



**COASTGUARD
APP**



**FREQUENTLY
ASKED
QUESTIONS**

GOT A QUESTION ABOUT THE COASTGUARD APP? HERE'S A GREAT PLACE TO START TO FIND THE ANSWER!

If you still can't quite find what you're looking for, jump onto www.coastguard.nz/app or get in touch with us at info@coastguard.org.nz or 0800 BOATIE (262 843). We're happy to help.

MAKING A TRIP REPORT

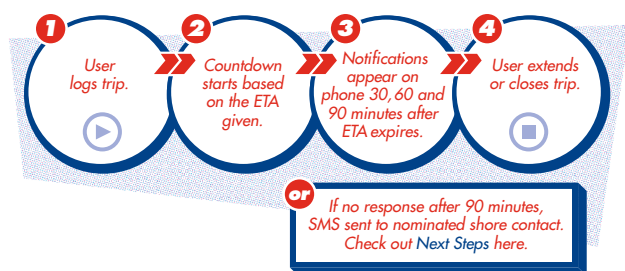
Q: SHOULD I USE THE COASTGUARD APP OR MY VHF RADIO TO LOG A TRIP?

A: The choice is entirely yours. Most importantly, Coastguard strongly encourages you to carry at least two waterproof forms of communication at all times.

Please note, if you do log a trip using the Coastguard app then close it via VHF radio or a phone call, you will still need to close the trip on the app as well.

HOW IT ALL WORKS

WHAT HAPPENS WHEN YOU LOG YOUR TRIP VIA THE COASTGUARD APP



Q: WHO'S THE BEST PERSON TO CHOOSE AS MY SHORE CONTACT?

A: Great question. It depends, and may vary from trip to trip, so you can use different contacts under different circumstances, but here are some guidelines:

- The person should be ashore, and not out on the water with you! Don't pick your partner if you're both going out fishing together.
- The person should be a responsible adult who can receive an SMS on their phone.
- Ideally choose someone who knows a bit about your boating habits – what safety kit you have on board, where you go, where you launch etc
- It sometimes helps if it's someone local who knows if your boat is back in the driveway – not your parents who live on a lifestyle block down country somewhere.

In summary, choose someone you can trust to have your back: a partner, a reliable friend or a nearby member of your family.

Q: WHAT DOES MY SHORE CONTACT HAVE TO DO?

A: In the event you haven't closed your trip report, we want them to check you're safe and remind you to close your trip. If they can't get hold of you, the SMS message will guide them on the next steps to take.

Q: WILL COASTGUARD FOLLOW UP ON MY TRIP REPORT IF I HAVEN'T CLOSED IT?

A: It is the responsibility of the app user to close their trip report once safely at their destination. Last year Coastguard received more than 250,000 trip reports - too many to promise that we can always follow up unclosed trip reports. However, with the Coastguard app, we're able to improve that service; if the Coastguard app calculates that you haven't closed your trip report, the app will prompt you to close it. After three such prompts, if your report hasn't been closed, the app will automatically send your shore contact an SMS (see 'How It All Works' at left).

Q: WHAT DO I DO IF MY SMARTPHONE BATTERY RUNS OUT OR I'M OUT OF MOBILE COVERAGE?

A: In either of these situations you can close your trip report by VHF on your local Coastguard channel or by calling *500 from another phone. Please note you will still have to close the trip on the app later, when you're able.

Q: I'M NOT GETTING ALERTS ON MY SMARTPHONE WHEN MY TRIP IS OVERDUE – WHY IS THIS?

A: Check the notification settings on your smartphone. Both Apple and Android devices allow you to adjust in the settings which apps can post notifications and which apps are blocked. You'll normally find this via Settings/Notifications. Ensure that the Coastguard app is permitted.



Q: DOES THE APP WORK NATIONWIDE?

A: Rest assured the app does work nationwide, with a lot of work having gone into ensuring it can be used for making trip reports across the country. While you may see the developer name on the App Store/ Google Play as 'Coastguard Northern Region', this is not an indicator of where the app does or doesn't work.

Q: CAN I USE THIS APP FROM OUTSIDE NEW ZEALAND?

A: The Coastguard app is only able to be downloaded if you have an NZ-based account on the Apple App store or in Google Play. Because the app has no practical functionality outside of this country, the app has not been made available to those outside of NZ.

CROSSING A BAR

Q: WHY CAN'T I LOG A BAR-CROSSING REPORT ON THE COASTGUARD APP?

A: Crossing a harbour bar can be hazardous in some circumstances. As a result, if you log a bar-crossing report, Coastguard will actively monitor your passage and will promptly follow it up in the event that you don't close it. This service is only provided with a bar-crossing report logged by VHF Radio or by calling *500 from your mobile phone.

