

FisherMobile Fact Sheet – March 2020

FisherMobile Un-Pin, Clear Cache & Re-Pin Self Help Guide



Use this self-help guide to work through how to delete the FisherMobile app from your home screen, clear cache and repin FisherMobile to your home screen checking you have the latest version 9.1.1.

The following steps are provided to assist you to delete the FisherMobile app, clear your phones cache and re-install FisherMobile for iOS and Android devices.

Check that you have good internet connection on your device.

Android Device Users

Deleting/Unpinning/Removing the FisherMobile App from your android device


Step 1. Locate the FisherMobile app's icon on your home screen.

Step 2. Long press the icon.

Step 3. Remove the icon. Note: Some androids will pop up a menu option to remove the app from the home screen. If this occurs select the option to remove the icon from home screen. Otherwise if you don't see a menu pop up when you long press the app, drag the app to the top of the screen and look for a "Remove", "Delete" or trash-can shaped option at the top of the screen and then releasing it there.

Clear Chrome's cache and browsing data

Step 1. On your Android device, open the **Chrome app** 

Step 2. At the top right beside your browser locate the (3 vertical dots) . This is the "More" or "Options" icon.

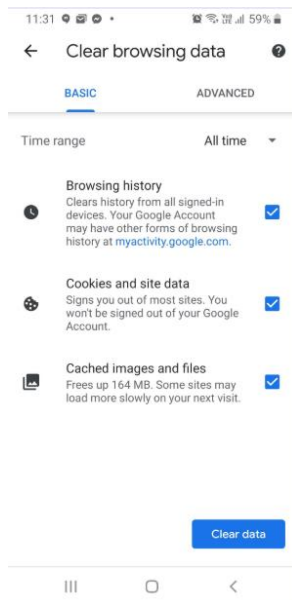
Step 3. Scroll down and tap "Settings"

Step 4. Tap the "Privacy" menu item

Step 5. Tap "Clear Browsing Data"

Step 6. On the "Basic Tab" select Time Range, "All time".

Step 7. Ensure all options have been selected (i.e. ticked). This includes browsing history, cookies, media licenses and site data, cached images and files.



Step 8. Tap “Clear Data”, to clear

Step 9. You will be prompted to clear site storage. Tap on ‘Clear’



Re-Install the FisherMobile App onto your android device

Step 1. Open your Chrome browser, and access the NSW DPI FisherMobile webpage (url link provided below):
<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

Step 2. On the FisherMobile webpage, scroll down to find the FisherMobile Login icon and tap on the “Login to FisherMobile” link:



You should now see the FisherMobile login page, requesting your registration and PIN number.

Step 3. In the Chrome browser, at the top right beside your browser locate the (3 vertical dots) . This is the “More” or “Options” icon. Tap the (3 vertical dots) .

Step 4. Select the “Add to Home Screen” option and then tap ‘Add’ to confirm adding “FisherMobile” to your home screen.

Step 5. Close your browser

Step 6. Locate the FisherMobile app on your devices home screen.

Step 7. Tap on the FisherMobile app icon to open the app.

Step 8. Login to FisherMobile with your registration number and PIN.

iOS Device Users

Deleting/Removing/Unpinning the FisherMobile App from your iOS device

Step 1. Locate the FisherMobile app icon on your device

Step 2. Lightly tap and long hold the icon until all of the icons on the screen start to shake.


Step 3. Tap the small "x" located at the top left corner of the icon that you want to delete.

Step 4: A confirmation message should appear. Select the delete button to confirm that you wish to delete the icon.

Step 5. Press the Home button under your screen to stop your icons from shaking.

Clear Safari's cache and browsing data

Step 1. On your IOS device, go to "Settings"

Step 2. Locate and tap on **Safari** 

Step 3. Tap on **Clear History** and **Website Data**

Step 4. Tap "Clear Browsing Data" and "confirm".

Re-Install the FisherMobile App onto your iOS device

Step 1. Open your **Safari browser** and access the **NSW DPI FisherMobile webpage** (url link provided below):

<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

Step 2. On the FisherMobile webpage, scroll down to find the **FisherMobile Login icon** and tap on the "Login to FisherMobile" link:

FisherMobile Login



[Login to FisherMobile](#)

You should now see the FisherMobile login page, requesting your registration and PIN number.

Step 3. In the Safari browser tap on the 'Add to Home Screen icon' located at the bottom of the screen, then select the "Add to Home Screen" option. Confirm adding "FisherMobile" by tapping on "Add".

Step 4. Close your browser

Step 5. Locate the FisherMobile app on your devices home screen.

Step 6: Tap on the FisherMobile app icon to open the app.

Step 7: Login to FisherMobile with your registration number and PIN.

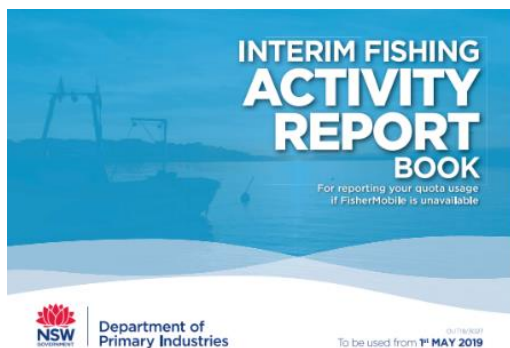
FishOnline Helpline

If you continue to have issues accessing FisherMobile and have tried the above steps, a FishOnline helpline is available to provide assistance and support.

Option	Details
Business Hours Phone Number	1300 720 662 (Monday to Friday 8.30am to 4.30pm)
FisherMobile (After Hours Phone Number)	(02) 4424 7418 (Outside business hours). Limited support only.
Email	fishonline.support@dpi.nsw.gov.au

Any emails or messages received after hours will be dealt with on the first available business day.

IFARs & Oral Reports



If FisherMobile remains unresponsive or is unavailable, the 'Interim Fishing Activity Report Book' (IFAR) can be used and/or an oral report made to make your real time report of fishing activity and quota usage. To make an oral report, contact Catch Records by calling 1800 994 850 during business hours: Monday to Friday, 8:30am to 4:30pm. Your quota usage will be deducted in real time. **The blue IFAR book and/or an oral report is not intended for routine use.**

For more information refer to: https://www.dpi.nsw.gov.au/_data/assets/pdf_file/0007/947617/Fact-Sheet-Interim-Fishing-Activity-Reports-and-Oral-Reporting-May-2019.PDF



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