

FAQs

Login Issues

1. **I entered all three pieces of information at the login License Verification screen. Why is it not letting me logon?**

The system only needs two of three personal pieces of information to verify your license. Please try to enter just the last four digits of your SSN and your birthday. Give us a call if that does not work. It may just be that we are missing these vital pieces of information from you and will need to confirm it.

Entering Report Issues

2. **I'm going on a trip for the next few months and will be out of state. Can I submit Did Not Fish (DNF) reports for the months that I will be out of town?**

Yes, the system allows you to submit future Did Not Fish reports if you are not going to be fishing for whatever reason (out of town, vessel in dry dock, sickness, military, etc.) in future month(s). We do ask that you write a short note in the comment field explaining why you are submitting the DNF's.

3. **I can't enter the HA number *and* name of my fishing vessel. What's wrong?**

The system is linked with Division of Boating and Ocean Recreation's vessel registration database to validate this information. Just enter the HA number of your vessel only. The name of the vessel will be automatically populated from their database. If your vessel name is missing or incorrect, you will need to contact DOBOR at (808) 587-1970 to add the correct vessel name.

4. **I don't have/use a fishing vessel. How do I enter my report with no vessel?**

Upon coming to the step where the system asks you to submit a vessel, you can click on the drop-down menu and select "N/A".

5. **What does "Open" and "Pending" mean?**

Both "Open" and "Pending" refer to the submission status of your monthly fishing report. If the report month has an "Open" status, then it means data was never entered and it has yet to be submitted. A "Pending" status means that data has been entered for the report month, but it has not been submitted yet. A "Completed" status means that the report month has been submitted.

6. **What is the difference between "Save" and "Submit"?**

"SAVE" is used when you are working on your report and need to step away for whatever reason. For example, you intend to make more than one trip this month. Fill out today's catch information and save it so that you can reopen the report to enter tomorrow's catch information. The "SUBMIT" button is used once you have fully completed reporting fishing activities for the current month and need to send it to DLNR to receive credit for submission.

7. **I can't "Submit" my Fishing Report (FR) now that I am done. What is wrong?**

There may be several things to check for. Here are a few:

- The system is designed so that Fishing Reports (FR) cannot be submitted before the *first day* of the following month. Did Not Fish (DNF) reports on the other hand, can be submitted at any time. If you are submitting a DNF for a future month, please make sure to make a note in the comment field as to the reason.
- The system will not allow you to submit the report if there are errors. To see if your report has errors browse to the left menu and select "Fishing Reports". Find the month in question and click on the "Edit" link for your submission month. You should now see a full view of your report. On the left side of the report, errors are denoted by a red "X" before a trip date. A green check mark means that the record is "okay".. On the right side of the report there should be an option to "edit" your report. Once your report has all green check marks, you can submit your report.
- You may need to verify that the vessel ID status is set to active in the My Profile menu.

Please make sure you SUBMIT your fishing reports by the 10th day of the following month.

8. **How do I know I properly submitted my report?**
After finishing your report and hitting the “SUBMIT” button, a screen should appear that thanks you for your submission. There should be another button that you click on to continue.
Additionally, you should be able to go the “Fishing Report” menu item on the left side and click on that. There should be a list of all of your fishing reports by month. If your report has been submitted it should say “” in the “” column.
9. **After submitting my report, I made a mistake or need to add something. What do I do?**
Give us a call and if it’s not a wholesale change to your report, we can make the change over the phone. You can also email us at fishrpt@hawaii.gov. We will make the change and add a note about it in the comment field. You should receive an automated email notifying you that someone went into your file to make the change. If it is a wholesale change, please give us a call first.

General Website Questions

1. **Is this website secure?**
Have you noticed the “s” at the start of the web address? ([https://dlnr.ehawaii.gov/cms-fr/](https://dlnr.ehawaii.gov/cms/fr/))
This means that you are on a secure web server and your personal information is safe.
Another indication would be that in *most* internet browsers (for example: Internet Explorer, Firefox, and Safari) a small “closed lock” symbol that appears in the bottom right corner of the browser window
2. **The website performance is slow. What can I do to make it faster?**
 - If you are having issues with the website being slow, a good tactic to side step this is to enter your catch reports after each trip instead of all at once.
 - One of the best things you can do is to make sure that your internet browser is running the latest version. Additionally, we suggest that you use the following internet browsers in which the website seems to work the best on: Mozilla Firefox <http://www.mozilla.com/firefox/> and Apple Safari <http://www.apple.com/safari/>
Both programs can be downloaded for FREE.
 - NOTE: *The AOL browser is known to not be compatible with filing an Online Fishing Report. Please use another browser.*
3. **Does my internet browser Cookies and Javascript need to be turned on in order to file my report?**
Yes. In most cases these are turned on by default. If you have turned them off, you will need to turn them back on to file your Online Fishing Report.
4. **I can’t view a “PDF” file?**
PDF is short for Portable Document File. To view these files, download the FREE program Adobe Reader at <http://get.adobe.com/reader/>
5. **I want to report an issue with the website. What kind of information will you need from me?**
Information we may need from you, if there is a problem with the website.
 - Computer type: whether it be a Microsoft Windows PC (2000, XP, or Windows 7) or a Macintosh.
 - Type of Internet Browser: Internet Explorer, Mozilla Firefox, Macintosh Safari, Google Chrome, Opera, etc.
 - Version of the Browser: This is usually found under the “Help” menu normally located to the top left of the browser screen. Under the “”Help” menu there should be a option to click on “About [Whatever Type of Internet Browser you are using]”

6. **I received an email from eHawaii.gov stating someone went into my account. Is this you guys? What is this all about?**

Yes. The website is designed to be almost completely error free, although there may be times where we will need to confirm fishing report entries. As a result, we may need to edit your online files. This email is generated to inform you that we did go into your report and may have adjusted the data.