

e-DFAD Quick Start series:

Getting Help

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What is this guide about?

This quick start guide will explain how you, an e-DFAD 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-DFAD 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-DFAD Quick Start guides

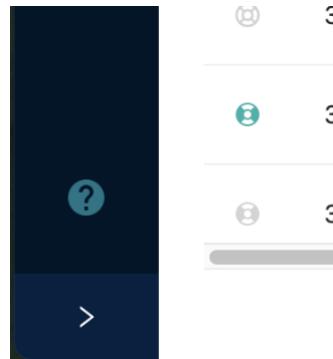
These user manuals are available on the IOTC website and cover the following topics:

- Getting help (this guide)
- How to activate your account or reset your password
- Quick guide for Buoy Owners
- Quick Guide for Flag State CPCs
- IT Requirements

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

Use the e-DFAD Help menu

Once you are logged in to e-DFAD, 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 the Register?
Send an email to iotc-dfad@fao.org to receive feedback.*

Guides, Manuals & Reporting Templates

We encourage you to consult the documentation and to use the relevant Reporting Templates.

 [Consult the Manuals](#)

General Enquiries

For any remaining questions about e-DFAD 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 & Reporting Templates:** this will open the relevant page on the IOTC website, where you can download the e-DFAD manuals and reporting templates (see above).
- **General enquiries:** If you have general questions about e-DFAD, send an email to the IOTC Secretariat by clicking the button in this section.
- **Technical issues:** If you encounter technical issues using e-DFAD, send an email to the IOTC Secretariat 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.