CIRCULAR

Title:	Surfguard User Access
Document ID:	082.06.2024
Department:	Administration Services
Audience:	All Clubs, All Branches, SLSQ Regional Managers, SLSQ Staff
Summary:	Update on the new procedure for the application and renewal of Surfguard User Accounts for SLSQ Affiliated
Date:	01 July 2024

Please be advised that the process for access to Surfguard for members of Surf Life Saving Queensland affiliated entities and members will be changing as at 01 July 2024.

Surf Life Saving Queensland will be taking over the administration of Surfguard Access for all users. Clubs woll no longer need to go to Surf Life Saving Australia for this.

WHO CAN ACCESS SURFGUARD

 Anyone involved in the administration of an SLS affiliated organisation is eligible to have access to one or more of the following: Surfguard, Online SLSA Store Administrator and Members Area Administrator. These accesses are most commonly used at a by Committee members, Club officers and Staff to manage their member's personal details, membership renewals, patrol hours and awards.

It is the responsibility of the Club to determine who is eligible to have access. This can only be approved by an Executive Officer / Board Member / Management Committee of the Club. Each Club is advised to determine who, within your organisation has the delegated authority to grant access to Surfguard.

Clubs should review their access permission annually and request deactivation of staff or members who should no longer have permission.

All users will be given a twelve (12) month account which will be activated from the date that the Clubs submit their user forms
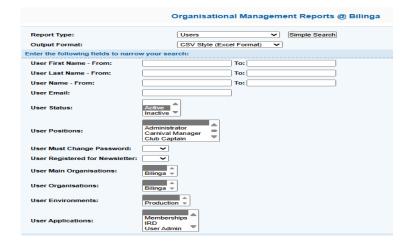
WHAT CLUBS NEED TO DO NOW

1. All Clubs post AGM need to check on their current users (see next page).
2. You are required to advise SLSQ via the SLSQ User Request form (see next page) and indicate
   a. who is to be deactivated as a user
   b. who is to be approved for a user account
   c. which current users are required to renew their account
   (Please note : All current users have been given an end user date of 24 November 2024 if you don't apply to renew they will automatically be deactivated as at midnight on that date).

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CHECKING YOUR CLUB USERS

1. Select Menu
2. Reports
3. Organisational Management Reports
4. Advanced Search
5. Report Type : Users
6. Output : Excel
7. User Status : Active
8. User Application : select the applicable one

Note : The report (above) can be scheduled on a date that you determine

POLICY

By using an application, database, IT system or website made available or provided by Surf Life Saving Australia (SLSA) you acknowledge and agree to abide by SLSA Policy 6.19 – It Systems – Terms of Use Policy

SURFGUARD USER TYPES

- Full Access : Create/Edit/View
- Full Access ; View Only
- Custom Access :
- Member
- Assessments

- Patrols
- Organisational Management
- E-mail/SMS
- IRD (incident Reports)

SURF GUARD USER REQUESTS

These MUST now be done via the SLSQ User Request Jot Form Link (
Clubs are asked to please favorite this in their browser
The Form 49s on the SLSA IT Help Desk site are no longer relevant to Surf Life Saving Queensland

HELP

If you need help with any of this please email surfguarduserrequests@lifesaving.com.au

SURFGUARD TRAINING

Clubs should ensure that users are given some training on the use of Surfguard. This can be done via the
SLSA Surfguard User Manual
SLSA Webinars
SLSQ Administration Manual