Managing your Password and User ID

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Applies to

MFL Holder	**Yes**
MFL Online Operator	**Yes**
Master	**Yes**
Receiver	**Yes**
Receiver Online Operator	**Yes**
CFL Holder	**Yes**

Requirements

You must have successfully registered for Fish Eye Online Services using the Form ET-1 available from the Department of Fisheries website and activated your account.

Password Reset Registration

You will have received an email with your User ID and temporary password. 1. Click the Fish Eye link to access the Log On page. 2. Enter the supplied User ID and password and log on. 3. Click register to access the **Password Reset** screen. *If you ever forget your password you can reset your password without calling the Fish Eye Helpdesk. Once this step is completed, you will not be asked to do this again when logging into Fish Eye.*	**From:** FishEye U. Notifications **Sent:** Monday, 8 July 2013 5:55 PM **To:** William Fisher **Subject:** Fish Eye Account Activation Dear William Fisher Thank you for activating your Fish Eye account. To access the Fish Eye system please use the following credentials: **User ID**: 1234 **Password**: P@ss-2642 It may take up to 5 minutes before your account is ready to use. **Important:** When you have activated your account please register to be enabled to reset your password if you forget it. **Stuart Smith** **Chief Executive Officer** **Department of Fisheries**

Department of **Fisheries**
Western Australia

GOVERNMENT OF
WESTERN AUSTRALIA

Please enter your User ID and Password to login
You must first login before you can access the page you requested. Please enter your User ID and Password to continue.

User ID:
Password:

Log On

Forgotten your User ID?
Forgotten your password?

Fish for the future

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4. Review the message and select the **Next** button**.**	
5. Review the questions and answer at least 3 questions. *Note: Each answer must contain at least two characters and no two answers can be the same.* 6. *Click **Next** to complete the password registration process. The **Completed** screen will appear.* *Note: 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.*	
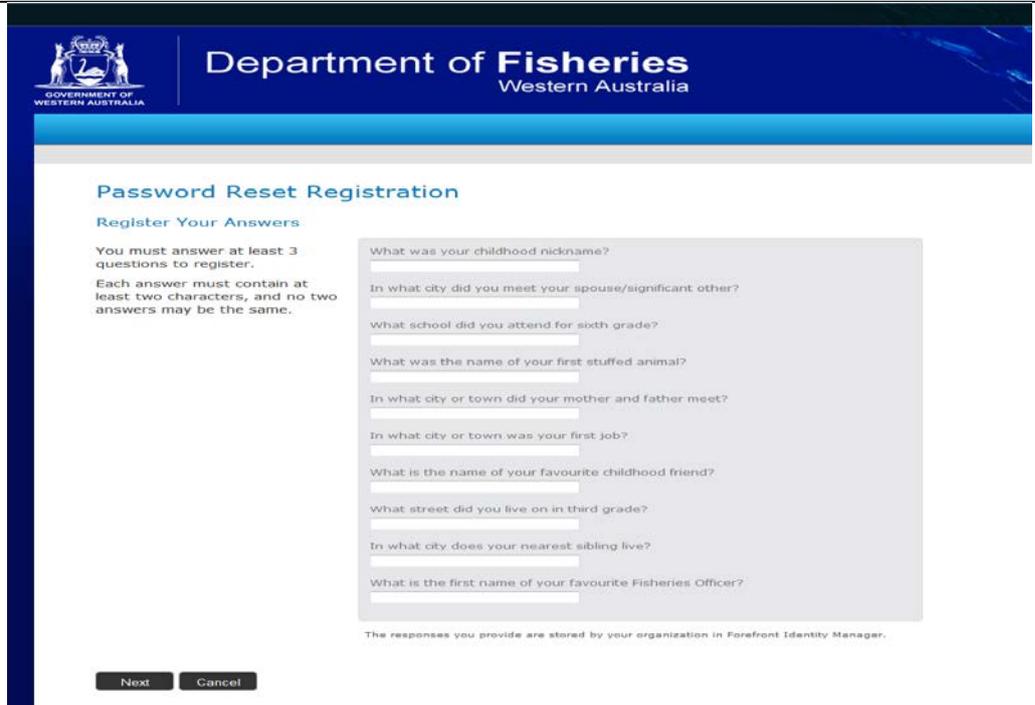
7. The completed screen will display when you have successfully registered.	
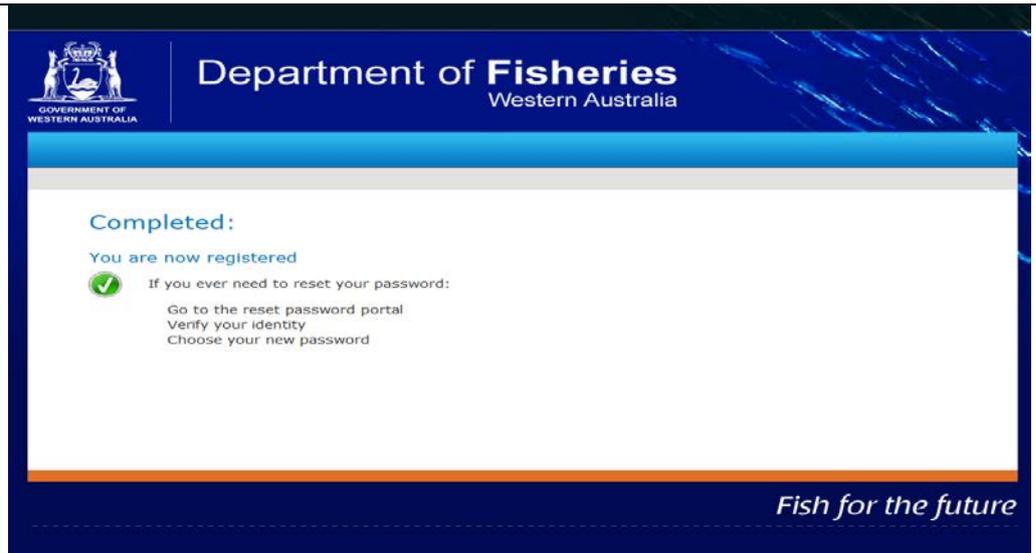
Forgotten Password – Reset your password

