

## ODDS Website Non-EM FAQ's/Troubleshooting

(Specific to non-em coverage only)

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## ODDS Website Connection & Logging In

### **Q1. Who is supposed to use the ODDS website?**

The ODDS website is designed for those registered owners and captains who own and operate vessels that are required to log their individual fishing trips. The NMFS sent out a letter to all registered owners whose vessels are required to log trips. Owners and operators of these vessels must log all intended fishing trips either in the ODDS website or by calling the call center (AIS).

### **Q2. Where is the Observer Declare and Deploy (ODDS) website located?**

The ODDS website is located at <http://odds.afsc.noaa.gov>.

### **Q3. What internet browsers should I use?**

*The preferred internet browser is Mozilla Firefox.* Other browsers such as IE (Microsoft Internet Explorer), Chrome or Safari (Mac Computers) can be used on the ODDS website but the preferred browser to use is Mozilla Firefox.

### **Q4. Can I use a Smartphone or Ipad type device on the ODDS website?**

Currently the ODDS website is not functional with all Smart phones. Some Ipad type devices are not all functional with the ODDS website. The preferred method with connecting to the ODDS website is with a laptop or desktop computer.

### **Q5. What do I do if the ODDS website is down?**

If the ODDS website is down and not working, please call the call center (AIS) at 1-855-747-6377 to log your trip. While the ODDS website is down, you will only be able to log one trip and no other ODDS functionality such as account management can be performed.

### **Q6. What do I do if I lost my User ID?**

User ID's for the registered owner of a vessel were included in the original introduction letter mailed out to all registered owners. If you are the registered owner and you have forgotten your User ID, please send an email to [odds.help@noaa.gov](mailto:odds.help@noaa.gov). In this email please include your name, address and vessel names that you own. If you are the captain of a vessel and not the registered owner, the registered owner can provide you with your original User ID that was created when they created the captains account.

**Q7. What do I do if I lost my password?**

Passwords are assigned and managed by the registered owner of the vessel. If you are the registered owner of the vessel and need to receive a new password you have 2 options.

Option 1 is to use the forgot password link found on the ODDS login page. In order to use this option you must have a valid email address on file with the RAM Permitting Division in Juneau. The ODDS website will use this email address to email you a temporary password. If you do not have a valid email address on file with RAM please see Q13 of this document on how to update your contact information

Option 2 is to call 1-855-747-6377 and speak with an operator with call center (AIS) operator who can assist you in resetting your password.

If you are the captain of a vessel and not the registered owner of the vessel and have forgotten your password, then you will need to contact the registered owner of the vessel who can then reset your password using the ODDS website or the registered owner can contact the call center (AIS).

**Q8. I am the captain (not the registered owner) of a vessel but don't have a User ID or Password for the ODDS website**

It is the responsibility of the registered owner of the vessel to create User ID's and temporary Passwords for their captains. Please contact the registered owner to receive your User ID and temporary Password.

**Q9. Are there a limited number of login attempts?**

If the wrong password is supplied 3 times for a specific User ID, then the user will be locked out for 15 minutes.

**Call Center – (AIS)****Q10. What is the call center and what should it be used for?**

The call center (AIS) is in place to assist those users who don't have access to the ODDS website. The call center will have access to the ODDS website and phone operators can enter the information that the caller requires. The call center (AIS) can be reached by calling 1-855-747-6377.

**Q11. Before calling the call center what information must I have ready to give them?**

Before you call the call center, make sure you know your User ID for the ODDS website and your phone number. When you place the call to the call center, the phone operator will need you to verify your User ID and phone number before they can perform any functionality within ODDS.

**ODDS Account Management****Q12. I am the registered owner of a vessel but I don't have a User ID or password?**

User ID's and temporary passwords were mailed out to all vessels that have made a delivery of fish within the last 2 years. The address that was used was the address that is on file with the RAM Division in Juneau. If you believe you should be logging fishing trips and need access to the ODDS website please email your request to [odds.help@noaa.gov](mailto:odds.help@noaa.gov).

**Q13. I am the registered owner of the vessel and my contact information is wrong how do I update my contact information?**

The contact information that is display on the ODDS website comes from what is on file with the permitting office (RAM Division) at Alaska Regional Office in Juneau. You will need to contact them directly to update your contact information. Their contact information is 1-800-304-4846 (Option #2) or via email at [RAM.Alaska@noaa.gov](mailto:RAM.Alaska@noaa.gov).

