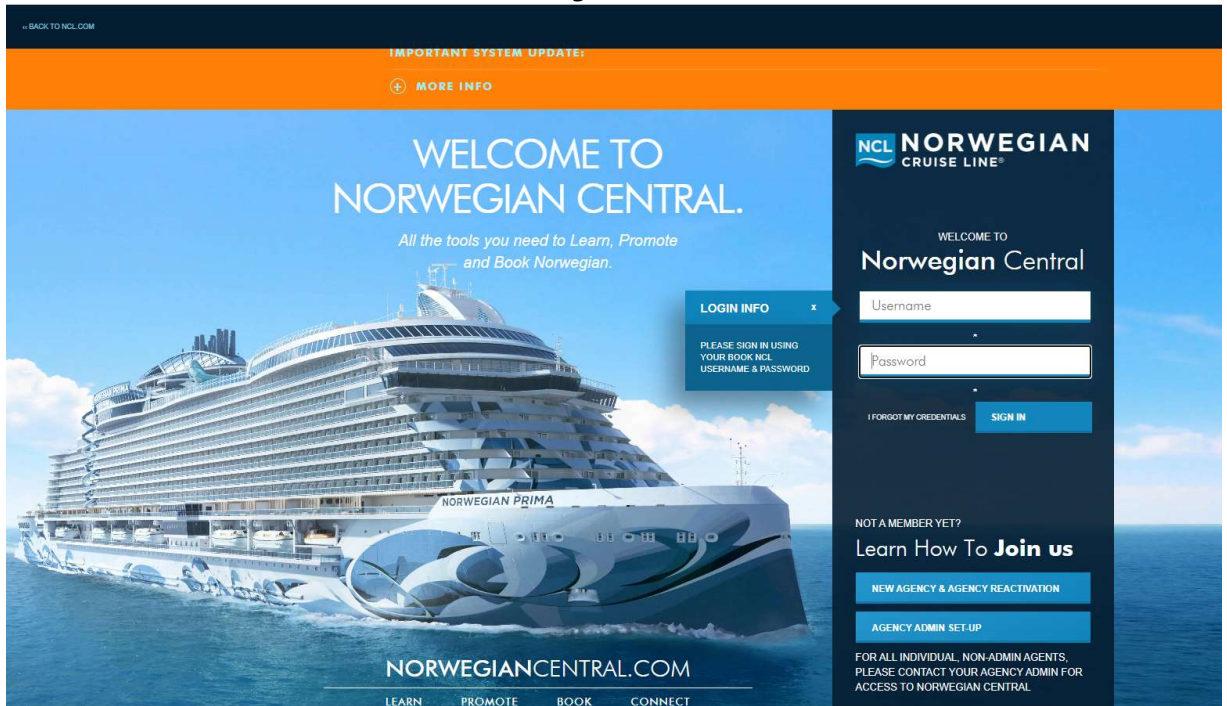


## NORWEGIAN CENTRAL/SEAWEB ABE – Password issues

If you have forgotten your password then please follow the below instructions:

### 1. Go to Norwegian Central



WELCOME TO  
NORWEGIAN CENTRAL.

All the tools you need to Learn, Promote and Book Norwegian.

