



Accessing CatchER

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Requirements

CatchER is available to people who meet the following requirements:

1. Must have your own an Apple iPad or iPhone which is 3G internet enabled.
2. Must be master of an authorised boat operating under a Managed Fishery Licence (MFL) in the West Coast Rock Lobster Managed Fishery.
3. Hold a current Commercial Fishing Licence (CFL.)
4. Have completed their Fish Eye Online Services Registration form ([ET-1](#)).
5. Have been nominated in the role of a Master for Fish Eye.
6. Have activated their Fish Eye Online Services account.
7. Have successfully downloaded the CatchER application from the Apple App Store.
8. Have set up the mobile device **Settings > Location Services > On** for the CatchER application. Depending on the device and the version of the software the path could be **Settings>Privacy>Location Services>On**.

Registering to use CatchER

If you are not already registered, complete the Fish Eye Online Services Registration form ([ET-1](#)) and present the form in person at your local Fisheries office. The forms are available on the Department of Fisheries website in the Commercial Fishing>Fish Eye>Registration section.

Registration

The Registration process applies to all individuals who need access to online services or need to submit information to the Department of Fisheries electronically. Registration establishes the identity of the person submitting details electronically, and is therefore not available to organisations.

When submitting your completed Registration Form, the following supporting documents are required:

Category	Examples
1 x Primary Identification Document	Driver's Licence Australian Passport
1 x Secondary Identification Document	Medicare Card Birth Certificate Marriage Certificate Tax File Number Rates/Power/Gas notice with name and current address
1 x email address	You must provide a personal email address which can only be accessed by you. This is because your User ID and PIN will be forwarded to you by email for Fish Eye access.

Nomination

After registration, a person must be nominated to the role of Master by the MFL Holder or MFL Online Operator to be able to use CatchER. No other role uses CatchER.

The MFL Online Operator can nominate a master (who is registered for Fish Eye Online services) on Fish Eye Online without the use of forms, which is a fastest and simplest process. Otherwise the MFL holder/s must complete a Nomination Form ([ET-2](#)) for each person they nominate. All persons holding the authorisation for MFL holder must sign the Nomination Form.

Nomination for a role allows for access to carry out different actions online. A person can be nominated for one or more roles (or all roles if appropriate). There must be at least one MFL Online Operator nominated for each MFL.

Please take care to fill out the forms accurately and completely. To date 30% of forms have had to be returned because of errors or missing information, which delays the registration and nomination process.

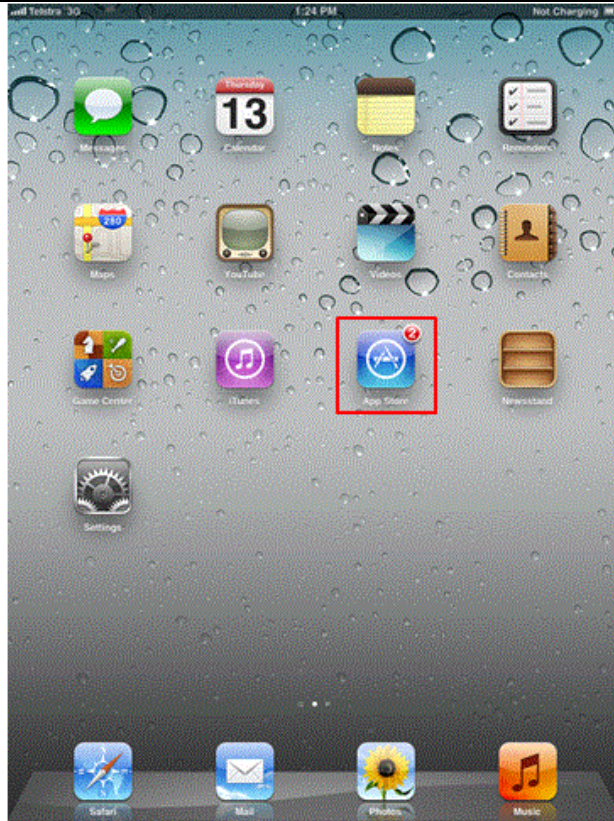
Downloading the CatchER Application

To download the CatchER application from the Apple App Store:

