

Book Norwegian Manual for Administrators

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Your advantages as an Admin

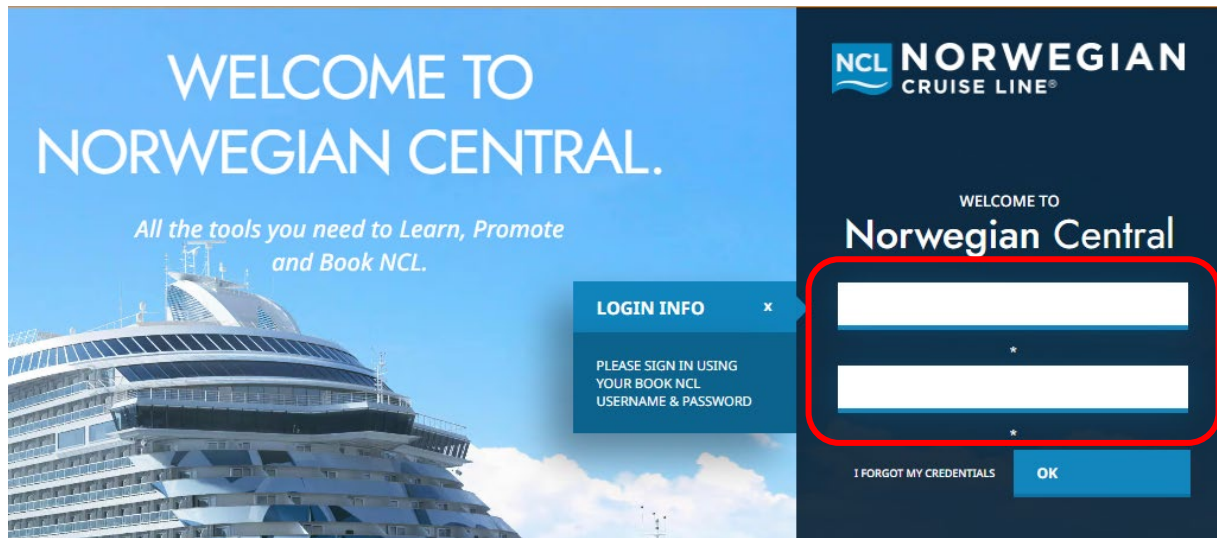
As an administrator for your agency, you can:

- **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.



WELCOME TO
NORWEGIAN CENTRAL.

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

LOGIN INFO x

PLEASE SIGN IN USING
YOUR BOOK NCL
USERNAME & PASSWORD

WELCOME TO
Norwegian Central

I FORGOT MY CREDENTIALS OK

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.

My Agency: Agent List

Welcome to your agency's administrative information page. From here you can add, delete or modify agents. To add an agent, select that function. Want to delete one or more agents? Check the box next to the applicable agent(s), then click Delete selection. Need to update an agent? Click on any field, make your changes and click Update selection. If you need to change a username, please contact us at +49 611 3607 0, Hours of operation: Mon-Fri 09:00 – 18:00.

Agent Management

Filter [All Fields] Begins With **+ Add an Agent**

Last Name	First Name	Username	Agent Home Address	Agent Home City	Agent Home Zip/Pos Code	Agent Country	Agent Home State/P	Telephone	Email	Location	Role	Restrict Access	Options
AGENT	NCLU	NCLUTESTP						N/A			SUPERV	N	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
AGENT	TEST	AGENTEST	N/A	TESTCIT	1234	GERMANY	HESSEN	061136070	Tradesupport		AGENT	N	<input type="checkbox"/> Edit <input type="checkbox"/> Delete

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.

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Agent Management

Filter [All Fields] Begins With **+ Add an Agent**

Last Name	First Name	Username	Agent Home Address	Agent Home City	Agent Home Zip/Pos Code	Agent Country	Agent Home State/P	Telephone	Email	Location	Role	Restrict Access	Options
Test	Test	<input type="text"/>	<input type="text"/>										<input checked="" type="checkbox"/> Save <input type="checkbox"/> Cancel

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.