**LOGIN INFO**

PLEASE SIGN IN USING YOUR BOOK NCL USERNAME & PASSWORD

Username

Password

I FORGOT MY CREDENTIALS **SIGN IN**

NOT A MEMBER YET?  
Learn How To **Join us**

**NEW AGENCY & AGENCY REACTIVATION**

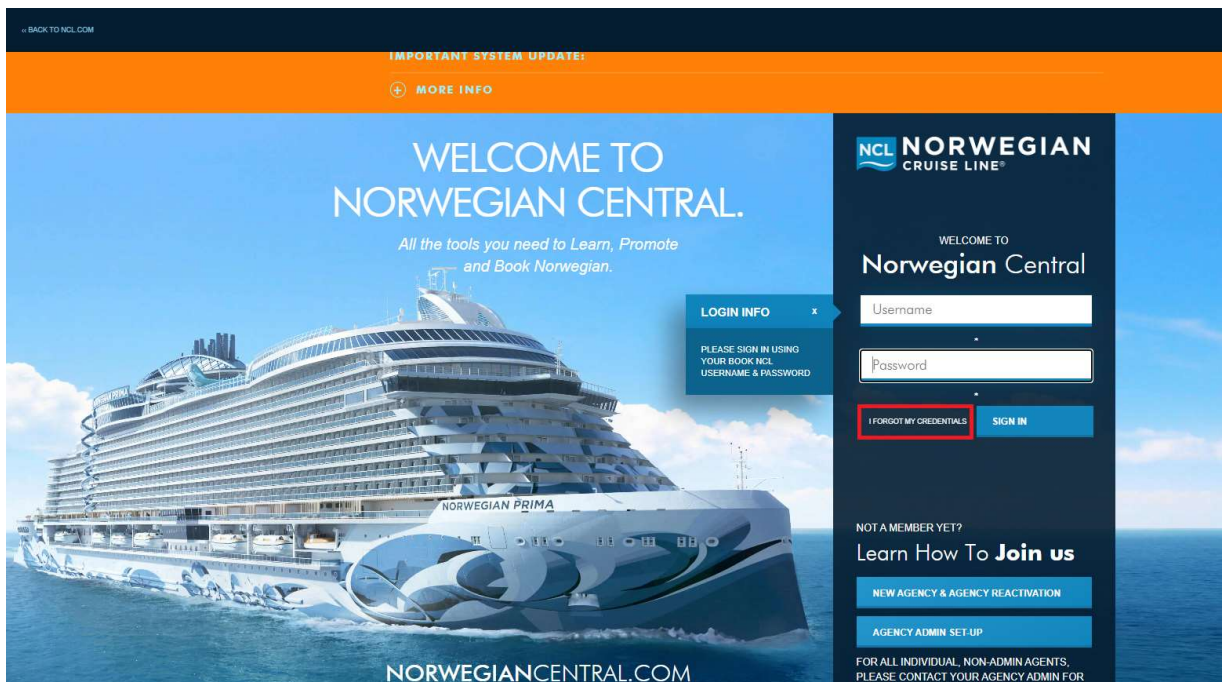
**AGENCY ADMIN SET-UP**

FOR ALL INDIVIDUAL, NON-ADMIN AGENTS, PLEASE CONTACT YOUR AGENCY ADMIN FOR ACCESS TO NORWEGIAN CENTRAL

NORWEGIANCENTRAL.COM

LEARN PROMOTE BOOK CONNECT

### 2. Click 'I FORGOT MY CREDENTIALS'



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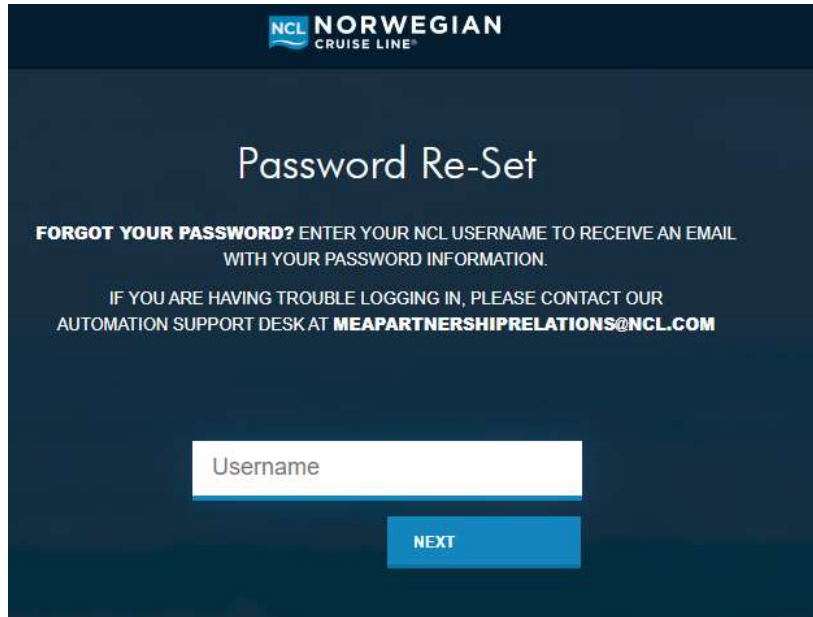
**NEW AGENCY & AGENCY REACTIVATION**