1. Touch the **App Store** icon on your Apple device.

2. Type **CatchER** in the **Search** field to locate the CatchER application.

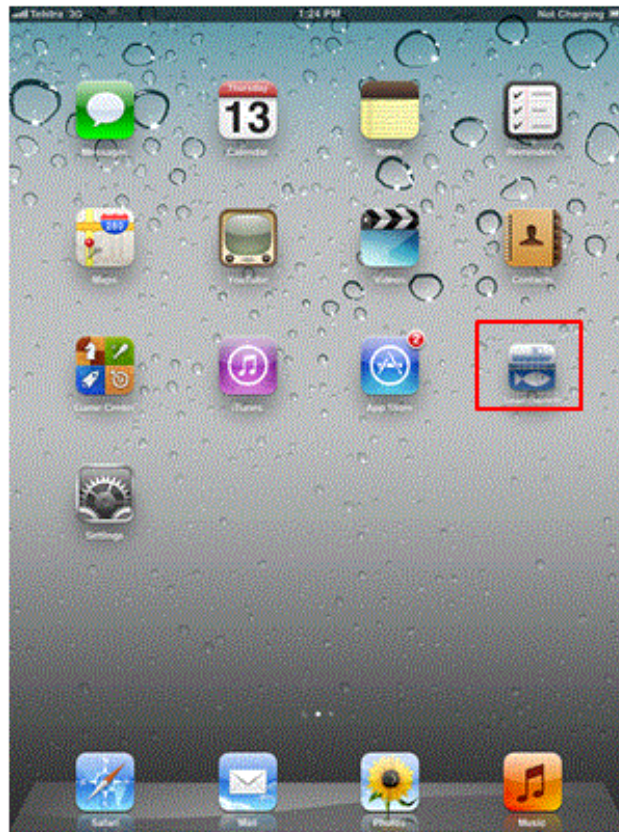
Note: The CatchER application is free. If you have not downloaded any applications previously, you will need to set up an iTunes account which will require an iTunes username and password and credit card details before you can download CatchER.



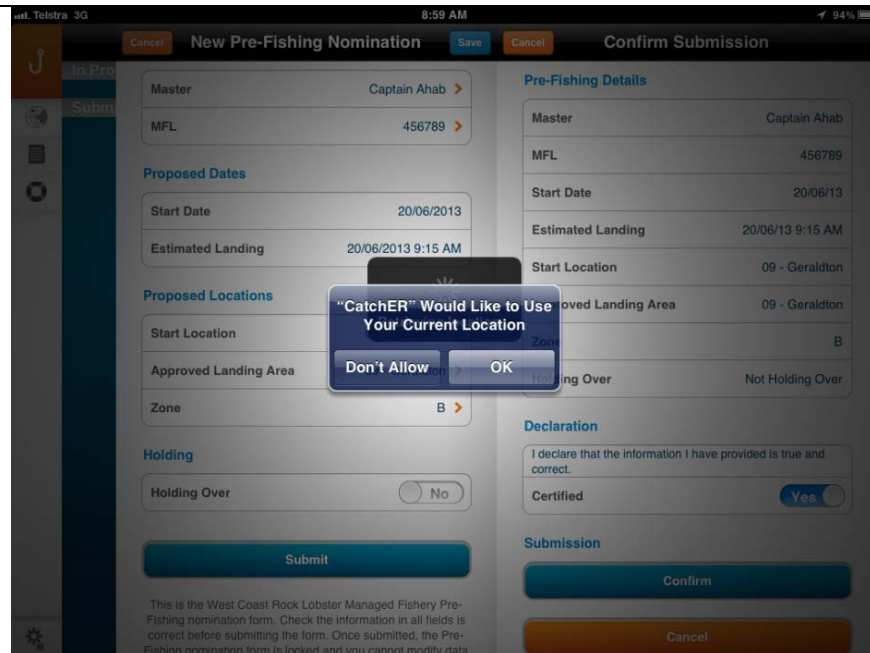
3. Install the CatchER application by touching the 'FREE' button and then the 'INSTALL APP' button.



