



FishOnline - FisherMobile Fact Sheet – August 2019

Digital Authority Information Sheet

Digital authorities are available via the FisherMobile app for those customers who apply to opt-in.

This quick-start guide provides the essential and basic information you need to know about opting in and out of the digital platform. It will also help you understand how digital authorities work and the associated requirements.

1. Which plastic cards are available on the digital platform?

Only the commercial fishing licence card and the commercial fishing business endorsement cards are available digitally. Fishing boat licence cards and charter fishing business cards are excluded. Dual charter/commercial operators are also not eligible to opt into the digital platform.

2. How do I opt-into having my plastic cards changed to digital?

Any customer can opt into holding their authorities digitally. To opt-in, you will need to lodge the "FishOnline Digital Authority Application Form".

https://www.dpi.nsw.gov.au/_data/assets/pdf_file/0017/731006/form-6-digital-authority-application-form.pdf

Once your application is received and processed, any current plastic cards in your name will be cancelled and become invalid. New digital authorities will become instantly available. No waiting period is required. Your cancelled plastic cards should be destroyed to avoid confusion.

3. I don't currently hold a plastic card. Can I still opt-into the digital platform?

Yes you can. Once you are opted in, any future authorities that are issued in your name will automatically be available digitally.

4. How do I view my digital authorities?

Digital authority access is via the secure FishOnline mobile App called 'FisherMobile'.

FisherMobile is only available to commercial fishing licence holders and authorised fishers.

To view your digital authorities:

- You must have access to a smartphone device with internet connectivity e.g. iPhone/iPad or android smartphone/tablet;

- You must have registered to use 'FisherMobile'. An application form can be obtained by emailing fishonline.support@dpi.nsw.gov.au or by completing the account application form available for download from the NSW DPI website. <https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/register-for-fishonline>
- Download the FisherMobile App to your mobile device for ease of access. Instructions on how to do this can be found on the NSW DPI website. <https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

Once you are successfully registered as a digital customer, login to FisherMobile using your registration number and PIN (supplied upon registration). Your digital authorities can be viewed by tapping on the digital authority menu item.



5. I am not a commercial fishing licence holder or authorised fisher. How do I view my fishing business digital authority?

Digital fishing business authority details will only display for the current authorised fisher of the business.

If you are not an authorised fisher but require access to your fishing business endorsement or commercial fishing licence information, you can access that information via the FisherDirect application.

FisherDirect is a secure online self-service business system that provides fishing business owners and fishers and their appointed agents with access to their business information and transactions 24/7.

For further information about FisherDirect, including registration, go to the NSW DPI website.

<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fisherdirect>

6. I am a fishing business owner that is digitally subscribed. Do my authorised fishers require a FisherMobile account?

Yes, they will require a FisherMobile account.

If your authorised fisher is not a FisherMobile user they will not be able to access the endorsements of your fishing business.

Fishers are required to be in physical possession of any fishing authorities while fishing and landing catch so that they can be produced as required by a fisheries officer.

Fishing business owners must therefore make themselves aware if their existing authorised fisher chooses to receive their authorities digitally before they select to opt-into the digital platform or change their current fisher nomination.

7. I am an authorised fisher who has opted into holding my authorities digitally but I am only nominated on a business whose owner is still subscribed to plastic cards. How does this work?

The "opt in" approach could result in some fishers holding both plastic cards and digital authorities.

Where a fisher has opted-into the digital platform but the fishing business owner has not, the fisher will access their digital commercial fishing licence information (via FisherMobile) and must take physical possession of the plastic fishing business endorsement card to activate the fishing endorsement(s).

8. How do I opt-out of the digital service?

There is no online facility to opt out of the digital platform.

To opt-out, you will need to lodge the "FishOnline Digital Authority Application Form".

https://www.dpi.nsw.gov.au/__data/assets/pdf_file/0017/731006/form-6-digital-authority-application-form.pdf

Once your application is received and processed, any digital authorities will be instantly removed and cancelled. New physical plastic cards will be dispatched to you.

9. Other Useful Information on Digital Authorities.

- Digital authorities safeguard privacy and prevent fraud by using secure technologies. No more lost, misplaced, damaged or destroyed plastic cards.
- The digital authority platform removes the onerous task of ensuring plastic cards are handed over to new nominated fishers as a fisher nomination changes. The change instantly occurs, improving response time significantly.
- Digital authorities are not limited by space (unlike the traditional plastic cards) and therefore are able to display much more detailed information, doing away with abbreviations and short condition descriptions.
- Each digital authority contains a unique QR code which can be scanned by officers from the Department while you are in the field to collect your current authority information. **Digital authority QR code example**



10. Need help navigating the FisherMobile app?

Video demonstrations have been developed to step you through using the FisherMobile application, from logging on for the first time to navigating the Application.

These demonstrations are available for download on the NSW DPI website.
<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

For example, view this demonstration to see how to access and view your digital authority on the FisherMobile app.
https://www.youtube.com/watch?v=Ek9_5dkZmEU&feature=youtu.be

11. Support Contact Information.

A FishOnline Helpline is available to provide assistance and support.

Option	Details
Business Hours Phone Number	1300 720 662 (Monday to Friday 8.30am to 4.30pm)
FisherMobile After Hours Phone Number	(02) 4424 7418 (Outside business hours) Limited support only
Email	fishonline.support@dpi.nsw.gov.au
Fax	(02) 9199 8252



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