

FISHING LICENCE RECOVERY CHECKLIST

Start Here

This checklist is for a licence that was already bought but cannot be found, downloaded, printed, or shown before a trip.

Do not send passwords, government account access, payment card details, private ID numbers, or full licence numbers by email.

Step 1: Confirm The Purchase

- **Search your email for 'fishing licence', 'angling licence', the province name,** and the portal name.
- Check the purchase receipt, card statement, or bank statement so you know whether payment went through.
- Look for an order number, receipt number, customer number, Outdoors Card, WiN, HAL, FWID, or profile email.
- If the charge is still pending, wait before buying a second licence unless your trip is urgent.

Step 2: Use The Same Portal

- **Open the official portal for the province or licence system.**
- Sign in with the email or profile used for the original purchase.
- Do not create a second account if the portal says a profile already exists.
- Look for words like 'licence history', 'active licences', 'reprint', 'download', 'licence summary', or 'permit history'.
- Save the actual licence or licence summary, not only the payment receipt.

Step 3: Save Proof In Two Places

- **Download the licence or licence summary to your phone.**
- Email a copy to yourself with a subject such as '2026 fishing licence'.
- Print a copy when the province, product, stamp, or catch record calls for paper proof.
- Carry photo ID if the province or product links the licence to personal identification.

Step 4: If The Portal Still Does Not Work

- Stop retrying the same failed checkout or login loop.

- Use password reset, profile lookup, or official support before buying a second licence.
- Contact the official help desk with your name, email used for purchase, purchase date, province, and the problem.
- Keep the message short and factual.

Step 5: Before Fishing

- Confirm the licence is active for the date you plan to fish.

- Confirm the licence applies to the water type: freshwater, tidal water, national park, or special managed water.
- Confirm any required stamp, tag, catch record, salmon product, or conservation surcharge.
- Confirm the season is open for your waterbody and species.

Short Help Desk Message

Subject: Unable to access purchased fishing licence

Hello,

I bought a fishing licence but cannot find or download it now. The purchase was for [province/licence system]. I used this email: [email]. The purchase date was about [date].

Could you help me access, download, or reprint the licence before my trip?

Thank you,

[name]