



# Activating your Fish Eye Account

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## Conditions

Only individuals can be registered and nominated for roles and each individual must have a unique email address that is not shared with or used by another individual. A password or PIN must not be shared with or given to another person.

Before you can log on to Fish Eye you must activate your Fish Eye account using the User ID emailed to you by the Department.

When logging on for the first time you will be able to register for password reset, enabling you to reset your password automatically, without contacting the Department. Please take the time to do this.

## Applies to

MFL Holder	Yes
MFL Online Operator	Yes
Master	Yes
Receiver	Yes
Receiver Online Operator	Yes

## Requirements

You must have registered for Fish Eye Online Services using the Form [ET-1](#) available from the Department of Fisheries website and received your User ID by email.

## Instructions

### Activate your Fish Eye account:

1. You will receive an email with your User ID and a link to the account activation page.
2. Click on the link and you will be taken to the Activation form.
3. Enter your **User ID** which was emailed to you.
4. Enter your **First Name\***
5. Enter your **Surname**
6. Enter your **Date of Birth**
7. Enter your **Email Address**
8. Read the Fish Eye Terms and Conditions and click the **checkbox**.
9. Enter the unique code (*this is not case sensitive*)
10. Click the **Submit Activation Request** button. The following message will appear.

#### Activation form

To activate your Fish Eye account, you must enter in all the following information. Please make sure the details you enter here are identical to the details you used during the registration process:

User ID:

First Name:

Surname:

Date of Birth:   
The required format is dd/mm/yyyy

Email Address:

I have read and agree to the [Fish Eye Terms and Conditions](#):

Please enter the text displayed in the image below before submitting the form:



[Submit Activation Request](#)

*\*Note: You must enter your name details exactly as listed in the activation email you received. If you have a middle name recorded in the activation email e.g. John James SMITH then John James must be entered in the First Name field NOT just your first name.*

*Note: If you do not receive this message email the Fish Eye Help Desk*  
[Fisheye.Support@fish.wa.gov.au](mailto:Fisheye.Support@fish.wa.gov.au)

**Department of Fisheries**  
Western Australia

**Activation form**

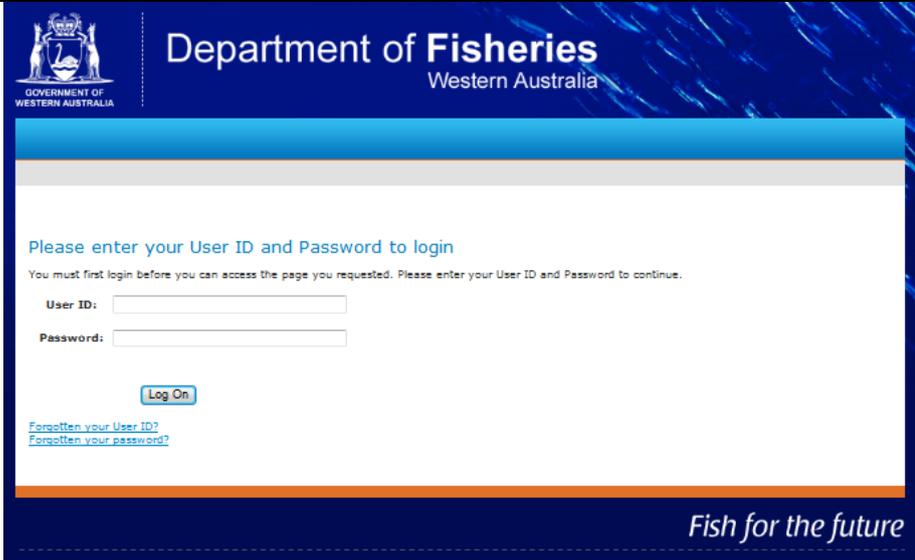
Your request was successfully submitted. You will receive an email with your User ID and password when your account is activated. This may take up to 5 minutes so please be patient.

You may close this window now.