INSIDESALES [logout](#) **NCL NORWEGIAN**
OBE TEST AGENCY GER CRUISE LINE®

HOME / AGENT MANAGEMENT

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Agent Management

Filter [All Fields] Begins With + Add an Agent

Last Name	First Name	Username	Agent Home Address	Agent Home City	Agent Home Zip/Pos Code	Agent Country	Agent Home State/P	Telephone	Email	Location	Role	Restrict Access	Options
Agent	Test	Agenttest	N/A	Testcity	1234	GERMANY	HESSEN	061136070	Tradesupport	HOMEO	SUPERV	N	Edit Delete

HOME / AGENT MANAGEMENT

Are you sure to delete: AGENTTEST?

[OK](#) [Abbrechen](#)

My Agency: Agent List

Welcome to your agency's administrative information page. From here you can add, delete or modify agents. To add an agent, select that function. Want to delete one or more agents? Check the box next to the applicable agent(s), then click Delete selection. Need to update an agent? Click on any field, make your changes and click Update selection. If you need to change a username, please contact us at +49 611 3607 0, Hours of operation: Mon-Fri 09:00 – 18:00.

Agent Management

Filter [All Fields] Begins With + Add an Agent

Last Name	First Name	Username	Agent Home Address	Agent Home City	Agent Home Zip/Pos Code	Agent Country	Agent Home State/P	Telephone	Email	Location	Role	Restrict Access	Options
AGENT	NCLU	NCLUTESTP						N/A			SUPERV	N	Edit Delete

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

My Agency: Agent List

Welcome to your agency's administrative information page. From here you can add, delete or modify agents. To add an agent, select that function. Want to delete one or more agents? Check the box next to the applicable agent(s), then click Delete selection. Need to update an agent? Click on any field, make your changes and click Update selection. If you need to change a username, please contact us at +49 611 3607 0, Hours of operation: Mon-Fri 09:00 – 18:00.