4. The CatchER logo should display on your Apple™ device.

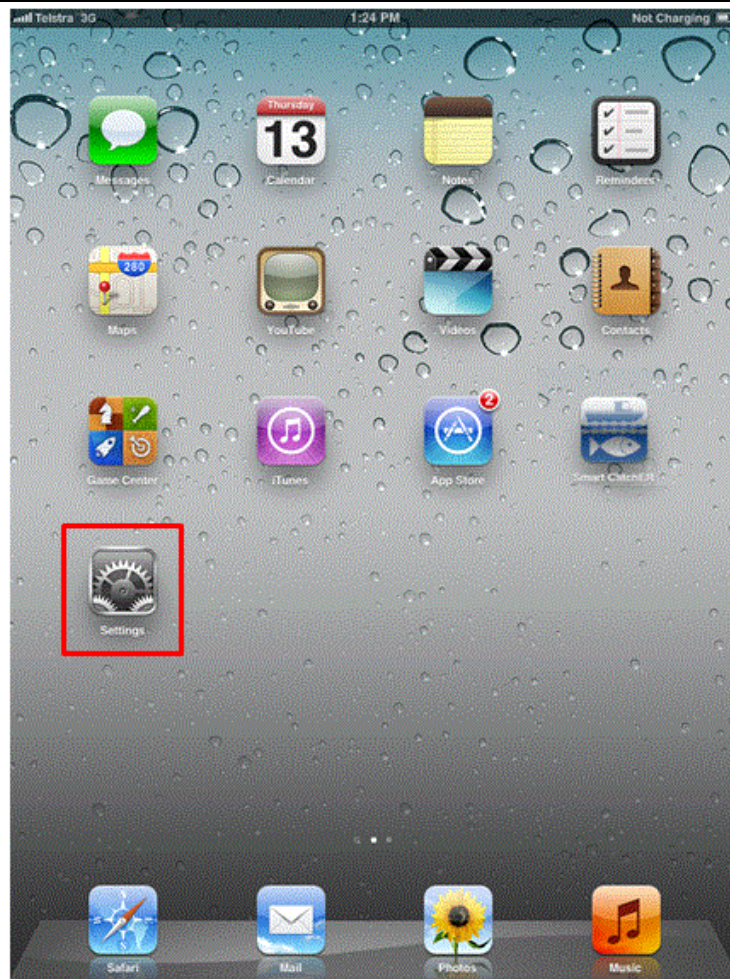


NOTE: The steps in the screens below are optional as if you skip them now, the first time you submit a pre-fishing nomination CatchER will ask to use your current location. When you touch **OK** the app will turn on Location Services.



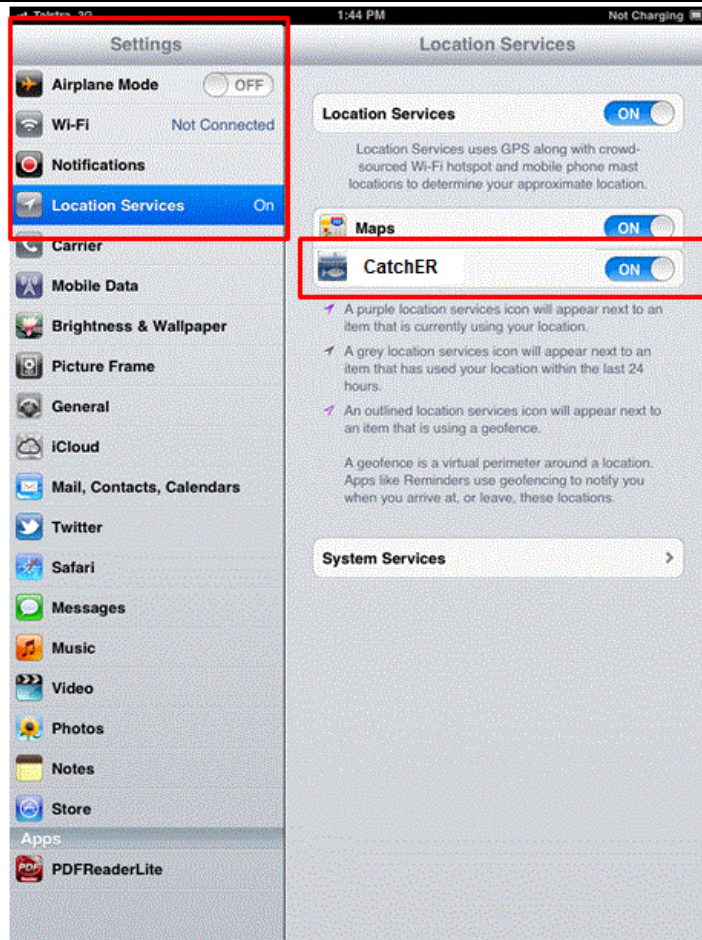
4. To turn on the location setting for the CatchER application on the mobile device:

- a) Select the **Settings** icon on your Apple device.



- b) Navigate to **Location Services**.
- c) Select **On** for the CatchER application.

The Location Services have been successfully set up for CatchER.



*Depending upon the device and the version of the software **Location Services** may be in the **Privacy** section.*



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 CatchER issues

An online troubleshooting guide is available on the Department of Fisheries [website](#).

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