If you forget you password you can reset it by contacting the Fish Eye Help Desk. If you registered for password reset you can change your password automatically. 1. Select **Forgotten your password.** *The **Verify your identity screen** will display.*	
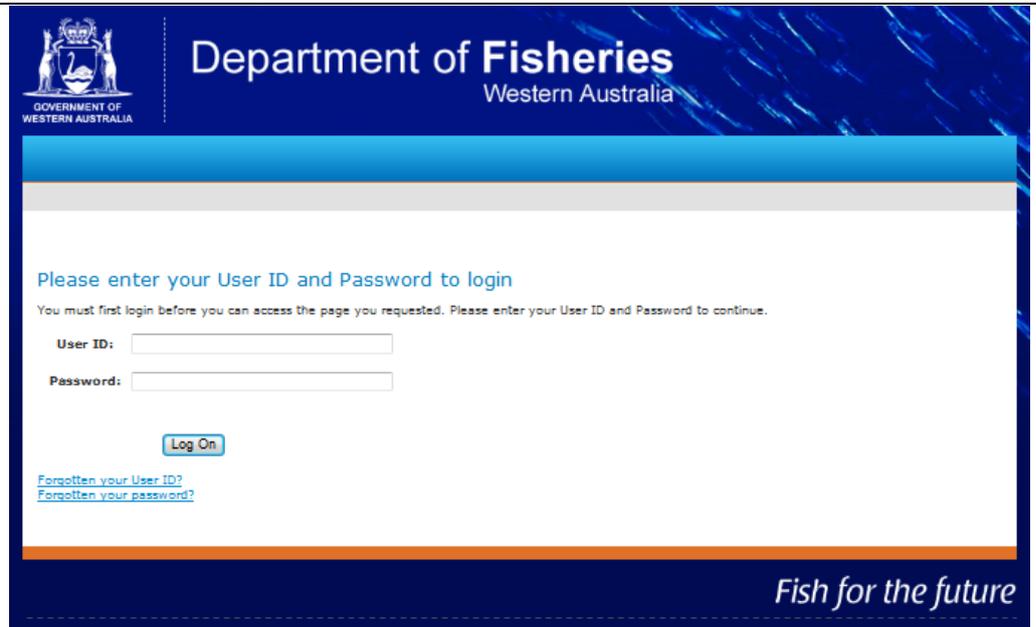
2. Answer the 3 password reset questions. *Note: You must answer all three questions correctly or you will not be able to reset your password.* 3. Click **Next**. The **Password Reset** screen will appear.	
4. *Enter your **new password** following the format described.* ***NOTE**: You cannot re-use any of the last 24 passwords you have used.* 5. **Re-enter your new password.** 6. *Click **Next**.*	

