



Application: Fish Eye Online Services		Troubleshooting Guide: Troubleshooting Fish Eye Problems	Audience: All Fish Eye Online Services users.
	Problem	Cause/Explanation	Solution
1.	I cannot get Fish Eye to work on my computer.	Fish Eye is available to people who meet the following requirements: <ol style="list-style-type: none"> 1. Would like to use the application on their computer which is internet enabled. 2. Hold (or work for someone who holds) a Managed Fishery Licence (MFL) for Western Rock Lobster; and 3. Have completed their Registration and Nomination for Fish Eye and have been nominated in a role for using Fish Eye; or 4. Hold a current Commercial Fishing Licence (CFL) and have completed Registration for Fish Eye Online services. 	Check that you have met all the requirements. If you are still having problems, contact the Support Helpdesk: Email: Fisheye.Support@fish.wa.gov.au Phone: 1300 550 763
2.	My Settings that I recorded on my iPad are not displaying on Fish Eye.	User-specific settings defined on one device are not transferred automatically to another device.	Fish Eye does not have the facility to define settings for users.
3.	Have logged on but cannot view current Trip Return submitted via iPad for the next stage.	Information recorded via CatchER is device-specific, for example if an iPad is used to submit a pre-fishing nomination, it will not be possible to do pre-landing or post-landing nominations using Fish Eye Online Services; even using the same individual logon details.	Complete all three progressive stages of a Trip Return via one user-specific device and logon. If unable to do this you will need to complete all processes required for a trip via IVR and CDR including the Hold Over form, if applicable.
4.	Submission Failed	Check the signal strength to make sure you have internet connection. A low number of bars can sometimes result in patchy connection. Try connecting to another website to see if you have a working internet connection.	Try submitting 2 or 3 times more over a 10 minute period. If submission continues to fail you will need to do all of the nominations required for that trip via IVR and complete all the required CDR paperwork.

5.	I have forgotten my User ID		On the Home screen click on Forgotten your User ID and follow the onscreen prompts.
6.	I have forgotten/lost my password		<p>If you registered for password reset then on the Home screen click on Forgotten your Password? And verify your identity by answering the 3 questions. The password reset screen will appear after you have done this.</p> <p>If you have not registered for password reset then email the Helpline on Fisheye.Support@fish.wa.gov.au or call 1300 550 763</p>
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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 application registration, nomination and online services.

Email: Fisheye.Support@fish.wa.gov.au

Phone: 1300 550 763

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