

FishOnline - FisherMobile Fact Sheet – August 2019

FisherMobile Frequently Asked Questions and Trouble-Shooting

This document provides information on commonly asked questions around navigating and using the NSW commercial fisheries FisherMobile application. This document may be updated from time to time

What is FisherMobile?

FisherMobile is a secure mobile application that has been developed to enable the reporting of commercial fishing information by NSW commercial fishers.

What does the app's icon look like?

The app's icon looks like this:



Who can use FisherMobile?

The FisherMobile app was developed for use by NSW authorised commercial fishers specifically for field reporting purposes. For example, authorised fishers operating in quota managed fisheries are required to report their quota usage via the FisherMobile app under the rules developed for those fisheries. Note that any authorised fisher can apply for a FisherMobile account, not necessarily just those operating in quota managed fisheries.

What is an authorised fisher?

An authorised fisher is the holder of a current NSW commercial fishing licence whose licence is currently endorsed.

Why Should I Register for FisherMobile?

If you are fishing or intend to fish in a quota managed fishery, you must register for FisherMobile and download the app to your mobile device prior to the commencement of your commercial fishing activities. In addition if you are an endorsed fisher operating under

a digital authority you must also register for a FisherMobile account. This is because digital authorities are only viewable via the FisherMobile App.

What are the key FisherMobile functions?

Key FisherMobile functions include:



- lodging and managing real time fishing activity reports relevant to your quota, including: pre-fish, pre-land and post-land reports
- viewing real time quota balances
- submitting catch and effort reports
- accessing digital authority detail

To find out more about FisherMobile, visit the FisherMobile NSW Department of Primary Industries webpage:

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

Can I be reimbursed for costs incurred with using my mobile phone?

No. You will use Ancillary Equipment to access FishOnline and are responsible for all charges relating to your Ancillary Equipment, including if you use it outside Australia.

Obtaining and maintaining your own ancillary equipment and internet connection in order to continue to use FisherMobile is your responsibility

No liability in the operation or failure of your ancillary equipment is accepted.

Is my information secure?

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

Always exercise reasonable care to prevent unauthorised access to the mobile devices you use for accessing FisherMobile and never leave your device unattended while you are connected to FisherMobile. It is recommended that you change your PIN regularly.

If using another person's mobile device, log out after your session is finished by changing the current user.

If you suspect or believe that another person knows your PIN, it is recommended changing the PIN immediately.

It is also recommended that your Ancillary Equipment be configured with current antivirus software, passcode, encryption and/or any other accepted means to prevent unauthorised access on your Device.

Do I need a mobile device to use FisherMobile?

Yes a mobile device is required. As the name implies, the FisherMobile app is for mobile use to allow fishers to complete their field reporting obligations.

What mobile device should I buy?

This is a personal choice. However, there are some factors you may wish to consider when purchasing a device:

- Mainstream android devices and/or an IOS mobile device are preferable.
- Smart phone devices versus iPads and other tablet devices.
- iPads and other tablet devices provide bigger screens, buttons and may be easier to navigate and use over the smaller screen mobile phone devices.
- If you choose an iPad or other Tablet device you need to ensure it is able to connect to the internet in the field. It is recommended that it has Wifi and cellular capability.

WiFi enabled means that if there is a wireless signal, it can pick it up and you can use the internet. It relies entirely on WiFi and cannot accept SIM card.

WiFi and Cellular means it's still WiFi enabled but you would also have a cellular plan attached to the device (i.e. it works with a SIM card and WiFi). So if no WiFi is available, it uses it's cellular signal to go online.

If you carry a phone that already has mobile data to access the internet, it can also act as a portable Wifi hotspot to connect iPads/Tablets that are Wifi enabled only to the internet.

This may be a handy workaround for fishers preferring the bigger screens and buttons and already own Ipads/Tablets that are only Wifi enabled.

What operating systems does FisherMobile support?

FisherMobile is a web based App that has been configured to work on mobile computing devices that are able to run the latest operating systems and browser versions. Eligible mobile devices include iPhones, iPads and Android Phones/Tablets. It is recommended you use mobile devices that are compatible with FisherMobile.

What browsers are supported?

Only the latest version of the following mobile browsers are supported:



Google Chrome



Safari

- Chrome for **Android** devices ONLY
- Safari for **IOS** devices ONLY

Will I be able to access FisherMobile Services wherever I am?

FisherMobile is a mobile App and can be used wherever you have internet coverage. Connectivity and speed will vary depending on your location, weather conditions, browser and mobile device.

