

FishOnline - FisherDirect Fact Sheet – August 2019

FisherDirect Frequently Asked Questions and Trouble-Shooting

This document presents a list of frequently asked questions and answers around the FishOnline – FisherDirect application. This document may be updated from time to time.

What is FishOnline - FisherDirect?

FishOnline - FisherDirect (commonly referred to as **FisherDirect**) is a free fully integrated secure self-service web based commercial and charter fisheries business and information system that customers can log into to view their information or undertake a range of electronic transactions in real-time.

The system is quick, easy and simple to use and is transforming the way we are doing our business with you.

What does the FishOnline – FisherDirect logo look like?

The logo often used to identify the FishOnline - FisherDirect application looks like this:



Why should I use FishOnline - FisherDirect?

There are lots of reasons for becoming a registered user of FisherDirect. Predominantly though it is about saving time and providing you with access to information and the ability to perform various transactions 24 hours a day, 7 days a week, cutting out paper-based delays.

Users will benefit from:

- No more handwritten catch logbooks. You can submit, confirm and get a receipt number instantaneously for your catch records
- Accessing your personal information securely including catch record history, business and licence information
- Transferring shares and/or fishing businesses
- Getting an up-to-date view of quota balances
- Transferring quota
- Fee free transactions on select online transactions (e.g. quota transfers)
- Paying your commercial fishing fees and charges securely
- Advertising items for sale or trade and viewing online advertisements
- Renewing your licences
- Nominating and/or revoking fishers
- Replacing licence/fishing business cards
- Updating your contact details
- Appointing and permissioning agents to act on your behalf, and so much more!

Can I arrange for someone else to use FishOnline - FisherDirect on my behalf?

Yes you can, through the appointment of an agent.

An agent is someone who can transact on your behalf in an online self service capacity. Agents can only be appointed to operate in the FisherDirect system.

You can appoint an agent to undertake any or all of the following roles in the system:

- Fishing Business Owner Agent (appointment is per fishing business)
- Fisher Agent
- Fishing Boat Licence Holder Agent
- Commercial Fishing Licence Holder Agent
- Financial Management Agent

Each role has a list of available permissions that you can choose from to allow your agent to manage and transact online on your behalf.

You are responsible for choosing your agent and anything they do for you online, so it is important that you are careful about who you choose as an agent and what level of access you provide them.

You can cancel you appointment or change your permissions at any time.

Further information on registering an agent is available on the FishOnline-FisherDirect webpage: <https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/register-for-fishonline>

Do I need to install any software?

No. You can access FishOnline - FisherDirect from any computer with internet access.

What operating systems does it support?

FishOnline - FisherDirect has been designed to work on a PC (e.g. desktop computer or laptop) using either Microsoft Windows or Apple MAC Operating Systems.

What browsers are supported?

The latest versions of the following mainstream browsers are supported:



Is my information secure?

FisherDirect is a secure system. It has undergone rigorous security testing.

The following recommendations are also made in regard to security:

- Update your operating system on a regular basis. Updates help prevent data loss, viruses and other potential risks.
- Check your software vendor's website on a regular basis for security upgrades, or make use of the automated patching features on offer.
- Install up to date security software on your PC.
- Some browsers have an 'auto save' functionality that enables the browser to remember specific information that you have entered, such as passwords. For security reasons, we recommend you do not enable this feature.
- Change your password regularly.

Will I be able to access FishOnline - FisherDirect Services wherever I am?

FisherDirect is a web based system and as such can only be used wherever you have internet coverage. Connectivity and speed will vary depending on your location, weather conditions, browser and ancillary equipment used to run FisherDirect Services.

How do I start?

You will need to register to create a FisherDirect account by completing an account application form. Criteria apply. Refer to the FishOnline 'Registration' Webpage. <https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/register-for-fishonline>

To register you must:

- be a natural person, and
- have a personal (and unique) email address, and
- you agree and accept the [terms and conditions](#) of use for FishOnline, and
- you are:
 - the holder of a current NSW commercial fishing licence, and/or
 - the holder of a current NSW commercial fishing boat licence, and/or
 - the owner of a current NSW fishing business, and/or
 - the holder of a NSW section 37 permit authorising commercial fishing activities, and/or
 - an appointed agent acting on behalf of one of or more of the above holders (refer to agent appointment and agent management sections below), and/or
 - have a specified interest in the NSW commercial fishing industry deemed by NSW DPI to warrant access to the FisherDirect system.

Once your application is processed, you will receive email notification of the account creation and will be issued a temporary password. You will be required to change this temporary password the first time you log into FisherDirect system.