*Fish for the future*

<p>11. You will receive an email containing your User ID and a temporary password.</p> <p><i>Please note that this may take up to 5 minutes. Check your junk mail folder.</i></p> <p>12. Click on the <a href="#">Fish Eye</a> link to access the log on screen.</p>	<p><b>From:</b> FishEye U. Notifications  <b>Sent:</b> Monday, 8 July 2013 5:55 PM  <b>To:</b> William Fisher  <b>Subject:</b> Fish Eye Account Activation</p> <p>Dear William Fisher</p> <p>Thank you for activating your Fish Eye account. To access the <a href="#">Fish Eye</a> system please use the following credentials:</p> <p><b>User ID:</b> 1234</p> <p><b>Password:</b> P@ss-2642</p> <p>It may take up to 5 minutes before your account is ready to use.</p> <p><b>Important:</b> When you have activated your account please <a href="#">register</a> to be enabled to reset your password if you forget it.</p> <p><b>Stuart Smith</b>  <b>Chief Executive Officer</b>  <b>Department of Fisheries</b></p>
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### Login to Fish Eye:

<ol style="list-style-type: none"> <li>1. Open the <b>Fish Eye</b> website.</li> <li>2. The <b>Log On</b> page displays. Save the site to your Favourites so that you can access it easily.</li> <li>3. Enter your <b>User ID</b> and temporary <b>Password</b>.</li> <li>4. Click the <b>Log On</b> button..</li> </ol>	
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5. Enter the password that was emailed to you in the **Old Password** field.
6. Create a new password according to the guidelines listed.
7. Enter your new password in the **New password** field and in the **Confirm new password** field.
8. Click **Save**

The screenshot shows the 'Change your Temporary Password' page on the Department of Fisheries Western Australia website. At the top, there is a navigation bar with 'Site Map | Accessibility | Contact Us'. The header features the Government of Western Australia logo and the text 'Department of Fisheries Western Australia'. The main content area has the title 'Change your Temporary Password' and a message: 'Your password has expired and you now need to change it. Please enter the old password in followed by the new password twice.' Below this, it lists requirements for the new password:
 

- Not contain all or part of your User ID
- Be at least eight (8) characters in length
- Contain at least one (1) character from three (3) of the following four (4) categories:
  - Uppercase characters (A through Z)
  - Lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Nonalphanumeric characters (e.g., !, \$, #, %)

 There are three input fields labeled 'Old password:', 'New password:', and 'Confirm new password:'. A 'Save' button is located at the bottom right of the form area. The footer of the page contains the slogan 'Fish for the future'.

9. A message box will indicate if you were successful in changing your password. Please record your password and keep it safe and confidential.

The screenshot shows a standard Windows-style dialog box titled 'Message from webpage'. It contains a yellow warning triangle icon on the left and the text 'The password was changed successfully.' on the right. At the bottom right of the dialog box, there is an 'OK' button.

## Password Reset Registration

**Note:** You must be logged on to Fish Eye.

1. Click on the [register](#) link in the email you received.
2. Enter your **User ID**.
3. Click the **Next** button.



The screenshot shows the 'Password Reset' page of the Department of Fisheries Western Australia. At the top left is the government logo. The header reads 'Department of Fisheries Western Australia'. The main heading is 'Password Reset:'. Below it, a text prompt says 'Please enter your User ID below:' followed by an input field. A small note explains that the User ID is the Department of Fisheries Client ID, with an example '123456'. A 'Next' button is positioned below the input field. The footer contains the slogan 'Fish for the future'.