Q: WHEN SHOULD I LOG A BAR-CROSSING REPORT AND WHEN NOT?

A: Coastguard recommends you log a bar-crossing report every time you cross a bar, both leaving and returning to harbour, in all weather and tidal conditions.

Q: ALL TRIPS IN OUR AREA INVOLVE A BAR CROSSING, DOES THAT MEAN BOATIES IN OUR AREA CAN'T USE THE APP?

A: We're keen that you keep us informed of your whereabouts so we can watch your back. If your launching point is close to the bar, simply call us on your VHF as you've always done and we'll log your bar crossing and destination.

If your launching point requires a lengthy transit to the bar, we encourage you to log a trip report by VHF or through the app and follow that up with a VHF bar-crossing report before you cross.

WEATHER SERVICES

Q: WHERE DOES THE WEATHER INFORMATION COME FROM?

A: All of the weather information is provided by MetService. The five-day forecast is based on your location and is specific to within a 5km radius.

Q: I NOTICE THERE ARE DIFFERENCES BETWEEN THE TIDE INFORMATION ON THE HOME PAGE AND ON THE 5 DAY FORECAST. WHY IS THAT?

A: That's right. There is tide information on the app:

- The home page shows tide information for the primary port you select. That's useful for planning and when you want primary port tidal information.
- The 5-day weather forecast and tides pages display data based on your location, which may also be useful, hence the difference.

Q: IS THE NOWCASTING WIND DIRECTION IN TRUE OR MAGNETIC?

A: The Nowcasting wind is reported True.

Q: WHY DOES WAVE HEIGHT NOT ALWAYS DISPLAY?

A: This is usually because you are too close to shore. The information is based on an ocean model so sometimes areas close to land have no data. You need to select a location in the ocean for the wave height feature to work, it won't show any data if your location is set to your couch at home.



YOUR PRIVACY

Q: WHAT DOES COASTGUARD DO WITH MY TRIP REPORT INFORMATION?

A: Your trip report information is stored on Coastguard's secure trip reporting system. Providing trip information enables Coastguard to more quickly and accurately assist you in the event that you require our help.

Q: WITH LOCATION SERVICES ON, CAN COASTGUARD TRACK MY POSITION?

A: Yes, that's right. If you switch location data on, your phone will send your position to Coastguard every 30 minutes for as long as the app is open. In the event of an emergency, this information becomes invaluable to help us reach you faster.

We encourage you to switch location data on, but please be aware that it does impose an extra load on your smartphone battery.

All of your information is stored in a secure location and will not be used for any purpose other than the provision of essential safety services, and will always be used in line with our [Privacy Policy](#).

You can disable location data on the Settings page of the app or on the Settings page of your phone.

Q: WHAT DO YOU DO WITH MY FAVOURITE SPOT INFORMATION?

A: Coastguard doesn't monitor your favourite spots. It's just a great function that will save you time when you're logging your trip report or saving a location you want to return to in the future.

ABOUT THE APP

Q: WHAT IF I HAVE THE OLD COASTGUARD APP, IS THIS AN UPDATE?

A: No, this is a brand new app, the old app will continue to work until such time as it's no longer supported. To get your hands on the new app just need search 'Coastguard NZ' on the Apple App Store or Google Play, there are some great new features including trip reporting via the app so we think it's well worth the price - less than a cup of coffee!

Q: WHY IS THERE ADVERTISING ON THE COASTGUARD APP?

A: Coastguard is a charity, and we're proud to have partnered with the companies that are advertising on our app and are grateful for the financial support they give us. Their support will enable us to keep improving the service we provide to you.

Q: I GOT AN ERROR MESSAGE ON THE APP, WHAT CAN I TRY?

A: If you receive an error message, first ensure your phone is in a coverage area and you have sufficient mobile data. You will not be able to create or close a trip report, nor access the latest weather information, if you're out of coverage or mobile data. You may also wish to try logging out and closing the app completely, before restarting.

If you continue to get error messages, please email the Coastguard team at info@coastguard.org.nz with details of the error, including your phone make and brand, and where/when you encountered the error.

Q: IS THERE A USER GUIDE FOR THE COASTGUARD APP TO TELL ME A BIT MORE ABOUT IT?

A: Yes, you can find a full User Guide online at www.coastguard.nz/app.

*If the above hasn't quite answered your question, feel free to get in touch with the Coastguard team on **0800 BOATIE** (262 843) or at info@coastguard.nz and we'll be happy to help*

