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FishOnline - AquaDirect Fact Sheet - May 2021
FishOnline AquaDirect Frequently Asked Questions

FishOnline - AquaDirect (commonly referred to as **AquaDirect**) is a free, fully integrated, secure self-service web-based Aquaculture business and information system, in which aquaculture customers can use to manage their aquaculture business and submit annual production reports.

The system is quick, easy, and simple to use and is transforming the way we are doing our business with you.

The logo used to identify the FishOnline - AquaDirect application looks like this

Why should I use FishOnline - AquaDirect?

There are lots of reasons to become a registered user of AquaDirect. Most importantly, it is about saving time and providing you with access to information relating to your aquaculture business, and the ability to perform various transactions 24 hours a day, 7 days a week, cutting out paper-based delays.

You will benefit from being able to:

- Access all your aquaculture business information securely.
- Submit your production returns instantaneously. No more handwritten production returns.
- Appoint agents to act on your behalf online and choose what permissions you would like them to have.
- Print a copy of your Permit Certificate.

Can I arrange for someone else to use FishOnline - AquaDirect on my behalf?

Yes, you can, through the appointment of an agent.

An agent is someone who can transact on your behalf in an online self-service capacity. You can appoint an agent to undertake any, or all, of the following roles in the AquaDirect system:

- View your aquaculture business details
- Submit your production returns
- Manage all your agent permissions

You are responsible for choosing your agent and providing them with the above permissions, so it is important that you are careful about who you choose to be an agent for you and what level of access you provide them.

You can add/remove an agent or amend their permissions at any time.

Further information on registering an agent is available on the FishOnline-AquaDirect webpage: Register for FishOnline - AquaDirect

Do I need to install any software?

No. You can access FishOnline - AquaDirect from any computer with internet access.

What operating systems does it support?

FishOnline - AquaDirect has been designed to work on a PC (e.g. desktop computer or laptop) using either Microsoft Windows or Apple MAC Operating Systems. You are also able to access it from a tablet or mobile phone.

What browsers are supported?

The latest versions of the following mainstream browsers are supported:

| Safari | Firefox | Chrome | Edge |
| Apple | Mozilla | Google | Microsoft |

Is my information secure?

AquaDirect is a secure system. It has undergone rigorous security testing.

The following recommendations are also made regarding security:

- Update your operating system on a regular basis. Updates help prevent data loss, viruses, and other potential risks.
- Check your software vendor's website on a regular basis for security upgrades or make use of the automated patching features on offer.
- Install up to date security software on your PC.
- Some browsers have an 'auto save' functionality that enables the browser to remember specific information that you have entered, such as passwords. For security reasons, we recommend you do not enable this feature.
- Change your password regularly.

Will I be able to access FishOnline - AquaDirect wherever I am?

AquaDirect is a web-based system and as such can only be used wherever you have internet coverage. Connectivity and speed will vary depending on your location, weather conditions, browser and ancillary equipment used to run AquaDirect Services.

How do I start?

You will need to register for an AquaDirect account by completing an application form - Register for FishOnline - AquaDirect

To register you must:

- be an individual (as opposed to a partnership or company)
- have a personal (and unique) email address
- agree and accept the Terms and Conditions of use for FishOnline
- be a current aquaculture customer or be appointed as an agent by a current aquaculture customer to act on their behalf
- have a specified interest in the NSW aquaculture industry and be deemed by NSW DPI to warrant access to the AquaDirect system.

Once your application is processed, you will receive an email notification of the account creation and will be issued with a temporary password. You will be required to change this temporary password the first time you log into the AquaDirect system.

Can I transact online if my aquaculture business(es) are held by a partnership or company?

If you wish to transact online but you are part of a company or a partnership you must be set up with the necessary agent permissions for that company or partnership.

Complete:

- The FishOnline AquaDirect Account Application Form – for yourself
- The FishOnline AquaDirect Agent Authorisation Form – for the company or partnership to authorise you as an agent
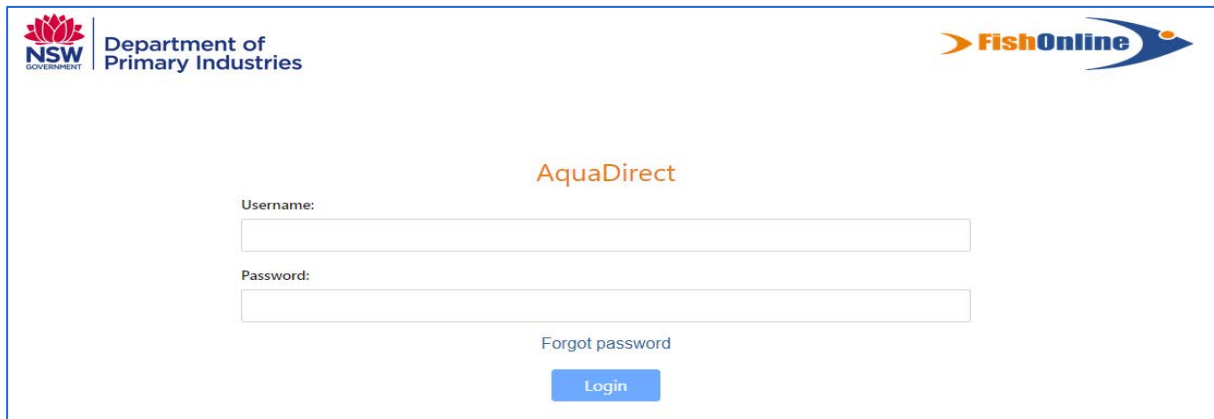
How do I access FishOnline - AquaDirect?

