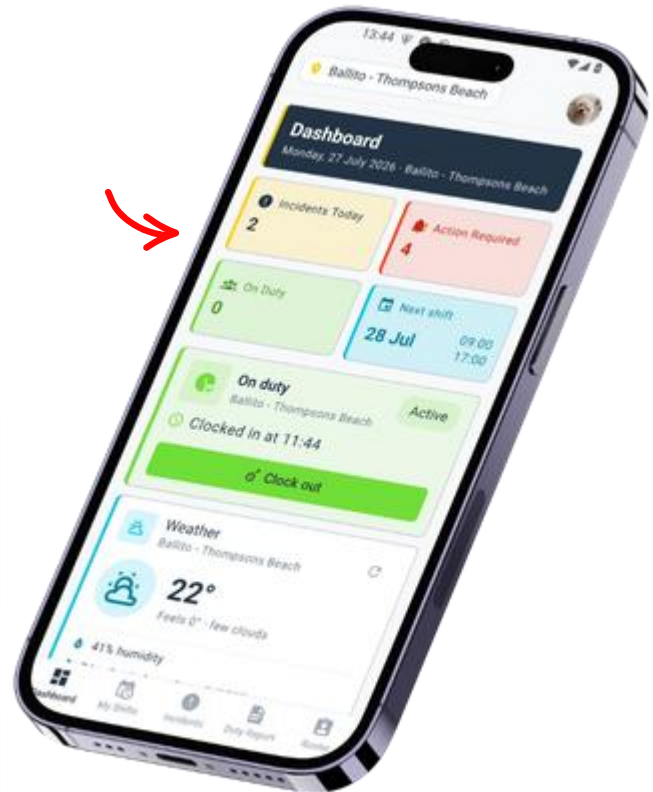
Clock yourself In/Out

- On the Dashboard, use Clock-in or Clock-out.
- Allow location permission if asked.
- Stay within about 100m of the location.



Managing others as a Squad Leader

- From Roster (and related attendance screens) you can:
- See who is on duty for the day
 - Check people in or out when needed
 - Mark AWOL / no-show when someone does not arrive



Detail Attendance Clocking out

Clocking Out

Clocking out of a shift, and early clock out



Clock Out

- On the Dashboard, use Clock-out.
- Allow location permission if asked.
- Stay within about 100m of the location.
- If you are clocking out of your shift early you will be prompted to confirm or cancel.



Detail My Profile

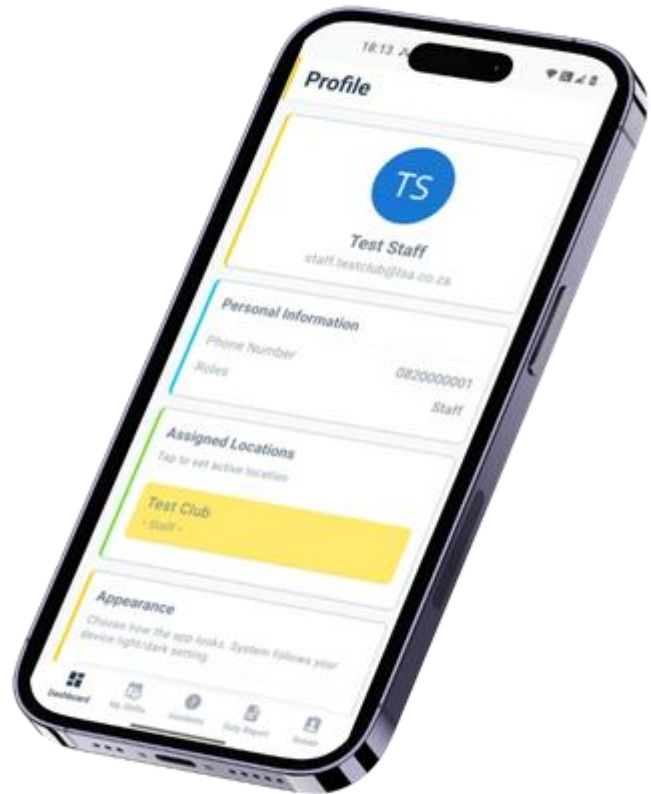
How to:

Understand your Dashboard



Tap your avatar (top right) for

- Notifications,
- Profile,
- or Logout



Detail My Shifts

How to:

View shifts and shift related requests



Shift Roster View

- Go to the Bottom menu tab and tap My Shifts.
- Check your weekly schedule and any pending shift change requests.