**Q14. I am the registered owner of the vessel why do you need my email address?**

If you would like to receive automated trip receipts for trips that are observed then a valid email address is required. Email addresses for registered owners are maintained by the permitting office (RAM Division) at Alaska Regional Office in Juneau. You will need to contact them directly to update your address. Their contact information is 1-800-304-4846 (Option #2) or via email at [RAM.Alaska@noaa.gov](mailto:RAM.Alaska@noaa.gov)

**Q15. I am both the registered owner and captain of my vessel, do I need to create a captains account?**

If you are both the registered owner and the captain of the vessel you do not need to create a captains account. You can use the registered owners account information (User ID & password) for logging trips and all other ODDS website functionality.

**Q16. How do I create accounts in ODDS for a captain of my vessel?**

Creating accounts and overall account management can be done from the main menu of ODDS after you log in. Select the Manage Captains button from the main menu and from here you can add accounts for captains or edit accounts for captains. Before a vessel can be added to your captain's account, the captain's account must be created first.

**Q17. When creating a captains account why do you need their email address?**

If you would like the captain of your vessel to be able to receive automated trip receipts via email, then a valid email address will need to be entered.

**Q18. I am the registered owner of a vessel or vessels and not all my vessels are listed in ODDS?**

When the registered owner is logged into the ODDS website, the website will only display vessels that are required to log trips. If you feel that there is an error in your vessel, please send an email to [odds.help@noaa.gov](mailto:odds.help@noaa.gov). In the email please provide your name, User ID and phone number.

**Q19. I am the captain of a vessel and I don't see my vessel listed in ODDS?**

It is the responsibility of the registered owner of a vessel to assign specific vessels to their captains. Please contact the registered owner of the vessel to have them assign you the vessel in the ODDS website.

**Q20. How do I delete a user that I created?**

Once a user has been added to your account and you want to remove them, go to the user account page and select the Inactive button. The account then becomes inactive and can't be accessed by that user anymore. If that user has any open trips, the system will prompt you that open trips remain. The account will still be inactivated and the registered owner should now properly close or cancel any un-observed trips that are still open.

**Logging New Trips****Q21. What is the preferred method to log a fishing trip?**

The preferred method to log fishing trips is to use the ODDS website. If you do not have access to the website, the next method is to call 1-855-747-6377, and log your fishing trip with a call center operator.

**Q22. What does a fishing trip mean?**

There are two different meanings for a trip depending on where the vessel will be delivering their catch. *For a catcher vessel delivering to a shoreside processor or stationary floating processor*, the fishing trip is the period of time that begins when a catcher vessel departs a port to harvest fish and ends when all harvested fish have been offloaded or transferred.

*For a catcher vessel delivering to a tender vessel*, the fishing trip begins when a catcher vessel departs from a port to harvest fish. This type of trip must include at least one delivery to a tender vessel. If the tender trip did not have an observer onboard, the un-observed fishing trip ends when the vessel returns to a port in which a shoreside processor or stationary floating processor with a valid FPP is located. A future fishing trip selected for observer coverage may not begin until all previously harvested fish has been offloaded.

If there was an observer onboard, the observed tender trip does not end until all fish have been offloaded and the vessel is in port in which a shoreside processor or stationary floating processor with a valid FPP is located.

**Q23. How far in advance can I add a new trip?**

Trips can be logged up to a maximum of 30 days in advance of their trip start date.

**Q24. What is the minimum amount of time needed to log a new trip?**

Trips must be logged at least 72 hours prior to departure. This time frame is needed by the observer provider if this trip is randomly selected for observer coverage.

**Q25. Why do I have to declare the type of gear I will be using on the trip?**

The gear type you will be using during the trip must be declared as the selection rate for an observed trip versus an un-observed trip is based on gear. Trawl gear will have a different rate than Pot and Longline gear types. If you log a trip and then determine that you will be using a different gear type for that trip, the trip must be canceled and logged with the corrected gear type.

**Q26. What gear type should I select for the trip if I will be using more than 1 gear type on the trip?**

If you will be using more than 1 type of gear during the trip select the gear type that you will be predominantly using during the trip.

**Q27. Why do I have to declare if I will be offloading to a tender during the trip?**

Analysis of historical catch data has shown that tender trips differ from non-tender trips. The NMFS uses catch from observed trips to infer catch and discards on unobserved trips within the same trip type. Observing both types of trips (tendered and non-tendered) helps ensure that accurate information is used to manage U.S. marine resources.