**AGENCY ADMIN SET-UP**

FOR ALL INDIVIDUAL, NON-ADMIN AGENTS, PLEASE CONTACT YOUR AGENCY ADMIN FOR ACCESS TO NORWEGIAN CENTRAL

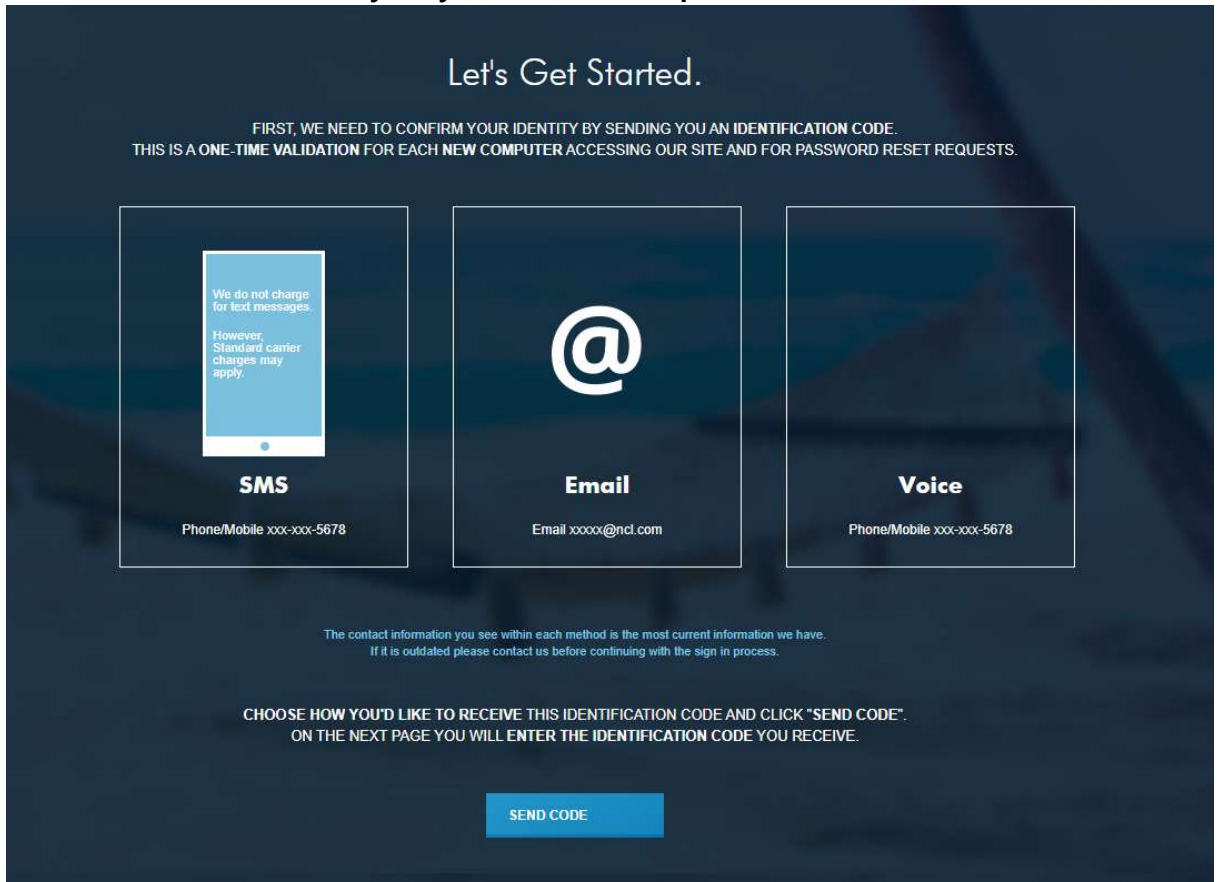
NORWEGIANCENTRAL.COM

3. Enter in Username and Press 'Next'



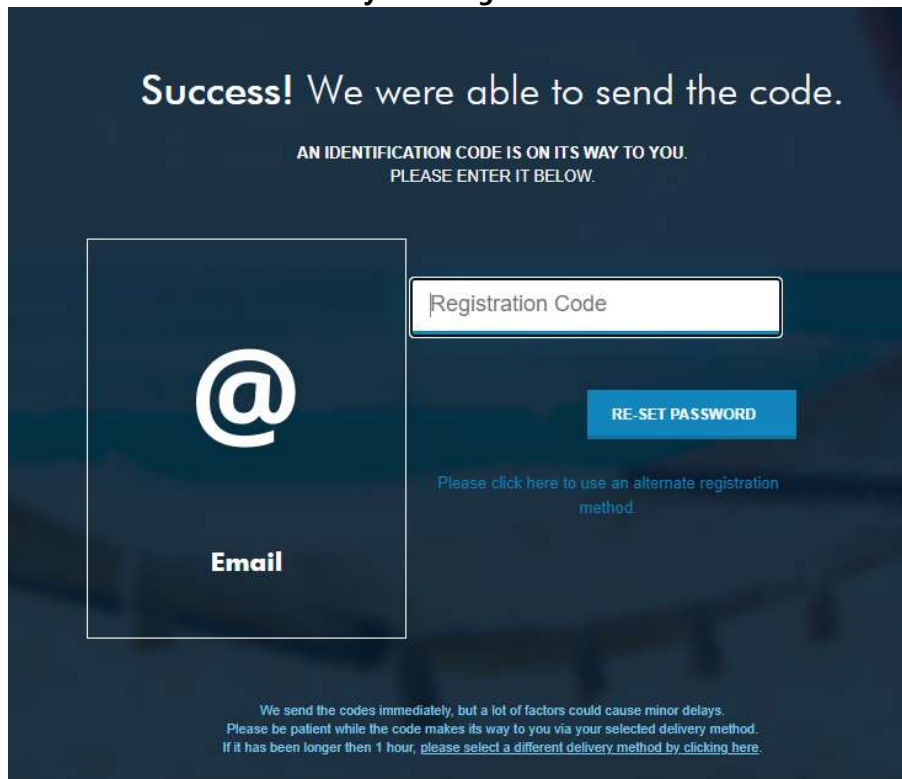
The screenshot shows the NCL Norwegian Cruise Line Password Re-Set page. At the top is the NCL logo and the text "NORWEGIAN CRUISE LINE". Below this is the heading "Password Re-Set". The main text reads: "FORGOT YOUR PASSWORD? ENTER YOUR NCL USERNAME TO RECEIVE AN EMAIL WITH YOUR PASSWORD INFORMATION." followed by "IF YOU ARE HAVING TROUBLE LOGGING IN, PLEASE CONTACT OUR AUTOMATION SUPPORT DESK AT [MEAPARTNERSHIPRELATIONS@NCL.COM](mailto:MEAPARTNERSHIPRELATIONS@NCL.COM)". There is a text input field labeled "Username" and a blue button labeled "NEXT".

4. If this is the first time you have done this then please select the way to authorise that it is you by one of the three options.