FisherMobile has been purposely built to support occasional connected use. Activity and unsubmitted transactions are stored on your device for later submission if you have no internet coverage or if you do have internet coverage real time updates take place with activity and the FishOnline system updated with the transaction.

Where do I start?

You will need to register to create a FisherMobile account. Criteria apply. Refer to the FishOnline 'Registration' Webpage.

<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/register-for-fishonline>

To register for FisherMobile, you must:

- hold an endorsement or current commercial fishing licence in NSW
- have ready access to a smartphone (android or iPhone) or other mobile device (e.g. tablet or iPad)
- agree and accept the terms and conditions of use for FishOnline.

Note: Agents of authorised fishers or commercial fishing licence holders are not eligible for FisherMobile.

If you meet the requirements for registration, complete and submit the application form which is available on the FishOnline website. An application form can also be requested by emailing FishOnline Support.

Once your application is processed, you will receive an SMS notification confirming creation of your account, login instructions and a temporary PIN. You will be required to change this temporary PIN the first time you log into FisherMobile.

Where can I get help with learning about how to use the functions of the FisherMobile app?

The FisherMobile Webpage has a large number of user guides and video tutorials available for viewing relating to the use and functions of FisherMobile.

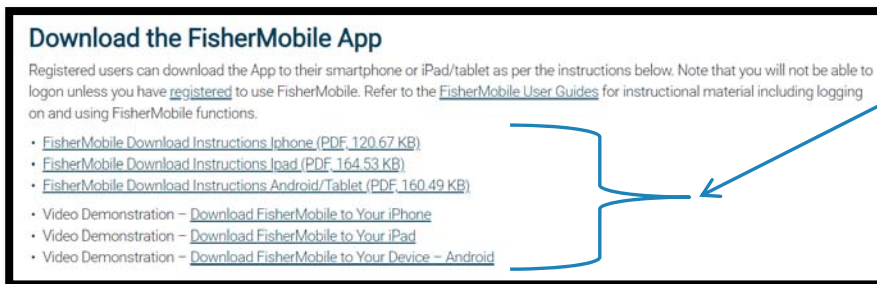
<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

Should you need further support, contact FishOnline Support.

How do I access FisherMobile?

Accessing the app from your device is a simple process and the instructions including video tutorials on downloading the app are available on the FisherMobile webpage: (<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>).

On the FisherMobile webpage, navigate until you find this section of the webpage:



Open the guide or video relevant to your device and follow the instructions to pin the app to your device's homepage for future ease of access.



Once downloaded and pinned to your device's home screen, the app will look like this on your home screen, and may also incorporate the symbol of the browser that was used to pin it.

This is an android device, so the chrome browser was used.

Where do I get help with any problems or issues I might run into while using the app?

If you have technical difficulties using the FisherMobile App please refer to the FisherMobile Trouble-Shooting Guide for all self-help material and tips.

You can also contact the FishOnline Support number if you require further assistance.

I have not received my temporary PIN?

Your PIN is sent via an sms to your registered mobile number. Please check any recent sms messages sent to the mobile number used to register for your FisherMobile account. If it cannot be located contact FishOnline Support to ensure that we have your correct mobile number.

I have forgotten, lost or misplaced my PIN for FisherMobile

The Department will need to reset your PIN. Contact FishOnline Support for assisted PIN reset service.

How do I abort and return to my Home Screen?

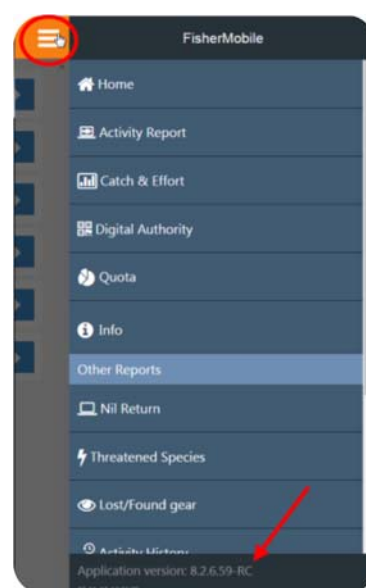
No matter where you are in the App, you can exit any screen and return to the home screen by clicking on the home icon on the top left hand side of your screen.

How do I check I am using the latest version of FisherMobile?

From time to time new versions of FisherMobile are released which include bug fixes and enhancements. Checking that you are using the latest version of FisherMobile is important.

