



## Fish Eye FAQs for Industry

### General

- **What is Fish Eye Online Services?**

Fish Eye Online Services is a secure commercial site for you to transact directly with us online, making it quicker and easier to submit Trip Returns and catch data using the internet and mobile application CatchER. Online Services users will also have greater access to information about your fishery.

- **Who can use Fish Eye Online Services?**

To use Fish Eye Online Services, you must register with us. To access services that enable you to transact on behalf of a business licence holder, you will need to be nominated into an online user role by the relevant MFL Holder, Registered Receiver Certificate holder or PROL holder.

To register and nominate for Fish Eye, refer to our website [www.fish.wa.gov.au/FishEye](http://www.fish.wa.gov.au/FishEye)

- **What are the benefits of using Online Services?**

By shifting from paper to online will allow users to more easily enter and access information, saving time and effort.

Providing access to real-time data and information will help commercial fishers make more informed business decisions, including when to fish, which improves efficiency.

Better tracking of fishing (effort) and fishing entitlement (quota) provides opportunities for more detailed and timely analysis of information. This enables the Department of Fisheries to better manage commercial fisheries for the benefit of the fishing sector and the Western Australian community.

- **Is Fish Eye Online Services safe...is my information secure?**

Yes, Fish Eye Online Services is secure and your information is safe, providing you do not share your account details (username and password) with anyone.

- **I have registered for Fish Eye, but have not received an email from the Department to activate my Fish Eye account?**

It is possible the Department may have your incorrect email address. Please contact the Fish Eye Helpline.

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

T: 1300 550 763

- **What if I lose or misplace my password or forget my User ID?**

You can reset your Fish Eye account password and reclaiming your forgotten User ID. Refer to the user guide 'Managing your password and User ID' located on the Department's website <http://www.fish.wa.gov.au/FishEye>.

- **If I am no longer Master for an MFL can I still view trip history?**

No, once an MFL revokes a Master's access to online services, the revoked Master will not have access to view trip history for that MFL.

- **What if I am not able to submit my trip nominations using online services?**

If you start your trip using online services, but are not able to complete your trip using online services, due to technical issues with your device, you will need to revert to using CDR/IVR, starting

with the pre-fishing nomination for that trip. You will also need to cancel your online services trip nomination.

- **Will Fish Eye Online Services and CatchER work wherever I am using it?**  
You will be able to use Fish Eye where you have mobile and internet coverage, provided by your service provider. Reception in these areas varies depending on variables such as weather conditions.
- **How long will it take the Department to correct any changes I request to my trip submissions?**  
The Department is working to turnaround requests within 5 business days from the day it is received.
- **If I enter research information can I retrieve it?**  
At this stage this feature is not available.
- **How do I inform a Receiver of my consignment number?**  
If you are using online services you can provide the Receiver your consignment number on a piece of paper with you MFL number.
- **Am I able to transfer trip history information from one mobile device (iPhone) to another (iPad)?**  
No, currently this is not possible. The information submitted on one device is specific to that device and cannot be shared on other mobile devices. However, your trip history will always be accessible using online services, accessible via the internet.
- **How do I transition from one season to the next. Can I go fishing on 14 Jan and hold over?**  
No, there is no holding over permitted on the 14<sup>th</sup>. You must complete your trip on the 14<sup>th</sup> and commence a new trip on the 15<sup>th</sup>.
- **Who do I call if I want more information about Online Services?**  
The Fish Eye Helpline is available from 8.30am to 4.30pm Monday to Friday.

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

T: 1300 550 763

If you need assistance outside of these hours you can contact your local Department of Fisheries office, or refer to the Department's website for more information.

## CDR/IVR

- **Will CDR/IVR continue to operate as normal?**  
Yes, CDR and IVR will continue to operate, as it does currently.  
  
Note: If you start a trip using CDR/IVR you must complete the trip using CDR/IVR. Similarly, if you start your trip using online services, but are not able to complete your trip using online services, due to technical issues with your device, you will need to revert to using CDR/IVR, starting with the pre-fishing nomination for that trip. You will also need to cancel your online services trip nomination.
- **Can I use CDR/IVR as I do now, and use online services to view my entitlement balances and view transaction history?**  
Yes. You can use CDR/IVR for submitting trip nominations, nominating Masters and requesting your entitlement balance. You can also register for Fish Eye to view your Fish Eye account details and transaction history online.