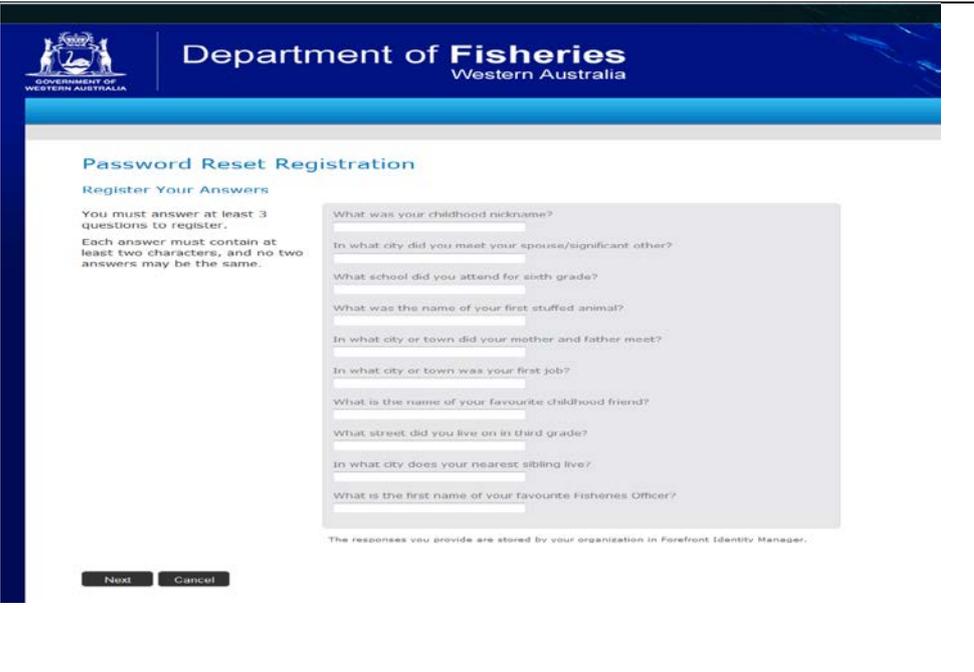
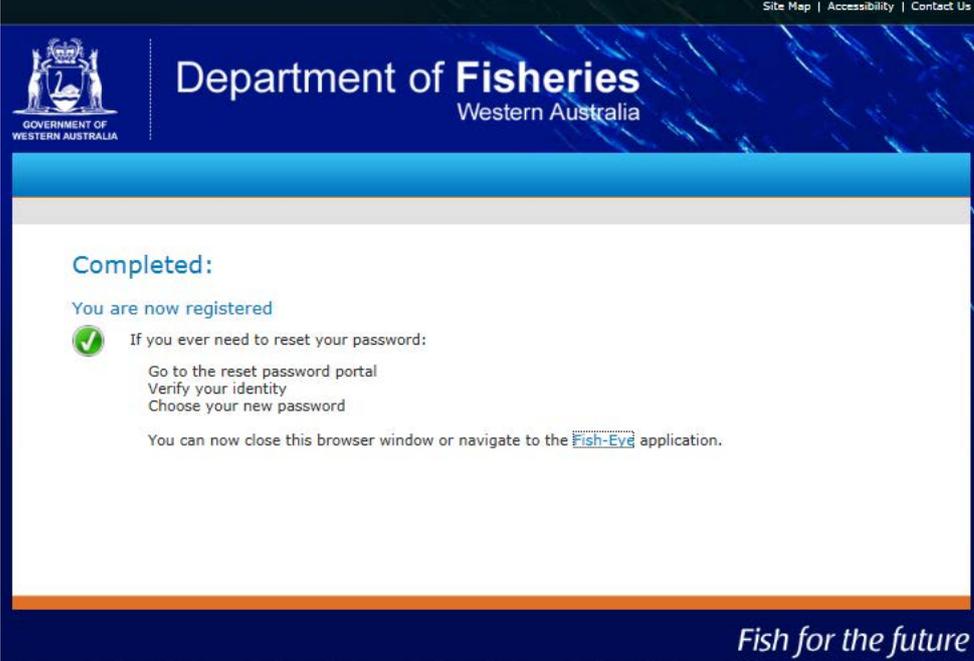
*If you ever forget your password you can reset your password without calling the Department. Once this step is completed, you will not be asked to do this again when logging into Fish Eye.*

*Caution: If you do not register for password reset and forget your password in future, you will need to contact the Fish Eye Help Desk.*

4. Review the message and select the **Next** button.



The screenshot shows the 'Password Reset Registration' page of the Department of Fisheries Western Australia. It features the same header and logo as the previous page. The main heading is 'Password Reset Registration'. The text explains that users can reset their password without calling the service desk, but they must first register their challenge and response details. A 'Next' button is located at the bottom of the text area. The footer includes the slogan 'Fish for the future'.

<p>5. Review the questions and answer at least 3 questions.</p> <p><b>Note:</b> Each answer must contain at least two characters and no two answers can be the same.</p> <p>6. Click Next to complete the password registration process. The <b>Completed</b> screen will appear.</p> <p><b>Note:</b> If you select cancel and forget your password, in future you will need to contact the Fish Eye Help Desk to reset your password before you can use Fish Eye.</p>	
<p>7. This screen will display if you are successful.</p> <p><b>Note:</b> See the Managing your Password Guide on the Department of Fisheries <a href="#">website</a> if you ever need to reset or change your password.</p>	
<p>End of instructions.</p>	

## Fish Eye Helpline and Support

A dedicated Fish Eye and CatchER Helpline is in operation from 8.30am to 4.30pm, Monday to Friday. The Helpline will answer questions related to Fish Eye.

**Email:** [Fisheye.Support@fish.wa.gov.au](mailto:Fisheye.Support@fish.wa.gov.au)

**Phone:** 1300 550 763

## Online Troubleshooting Guide for Fish Eye issues

An online troubleshooting guide is available on the Department of Fisheries [website](#).<sup>Ω</sup>