



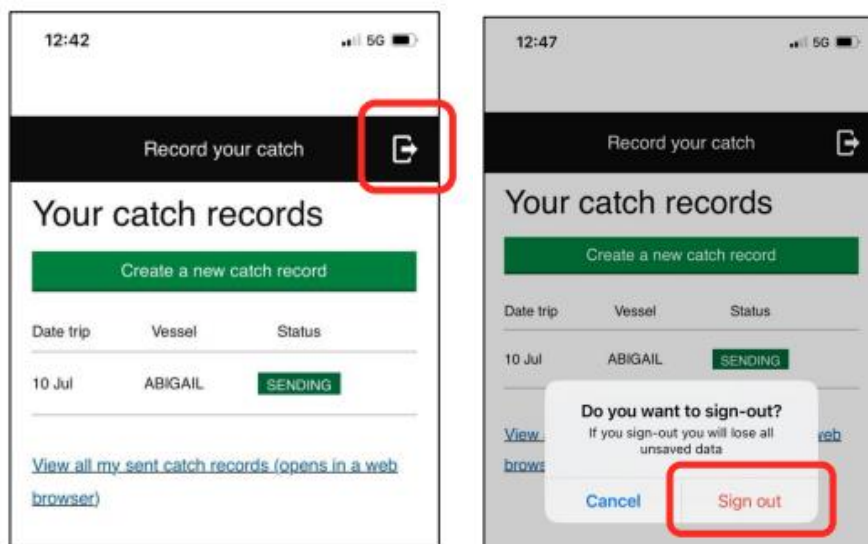
Catch Recording Issues Guidance Document

We have identified an issue with the catch recording app. As a result, we advise that you check that any catch record you submit has successfully uploaded. You can do this by looking on the catch recording website. **Doing this requires an internet connection.** If the catch record is not uploading successfully through the app, you can use the web service or helpline. We apologise for the inconvenience.

If you are an app user and have missing catch records, please complete the following steps:

1. Ensure your phone is connected to the internet
2. Tap the sign out icon in the top right corner (looks like a box with an arrow in it).
3. Select 'Sign out'. (make sure you know your password first)
4. Sign back in; if you have a list of "sending" records these should vanish, this means they have been submitted.
5. Click the "view all my sent catch records" link to check if the upload has been successful
6. Use an alternative service to submit future records, until you have been notified the App has been fixed.

If you still have missing records, please contact us directly on centralenforcement@marinemanagement.org.uk



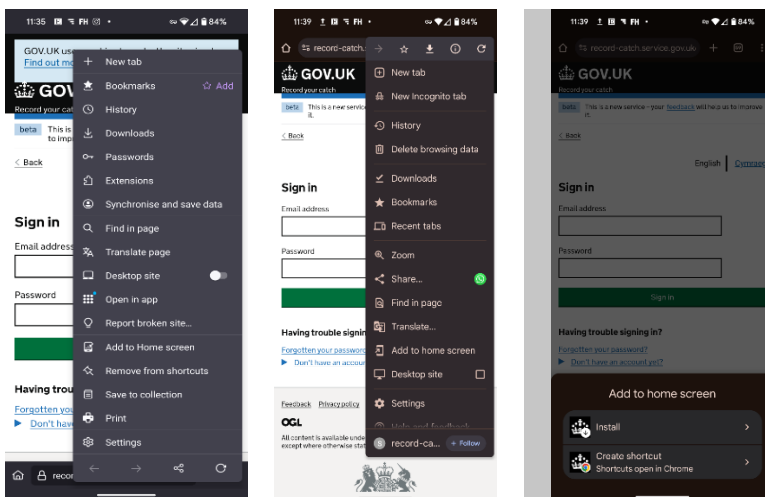
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For ease of use you can add the Webservice to your mobile phone, to appear and function in a similar way to the app.

Adding a webservice to your home screen (Android)

1. On your Android device, open Chrome (or any other browser you like to use).
2. Go to the website you want to create a shortcut for - <https://record-catch.service.gov.uk/sign-in>.
3. To the right of the address bar, tap More and then tap **Add to home screen**.
4. Next tap Install or create shortcut.
5. You maybe offered the option to rename the link at this stage.
6. Tap Add.



Adding a website shortcut to your home screen (Apple)

1. Go to the Safari app on your iPhone.
 2. Go to the website you want to add to your Home Screen - <https://recordcatch.service.gov.uk/sign-in>.
 3. Tap the Share button in the menu bar.
 4. Scroll down the list of options, then tap **Add to Home Screen**.
- If you don't see Add to Home Screen, you can add it. Scroll down to the bottom of the list, tap Edit Actions, then tap Add to Home Screen.

