e-Maris Quick Start series for CPCs: Getting Help

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<table>
<tr><td>What is this guide about?</td></tr>
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This quick start guide will explain how you, an e-MARIS user, can get help about using the application or submitting information.

The details on how to manage your CPC and users, how to use e-MARIS for reporting, etc. as well as an overview of the e-MARIS Dashboard, are provided in dedicated Quick Start guides.

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CONTENT

Help about using the application

If you need help about using the application, such as how to manage user accounts, or how to consult requirements and make submissions, you have several options.

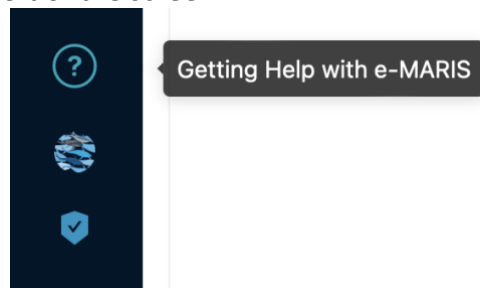## The e-MARIS Quick Start guides

These user manuals are available on the IOTC website and cover the following topics:

- Getting help (this guide)
- How to activate your account or reset your password
- Managing your CPC and User accounts
- A guided tour of the e-MARIS Dashboard
- Reporting information using e-MARIS
- IT Requirements

The manuals can be accessed directly on the IOTC website at https://iotc.org/e-maris or from the Help menu in e-MARIS (see below).

Use the e-MARIS Help menu

Once you are logged in to e-MARIS, you can access the Help menu by clicking on the "⊙" icon in the bottom left of the screen:

This will open the Help menu, which contains the following sections:

- **Guides & Manuals**: this will open the relevant page on the IOTC website, where you can download the e-MARIS manuals (see above).
- **General enquiries**: If you have general questions about e-MARIS, send an email to the IOTC Secretariat Compliance Section by clicking the button in this section.
- **Technical issues**: If you encounter technical issues using e-MARIS, send an email to the IOTC Secretariat Compliance Section by clicking the button in this section. We encourage you to provide as much detail on the issue you are encountering, including your computer's operating system and version, the web browser you are using, screenshots etc.

Help about specific reporting requirements

If you have a question about a Campaign or a specific requirement/report submission, or anything related to IOTC reporting requirements, we encourage you to use in-app messages.

In-app messages are attached to the topic from where you sent them, so any question and answer will always be available in context.

For example, if you send a message from a specific Requirement Messages tab, any answer will be visible in that same Requirement Messages tab, and you can refer to it later without having to search from it in the global Messages tab.

You can send a message by going to the Messages Tab in the Dashboard or to a specific requirement or report. Or simply click the button in the "Campaign and Submissions Questions" section of the Help menu, and it will open the relevant Messages tab, ready for you to type your question and send it to the IOTC Secretariat.