



## Circular 150:11:07

**To:**           **Surfguard Membership Registrars**                           **Club Secretaries**  
                  **Chief Instructors**   **Club Captains**

**Cc:**           **Club Presidents**   **District Officers**  
                  **Regional Officers**

**From:**       **Mark Scott – Director, Lifesaving Services**

**Date:**       **9 November 2007**

**Subject:**     **Changes to Surfguard Access and User Deactivation – Extension of  
                          timeframe**

**Action:**     **Ensure regular log-in to Surfguard**

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After receiving feedback from Surfguard Users and Clubs, Surf Life Saving Australia has agreed to extend user access of Surfguard for all Victorian Clubs to nine (9) months. Hopefully, this new timeframe will prevent the deactivation of user access from one season to the next.

I would like to thank those who raised this issue and we hope the new and practical timeframe will assist with easier access to Surfguard. We will continue to monitor this issue and if clubs are still having problems, please feel free to contact myself or Richarda Goodwin directly.

We remind registered users that if they do not log into their Surfguard account for 9 (nine) months, the Surfguard system will automatically deactivate their access to their account, effectively barring the user from accessing the membership database. If this occurs with any of your clubs' users, please ring the Surfguard Helpdesk on 1300 724 006 or Richarda Goodwin, Support Officer – Administration on (03) 9676 6934.

**For additional detail on this Circular contact: Richarda Goodwin –  
Support Officer, Administration**

Email [Richarda.goodwin@lifesavingvictoria.com.au](mailto:Richarda.goodwin@lifesavingvictoria.com.au) or by phone  
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Circulars are also available at [www.lifesavingvictoria.com.au](http://www.lifesavingvictoria.com.au)

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