

# Submitting a Request and Checking the Request Status: Step-by-Step

You can submit licensing requests for licensing services using the online system. To submit a request to DFO, follow the steps below.

## Submit Request:

1. Click the "Submit Request" link under the "Requests" section of the left-navigation menu.

The screenshot shows the 'DFO Home' interface for a 'New Request'. The left navigation menu includes sections for User, Notifications, Profile, Licensing, Requests, and Payments. The 'Submit Request' link is highlighted with an orange circle. The main content area contains instructions for submitting a request, contact information for Client Support, and an 'Available Accounts' section with a dropdown menu and a 'Select' button.

**DFO Home**  
Home > New Request

**User :**  
Log Off

**Notifications**  
Notifications

**Profile**  
Personal Information  
Representatives  
Organizations

**Licensing**  
Licences  
Vessels  
Print Documents

**Requests**  
**Submit Request**  
Request Status

**Payments**  
Pay Fees  
Credit Allocation  
Payment History

**New Request**

This page is used to submit a licensing services request to Fisheries and Oceans Canada. To submit a request please choose the request type in the drop down menu below and press select. Once you have chosen a request type from the drop down menu, choose among the sub-request types listed and press select. Once you have selected your request type, make sure to read the request instructions carefully before submitting your request as they contain important details. If you are unable to find a request, please select the "Licensing Services Not Listed Above" request and give a brief description within the comments box of the transaction you require. Please note that service standards are effective once all required documentation and fees have been received and there are no outstanding issues. If you require further assistance, please contact Client Support at:

- E-mail: [fishing-peche@dfo-mpo.gc.ca](mailto:fishing-peche@dfo-mpo.gc.ca) (please include your name and the DFO Region in which you are located)
- Toll-Free Telephone: 1-877-535-7307

Telephone support will be available Monday to Friday from 07:00 to 20:00 (Eastern Daylight Savings Time). All calls are answered by a bilingual operator. E-mails will receive a response within a few business days.

**Available Accounts**

Please Select Available Accounts

2. If you are acting as a representative or if you are submitting a request on behalf of an Organization, then you must select the available account name that you wish to work from.

**DFO Home**  
Home > New Request

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**Available Accounts**

Please Select Available Accounts Select

3. Choose the request type that you would like to submit from the drop-down menu, once you have chosen a request type, you will need to click on the select button.

**Requests**  
Submit Request  
Request Status

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Payment History

**Available Accounts**

Available Accounts Select

**New Request**

Request Type

Choose a request type Select

Note: You may need to select a request sub-type from the drop-down menu if applicable, once you have chosen a request sub-type, you will need to click on the select button.

A screenshot of a web form section titled "Request Subtype". It features a dropdown menu with the text "Choose a request subtype" and a "Select" button to its right. The dropdown menu is circled in orange.

4. Click on the Instructions hyperlink "Click here for instructions on how to submit your request." These instructions will open in a new window and will provide a description of the request, as well as all of the details you will need in order to submit the request.

A screenshot of a "New Request" form. It has a blue header bar with the text "New Request". Below the header, there are two sections: "Request Type" and "Request Subtype". Each section has a dropdown menu and a "Select" button. The "Request Type" dropdown is set to "Application For New Licence" and the "Request Subtype" dropdown is set to "Recreational-Scallop". Below these sections is an "Instructions" section with a blue header bar. Underneath, there is a hyperlink "Click here for instructions on how to submit your request." which is circled in orange.

5. Insert any request details by clicking into the "Comments" box as indicated on the instructions page.

**Request Subtype**

Recreational-Scallop Select

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**Instructions**

[Click here for instructions on how to submit your request.](#)

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**Requestor Info**

First Name

Last Name

FIN

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**Comments**

Provide Request Details/See Instructions.

**Request details!**

The information collected through this request is relevant to DFO to process your application. Providing false or misleading statements personally or as a representative on behalf of someone else is an offence under the Fisheries Act and is punishable by law.

6. If the instructions require that you attach documents to your request, click on the “Browse” button to upload any documentation that you would like to include with the request. Click on the “Add Another File” button to include more than one document.

punishable by law.

**Upload Documents**

Upload documents you wish to include with your request.

**Browse...**

**Add Another File**

7. Click on the “Submit” button to submit the request. Click on the “Cancel” button to cancel the request.

Note: A unique request ID number will be generated once you have submitted your request. Please include this number in all your correspondence with the Department.