The screenshot shows the "Let's Get Started." screen for identity confirmation. The heading is "Let's Get Started." followed by the text: "FIRST, WE NEED TO CONFIRM YOUR IDENTITY BY SENDING YOU AN IDENTIFICATION CODE. THIS IS A ONE-TIME VALIDATION FOR EACH NEW COMPUTER ACCESSING OUR SITE AND FOR PASSWORD RESET REQUESTS." Below this are three options: "SMS", "Email", and "Voice". Each option has a corresponding icon and contact information. The "SMS" option includes a note: "We do not charge for text messages. However, Standard carrier charges may apply." and the contact information "Phone/Mobile xxx-xxx-5678". The "Email" option includes the icon "@", the label "Email", and the contact information "Email xxxxx@ncl.com". The "Voice" option includes the label "Voice" and the contact information "Phone/Mobile xxx-xxx-5678". Below these options is a disclaimer: "The contact information you see within each method is the most current information we have. If it is outdated please contact us before continuing with the sign in process." followed by the instruction: "CHOOSE HOW YOU'D LIKE TO RECEIVE THIS IDENTIFICATION CODE AND CLICK 'SEND CODE'. ON THE NEXT PAGE YOU WILL ENTER THE IDENTIFICATION CODE YOU RECEIVE." and a blue button labeled "SEND CODE".

