



28 June, 2021

Dear MarineRescue Mobile App Users,

As you will be aware, the MarineRescue mobile app allows you to Log On directly with Marine Rescue NSW when you're heading out on the water. You can Log On quickly and easily and then get on with enjoying your day, safe in the knowledge that if you don't return to Log Off as scheduled, our volunteers will start to search for you.

The MarineRescue App is available for both iPhones and Android devices. We have recently introduced a number of fixes and enhancements to the app to improve the user experience.

The iPhone app has been successfully replaced in the Apple App Store. Please take the time to update to the latest version when you have a moment.

Due to issues replacing the current Android app in the Play Store, we cannot simply update the existing app but need to upload a new version in the Play Store.

If you are using the Android version of the MarineRescue App, we ask you to delete the existing version on your device, download the new version and re-create any profiles you have previously set up.

Fortunately, Radio Club members' vessel details are already stored in the Radio Club database. All you will need to do is use your Marine Rescue-supplied Radio Club call sign and vessel registration to re-populate your profiles in the new app.

In the short term, both the old and new versions of the app will be visible on the Play Store. Although new users will not be able to download the old version, rest assured that you will still be able to use your existing version until you've set up the new version on your device. This will be the case while the old version is still visible on the Play Store.

The new version of the Android app can be found here:

<https://play.google.com/store/apps/details?id=au.com.marinerescuensw>

We apologise for any inconvenience this causes you. If you have any questions about this process, please don't hesitate to contact me by return email, servicedesk@mrnsw.com.au

Kind regards

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