

e-Marlis Quick Start series for CPCs:

Getting Help

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What is this guide about?

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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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

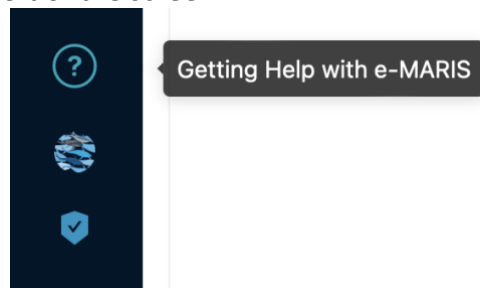
These user manuals are available on the IOTC website and cover the following topics:

- 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:

The resources below are there to help you if you have problems or questions about using e-MARIS.



Choose the topic below that best matches your question.

Guides & Manuals

First, make sure to consult the e-MARIS user manuals, available by clicking the button below. Most of the time they will answer your questions.

[Open the e-MARIS manuals page](#)

General Enquires

If you have general questions about e-MARIS, send an email to the IOTC Secretariat Compliance Section by clicking the button below.

[Send Mail Now](#)

Technical Issues

If you encounter technical issues using e-MARIS, send an email to the IOTC Secretariat Compliance Section by clicking the button below. We encourage you to provide as much detail on the issue you are encountering, including screenshots etc.

[Send Mail Now](#)

Campaign and Submissions Questions

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. You can send a message from the Messages Tab in the Dashboard or from a specific requirement or report. Or simply click the button below

[Send Message Now](#)

- **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.

The screenshot shows the e-MARIS interface. The breadcrumb trail is: Dashboard / 2023 Assessment / Requirements / 15/03 VMS report / Latest. The page title is "Resolution 15/03 VMS report on implementation and technical failures". Below the title, it says "Source: Resolution 15/03 On the vessel monitoring system (VMS) programme". There are several status tags: Read-Only, Due 30/6/2022, Pending, CMM, Compliance, Compliance Cycle, and Normal. The "Messages" tab is selected, showing a message thread. The first message is from e-MARIS (21 November 2022 - 18:09) with the text "Awaits internal approval." and options "Mark Unread" and "Quote". The second message is from Australia Manager (28 November 2022 - 09:23) with the text "Dear Secretariat, we are not sure about the reporting format we need to use for the report on technical failures. Could you clarify? Thanks" and a "Quote" option. The third message is from IOTC Secretariat (28 November 2022 - 09:23), marked as UNREAD, with the text "There is no standard format for reporting this, so you can use whatever you want. Cheers" and options "Mark Read" and "Quote". At the bottom, there is a text input field "Type a message..." and a "Send" button.

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.

Campaign and Submissions Questions

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. You can send a message from the Messages Tab in the Dashboard or from a specific requirement or report. Or simply click the button below

[Send Message Now](#)