5. Once selected and code received please enter in code. Please Note – You can change the method by selecting the link below



The image shows a dark blue success message screen. At the top, it says "Success! We were able to send the code." followed by "AN IDENTIFICATION CODE IS ON ITS WAY TO YOU. PLEASE ENTER IT BELOW." Below this, on the left, is a white box containing a large '@' symbol and the word "Email" underneath. To the right of this box is a white input field labeled "Registration Code". Below the input field is a blue button with the text "RE-SET PASSWORD". Underneath the button is a link that says "Please click here to use an alternate registration method." At the bottom of the screen, there is a small paragraph of text: "We send the codes immediately, but a lot of factors could cause minor delays. Please be patient while the code makes its way to you via your selected delivery method. If it has been longer then 1 hour, please select a different delivery method by clicking here."

6. If you choose email you will receive the below email. Please check your junk also

From: Norwegian Central Support <[noreply@ncl.com](mailto:noreply@ncl.com)>  
Sent:  
To:  
Subject: Norwegian Central Registration Code

Dear



We have launched optimized single-sign on functionality on our new portal - Norwegian Central! With this improved single-sign on, you now have seamless access to all the great things you have come to enjoy on Norwegian Central like NCL University, Marketing Headquarters and BookNCL.com.

For security reasons, we need to verify that you have requested access to our site so we have created a registration code for you. This code is time-sensitive and valid for a single use.

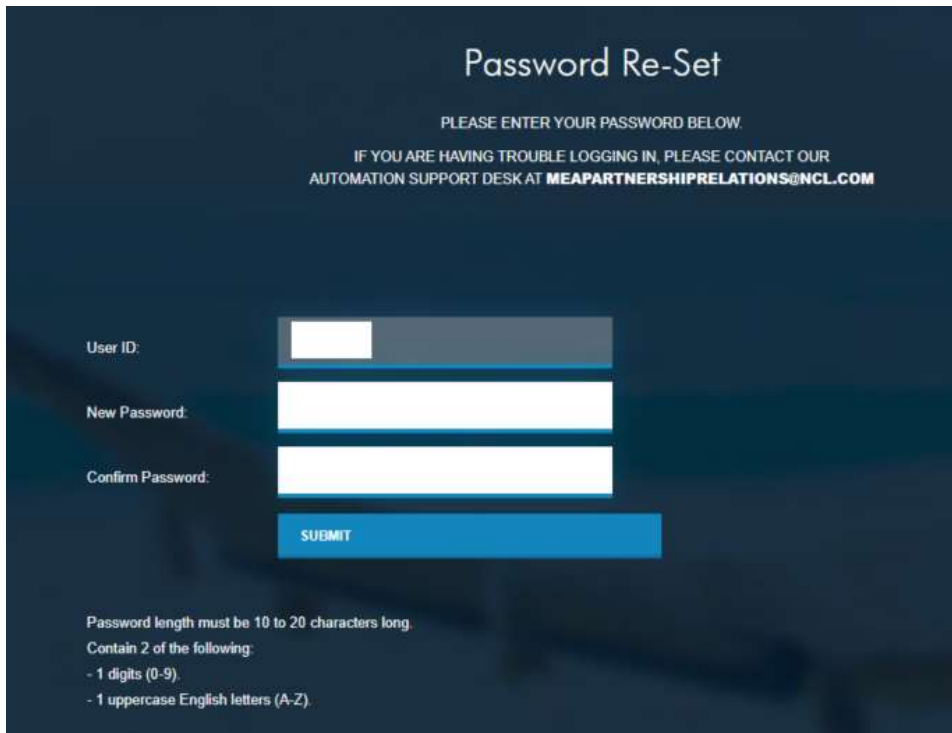
Your Registration Code is

Please enter this code into the form you have accessed. Thank you.

You have made this request from the following page: <http://sso.ncl.com/SecureAuth4/>

Thank You,  
Norwegian Central  
[www.ncl.com](http://www.ncl.com)

7. Enter in the code and then reset password, you will see a screen that says 'You have successfully changed your password' before being taken back to the login page.