On the NSW Department of Primary Industries website, locate the "FishOnline – AquaDirect" webpage and navigate until you find the FishOnline – AquaDirect login section. It will look like this:

Login to FishOnline – AquaDirect

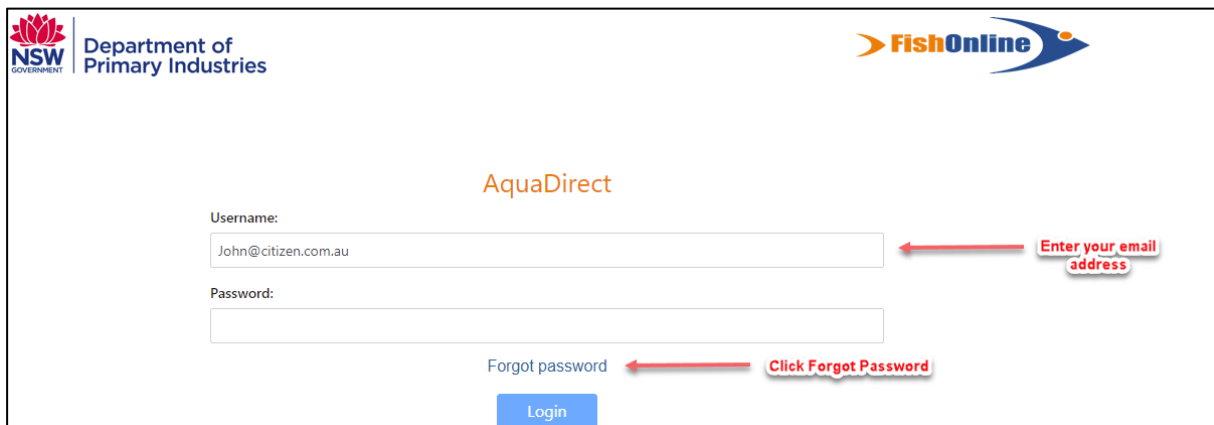The AquaDirect login screen which looks like this:

What if I have not received my temporary password?

Check your email spam. If it cannot be located contact Aquaculture Administration on 0407 693 244 to confirm that we have your correct email address.

What if I forget my username or password for FishOnline – AquaDirect?

Your username is the email address you used to register for AquaDirect.

If you forget your passphrase, you will need to reset it. On the AquaDirect login screen, click on the "Forgot Password" link and follow the prompts to reset your password.

Alternatively, you can contact Aquaculture Administration on 0407 693 244 for assistance in resetting your password.

What can I do if my AquaDirect account has been locked?

Only an Administrator can unlock your account. You will need to contact Aquaculture Administration on 0407 693 244 for assistance.

What can I do if my password expires?

We may 'expire' passwords from time to time as a proactive security measure to protect accounts. All passwords will be reset at this time and you will need to check your emails for a temporary password to access the system again. On login you will be forced to change this temporary password.

What happens if I forget to log out of AquaDirect?

Session expiry will automatically occur after 30 minutes of inactivity. This is a safeguard measure in the system particularly for those who may use public or shared computers. Any unsaved work or transactions may have been lost.

What does it mean if I get a system error?

This could be a caching issue. Try closing your browser and then attempt to login again. If the problem persists, please contact FishOnline Support for assistance.

How do I report an inaccuracy in the information provided by AquaDirect?

If you believe any information provided in AquaDirect is incorrect or unauthorised, you must notify Aquaculture Administration on 0407 693 244 or via email to aquaculture.administration@dpi.nsw.gov.au

System unavailable

From time to time we may undertake system maintenance and we need to make the system unavailable. We will do our best keep you informed of any scheduled maintenance that may affect availability of the system. However, if the system becomes unavailable without notification, please contact FishOnline Technical Support.

Who do I contact if I need support?

For **administrative** support	Contact
Business Hours Phone Number	0407 693 244 (Monday to Friday 8.30am to 4.30pm)
Email	aquaculture.administration@dpi.nsw.gov.au
For **technical** support	Contact
Business Hours Phone Number	1300 720 662 (Monday to Friday 8.30am to 4.30pm)
Email	fishonline.support@dpi.nsw.gov.au