To check the version of the FisherMobile app running on your device tap on the three dash menu button (located in the top right corner of the FisherMobile app).

This will open the menu bar showing all available FisherMobile menu options. The app version is displayed at the bottom of this screen.



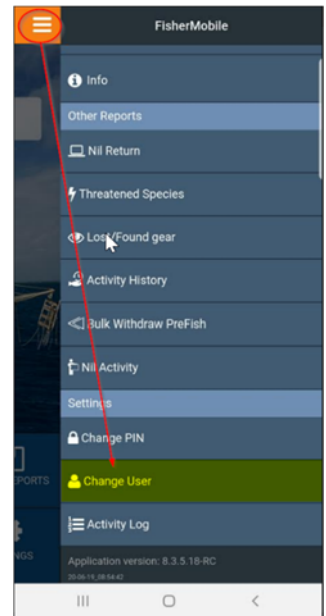
Session expiry

After 24 hours of inactivity you will be automatically logged out. This is a safeguard measure in the system. Any unsaved work or transactions may be lost. On logging back in you should return to the mobile page you were last on. If not, check any un-submitted reports before resuming your activity.

How do I log out?

There is no specific logout function on the App. Each session will log you out automatically after 24 hours of logging on.

Alternatively to force a logout, you can use the **“Change User”** option, located under the 3 bar hamburger menu.

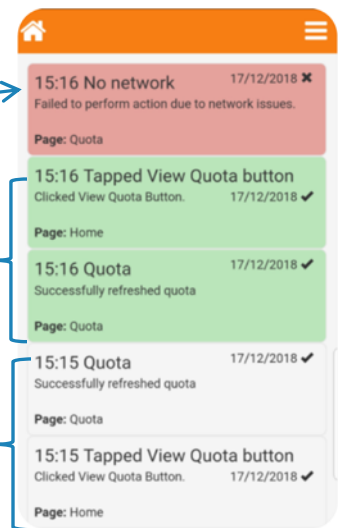


What does the colour coding in my Activity Log mean?

Red - Activity log entry that was NOT a successful action on your device.

Green - Activity log entry that was a successful action on your device.

White - Activity log entry history received by Fisheries NSW.

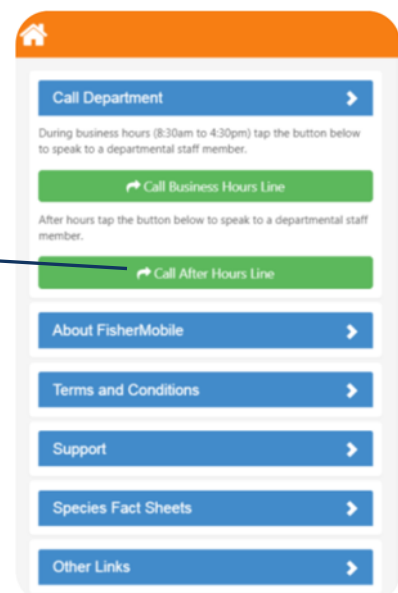
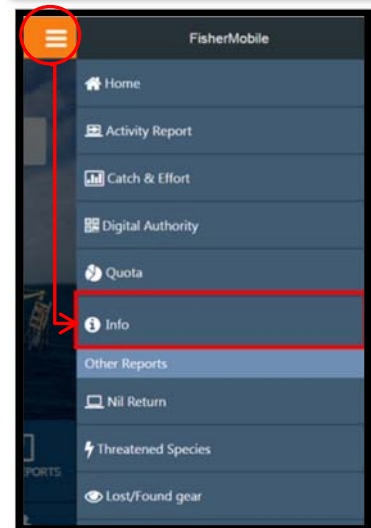
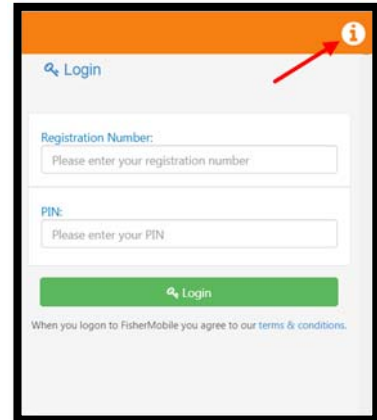


FisherMobile “Information” - Support Links

The FisherMobile app itself includes helpful ‘information’ links. For example:

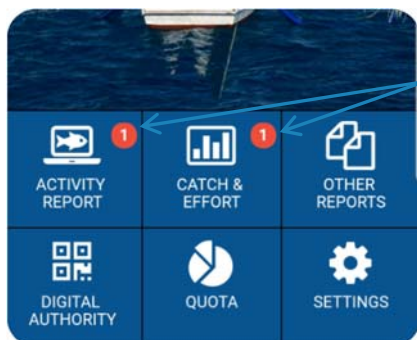
- On the login screen the information link is available in the top right hand corner denoted by an orange “i” in a white circle.
- Within the FisherMobile app, tap on the 3 bar hamburger menu and tap on “Info” in the available menu links.

