

FisherMobile Fact Sheet – August 2019

Technical Trouble Shooting Self Help - Detailed Guide

Use this self-help detailed guide to work through any technical operational issues with FisherMobile.

If you are having technical issues with FisherMobile whereby the application unexpectedly quits, stops responding or won't open, users can try rectifying the problem by attempting one or more of the following steps until a resolution is reached.

1. Check that you have Internet Connection on your device

It may be as simple as checking your Internet connection which could solve any internet problems you are having.

Open your browser and try connecting to other websites. If this is problematic, the issue is most likely related to your internet connection.

Resolve by moving to an area providing stronger internet connection and try again.



2. Check for Chrome or Safari Browser Updates

Make sure your device is using the latest version of Chrome  for Android or Safari  for iOS devices.

If not, you will need to update to the latest version. It is recommended connection to Wifi for such updates.

Instructions for checking and updating have been detailed below and you should follow the one relevant to your device type.

Android Device Users – Understanding Android limitations.

Different manufacturers implement different menu options for their androids. Procedures contained in this document are generally relevant to most mainstream android devices.

Android Device Users – Browser Updates



Chrome should automatically update based upon your **"Play Store"** app settings. You can check if there's a new version available by following the manual update android apps procedure below:-

Manually Update Android Apps

- Step 1. On your Android phone or tablet, open the **"Play Store"** app 
- Step 2. At the top left, tap **Menu**  > **My apps & games**. Apps with available updates are listed under **"Updates."**
- Step 3. Under **"Updates pending,"** look for Chrome 
- Step 4. If Chrome is listed, tap **Update**.

To avoid manually updating the apps in the **Play Store** you can automatically have updates turned on in your device settings.

Enable or Disable Auto-Update Android Apps

- Step 1. Open the **"Play Store"** app. 
- Step 2. Locate and press the **"Menu"** button  >
- Step 3. Select **"Settings"**.
- Step 4. **"Auto-update apps"**.
- Step 5. **"Do not auto-update apps"** or **"Auto-update apps at any time"**. Data charges may apply as desired.

iOS Device Users – Browser Updates



Safari should automatically update based upon your **iTunes & App Store** app settings. You can check if there is a new version available by following the manual update IOS apps procedure below:-

Manually Update IOS Apps

- Step 1. Launch the **iTunes & App Store** icon on your device.
- Step 2. After the App Store opens, tap the **Updates** icon in the bottom right corner of the screen.
- Step 3. Tap the **Update All** button at the top of the screen.
- Step 4. Enter your password and wait for your apps to update

To avoid manually updating the apps in the **iTunes & App Store** you can automatically have updates turned on in your device settings.

How to Enable Automatic App Updates in iOS

- Step 1. Open the **"Settings"** app on the iPhone or iPad.
- Step 2. Go to **"iTunes & App Store"**
- Step 3. Under the **'Automatic Downloads'** section, look for **"Updates"** and toggle that switch to the ON position.
- Step 4. Exit out of **Settings** as usual.

3. Ensure FisherMobile is being accessed using the Chrome or Safari Browser

Ensure that you are accessing the FisherMobile App using the supported Chrome browser  for Android devices OR the Safari browser  for iOS devices.

If you have pinned the FisherMobile App using a phones native browser (other than Chrome or Safari) please delete the app from the device and re-access it using the recommended browser.

If you are unsure whether you used the Chrome or Safari browser to pin the app, delete the app from the device and re-pin using the recommended browser.

4. Clear the browser cache and/or browsing data

Sometimes problematic cookies or cache files may cause issues impacting upon the functionality of FisherMobile.

Clearing your devices cache and browsing history is a good first step to troubleshooting problems. Clearing your browser history may also contribute to a faster browsing experience.

The instructions following may assist if your browser versions are up-to-date.

Android Device Users

Clear Chrome's cache and browsing data

Step 1. Ensure that FisherMobile app is closed down

Step 2. On your Android device, open the **Chrome app** 

Step 3. At the top right beside your browser search, tap the "**More**" or "**Options**" icon (3 vertical dots) 

Step 4. Scroll down and tap "**Settings**"

Step 5. Tap the "**Privacy**" menu item

Step 6. Tap "**Clear Browsing Data**"

Step 7. On the "**Basic Tab**" select Time Range, "**All time**".

Step 8. Ensure all options have been selected (i.e. ticked). This includes browsing history, cookies, media licenses and site data, cached images and files.

Step 9. Tap "**Clear Data**", to clear

Step 10. You will be prompted to clear site storage. Tap on '**Clear**'

Step 11. Open the FisherMobile App to see if the functionality has been restored

iOS Device Users

Clear Safari's cache and browsing data

Step 1. Ensure that FisherMobile app is closed down.

Step 2. On your IOS device, go to "**Settings**"

Step 3. Locate and tap on **Safari** 

Step 4. Tap on **Clear History** and **Website Data**

Step 5. Tap "**Clear Browsing Data**" and "**confirm**".

5. Close other applications and websites running in the background to improve performance

Your web browser may load web pages quickly when you have a single tab open, but starts to slow down when you have an increasing number of tabs.

Try closing down all other websites your browser has running in the background as these may impact performance and once you have undertaken these steps re-attempt login to FisherMobile.

6. Force quit the FisherMobile application by closing it down

Users can do this by following the manual reload procedure for iOS and android users below, and then tap to reopen the app to see if this has rectified the problem.