Detail View my Schedule

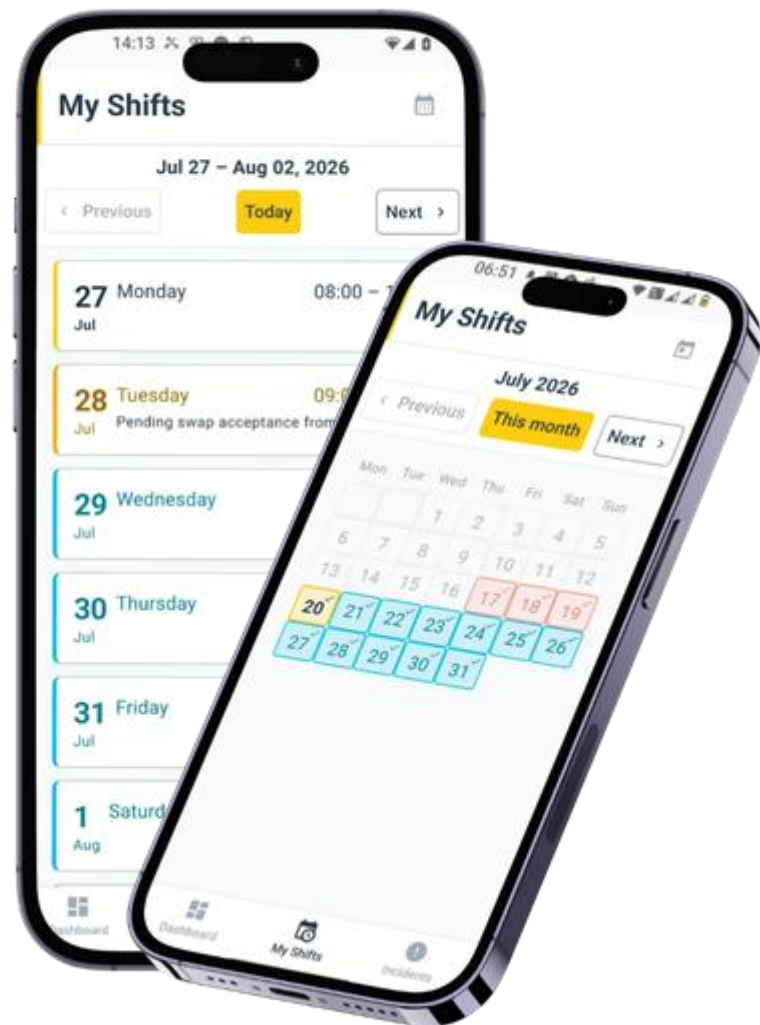
How to:

View your schedule of shifts as weekly or monthly view



Shift viewing

- Open My Shifts.
- Check the weekly or monthly view.
- Tap a shift for detail (times, location, notes).



Detail Shift Changes

How to:

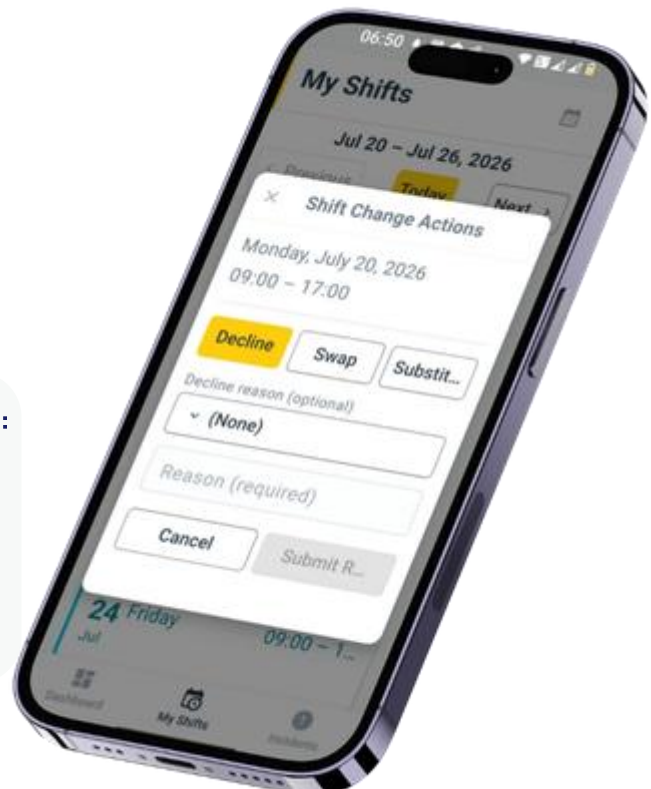
Interact with shifts in the app when you can't attend



From your shift, when the app allows:

From your shift, when the app allows:

- Decline – you cannot attend
- Swap – exchange with another assigned person
- Substitute – ask someone else to take your shift



Detail Decline my Shift

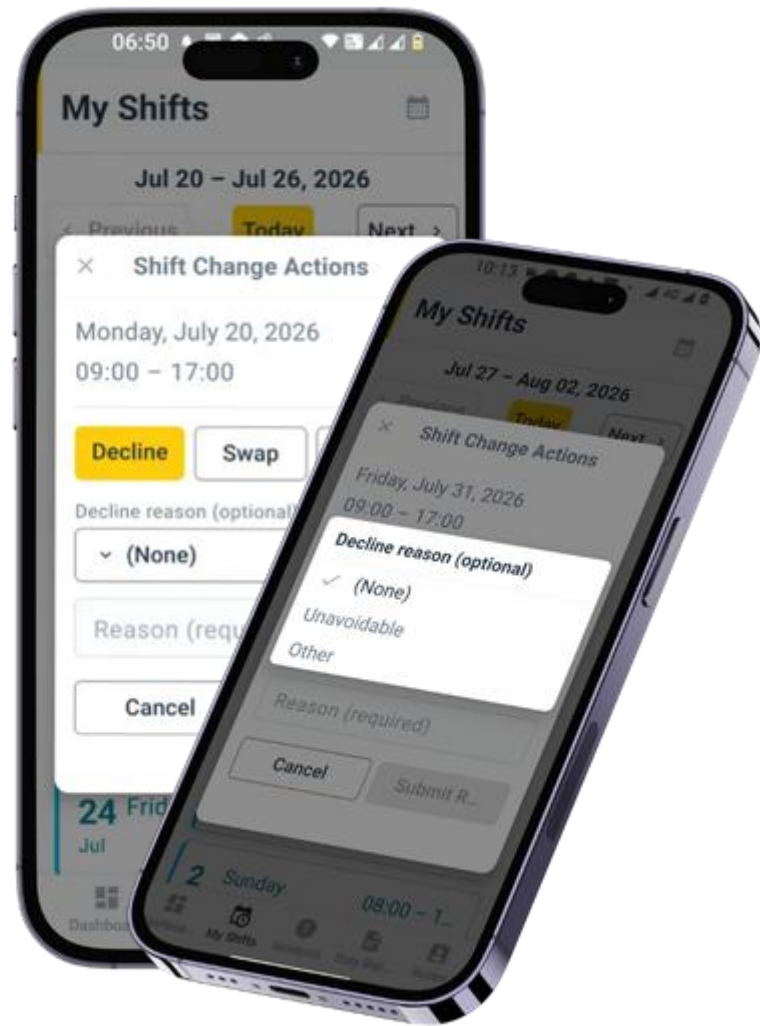
How to:

