Managing your Password and User ID

Table of Contents

Applies to......................................................................................................................................................... 1
Requirements ................................................................................................................................................ 1
Password Reset Registration ......................................................................................................................... 2
Forgotten Password – Reset your password ................................................................................................. 4
Change Password .......................................................................................................................................... 6
Forgot your User ID ....................................................................................................................................... 8
Fish Eye Helpline and Support ....................................................................................................................... 9
Online Troubleshooting Guide for Fish Eye issues ......................................................................................... 9

Applies to

<table>
<thead>
<tr>
<th>MFL Holder</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFL Online Operator</td>
<td>Yes</td>
</tr>
<tr>
<td>Master</td>
<td>Yes</td>
</tr>
<tr>
<td>Receiver</td>
<td>Yes</td>
</tr>
<tr>
<td>Receiver Online Operator</td>
<td>Yes</td>
</tr>
<tr>
<td>CFL Holder</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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

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
Forgot your User ID?
Forgot your password?
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 your 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.
<table>
<thead>
<tr>
<th><strong>Forgot your User ID</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select <strong>Forgotten your User ID</strong> link. The <strong>Forgotten User ID</strong> screen will appear.</td>
</tr>
</tbody>
</table>

![Forgotten User ID screen](image)

<table>
<thead>
<tr>
<th><strong>Forgot your User ID</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Enter your <strong>First name</strong></td>
</tr>
<tr>
<td>3. Enter your <strong>Surname</strong></td>
</tr>
<tr>
<td>4. Enter your <strong>Date of Birth</strong></td>
</tr>
<tr>
<td>5. Enter your <strong>Email address</strong></td>
</tr>
<tr>
<td>6. Enter the displayed text (This is not case sensitive).</td>
</tr>
<tr>
<td>7. Click the <strong>Submit Request</strong> button.</td>
</tr>
<tr>
<td>8. Your User ID will be emailed to you.</td>
</tr>
</tbody>
</table>

![Submit Request button](image)

---

28 August 2013  This document remains the property of the Department of Fisheries and if printed is uncontrolled. Refer to the Department’s website [www.fish.wa.gov.au](http://www.fish.wa.gov.au) for the latest version of this document.  Page 8
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.