Android Device Users

Android manual reload procedure -Chrome

Android devices are all slightly different depending upon brand, model and device type.

Step 1. The common process for a modern android device is to tap on the overview button to  bring up the multitasking interface to show all apps running in the background.

Step 2. Find the FisherMobile application and tap the "X" to close the app down. Older android devices will require the user to open Chrome and tap the tabs icon to display all of your tabs, then select the three- dot menu icon and tap on "Close All Tabs".

Step 3. From your devices home screen find the pinned FisherMobile app and tap to open. This will load the new app version.

iOS Device Users

Iphone/ipad manual reload procedure - Safari

Step 1. Double click the home button  to bring up the multitasking interface that shows all apps running in the background.

Step 2. Find the FisherMobile application and swipe up to close the app down.

Step 3. From your devices home screen find the pinned FisherMobile app and tap to open. This will load the new app version.

7. Restart your device

If shutting down the applications does not work, try restarting your device by turning it off and then back on again.

Open the app to see it is functional again.

8. Delete and re-install the app

Finally, if you still experience difficulties unpin or remove the FisherMobile app from your home screen by deleting it and re-installing onto your device. Video tutorials on downloading FisherMobile to your device are available on the FisherMobile webpage.
<https://www.dpi.nsw.gov.au/fishing/commercial/fishonline/fishermobile>

Android Device Users

Deleting/Unpinning/Removing the FisherMobile App from your android device

Step 1. Locate the FisherMobile app's icon on your home screen.

Step 2. Long press the icon.

Step 3. Remove the icon. Note: Some androids will pop up a menu option to remove the app from the home screen. If this occurs select the option to remove the icon from home screen. Otherwise if you don't see a menu pop up when you long press the app, drag the app to the top of the screen and look for a "Remove", "Delete" or trash-can shaped option at the top of the screen and then releasing it there.

Re-Install the FisherMobile App onto your android device

Step 1. Open your Chrome browser, and access the NSW DPI FisherMobile webpage (url link provided below):

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

Step 2. On the FisherMobile webpage, scroll down to find the FisherMobile Login icon and tap on the "Login to FisherMobile" link:

FisherMobile Login



[Login to FisherMobile](#)

You should now see the FisherMobile login page, requesting your registration and PIN number.

Step 3. In the Chrome browser to the right of the address bar, tap  More > Add to Home Screen and then tap 'Add' to confirm adding "FisherMobile" to your home screen.

Step 4. Close your browser

Step 5. Locate the FisherMobile app on your devices home screen.

Step 6: Tap on the FisherMobile app icon to open the app.

Step 7: Login to FisherMobile with the instructions provided from your registration process.

iOS Device Users

Deleting/Removing/Unpinning the FisherMobile App from you iOS device

Step 1. Locate the FisherMobile app icon on your device

Step 2. Lightly tap and long hold the icon until all of the icons on the screen start to shake.

Step 3. Tap the small "x" located at the top left corner of the icon that you want to delete.

Step 4: A confirmation message should appear. Select the delete button to confirm that you wish to delete the icon.

Step 5. Press the Home button under your screen to stop your icons from shaking.

Re-Install the FisherMobile App onto your iOS device

Step 1. Open your **Safari browser** and access the **NSW DPI FisherMobile webpage** (url link provided below):

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

Step 2. On the FisherMobile webpage, scroll down to find the **FisherMobile Login icon** and tap on the **“Login to FisherMobile”** link:

FisherMobile Login



[Login to FisherMobile](#)

You should now see the FisherMobile login page, requesting your registration and PIN number.

Step 3. In the Safari browser tap on the **‘Add to Home Screen icon’**  located at the bottom of the screen, then select the **“Add to Home Screen”** option. Confirm adding “FisherMobile” by tapping on **“Add”**.

Step 4. Close your browser

Step 5. Locate the FisherMobile app on your devices home screen.

Step 6. Tap on the FisherMobile app icon to open the app.

Step 7: Login to FisherMobile with the instructions provided from your registration process.

9. Seek assistance from FishOnline Support

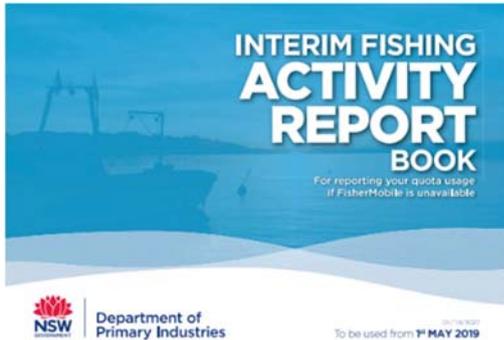
If you continue to have issues accessing FisherMobile and have tried all of the above steps, a FishOnline helpline is available to provide assistance and support.

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

Any emails or messages received after hours will be dealt with on the first available business day.

10. IFARs and Oral Reports.

If FisherMobile remains unresponsive or is unavailable, the 'Interim Fishing Activity Report Book' (IFAR) can be used and/or an oral report made to make your real time report of fishing activity and quota usage. **The blue IFAR book and/or an oral report is not intended for routine use.**



For more information refer to:

https://www.dpi.nsw.gov.au/__data/assets/pdf_file/0007/947617/Fact-Sheet-Interim-Fishing-Activity-Reports-and-Oral-Reporting-May-2019.PDF



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