Decline a shift because you cannot attend



View the shift and

- Tap Decline
- Enter the reason for declining the shift



Detail Shift Swapping

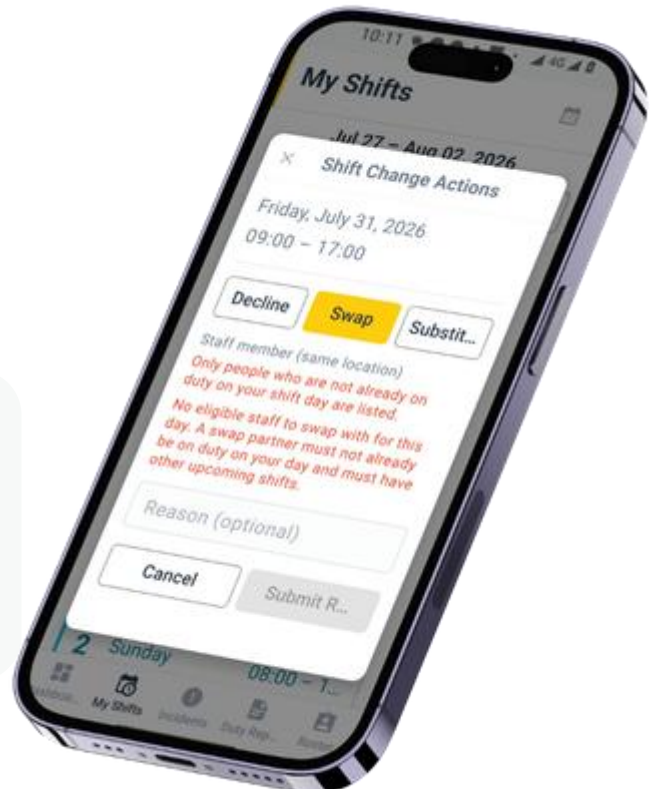
How to:

Swap your shift with someone else (exchange with another assigned person)



Option to swap your shift

- Tap Swap
- Select another staff member
- Provide a reason (optional)



Detail Substitute Shift

How to:

Substitute your shift with someone else (ask someone else to take your shift)

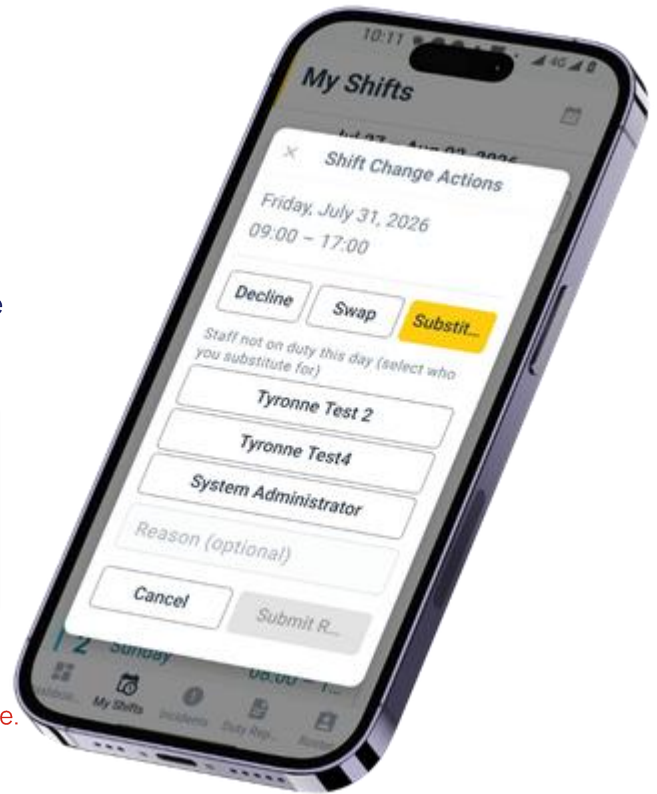


Substitute with another person

- Tap Substitute
- Select the person you are substituting with
- Provide a reason
- Submit request for approval

Note:

Only **one** active change request is allowed on a shift at a time. A Squad Leader **reviews** and approves or rejects these requests. You **do not** approve other people's requests.