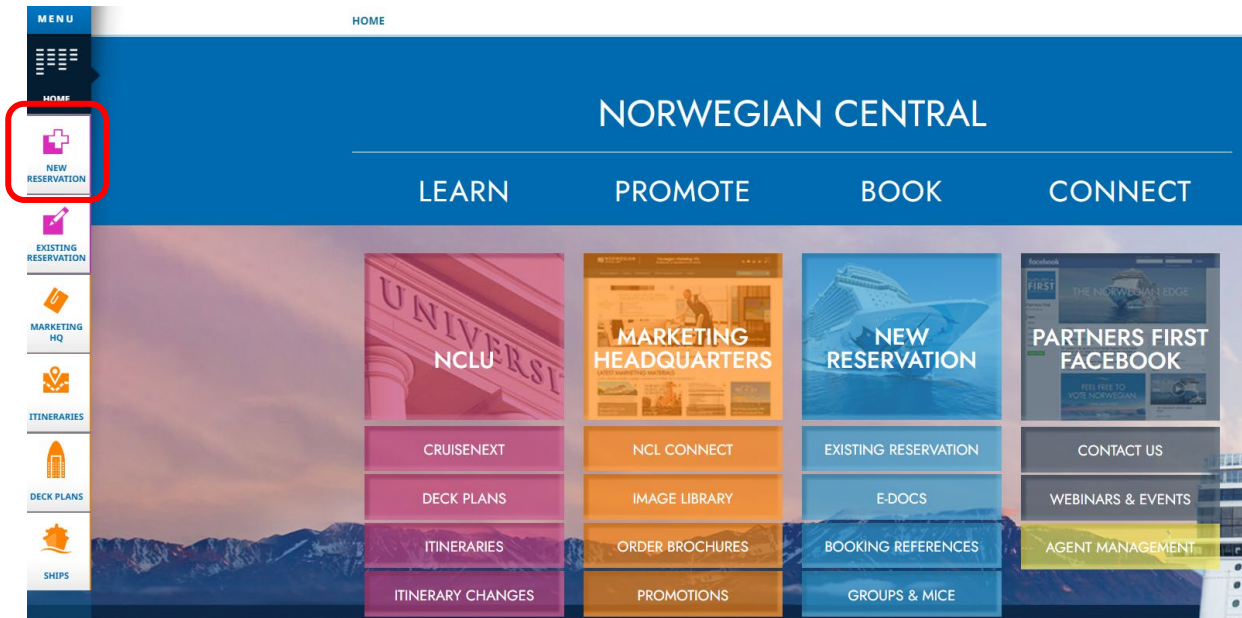
Agent Management

Filter [All Fields] Begins With + Add an Agent

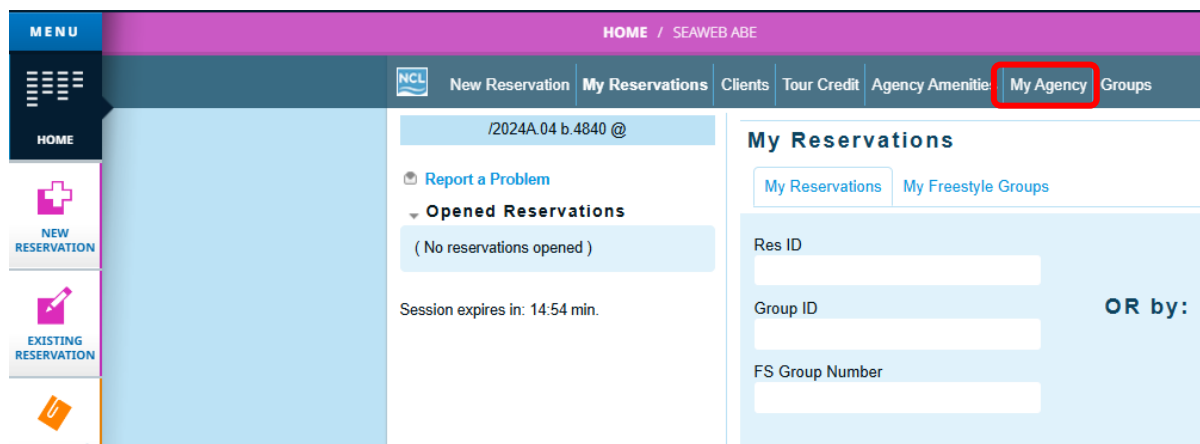
Last Name	First Name	Username	Agent Home Address	Agent Home City	Agent Home Zip/Pos Code	Agent Country	Agent Home State/P	Telephone	Email	Location	Role	Restrict Access	Options
AGENT	NCLU	NCLUTESTP						N/A			SUPERV	N	Edit Delete

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”.

HOME / SEAWEB ABE

NCL New Reservation My Reservations Clients Tour Credit Agency Amenities My Agency Groups

/2024A.04 b.4840 @

Report a Problem

Opened Reservations

(No reservations opened)

Session expires in: 14:56 min.

My Agency

Agency Maintenance

Agency ID: Agency Name: OBE TEST AGENCY GER [View Agents](#)

Currency: EUR Office Code: NCL FRANKFURT Contact Name: (none)

ARC #: (none) IATA: (none) CLIA: U0442977 Floating Deposit: N

bdm/isr: TBA TBA (SALES) Consortium Name: (none)

Addresses

Type	Street Address	City	State	Zip	Country
1 PRIMARY	KREUZBERGER RING 68	WIESBADEN		65205	DE

Phones

Type	Country Code	Phone Number	Ext.
1 BUSINESS	49	61136070	
2 BUSINESS	49	6113607099	

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

HOME / SEAWEB ABE

NCL New Reservation My Reservations Clients Tour Credit Agency Amenities My Agency Groups

/2024A.04 b.4840 @

Report a Problem

Opened Reservations

(No reservations opened)

Session expires in: 14:21 min.

Agents

Agency ID: Agency Name: OBE TEST AGENCY GER

OBE TEST AGENCY GER Agents

Search by: Agent ID Search String: Type to search [Search](#)

Found 31 agents

Quick Search [Clear](#)

Agent ID	Agent Name	Phone	
236904	AGENT		Edit
1886894	CEABERENE AUTOMAN		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.

Agent Maintenance

Agent Profile

Agency Name: OBE TEST AGENCY GER

*First Name
TEST

*Last Name
AGENT

E-Mail
TradesupportEMEA@ncl.com

Phone #
061136070

WEB

Web Login Name
AGENTEST

Reset Password

*Security Level
Supervisor

☒ Has Web Access

Last Login
(none)

[Back](#) [Save Agent Profile](#)

Agent Maintenance

Password has been successfully reset. It will be emailed shortly.

Agent Profile

Agency Name: OBE TEST AGENCY GER

*First Name
TEST

*Last Name
AGENT

E-Mail
TradesupportEMEA@ncl.com

Phone #
061136070

WEB

Web Login Name
AGENTEST

Reset Password

*Security Level
Agent

☒ Has Web Access

Last Login
(none)

[Back](#) [Save Agent Profile](#)

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.