7. The following 'Success' message will appear.	
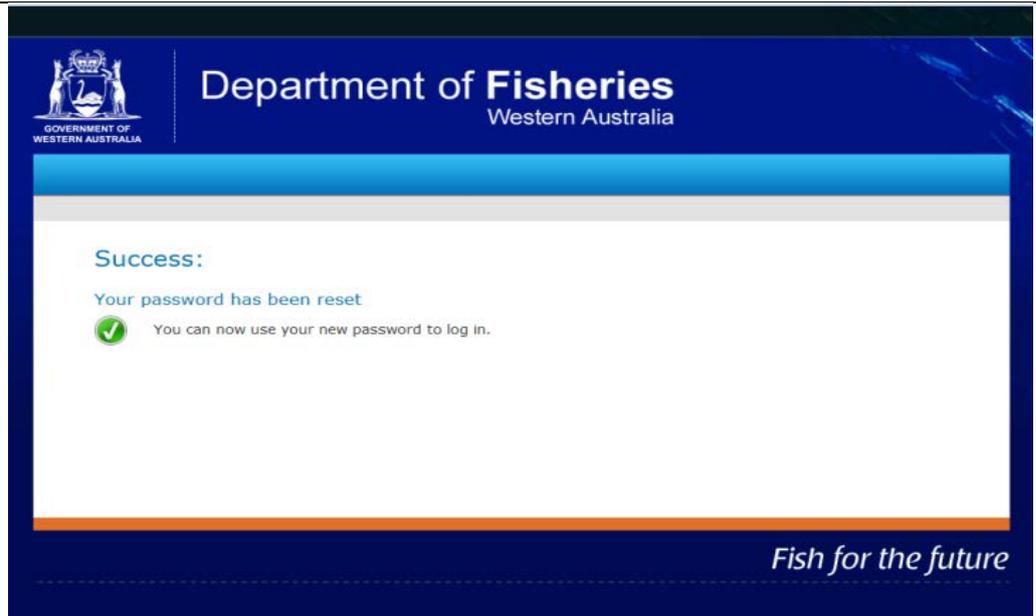
Change Password

If you think your password has been compromised you should change it. 1. While logged in click on your name in the top left corner of the screen and choose **Change Password** from the menu.	

2. Enter your current password in the **Old Password** field. 3. Enter a new password in the **New Password** field. *NOTE: It must conform to the requirements explained on the page and it cannot be a repeat of any of the last 24 passwords you have used.* 4. Re-enter your new password in the **Confirm new password** field and click **Save**.	
5. Click on **OK** in the message box and you will be brought back to the Home screen. 6. Make a note of your new password but keep it confidential.	
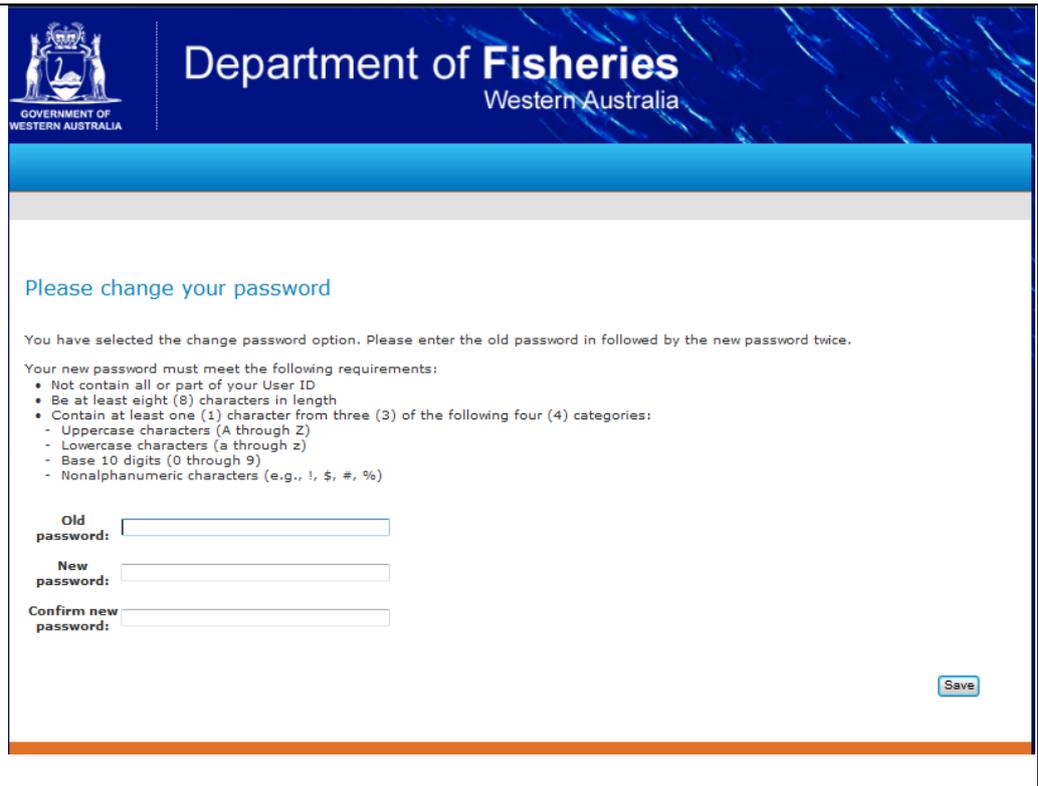
Forgot your User ID

1. Select **Forgotten your User ID** link. The **Forgotten User ID** screen will appear.	
2. Enter your **First name** 3. Enter your **Surname** 4. Enter your **Date of Birth** 5. Enter your **Email address** 6. Enter the displayed text (This is not case sensitive). 7. Click the **Submit Request** button. 8. Your User ID will be emailed to you.	