The information link provides useful support information, which expand and collapse as they are tapped into. For example, the ability to contact the Department after hours is available.



Note: that the after hours phone line only operates 6am to 10pm outside of business hours.

I'm on the Home page. What does the number in the red circle in the Activity Report and/or Catch and Effort Report Menu's mean?



This is the number of unsubmitted reports on your device that require completion or deletion.

In the example screenshot, there is 1 unsubmitted activity report and 1 unsubmitted catch and effort report.

What is an Unsubmitted Report?

An unsubmitted report is a report that was started but not completed. The information is stored on your mobile device. It is recommended you delete any unsubmitted reports from the App if they are no longer required. Otherwise tap the relevant unsubmitted report to complete and submit.

I can't change the current user. Why?

You will be unable to change the current user on your mobile device if there are unsubmitted reports. You will need to finalise all your unsubmitted reports before you can change users. The number of unsubmitted reports you have will appear in red circle against each report function on your mobile home screen. Tap the report function with the outstanding reports and open each one to assess whether to delete or submit.

I have logged into FisherMobile on another person's device. Why can't I see my unsubmitted reports?

Unsubmitted reports are stored on the actual device that they were commenced on. If your mobile device has been stolen or lost, then you will need to create new reports for submission. It is recommended you regularly review the unsubmitted reports stored on your App/device to keep up to date with your reporting.

I have tried to start a new Fishing Activity but my Fishing Business does not appear for selection?

The Fishing Activity menus are solely for businesses that are required to real time report. You must also be the endorsed (or authorised) fisher of the business that is required to real time report.

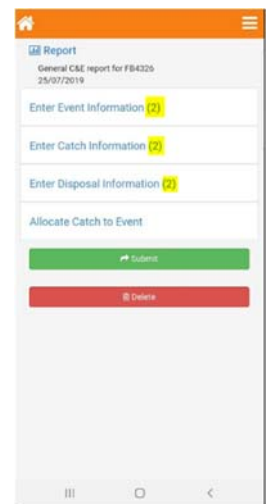
I have been revoked as a fisher but I have not completed my catch and effort reports. Can I still use the App?

Yes you can still use the App. The App recognises the periods where you were authorised as a fisher for an individual fishing business. You will only be able to submit reports related to the period you were authorised for a particular fishing business.

If you need to start a new catch and effort report, choose the fishing date. You must have been authorised to fish on this date. If you were authorised to fish on multiple fishing businesses on that date, the complete list of available fishing businesses should appear for your selection. If you were only authorised to fish on the one fishing business, it will automatically populate.

I am completing a General Catch and Effort Report. What do the numbers in brackets on the "Report" page mean?

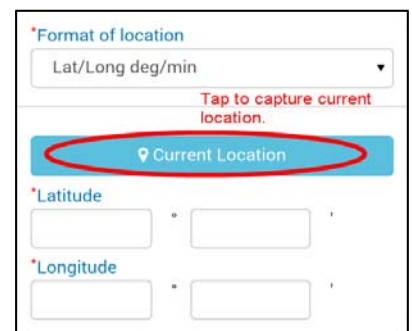
These numbers provide a quick count of the number of entries you made against each catch and effort reporting section. In the example screenshot, the fisher has entered 2 fishing events, 2 species and 2 receivers.



What is the "Current Location" Feature available in the FisherMobile app for Reporting purposes?

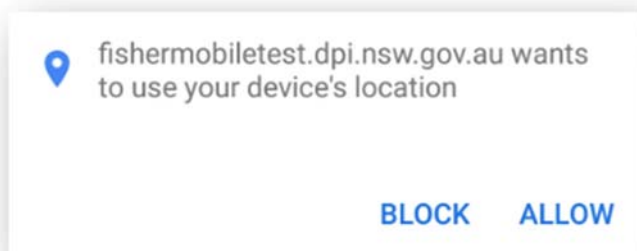
Fishers can capture their current latitude/longitude and grid/site code references position without entering the information from their keyboard, providing they are in the location of interest when tapping "current location".

