

# e-RAV 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-RAV 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-RAV for reporting, etc. 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-RAV Quick Start guides

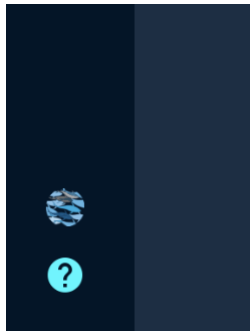
These user manuals are available on the IOTC website and cover the following topics:

- Getting help (this guide)
- How to activate your account or reset your password
- Managing your CPC and User accounts
- Searching for Vessels
- Managing you Vessels
- IT Requirements

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

### Use the e-RAV Help menu

Once you are logged in to e-RAV, 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:



*Problems or questions about using RAV?  
Choose the topic below that best matches your question.*

### Guides & Manuals

*We encourage you to consult the documentation first.*

[Consult the Manuals](#)

### General Enquiries

*For any remaining questions about RAV and how to use it.*

[Write an email Now](#)

### Technical Issues

*Provide as much detail as possible, including screenshots.*

[Write an email Now](#)

- **Guides & Manuals:** this will open the relevant page on the IOTC website, where you can download the e-RAV manuals (see above).
- **General enquiries:** If you have general questions about e-RAV, 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-RAV, 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.