

Member Guidelines -

SurfGuard Access

User access requests:

- To request SurfGuard access please complete a [Form 049](#)
- Once completed please return to Lifesaving Operations
 - Fax: 03 9676 6932
 - Email: lifesavingoperations@lifesavingvictoria.com.au
 - Mail: PO Box 353, South Melbourne DC VIC 3205

Account assistance:

- If you are having problems logging in please check that you do not have the Caps Lock key on, as usernames are case sensitive
- All accounts are set `inactive` if not used for 3 months. If you need your account to be activated again, you will need to complete and return another [Form 049](#)
- If you wish to alter your SurfGuard access permissions or apply for other accounts, please completed and return another [Form 049](#)
- We recommend SurfGuard is used with [Internet Explorer 7.0](#) or later or [Firefox](#), with Javascript enabled

SurfGuard queries:

- Please direct all SurfGuard queries to Lifesaving Operations on 03 9676 6930 or by emailing lifesavingoperations@lifesavingvictoria.com.au (operational between 8:30 am - 5:00 pm weekdays)
- Alternatively you can contact the SurfGuard Helpdesk on 1300 724 006 or by emailing surfguardhelp@slsa.asn.au (operational between 8:00 am - 8:00 pm Monday – Friday and 9:00 am – 5:00 pm Wednesday - Friday)