9. Go to your email account and retrieve your forgotten User ID. Once retrieved, you can log into Fish Eye.	
10. If a blank screen ever appears click the orange **Home** tab.	
End of instructions.	
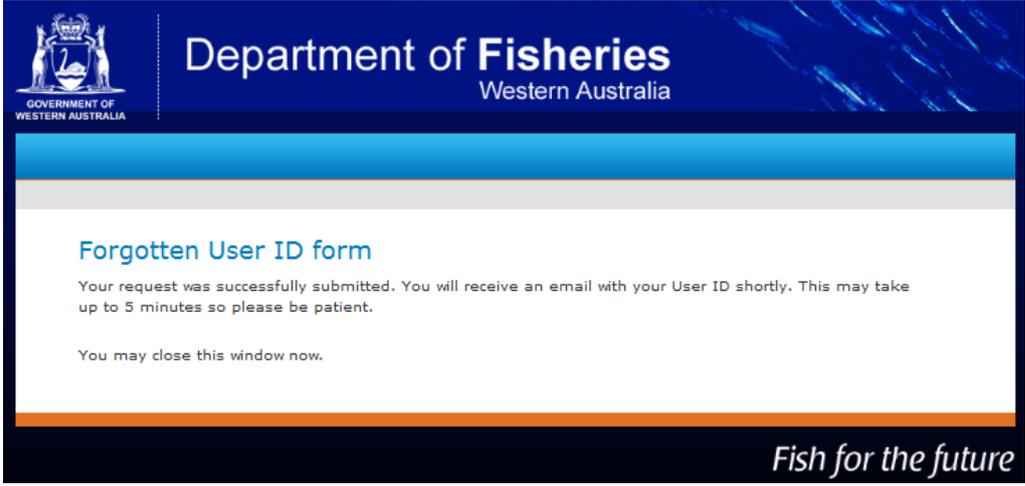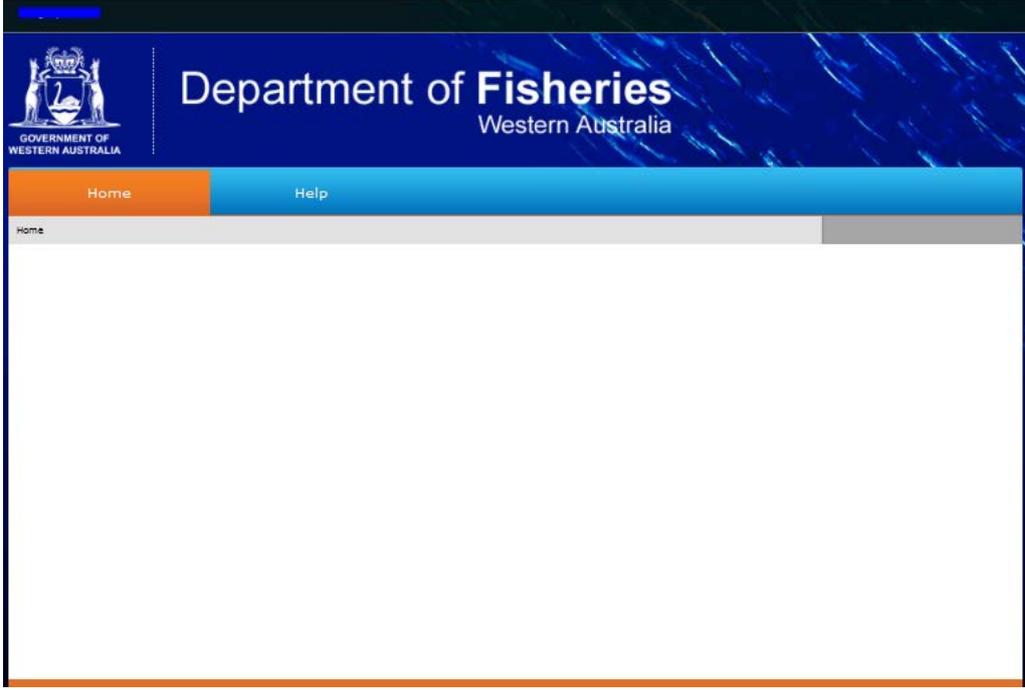
Fish Eye Helpline and Support

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

Phone: 1300 550 763

Online Troubleshooting Guide for Fish Eye issues

An online troubleshooting guide is available on the Department of Fisheries website.

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