

FisherMobile Fact Sheet – August 2019

Technical Trouble Shooting Self Help - Quick Guide

Use this self-help quick guide to help resolve 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 of the following steps until a resolution is reached.



Self Help Quick Guide - Steps

1. Check that you have strong internet connection on your device
2. Ensure:
 - a) that your device has the latest versions of Chrome or Safari (check for browser updates); and
 - b) that you are using the Chrome browser for android or Safari browser for iOS on your device to access FisherMobile
3. Clear the browser cache and/or browsing data to remove problematic cookies and cache impacting on FisherMobile functionality
4. Close other applications and websites running in the background to improve performance
5. Force the FisherMobile application to quit by closing it down
6. If shutting down applications does not work, restart the device.
7. Delete and re-install the app

For detailed instructions around each of these steps, refer to the **Self Help Detailed Guide**.

Need further assistance?

If you continue to have issues accessing FisherMobile and have tried the suggested steps, contact FishOnline Support.

FishOnline Support

Phone: 1300 720 662

Email: fishonline.support@dpi.nsw.gov.au

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

Limited support is available on the FisherMobile After Hours Phone Number (02) 4424 7418.

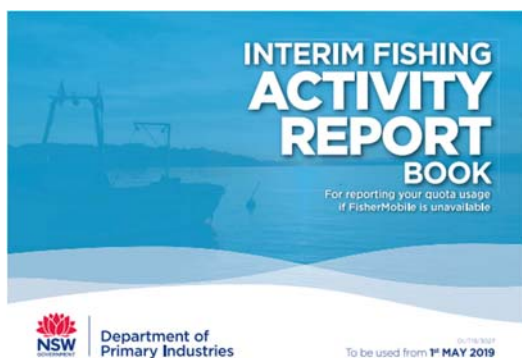


INT19/112137

© State of New South Wales through Department of Planning, Industry & Environment 2019. The information contained in this publication is based on knowledge and understanding at the time of writing (August 2019). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Planning, Industry & Environment or the user's independent adviser.

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.



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

The blue IFAR book and/or an oral report is not intended for routine use.