ODDS Website Non-EM FAQ's/Troubleshooting

(Specific to non-em coverage only)

ODDS Website Connection & Logging In

Q1. Who is supposed to use the ODDS website?

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

Q3. What internet browsers should I use?

Q4. Can I use a Smartphone or IPod type device on the ODDS website?

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

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

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

Q8. I am the captain of a vessel but don't have a User ID or Password for the ODDS website?

Q9. Are there a limited number of login attempts?

Call Center – (AIS)

Q10. What is the call center and what should it be used for?

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

ODDS Account Management

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

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

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

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

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

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

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

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

Q20. How do I delete a captain that I created?

Logging New Trips

Q21. What is the preferred method to log a fishing trip?

Q22. What does a fishing trip mean?

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

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

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

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

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

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

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

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

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

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

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

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

Q35. What does Leave Date Plus 48hrs mean?

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

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

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

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

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

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

Q42. What is an open trip?

Changing Logged Trips

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

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

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

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

Q47. Can I access trip receipts for past trips?

Canceling Logged Trips

Q48. What is a canceled trip?

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

Closing Logged Trips

Q50. What is a closed trip?

Q51. Why can't I close an observed trip?

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

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

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

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

Q4. Can I use a Smartphone or IPad type device on the ODDS website?

ODDS should work with most smartphone, IPad and other types of mobile devices. If you are having issues using a mobile type device please send an email to odds.help@noaa.gov and explain the issues you are having.

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 that were either mailed or emailed 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. 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 or a captain 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 ODDS system. 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 please send an email to odds.help@noaa.gov and request that your email address be put into the ODDS system.

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.

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 either mailed or emailed 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. Do not contact the RAM division in Juneau. First send an email to odds.help@noaa.gov with your request for your user id and or password.

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. If you believe that RAM does have your most recent contact information and the information is still wrong in ODDS, please send an email to odds.help@noaa.gov with the change you would like to make.

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

An email address is needed so that you will be able to reset your password if needed and we also send out certain notification from ODDS to the registered vessel owner. If you are missing an email address or your email address has changed please send an email to odds.help@noaa.gov with the requested change.

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 Captain User link from the left hand side of the ODDS main page. Then under the Captain User link click on the Create link to create a captains account. 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?

An email address is needed so that the captain will be able to reset their password if needed and we also send out certain notification from ODDS. If the captains are missing an email address or their email address has changed please send an email to odds.help@noaa.gov with the requested change.

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. 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 captain that I created?

Once a user/captain has been added to your account and you will not be able to remove the account but you can make the account deactivate or make an account inactive. On the left hand side of the ODDS main page click on the Captain User link. Under the Captain User link click on the Edit link. A page of all captains' accounts will appear. Find the captains account you want to work with and click on the Edit button. At the bottom of the screen under Account Status, change the account status to Inactive/Deactivate then click on the update button.

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 shore side 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. The trip ends when the vessel returns to a port in which a shore side processor or stationary floating processor with a valid FPP is located and all fish have been offload (to a tender or shore side processor or stationary floating processor). If a vessel does return to the "vicinity" of a port, the NMFS Office of Law Enforcement (OLE) may consider this as "returning to port". For question regarding "vicinity" of a port, please contact your local OLE office.

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. If you choose to a log trip within 72 hours of departure and the trip is selected for coverage, the observer provider may delay your trip for up to 72 hours so that they have the necessary time to get an observer to you.

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. <u>If you log a trip and then determine that you will be using a different gear type for that trip, the trip must be edited/changed using the correct gear type.</u>

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. You can edit the trip information and change the tender offload designation field in ODDS for that specific trip.

Q29. What do I do if I logged a trip intending to deliver to a tender vessel, but instead I deliver shore side (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 trip start date and 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 shore side processor with a valid FFP.

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

Depending on the location of the tender, an offload to a tender might end the trip but if the tender is located within a port with a valid FPP the trip would end. Specific questions on this should be directed to your local NMFS OLE office. See Q22 for trip definitions.

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 be observed, 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 send an email to odds.help@noaa.gov to update your contact information. If you are the captain of a vessel and not the owner, contact the owner who can then update your email address in ODDS.

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?

If you are editing a trip and you are unable to change a certain field, it's possible that field has been locked as due to a number of ODDS rules NMFS is not allowing it to be changed.

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 View Trips 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.