Detail Receiving a Shift Request

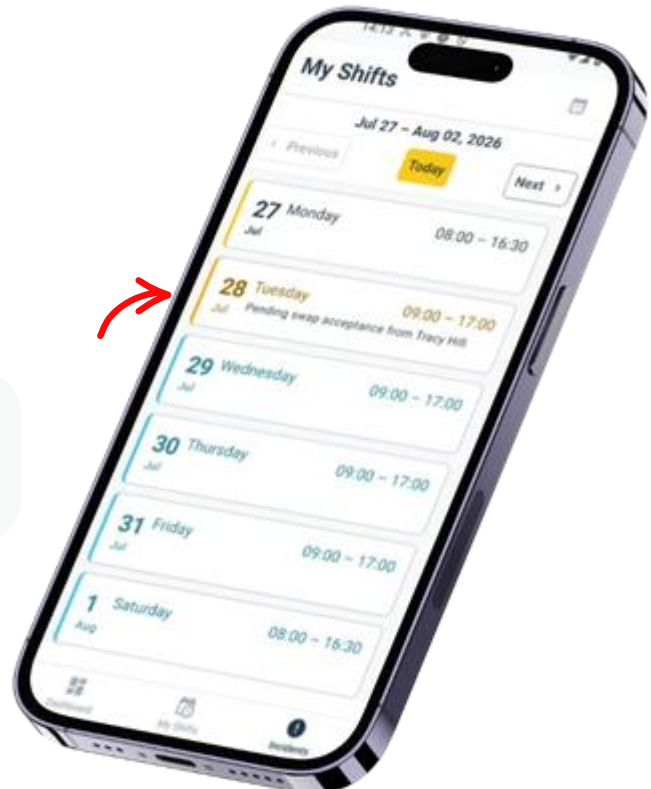
How to:

Receive a shift swap or substitution request from someone else, asking you to take their shift.



Receiving a request

- Open the request and Accept or Decline.



Detail Duty Roster

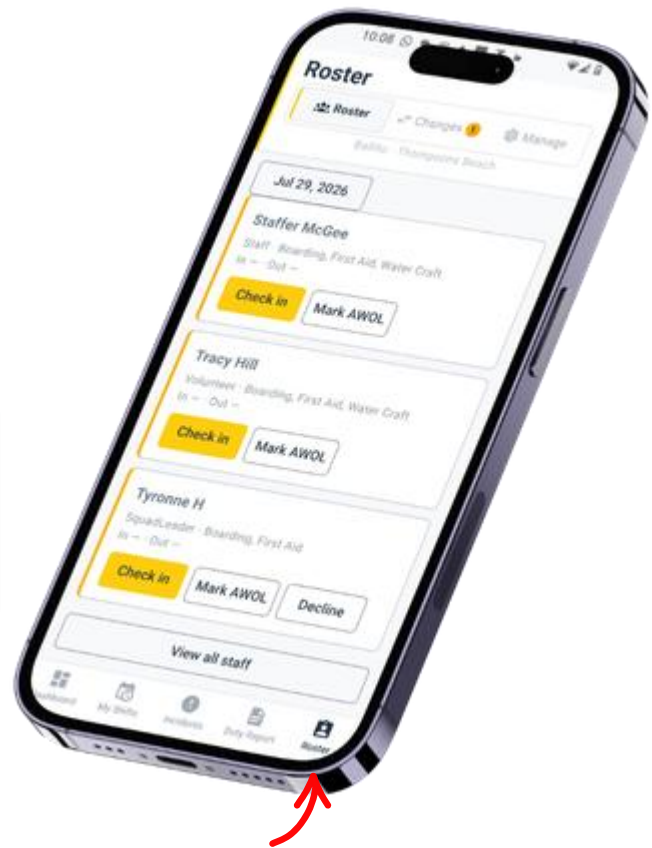
How to:

View and manage the Duty Roster



Tap the Roster icon to:

- See staff for the selected day
- Check in / check out
- Mark AWOL when appropriate
- Open the staff list when you need someone's detail



Detail Roster Changes

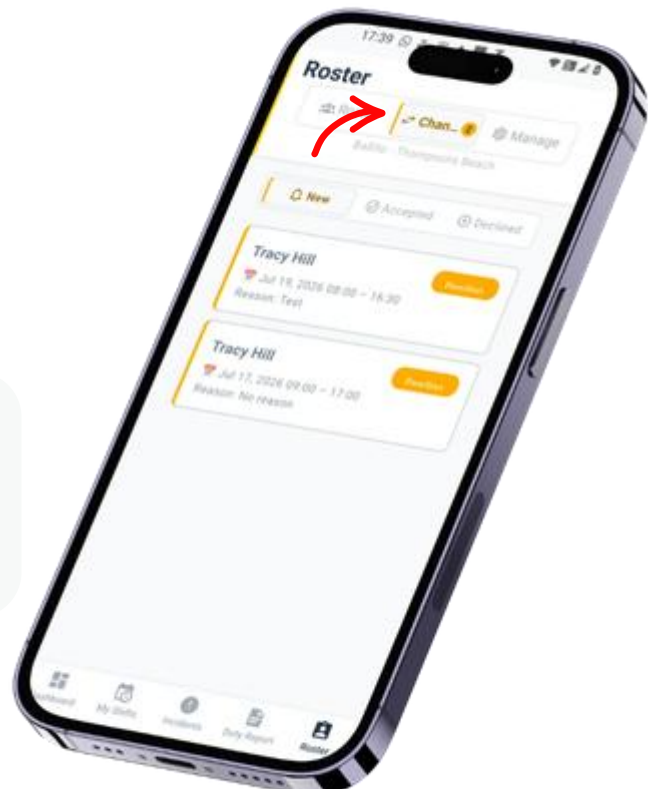
How to:

View requests for shift changes, and approve/reject



Tap the Change Icon on the top

- Review Swap, Substitute, and Decline requests
- Approve or reject (use a decline reason when rejecting, if asked)



Detail Roster Management

How to:

View and manage Shifts and Squads



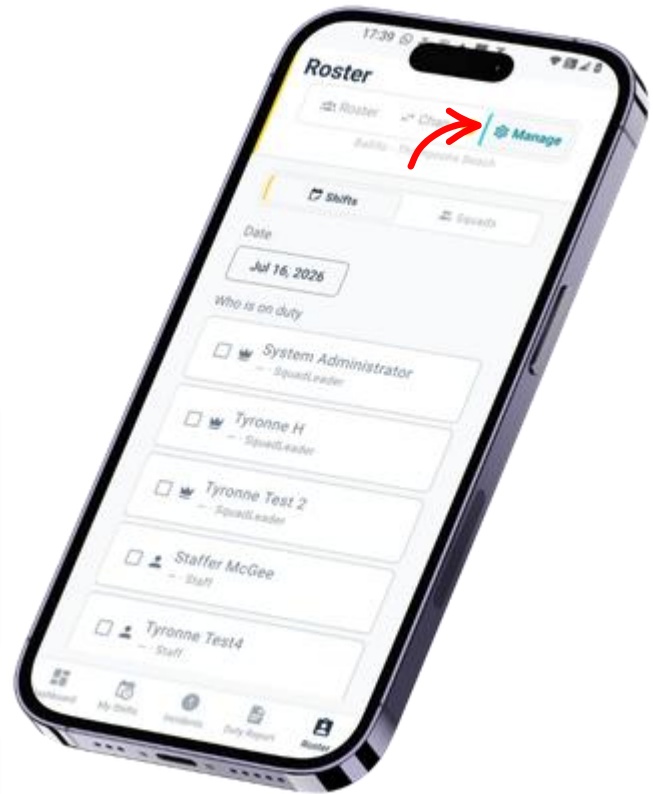
Shift Management

- Pick a date
- Set or adjust the loadout (who is on)
- Keep at least one Squad Leader on the shift
- Use the recurring shifts / template tools if shown for your location



Squad Management

- List, add, edit, or delete squads for the location
- Use squads when building loadouts, if the screen offers that option



Detail Shift Changes

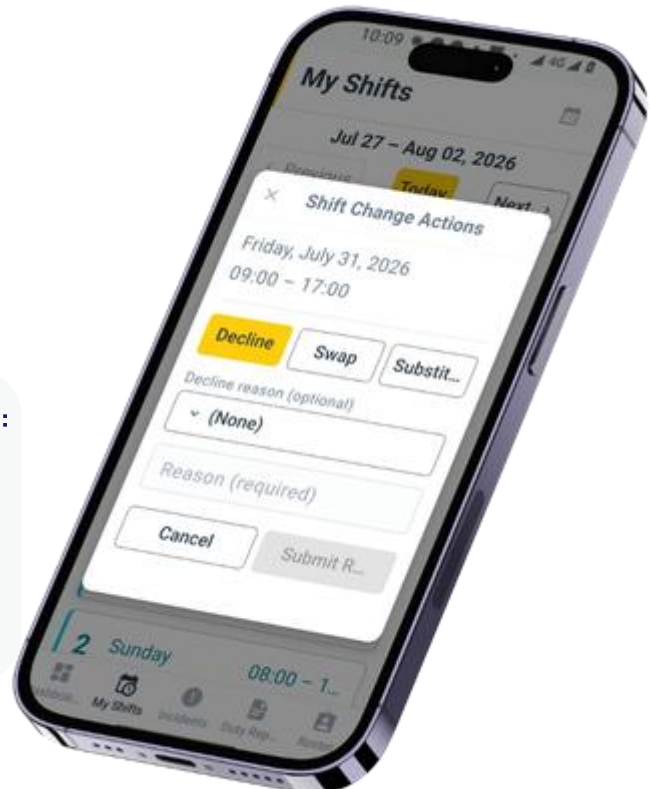
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From your shift, when the app allows:

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Detail Incident Report Creation