**Q28. What if I don't know if during part of the trip I will be offloading to a tender?**

You have up to 72 hours advance to log your upcoming trip. If your plans change after this time you do not need to cancel the trip and re-log another trip with the updated tender information.

**Q29. What do I do if I logged a trip intending to deliver to a tender vessel, but instead I deliver shoreside (or vice versa)?**

Do your best to record the trip information as you know it at the time you log the trip. If your trip plans change and your tender designation changes, continue on the trip as normal. You do not need to cancel or stop the trip.

**Q30. I am not sure of the exact time the new trip will start, must the time be exact?**

Please use your best estimate in regards to the time the trip will leave. If you need to update the trip start date or time of an un-observed trip, you need to do so before the initial entered date or time. Once this date and time have passed, you will not be able to change this information, however if the trip is still realized then the correct trip end information can be updated at the time you close out the trip. Editing the trip start information of an un-observed trip after the trip has started is not required. Once the trip has been realized, the important aspect is updating the actual trip end information.

**Q31. I am not sure when the new trip will end?**

Please use your best estimate as the date that the trip will end. You can change the trip end date of an un-observed trip before closing out the trip.

**Q32. I am not sure what the end port will be of the new trip?**

Please use your best estimate to which plant or processor the catch will be offloaded to. You can change the end port information of an un-observed trip before closing out the trip. If this trip includes deliveries to a tender, then the end port will be that port which you will be returning the observer to and must be a port that has a shoreside processor with a valid FFP.

**Q33. Does the trip end when I offload at a tender vessel?**

A trip does not end if the offload occurs at a tender vessel. Please refer to Q22 regarding the meaning of a fishing trip.

**Q34. How many new trips can I log at one time?**

The number of trips that can be entered at one time is limited to the number of open trips that are in ODDS website. An open trip is a logged trip in the ODDS website that has yet to be closed or cancelled. The ODDS website allows up to three open trips.

**Q35. What does Leave Date Plus 48hrs mean?**

The leave date is the date that a user has entered for their anticipated trip to begin. Leave date plus 48 hours is just that, 48 hours added to that date and time of departure. This leave date plus 48 hours is provided to the user of the ODDS website for trips that are determined by the system “to be observed”. An observer provider company is to get an observer to the vessel for a “to be observed” ODDS trip by the Leave date. If, however, due to circumstances beyond the vessel operators control, that “to be observed” trip is delayed, the observer assigned to the vessel remains in port until the Leave Date Plus 48 hours has passed. Once this Leave Date Plus 48 hours has passed, the observer provider can reassign the observer to another vessel’s trip. The originally entered trip is now nullified, and another trip must be entered. *Since an observer provider company is allowed up to 72 hours to obtain an observer for a “to be observed” trip, it is possible that you may need to wait up to 72 hours for another observer if a trip that is not realized by your original Leave Date plus 48 hours.*

**Q36. What is the purpose of a trip receipt and should I keep it with me?**

Trip receipts provide proof that a trip has been logged into the ODDS website. While not required, it is recommended that users of ODDS website print their receipt to prove they have logged their trip. When a trip is logged, a trip receipt is available on the ODDS website and also a trip receipt of an observed trip is emailed (if email address was provided during account creation) to the registered owner of the vessel and the captain who logged the trip. Past trip receipts are available on the ODDS website

**Q37. Why do I have to provide the trip receipt to the processor or tender at the time of offload?**

The e-landings and t-landings system now have a field for ODDS trip number. When you log a trip in ODDS the system will produce a trip number (for both un-observed and observed trips). Please retain this number and provide to staff at the processor or the tender at the time of delivery. If during the same trip you make multiple deliveries to a tender, you will provide the same ODDS trip number each time you offload to the tender.

**Q38. The new trip I just logged requires coverage, what happens next?**

If a trip is designated to have a human observer, the ODDS website will automatically send an email to the observer provider with all the specific information you entered regarding this trip. You should follow up with the provider with a phone call and or email regarding getting your observer. The observer provider contact information is located on the ODDS main webpage under the contacts button.