Requestor Info	
First Name	
Last Name	
FIN	
Comments	
Provide Request Details/See Instructions.	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">Request details</div>
<p>The information collected through this request is relevant to DFO to process your application. Providing false or misleading statements personally or as a representative on behalf of someone else is an offence under the Fisheries Act and is punishable by law.</p>	
Upload Documents	
Upload documents you wish to include with your request.	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Add Another File"/>	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Note: You will receive a notification in your account under the “Notifications” screen when you have submitted a request. You will not be informed of any changes to your requests by email or through the “Notifications” screen. Follow the steps below to check on the status or amend your request.

**Checking a Request Status and Modifying a Request:**

1. Click on the “Request Status” link under the “Requests” section of the left-navigation menu.

The screenshot shows the 'DFO Home' interface. On the left is a navigation menu with categories: User (Log Off), Notifications, Profile (Personal Information, Representatives, Organizations), Licensing (Licences, Vessels, Print Documents), Requests (Submit Request, Request Status, highlighted in orange), and Payments (Pay Fees, Credit Allocation, Payment History). The main content area has a 'Requests Status' header and three text blocks: an introductory paragraph, a paragraph about tracking progress, and a note about email notifications. At the bottom, there is an 'Available Accounts' section with a dropdown menu showing 'Please Select', the text 'Available Accounts', and a 'Select' button.

2. If you are acting as a representative or if you are submitting a request on behalf of an Organization, then you must select the available account name that you wish to work from.

This screenshot is similar to the first one but shows the user logged in as 'GLEN GALLICHON'. The 'Request Status' menu item is still highlighted in orange. In the 'Available Accounts' section, the dropdown menu is now open, showing 'Please Select' highlighted in orange. The rest of the page content remains the same.

3. Select the "Request ID" link to open the Request Type you want to view in more detail.

**Requests**

Submit Request

Request Status

**Payments**

Pay Fees

Credit Allocation

Payment History

**Available Accounts**

Available Accounts

10d 1 month 3 months 6 months All

Request ID	Request Type	Status	Date Submitted	Last Updated
<a href="#">184328</a>	Request Conditions - North Shore	Submitted	2014-09-15	2014-09-15
<a href="#">184320</a>	Application For New Licence - Mackerel	Submitted	2014-09-15	2014-09-15

4. You can still see the Instructions and Request Details for this request and can now take note of the Request ID for future reference.

**Notifications**

Notifications

**Profile**

Personal Information

Representatives

Organizations

**Licensing**

Licences

Vessels

Print Documents

**Requests**

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This page provides a summary of the request submitted to Fisheries and Oceans Canada using the National Online Licensing System. Please note that offline interactions and transactions made through Client Support are not reflected below. All new comment updates that may have been sent to you regarding your request appear below in the "Previous comments" text box. You may reply using the comments text box (where it indicates "Provide Request Details"), and by clicking on the "Submit" button at the bottom of the page. You can also attach any further documents being requested. To attach a new document, click on the "Browse" button in the Upload documents section, select the document to upload, and click on the "Submit" button at the bottom of the page.

Please note: if this request has a completed status;

- DFO Approved
- DFO Denied
- DFO Approved - Payment Pending
- DFO Cancelled
- Initiator Cancelled
- Recipient Cancelled

Comments and documents can no longer be added. Please submit a new request if you wish to provide other comments or documents.

**Instructions**

[Click here for instructions on how to submit your request.](#)

**Request ID**

184328

**Request Details**

Request Conditions - North Shore

Task Details

Fisher ID:

Name

Phone (514) 1111111

5. If you wish to amend your request or provide additional information, you can do so by clicking into the "Comments" box.

**Comments**

Provide Request Details/See Instructions.

**Additional Request Details**

The information collected through this request is relevant to DFO to process your application. Providing false or misleading statements personally or as a representative on behalf of someone else is an offence under the Fisheries Act and is punishable by law.

**Previous Comments**

DFO FISHER COMMENTS 9/15/2015 12:40 PM Request Details

Note: You can now view any previous comments. This may include the comments that you inserted when you submitted the request, as well as additional comments that Fisheries and Oceans Canada may have made.

6. If required, click on the “Browse” button to upload any additional pertinent documentation to include with the request. Click on the “Add Another File” button to include more than one document.

**Attached Documents**

Documents previously attached to this request by either you or DFO. No documents have been attached to this request.

**Upload Documents**

Upload documents you wish to include with your request.

**Browse...**

**Add Another File**

Note: You can now view any previously attached request documents under the “Attached Documents” section. This may include documents uploaded by Fisheries and Oceans Canada.

7. Click on the "Submit" button to submit the request. Click on the "Cancel" button to cancel the request.

### Comments

Provide Request Details/See Instructions.

The information collected through this request is relevant to DFO to process your application. Providing false or misleading statements personally or as a representative on behalf of someone else is an offence under the Fisheries Act and is punishable by law.

### Upload Documents

Upload documents you wish to include with your request.