

CRUISING POWER REGISTRATION GUIDE

1. Go to www.cruisingpower.com.au
2. Click on 'Create an Account' under the Sign In section.
3. Click on 'Register for Cruising Power'.
4. Select language from drop down menu.
5. Enter agency phone number in the 'Agency Phone Number' field and click on 'Continue'. Please include 061- before entering your agency phone number. For example: 061-0299375400.
6. Click on 'Find Agency'.
7. Review and agree to Terms and Conditions and check the tick box. Then click 'Next, Create Your Agent Profile'.
8. Enter name, create username and click 'Check availability.' Create password, security questions and choose Espresso language, then click 'Next, review and complete your registration'. Follow the guidelines displayed to ensure your username and password meet security requirements.
9. Review all details and click 'Next, complete your registration'.

Once registration is complete, please email tradeau@rcclapac.com and advise you have completed the online registration process to have user access granted.

FREQUENTLY ASKED QUESTIONS

1. **I am unable to log in. Why?**
 - a) **Your account has expired.** If you do not log in to Cruising Power at least once every 60 days, your account will become inactive. Please re-register using the above instructions.
 - b) **Your account has been locked due to unsuccessful log in attempts.** Please email tradeau@rcclapac.com and request a password reset.
 - c) **You have forgotten your password or security questions.** Please email tradeau@rcclapac.com to request your account be deleted. Once deleted the Trade Support Team will confirm and advise that you can proceed to re-register. RCL Cruises does not have access to your personal login details, please keep this in mind upon registration.
 - d) **IT related issue.** Log out of Cruising Power (if applicable) and proceed to clear the cache and browsing history on your preferred browser. You can then log in to Cruising Power again.
2. **Can I transfer my login from my old travel agency to my new travel agency?**

User accounts are not transferrable, you will need to register a new user account under your new agency's profile. Please follow the instructions above to complete. If you happen to be using the same email address, then the old user account will need to be deleted first as the system will not allow duplicates. Please email tradeau@rcclapac.com to request your old account be deleted.
3. **How do I select myself or a team member to be the Agency Administrator and what privileges do they have?**

Please email tradeau@rcclapac.com to nominate one registered user to have Administrator Access. This person should be someone in a managerial position and will have the ability to add consultants to the agency account.

The Agency Administrator can then follow the steps below to provide access to individual consultants:

 1. Log in as agency administrator and click on 'Manage Profile' in top right corner (next to 'Logout').
 2. Click on 'Super User Login'.
 3. Enter agency phone number and click 'Continue'.
 4. Click the check box before agent name.
 5. Click all relevant check boxes for agent (Espresso, Travel Documentation, Insight and Agent Productivity) and click on 'Save Changes'.