Note that the information captured is a single point in time GPS location coordinate, and the latitude and longitude format captured is in the degrees and decimal minutes. The grid / site code current location feature is not available in the fishing activity reporting menu.



I have tapped on my “Current Location” and have been prompted to allow FisherMobile to use my device’s location. Do I block or Allow?

When using the “Current Location” feature you may be prompted to “block” or “allow” FisherMobile to access your device’s location, as follows:



If you want to use the “Current Location” feature tap “**ALLOW**”. If you select “BLOCK” your current location feature will not work.

My “Current Location” is timing out?

This is a known issue within the Android Chrome community. If you refused access to GPS, or refused access and then allowed it later, you will get a time out error message when using the “Current Location” feature. See next question on how to fix it.




My “Current Location” Feature isn’t working or timing out.

Ensure that your location services are enabled on your device and allow the FisherMobile App to access this service if prompted. This will allow you to use the FisherMobile Apps’s current location feature if required.

Android Users - Turn location services on or off

Step 1. On your android device, launch the **Chrome** browser:

Step 2. To the right of the address bar, tap **More**  .

Step 3. Tap on **Settings**.

Step 4. Tap **Site Settings**

Step 5. Tap **Location**

Step 6. Turn Location **ON**.

Step 7. If Location is on, check that the Fishermobile app is not listed as a "**BLOCKED**" site. If it has been blocked, tap on the site address and select the **CLEAR & RESET** option.

IOS Users - Turn location services on or off

Step 1. Launch the **Settings app** icon on your device.

Step 2. Tap **Privacy**.

Step 3. Tap on the **Location Services** option, even it is already set to ON, as you'll want to check the setting for your web browser. If your Location Services is set to OFF, tap the slider to set it to be **ON**.

Step 4. If your Location Services is set to OFF, tap the slider to set it to be **ON**.

Step 5. Scroll down the list of installed apps that have access to the phone's location feature and locate **Safari** .

Step 6. If Location Services is set to be OFF for Safari, tap the slider to set it to be **ON**.

Alternatively, you could also try removing the app from your device, allowing access to the GPS and then re-pinning the app to your mobile device again.

I am concerned that my "Current Location" doesn't seem to be correct.

In order to compare the information captured in the "Current Location" feature in FisherMobile, you need to ensure you are comparing "like" for "like". For example, the FisherMobile application captures the current latitude / longitude location data in Degrees and Decimal Minutes. Are you using the same location format on the comparison mapping application?

Secondly, the FisherMobile application uses a single point in time GPS location coordinate, whereas applications like Google Earth continually gathers location coordinates. In Google

Maps for example, you will note that you have a dark and light blue radius around your location which indicates the accuracy of a location due to multi location information gathering. Basically, the device could be anywhere in the blue area as an indication of accuracy.

It is also important to remember that the accuracy of GPS coordinates is dependent upon a number of things, including weather conditions and quality of the GPS unit in the mobile device being used.

The FishOnline app presents GPS coordinates in Degrees and Decimal Minutes to the nearest 6 minutes and to 2 decimal places (11.112kms) which will give accuracy between 10m -20m, with high end GPS units. Mobile devices are not high end GPS units and the GPS location accuracy varies depending on device quality.

Given apparent weather conditions, the quality of the mobile device and the sampling rate of the Google apps it is not unforeseeable that a variation in location of several hundred meters in space and time between the applications. This is not an issue for the intended use of the FisherMobile app and generally will not cause a problem in regard to the location data's intended use in the management of the fishery and conforms with our location data collection requirements.

My Landing Location Name is not available for selection. What do I do?

If your landing location name is not an option on the App, then you will have to enter the location in the Latitude and Longitude format. Please use the degrees and decimal minutes format. Alternatively, the App has the "Current Location" feature which, when tapped, automatically captures your current latitude and longitude locations in the correct format.