**Password Re-Set**

PLEASE ENTER YOUR PASSWORD BELOW.

IF YOU ARE HAVING TROUBLE LOGGING IN, PLEASE CONTACT OUR  
AUTOMATION SUPPORT DESK AT [MEAPARTNERSHIPRELATIONS@NCL.COM](mailto:MEAPARTNERSHIPRELATIONS@NCL.COM)

User ID:

New Password:

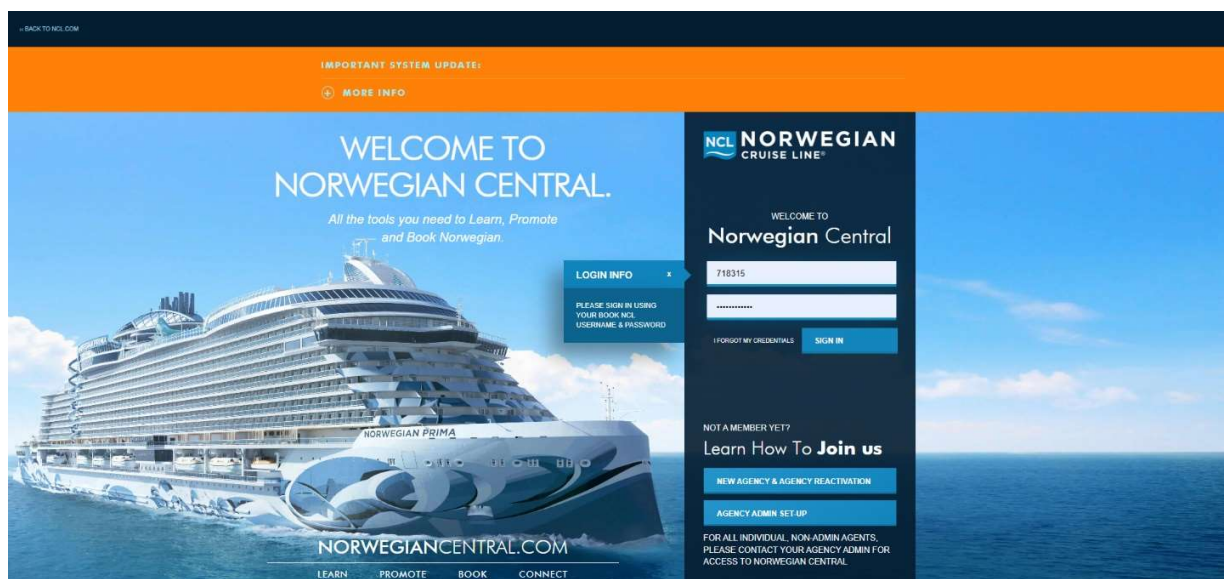
Confirm Password:

**SUBMIT**

Password length must be 10 to 20 characters long.  
Contain 2 of the following:  
- 1 digits (0-9).  
- 1 uppercase English letters (A-Z).

If you need to update your password then please follow the below instructions:

### 1. Login to Norwegian Central



← BACK TO NCL.COM

IMPORTANT SYSTEM UPDATE:  
+ MORE INFO

**WELCOME TO NORWEGIAN CENTRAL.**  
*All the tools you need to Learn, Promote and Book Norwegian.*

**NORWEGIAN CRUISE LINE®**

WELCOME TO  
**Norwegian Central**

**LOGIN INFO**

PLEASE SIGN IN USING  
YOUR BOOK NCL  
USERNAME & PASSWORD

718315

.....

