FAQ from Captains

1. **How do I get a username and password to begin using eTRIPS mobile or eTRIPS online?**

   To create a New Account, click <mark>HERE</mark> Note: Enter in your name as it appears on your federal permit. The system will not recognize nicknames. If you are not currently in the system or have trouble setting up the account, please contact the helpdesk at 1-800-984-0810.

2. **What if I have forgotten my password?**

   To reset your SAFIS password, click <mark>HERE</mark> If you are unable to reset your password, please call the helpdesk at 1-800-984-0810.

3. **I am a South Atlantic or Gulf Permitted Captain, can I report using eTRIPS?**

   Yes, starting January 4th, 2021, federally permitted captains who hold permits for South Atlantic Snapper-Grouper, Atlantic Coastal Migratory Pelagics, or Atlantic Dolphin/Wahoo will be required to submit weekly electronic reports.

   To create a New Account, click <mark>HERE</mark> Note: Enter in your name as it appears on your federal permit. The system will not recognize nicknames. If you are not currently in the system or have trouble setting up the account, please contact the helpdesk at 1-800-984-0810.

4. **Can I use eTRIPS mobile to be compliant with both my state and federal reporting?**

   Yes. ETRIPS can be used for both state and federal electronic trip reporting. If for some reason you do not see your state or federal permit in your account, please give us a call at 1-800-984-0810 and we can assist you.

5. **Is eTRIPS mobile available on a phone?**

   Yes, eTRIPS mobile can be used on Apple and Android phones/tablets. It can also be used on Windows 10 devices. eTRIPS online can be used on computer with internet connection NOTE: Kindles are not supported on eTRIPS mobile.

6. **What kind of devices can I use to report?**

eTRIPS mobile is available on Apple iOS tablets and phones (with iOS 11 or newer), Androids tablets and phones (with 5.0 OS or newer) and Windows 10 devices NOTE: Kindles are not supported. You can use the eTRIPS online version with any device that has internet access.

7. **What do I do if I don't see all my permits/licenses when I log into eTRIPS mobile?**

If you don't see your license you may call the help desk for assistance: <u>1-800-984-0810.</u> Keep in mind that you may have multiple permits/licenses. Federal permits must be used for trips with a federal vessel. State permits must be used for trips with a state vessel.

8. **If there are multiple Captains for a boat, can we use one tablet to report?**

Yes, each Captain will have their own username and password for eTRIPS. Each Captain can set up their favorites as they wish and their accounts will remain separate on the tablet.

9. **Can other Captains that use the tablet see my trips?**

No, unless they have your username and password, they will not be able to see your trips. Your account and your trip information remain separate from others and only available to you once you login.

10. **If I am a vessel owner and have several captains reporting for my vessel, can I see all the reports for my vessel in one place?**

Yes, you can create an account for GARFO permitted vessels <mark>HERE</mark>. Once you log in, you can see your vessel's trip reports. If you are a captain and wish to view your submitted reports in SAFIS, you can log in <mark>HERE</mark>. Once logged in, go to "Reports Menu" then select "All Trip Reports" to view or select "eTRIPS Interactive Report" which allows you the option to PRINT.

11. **Can I switch devices once I start reporting on one?**

Yes, it is easy to switch devices. You must upload your database to the ACCSP. Your database can then be downloaded to the new device. You will then be able to see past trip reports on your new device. To watch a quick tutorial video on how to do this, click HERE.

12. **What if I submit a report and I get an error back?**

   If the error is something you can fix, for example, if the error says your effort exceeds time of your trip, you may go back into the trip and edit your data accordingly. Once you edit the report, just uploaded it again and it should go through without errors. Anytime an edited trip report is resubmitted the newly submitted report will contain the updated trip information. If it is an error that you don't understand, please call the helpdesk at 1-800-984-0810

13. **Can I use multiple devices to report?**

   Yes, but be aware that currently the trip report stays with the device it was created on. The devices do not communicate with each other at this time. We hope to add this functionality into the app sometime this year.

14. **What if I don't see my Federal Vessel in the list when I search?**

   Call the helpdesk at 1-800-984-0810 and they can help determine the issue.

15. **Can I email myself a report after it is submitted so that I have a receipt of my trip?**

    Yes, you can. Click HERE to watch a video on how to do this.

16. **How can I make sure that my report was submitted properly?**

   You will receive a message saying "Success!" after the trip report finishes uploading. From the Summary Page, you will see a number populate to the Trip ID Number line. Also, from the Logbook Page your report will have a cloud icon for that trip report.

17. **Where do I find the VTR number to give to my dealer?**

   You can access your VTR Number by viewing the Trip Summary page. It is also available on the Logbook page.

18. **If I track my trip does my location info get sent anywhere?**

No, your location information stays with your device. The information is not sent anywhere, but can be used by the Captain for their needs.