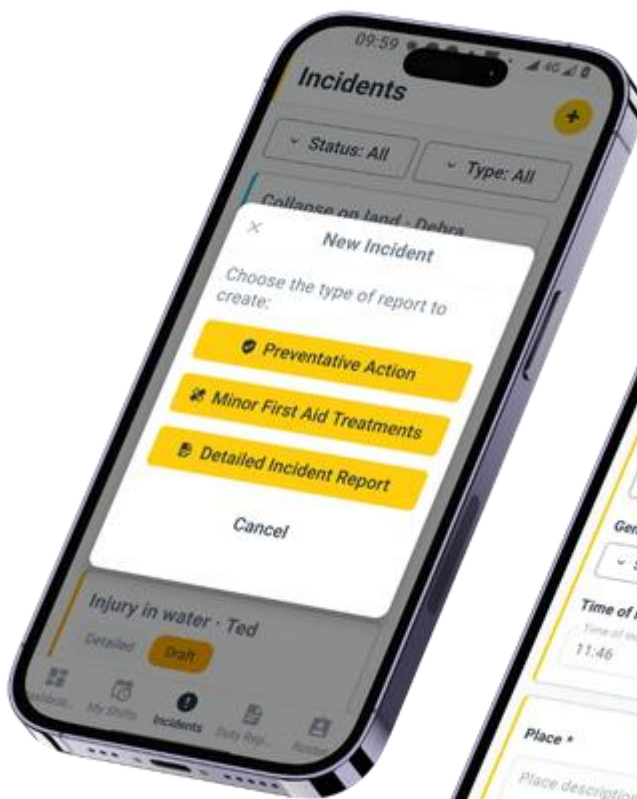
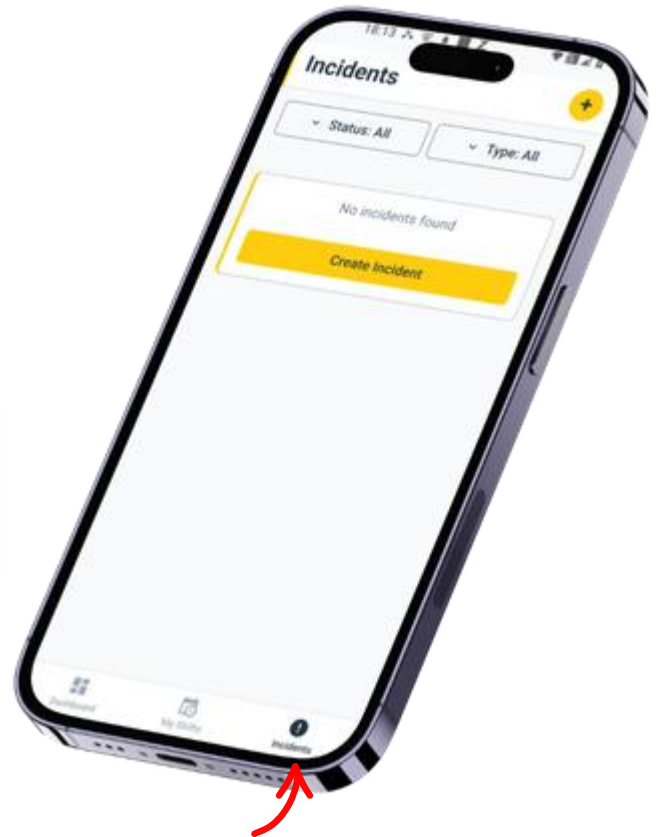
How to:

Create a report



Create a new incident

- Tap Incidents
- Tap Create Incident
- Follow the flow
- Submit when complete



Detail Incident Report Creation

How to:

Create a report

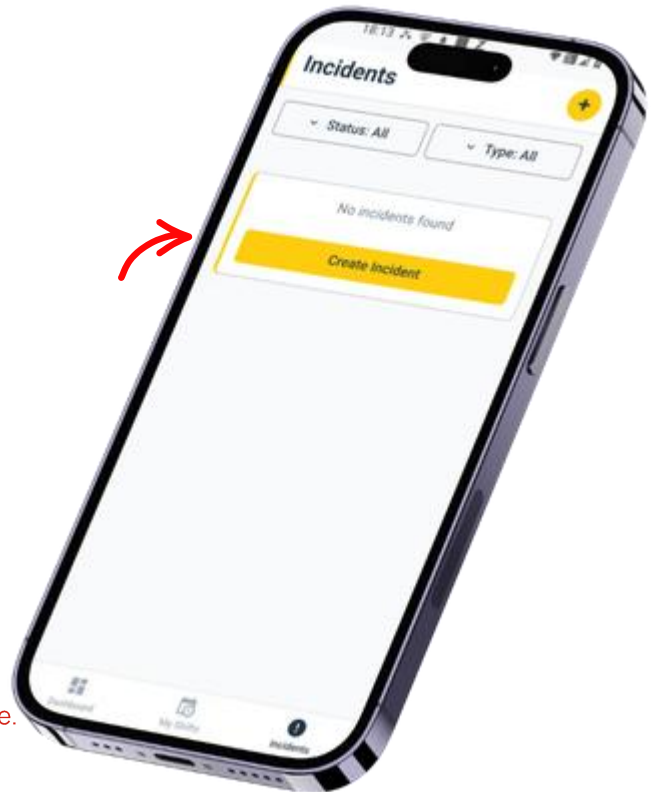


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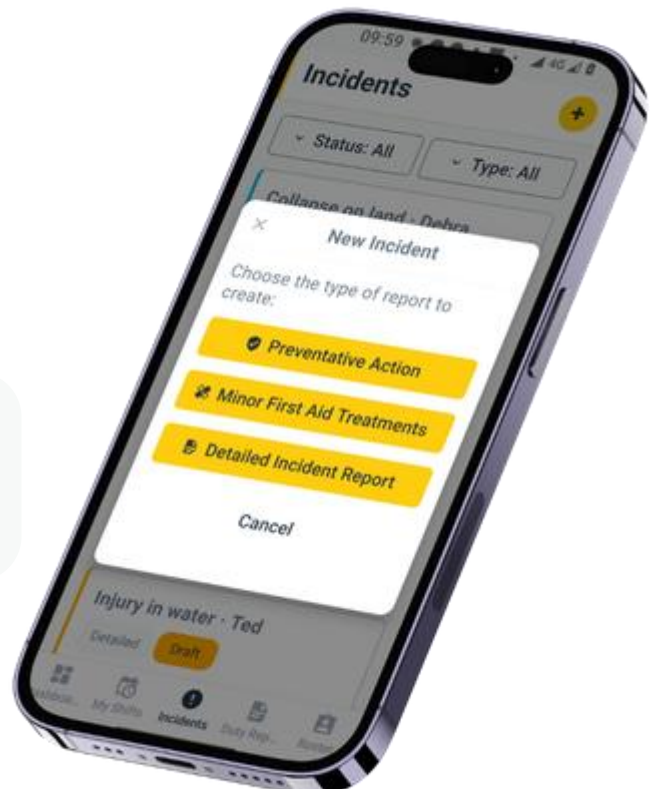
How to:

