Book Norwegian Manual for Administrators

Content

Your advantages as an Admin
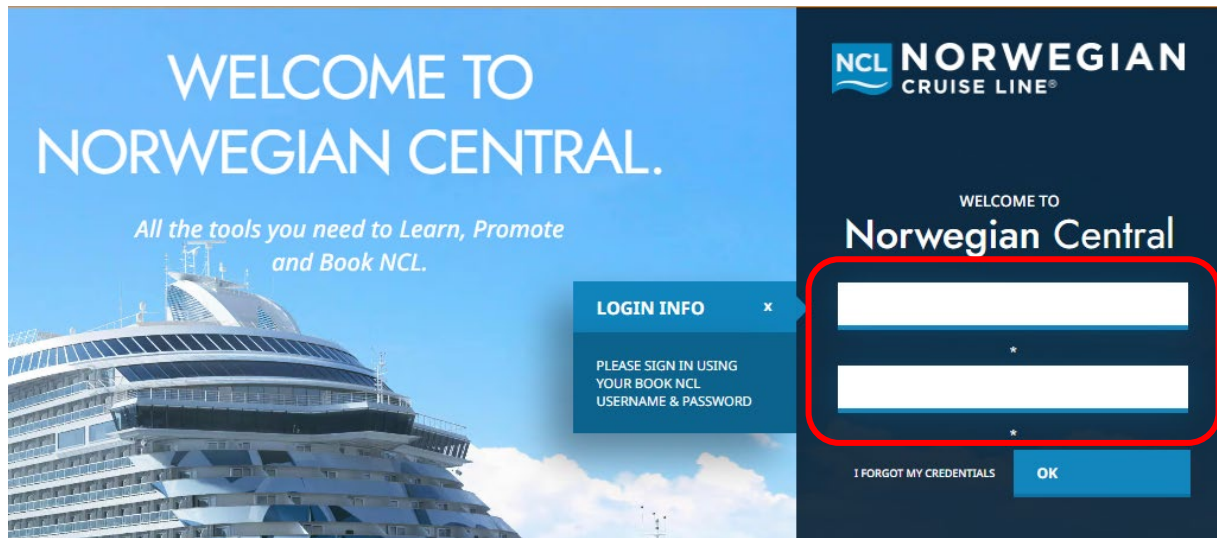
As an administrator for your agency, you can:

- ➢ Manage Agents: Add new team members, remove inactive ones, and update details such as names and email addresses.
- ➢ Control Access: Restrict booking permissions when necessary.
- ➢ Reset Passwords: Quickly assist agents with password resets.
- ➢ Easy Access: All functions are available via Norwegian Central.

Upon registering as an NCL agency, the office manager or owner is typically designated as the administrator for Book Norwegian. For support, contact your respective Trade Support Team.

Getting Started

Go to Norwegian Central and log in with your Admin user credentials.

Managing Agents

Navigate to "Agent Management" in Norwegian Central.

You will see all the active agents from your agency including status and username.

Add, Remove, or Update Agents

To **add a new agent**, click on "Add an Agent" and enter all mandatory information.

Role: You can set up the new agent as Supervisor (Administrator) or as regular Agent. A normal agent cannot see the agent management button and has no rights to create other users.

Restrict access: You can limit the access of the newly created agent:

- N gives access to Book Norwegian and any other buttons giving agents access to our booking system (Existing Reservations, New Reservations, Latitudes Look-Up, etc.).
- Y removes the access from Book Norwegian but allows them to complete training on NCLU & access Marketing Headquarters.

Click on "Save" and the new agent will automatically receive an email with the login credentials.

To **delete an agent**, click on "Delete" and confirm. The agent will be deleted instantly and will no longer have access to our booking system and Norwegian Central.

To **update information** on an existing agent, please click on "Edit", make the changes, and "Save".