**Q39. Why am I not getting trip receipts emailed to me?**

In order to receive automated trip receipts for observed trips from the ODDS website, a valid email address must be on file. If you are the registered owner of a vessel and are not receiving trip receipts, please contact the RAM Division in Juneau to update your contact information. The contact information for the RAM Division is located on the Contacts page in the ODDS website. If you are the captain of a vessel (not the registered owner) and you want to receive automated trip receipts for observed trips via email, please contact the registered owner of the vessel and have them update your email address for the captain's account in the ODDS website.

**Q40. Why are AFA trips for catcher vessels not logged?**

If you are an AFA eligible vessel targeting Pollock for a trip, that trip does not need to be logged into the ODDS website. AFA eligible vessels targeting Pollock must carry an observer 100% of the time.

**Q41. Why are Rockfish Program trips for catcher vessels not logged?**

If you are a Rockfish program eligible vessel targeting Rockfish under Rockfish program regulations, that trip does not need to be logged into the ODDS website. A Rockfish program eligible vessel targeting Rockfish under Rockfish program regulations must carry an observer 100% the time.

**Q42. What is an Open Trip?**

An open trip is a logged fishing trip where the user who logged the trip has yet to close the trip or cancel the trip.

**Changing Logged Trips****Q43. Why can't I change an observed trip using the ODDS website?**

When the trip was initially logged and designated to be covered, the provider was notified by email of the requirement. You will need to work directly with AIS regarding any changes to this trip that was designated for coverage.

**Q44. Why are some fields locked and I can't change them for a logged trip?**

The 2 fields of “Will you be using trawl gear” and “Is this a CDQ trip” are locked because if either of these 2 fields need to be changed, then the user must cancel the trip and log this trip again with the correct information for these 2 fields. These 2 fields are critical to determine if an observer is required for a logged trip thus can't be changed once logged. The fields AFA fields and Rockfish fields are also locked and can't be updated.

**Q45. Why is the change button not available for an un-observed trip?**

The change button is only available before the date and time of the logged trip start date and time. If the current date and time is after the logged trip start date and time then the only buttons available are the close and cancel buttons. If the trip is not realized then the trip will need to be canceled. If the trip is realized then when you close out the trip updated trip end information can be added. Editing the trip start information of an un-observed trip after the trip has started is not required. Once the trip has been realized, the important aspect is updating the actual trip end information.

**Q46. If I change a trip will I get a new trip receipt?**

Changing a trip will not produce a new trip receipt. You can still access the trip receipt for the changed trip and the trip receipt will reflect any changes made to the logged trip.

**Q47. Can I access trip receipts for past trips?**

Trip receipts for past logged trips are available on the Trip Plan log screen.

### Canceling Logged Trips

**Q48. What is a Canceled Trip?**

A canceled trip is a trip that was logged, then for whatever reason the user canceled the un-observed trip. Only the observer provider can cancel an observed trip.

**Q49. Why can't I cancel an observed trip using the ODDS website?**

When the trip was initially logged and designated to be observed, the observer provider was notified by email of the requirement. You will need to work directly with the observer provider regarding any changes to this trip that was designated as observed.

## Closing Logged Trips

### **Q50. What is a Closed Trip?**

A closed trip is a trip that has been realized and has ended. The user has either selected the landings (fish tickets) for that trip or has updated the return date and return port information in the ODDS website. Only un-observed trips can be closed by the user.

### **Q51. Why can't I Close an observed trip?**

Once an observed trip is complete, the user does not need to close the trip. The data that the observer collects will be used to close the observed trip.

### **Q52. How come only non-observed trips can be closed?**

We only request non-observed trips to be closed by the user. In order to close a trip we ask the user to input the landing report ID number (E-Landing number) found at the bottom of each fish ticket. If the landing ID number is not provided we ask the user update port end information and trip end date information. For observed trips we receive the landing report ID number from the observer and this is why observed trips don't need to be closed.

### **Q53. Why can't I see the Close button for an un-observed trip?**

The Close button will only be available when the current date and time is after the logged trip start date and time. If the current date and time is before the logged trip start date and time then the un-observed trip can be changed or canceled.

### **Q54. What information should I provide when closing an un-observed trip?**

When closing an un-observed trip you will first be shown a list of landing reports (fish tickets) for the vessel. Please select the landing report/s that goes with the trip that you are closing. If you don't see the landing report/s then click on the button 'Not in List (Enter My Own)' and enter the correct Port of Return and correct landing date. If this information is already correct then click on the Close Trip button.