Create a report based on the type of incident



Create a new incident flow

- Choose Preventative action, Minor or Detailed.
- Follow the prompts



Detail Viewing Reports

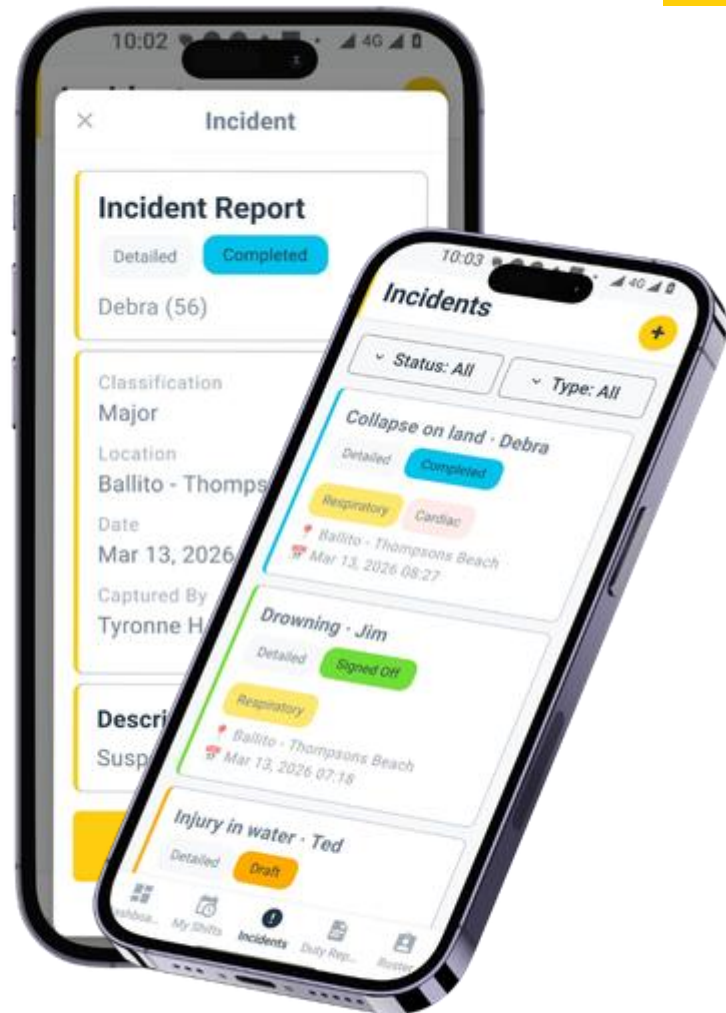
How to:

View an Incident Report



Report viewing

- Tap Incidents to see the list of incidents
- Open a report from the list.
- If someone else is editing, you may need to wait or request edit rights.
- After sign-off, the report is read-only.



Detail Report Sign Off

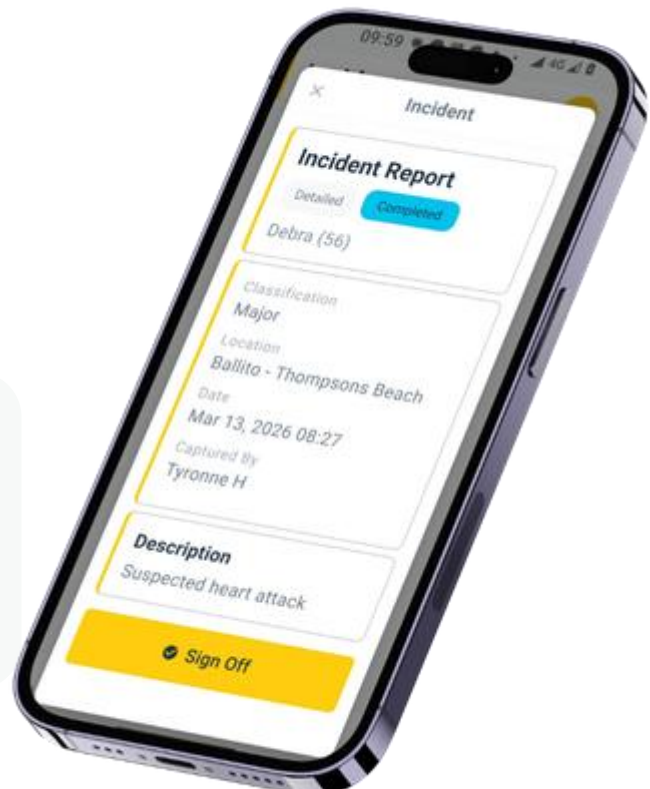
How to:

Create a report based on the type of incident



Sign off a report

- Open a completed report that needs sign-off.
- Complete sign-off and add notes if required.
- Confirm. The incident can no longer be edited.