Resetting Passwords

Go to "New Reservation" in the left navigation bar.
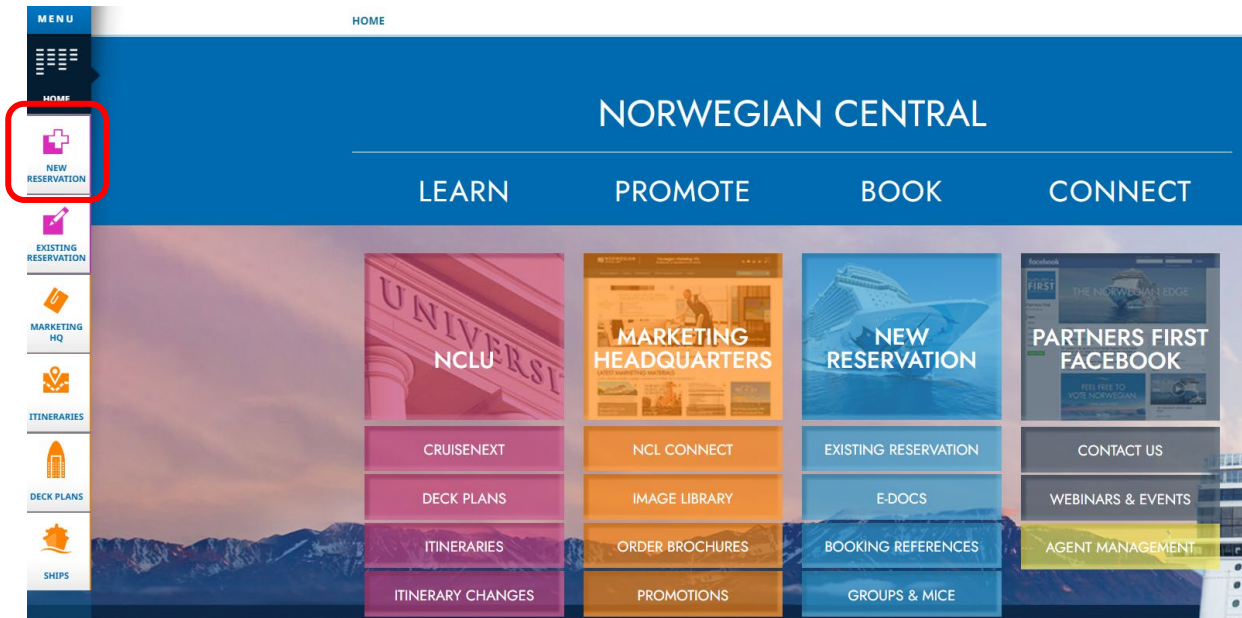
Click on "My Agency".
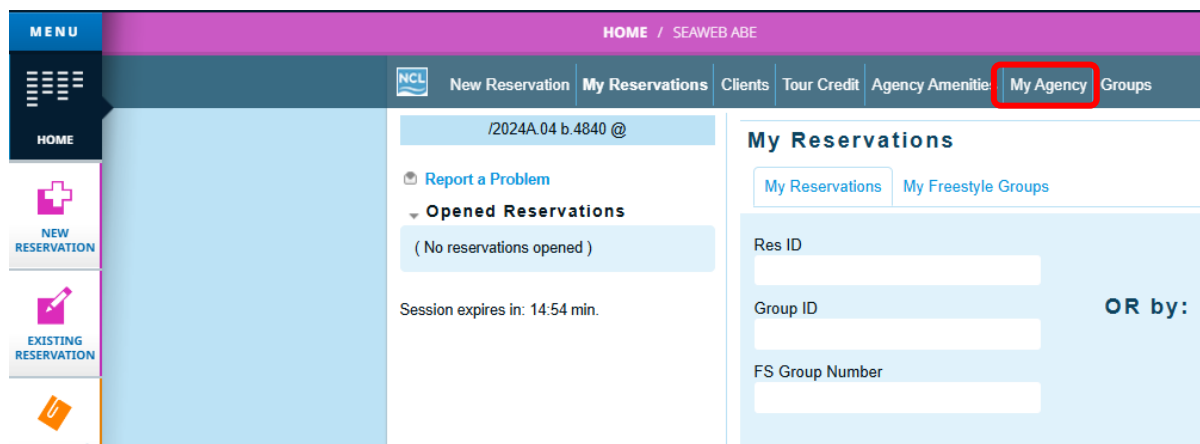
In My Agency, you can view all details about your agency. If anything needs to be updated here, e.g., address or phone, please contact your respective Trade Support Team.

Click on "View Agents".

You will see an overview of all your active agents. To reset the password, search for the respective agent and click on "Edit".

Click on "Reset Password" and an automatic email will be sent to the agent with a new password.

You can also edit all other information on this site, and it will reflect in Agent Management on the Norwegian Central homepage.

Security Reminder

Data security is essential. Always keep agent and agency information up to date, remove inactive users promptly, and never share login credentials. Report any suspicious activity to your Trade Support Team immediately.

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