Resolving Issues with Mobile License Documents Not Showing in the Mobile App – Licenses, Tags, CRC's, Harvest Cards

This guide provides steps to troubleshoot situations where a mobile license holder is unable to view in the mobile app their:

- License
- Tags
- Catch record cards/harvest cards
- Endorsements, permits

If the issue cannot be resolved using the steps below, please direct the customer to contact Licensing during business hours.

1. Confirm the Customer Is Using an Approved Mobile Application

Customers must use one of the official WDFW mobile apps: **MyWDFW** or **Fish Washington**.
These apps are available in both the Apple App Store and Google Play Store.

If the customer is using the mobile web version instead of the app, they will not be able to notch tags or enter catches. The mobile app icons are shown below. If the icon they are clicking on does not look like either of those, they are using the wrong mobile app or the mobile web page.

MyWDFW



Fish Washington

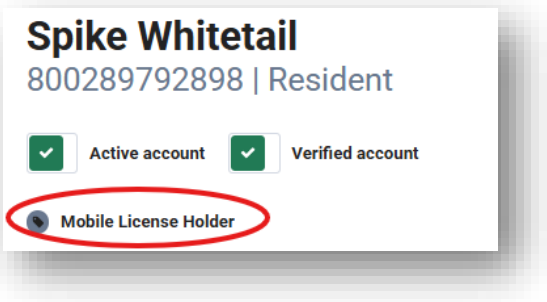


2. Verify the Customer Is a Mobile License Holder

On the customer's WILD home screen, check the area under their name and WILD ID.
Their license holder type will show as either:

- **Mobile License Holder** — able to record catches and notch tags in the mobile app
- **Paper License Holder** — cannot record catches or notch tags in the mobile app

If the customer appears as a paper license holder, they can only *view* privileges and must switch to mobile licensing or use paper license documents.



3. Check Whether the Customer Has Purchased the License Document

Customers may call to say they do not see their tags or catch record card. Tags and CRC's are not automatically included with the license. A customer must add those items at the time of purchase.

If the CRC or tags are missing from the customer's active privileges in the app, this is the most likely cause.
To resolve:

1. Add the Catch Record Card or tag to the customer's account by completing a transaction for the necessary items.
2. Ask them to sync their account in the app

4. Confirm the Customer Is Using the Correct Username

Customers sometimes have multiple WILD accounts. If they log into a duplicate profile, they may not see their active privileges in the app because they have logged in to the wrong account.

Ask the customer which username they entered and confirm that it matches the profile showing their active privileges. You can also ask for the WILD ID that is displayed in the mobile app and see if it matches the WILD ID with the active privileges. If they are not using the correct username, or the WILD ID does not match, you will need to assist them in logging in to the correct account.

5. Ask the Customer to Check that Their Device Software is Updated

A customer may have issues with the mobile app if their device is not fully updated. Ask the customer to check if their device software is updated, and to update it if it is not.

If the customer is using an **Android**, ask them to:

- Go to their **Settings** and then **System**
- Depending on the device, they will see **System update**, **Software update**, or **Software updates**
- If an update is available, ask the customer to tap **Download** or **Download and Install**.

If the customer is using an **iPhone**, ask them to:

- Open Settings
- Navigate to General, then Software Update
- The customer will see their current version and whether an update is available
- If yes, tap **Download and Install**

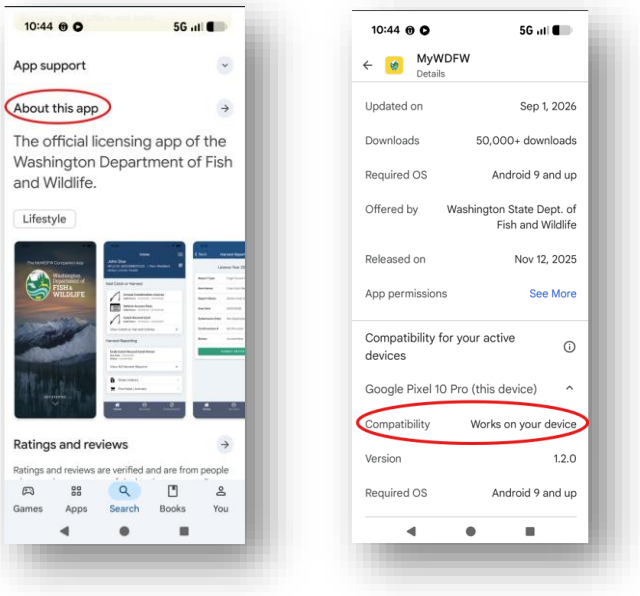
6. Ask the Customer to Verify That They are Using the Most Recent Version of the App

Ask the customer to look up the app (MyWDFW or Fish Washington) in the **Google Play Store** for **Android** or the **App Store** for **iPhone**. If it shows Update, ask them to tap on it to update their mobile app to the most current version.

7. Check Device Compatibility in the App/Play Store

If the customer is using an **Android device**, have them:

1. Open the **Google Play Store**.
2. Search for **MyWDFW** or **Fish Washington**.
3. Open the app's page and select **About this app**.
4. Scroll to **Compatibility for your active devices**.
5. Look for the message: **"Works on your device."**

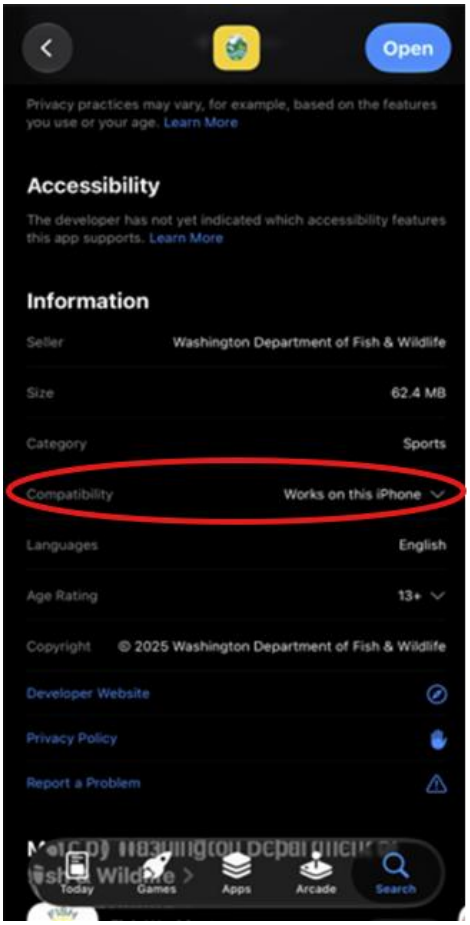


If it does **not** say this, their device is not compatible. They will need to use a different device or switch to paper licensing.

If the customer is using an **iOS device** or an **iPhone**, have them:

1. Open the **Apple App Store**.
2. Search for **MyWDFW** or **Fish Washington**.
3. Open the app's page and scroll down to **Information**.
4. Scroll to **Compatibility**
5. Look for the message **"Works on this iPhone"**

If it does **not** say this, their device is not compatible. They will need to use a different device or switch to paper licensing.



8. Ask the Customer to Uninstall and Reinstall the App

Occasionally the initial install is corrupted, and an uninstall and reinstall will fix the issue. This will also update the mobile app as well if it has not been updated.

If you have gone through the steps and the customer is still not able to see their license documents, notch tags, or enter a catch, please ask the customer to call Licensing during our business hours.