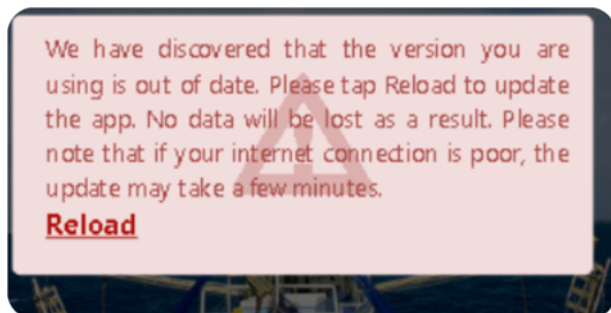
If you are not at your landing location then this feature should not be used and you should revert to manually typing in your latitude and longitude location in degrees and decimal minutes. Please see the example below. You can also request that the landing location name be added for future use, particularly if it is a regular landing point, by contacting FishOnline Support.

E.g. Latitude -30° 18.19' Longitude 153° 8.59'

The screenshot shows a mobile app interface for entering location data. At the top, there is a blue button labeled "Current Location" with a location pin icon. Below this, there are two rows of input fields. The first row is for "Latitude" and contains two fields: the first has "-30" and the second has "18.19". The second row is for "Longitude" and contains two fields: the first has "153" and the second has "8.59". At the bottom of the form is a green button labeled "Submit" with a right-pointing arrow icon.

Why do I have a 'Reload' message on my home screen?

FisherMobile users are generally prompted to update their version via a reload message on the home screen. This usually occurs immediately after a new version is released. The message looks like this:





If you are in an area with good internet coverage or are connected to Wifi, simply tap on **"Reload"** to update to the current version.


My 'Reload' didn't work or is taking too long. What do I do?

This can occur if you are not in area of good internet connection. It is recommended that users manually update their version by "shutting down" applications running in the background of their device, as follows:

iPhone/ipad manual reload procedure -Safari  :

Double click the home button  to bring up the multitasking interface that shows all apps running in the background. Then find the FisherMobile application and swipe up to close the app down. From your devices home screen find the pinned FisherMobile app and tap to open. This will load the new app version.

Android manual reload procedure -Chrome  :

Android devices are all slightly different depending upon brand, model and device type. The common process for a modern android device is to tap on the overview button  to bring up the multitasking interface to show all apps running in the background. Then find the FisherMobile application and tap the "X" to close the app down. Older android devices will require the user to open Chrome and tap the tabs icon to display all of your tabs, then select the three-dot menu icon and tap on "Close All Tabs". From your devices home screen find the pinned FisherMobile app and tap to open. This will load the new app version.

I wish to report an inaccuracy.

If you believe any FisherMobile transaction is incorrect or unauthorised, you must notify Catch Records in writing via email: **catch.records@dpi.nsw.gov.au**

To assist the Department in checking inaccuracies and resolving any disputes include the following information in your submission:

- All transaction reference numbers as issued by FisherMobile;
- Background information relevant to the request, including FB number/s, reasoning or suspected inaccuracy being reported & individual making submission.

My Keypad does not have decimal point function. What do I do?

This is a specific issue affecting some Android devices. You will need to download a new keyboard from the google play store. Look for one that has a decimal separator (e.g. google keypad). Once downloaded, you will need to change your settings so that the default is no longer the standard keypad. Please contact FishOnline Support for assistance if required.

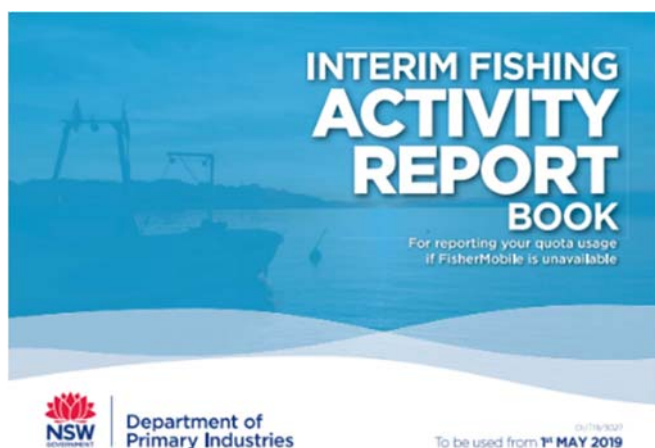
FisherMobile is not available. What do I do?

From time to time system maintenance may be undertaken with a need to make the system unavailable.

Sufficient notice via email or sms will be provided. However, if system unavailability has occurred and you have not been informed, please contact FishOnline Support.

In cases where you have been informed that FisherMobile is unavailable or you are having problems reporting on FisherMobile, use the "**Interim Fishing Activity Report Book**" (IFAR) and/or an oral report to make your real time report of fishing activity. For more information on the IFAR and oral reporting refer to the following:

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



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



INT19/127398

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