[I FORGOT MY CREDENTIALS](#) [SIGN IN](#)

NOT A MEMBER YET?  
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[NEW AGENCY & AGENCY REACTIVATION](#)

[AGENCY ADMIN SET UP](#)

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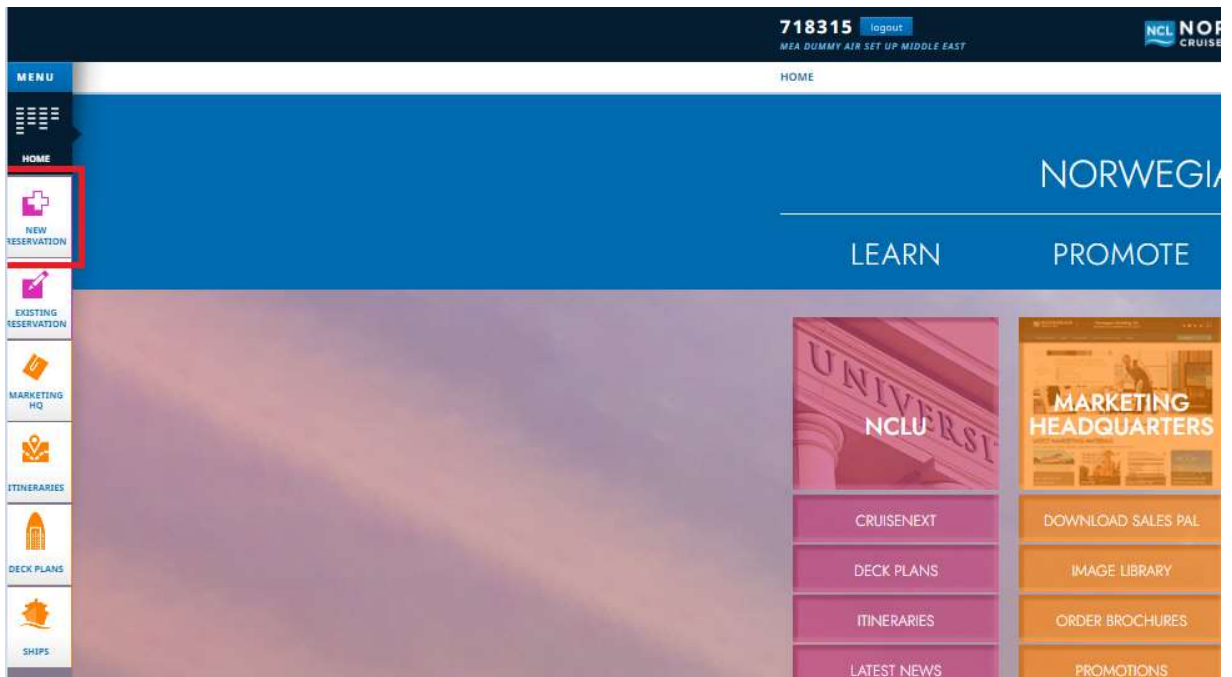
**NORWEGIAN PRIMA**

**NORWEGIANCENTRAL.COM**

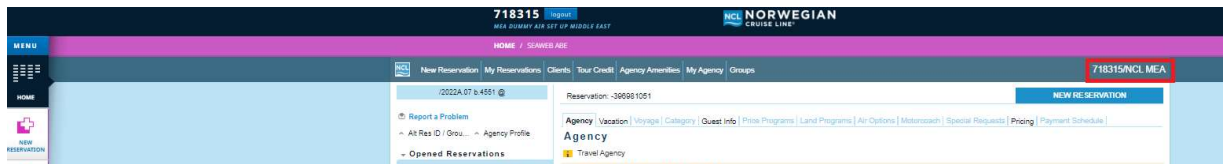
LEARN PROMOTE BOOK CONNECT



## 2. Select 'New Reservation' (Highlighted in Red)



## 3. Select your username in the top right corner (highlighted in red)



## 4. Select 'Change Password'



**5. Fill out all three fields and press 'Change'**

The screenshot shows the NCL website's user interface. The top navigation bar includes links for 'New Reservation', 'My Reservations', 'Clients', 'Tour Credit', 'Agency Amenities', 'My Agency', and 'Groups'. The user is logged in as '718315/NCL MEA'. The main content area is titled 'Change Password' and contains a form to change the user's password. The form has three input fields: 'Old Password', 'New Password', and 'Repeat New Password'. These fields are highlighted with a red box. A 'Change' button is located at the bottom of the form. The left sidebar shows a user profile for '718315/NCL MEA' and a list of 'Opened Reservations'.

**6. A password reset email will be sent to your email – please ensure you check your Junk folder also**