ODDS Website EM FAQ's/Troubleshooting

(Specific to Electronic Monitoring/EM 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 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 EM Trips

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

The preferred method to log EM 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 an EM fishing trip mean?

The EM fishing trip is the period of time that begins when the vessel leaves a shore-based port or leaves a tender vessel with the hold empty and ends when the vessel returns to a shore-based port or returns to a tender and all the fish are delivered and the hold is empty.

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

EM 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 EM trip?

No minimum time is required to log the trip. You can log the trip the same day you want to leave as long as you know the EM equipment is fully functional.

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

Currently all EM trips (regardless of gear type) are selected at the same rate. It's possible that in the future that pot gear and longline gear may have different rates and this is why we still require a gear type to be logged.

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

If you will be using both pot gear and longline 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 EM 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 non-selected EM 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. Towards this end, the observer program uses an optimized algorithm to determine the best observation rates for each type of trip.

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

Do your best to determine what will happen during the trip at the time it's logged.

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

In the event that this information changes while on the trip, when you close out the trip please use the landing report id from the fish ticket to close out the trip then we can capture the corrected information from the fish ticket.

Q30. I am not sure of the exact time the new EM 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 EM trip, you need to do so before the initial entered trip start 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. Once the trip has been realized, the important aspect is updating the actual trip end information.

Q31. I am not sure when the new EM 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 EM trip?

Please use your best estimate to which plant or processor the catch will be offloaded to or which port you will be returning to after delivering to a tender. You can change the end port information of a non-selected EM trip before closing out the trip.

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

An EM trip will end when you offload all catch to a tender. If all the fish in the hold are not delivered to the tender the trip does not end.

Q34. How many new EM 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. Why can I only log one EM trip?

Typically a user can log up to 3 trips at a time. Under certain circumstances a user may be locked down to only being able to enter one trip at a time. These are: When a vessel owner is in an appeal status with their vessel monitoring plan (VMP): When a VMP amendment is required: When a user cancels an inherited EM selected trip. In order to have the one trip at a time condition removed the user must fulfill a number of requirements. Check with your EM service provider or Alaska Regional Office staff to determine what steps need to be taken to be able to log 3 trips again.

Q36. **I want to fish in multiple IFQ areas during the same IFQ trip and need the trip to be selected for EM because I will be retaining halibut or sablefish in excess of the total amount of unharvested IFQ or CDQ applicable to the IFQ regulatory areas in which I will be operating that is currently held by all IFQ or CDQ permit holders aboard my vessel. How do I get the trip to be a selected EM trip?**

If you want to be selected for EM coverage (because you will be retaining halibut or sablefish in excess of the total amount of unharvested IFQ or CDQ applicable to the IFQ regulatory areas in which you will be operating that is currently held by all IFQ or CDQ permit holders aboard my vessel) then when logging the trip select Y for an IFQ trip and select Y for fishing in multiple IFQ areas. When you Add/Save the trip you will receive an additional message box confirming that you want to be selected for EM coverage for the trip. Make sure to select the Yes box. Once the trip is saved you will automatically be selected for EM coverage for the trip.

Q37. 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

Q38. Why do I have to provide the ODDS trip number 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. Please retain this number and provide to staff at the processor or the tender at the time of delivery.

Q39. The new EM trip I just logged requires EM coverage what happens next?

If a trip is designated as EM, the ODDS website will automatically send an email to the EM provider with all the specific information you entered regarding this trip. You should follow up with the EM provider with a phone call and or an email and make sure you have all EM equipment onboard and functioning.

Q40. 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.

Q41. What is an Open EM 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 EM Trips

Q42. Can I change a selected EM trip using the ODDS website?

You do have the ability to make changes or edit a trip that is selected for EM coverage.

Q43. Why are some fields locked and I can't change them for a logged EM 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.

Q44. If I change an EM 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 through ODDS for the changed trip and the trip receipt will reflect any changes made to the logged trip.

Q45. Can I access EM trip receipts for past trips?

Trip receipts for past logged trips are available on the View Trips screen.

Canceling Logged EM Trips

Q46. What is a Canceled EM Trip?

A canceled trip is a trip that was logged, then for whatever reason the user canceled the non-selected EM trip. Only the call center can cancel a selected EM trip.

Q47. Can I cancel a selected EM trip using the ODDS website?

Yes you can cancel a selected EM trip in ODDS.

Closing Logged EM Trips

Q48. What is a Closed EM 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.

Q49. Why can't I see the Close button for an EM trip?

The Close button will only be available when the current date and time is after the logged trip start date and time.

Q50. What information should I provide when closing an EM trip?

When closing an EM trip (both selected and not selected trips) 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.