Note:

Staff and Volunteers can create and view reports; they cannot sign off.

Detail Duty Reports

About:

There is one duty report per location per day.



Report viewing

- Open Duty Report.
- Create the report for today if it does not exist or open the existing one.
- Fill sections as required (on duty, excused, AWOL, weather/stats slots, counts, water conditions, rescues, first aid, linked incidents, remarks).
- Capture stats for the usual time slots when your process uses them (for example mid-morning, midday, afternoon).
- Sign off when the day is complete.



Detail My Profile

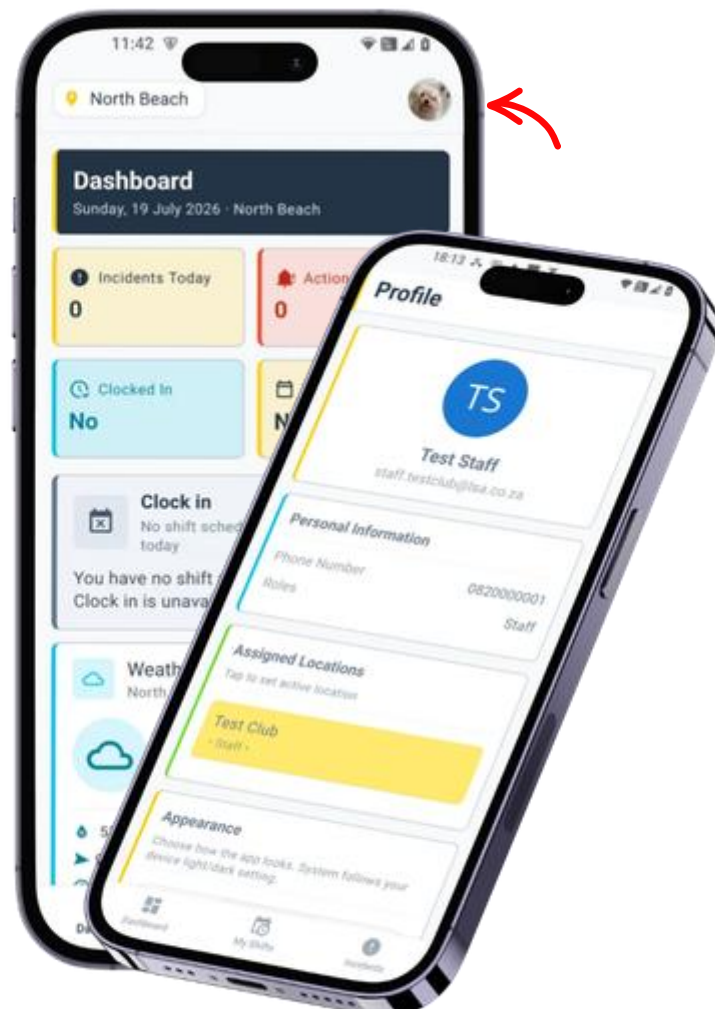
How to:

View and adjust your profile settings.



My Profile options

- Tap your avatar → Profile.
- Update name, phone, and photo if needed.
- Set your skills from the list.
- Skills are for information only; they do not block you from shifts.
- Review assigned locations and set the active one when offered.



Detail

In app Notifications

How to:

View and adjust notifications within the app.



Notifications

- Tap your avatar → Notifications.
- Read and open items that link to shifts or other screens.
- Adjust preferences for which types you want in the app.

Note:

v1.0 uses the **in-app** notification centre.

If you are part of the app testing group, this may be disabled as the app is not in live public mode.



GET HELP

If you experience any general issues, you can:

Read the Troubleshooting guide

or

Call or Email LSA Head Office



General Information

TABS Explained

Squad Leaders have 5 tabs on their menu.

Tab: DASHBOARD

This is used for going Home, clock in/out, shortcuts

Tab: MY SHIFTS

This is used for viewing Your schedule and change requests

Tab: INCIDENTS

This is used for to log and sign off incidents

Tab: DUTY REPORTS

This is used for viewing Daily duty reports

Tab: INCIDENTS

This is used for to see who is On duty, shift changes, manage squads

User Limitations

- Activate accounts on the Admin website (activation is Mobile only)
- Use Admin pages reserved for Manager / Administrator (users, locations web setup, system settings, and similar)
- See offline locations in the app
- Rely on lock-screen push in v1.0 (use in-app notifications)
- Work offline (no connection means wait and retry — no offline drafting)



Troubleshooting Guide

How to overcome common issues



My Invitation PIN does not work

- Check you typed all 6 digits. Ask your Squad Leader / Manager to resend the invitation if it expired.



Clock-in is failing

- You need to be within 100m of the check in location address. You can try:
 - Moving closer (~100 m)
 - Ensure you have turned on location permissions
 - Confirm your active location for your shift



Wrong menus showing on App Dashboard

- Check active location and your role there.



Cannot approve a swap

- Use **Roster** → **Changes**, not My Shifts create buttons.



Incident locked

- Request edit rights or wait until the other person finishes.



No locations are allocated to me message

- Ask a Manager/Administrator to allocate you to a location to resolve this.



No connection issue

- Connect to the internet and retry.



Get in Touch