I'd like to transact online but I own my business / fishing boat licences in a partnership or a company name.

Individuals who wish to transact online but own one or more fishing business or fishing boat licence in a partnership or a company name must be appointed and permissioned as an agent of the business and/or fishing boat licence.

They must also make their own individual application to hold a FisherDirect account.

How do I access FishOnline - FisherDirect?

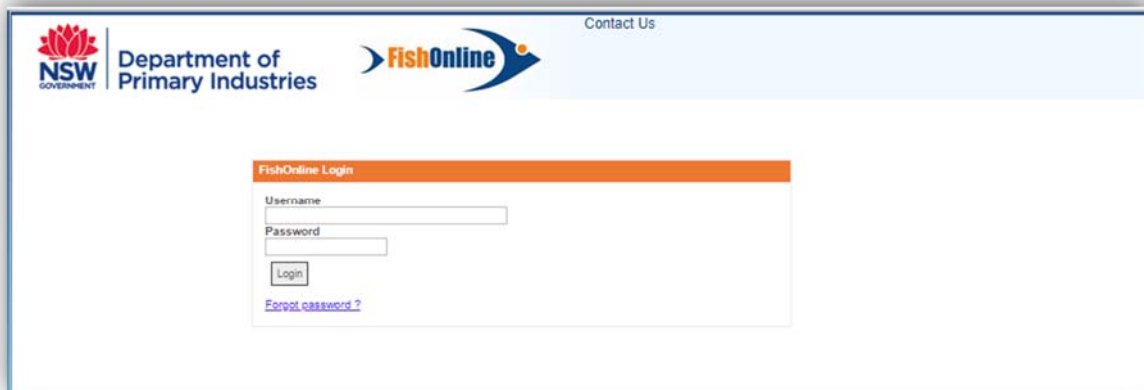
On the NSW Department of Primary Industries website, find the "FishOnline – FisherDirect" webpage and navigate until you find the FishOnline – FisherDirect login section.

It should look like this:



Click on the "Login to FishOnline – FisherDirect" link.

You will be redirected to the FisherDirect login screen which looks like this:



I have not received my temporary Password.

Check your email spam. If it cannot be located contact the FishOnline Support to confirm that we have your correct email address.

I have forgotten my username for FishOnline - FisherDirect.

Your username is the email address you used to register for FisherDirect.

I have forgotten, lost or misplaced my password for FishOnline - FisherDirect.

You will need to reset your password. On the FisherDirect login screen, click on the "Forgot Password" link and follow the prompts to reset your password.

Alternatively, contact the FishOnline Support during business hours (Monday to Friday 8.30am to 4.30pm) to obtain assisted password reset service.

I have locked my account

Only an administrator can unlock your account. You will need to notify the administrator and have your password reset.

My password has expired

We may 'expire' passwords from time to time as a proactive security measure to protect accounts. All passwords will be reset at this time and you will need to check your emails for a temporary password to re-access the system again. On login you will be forced to change this temporary password.

Session expiry

Session expiry will automatically occur after 30 minutes of inactivity. This is a safeguard measure in the system particularly for those who may use public or shared computers. Any unsaved work or transactions may have been lost. Check your pending transactions and reports section on the homepage before resuming your activity.

System errors

This could be a caching issue. Try closing down your browsers and re-attempt login. If the problem persists, please contact us.

I wish to report an inaccuracy.

If you believe any FisherDirect transaction is wrong or unauthorised, you must notify us during Business Hours. We may ask you to provide further information. We will investigate any complaint about disputed information. If we are unable to immediately settle your complaint, we will advise you of the procedures for further investigation and

resolution and may request further relevant details from you. It is recommended that you record all transaction reference numbers as issued by FisherDirect to assist in checking inaccuracies and resolving any disputes.

Can I be reimbursed for costs incurred with using my computer?

No. You will obtain and maintain your own ancillary equipment and internet connection in order to continue to use FishOnline. We accept no liability in the operation or failure of your ancillary equipment.

Why am I being charged a surcharge when paying Fees and Charges through FishOnline - FisherDirect?

Credit card fee surcharges apply for payments made via the FisherDirect Payment Gateway, like any other credit card payments processed by NSW DPI. These are a service charge equal to the fee that NSW DPI incurs from financial institutions.

System Unavailable

From time to time we may undertake system maintenance and we need to make the system unavailable. We endeavour to provide sufficient notice via the secure FisherDirect messaging system. However, if the system becomes unavailable without notification, please contact FishOnline Support.

Support Contact Information

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
Fax	(02) 9199 8252



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