

Common Login Queries

Login Query	How To Resolve
<p>Why can't I log into www.completecruisesolution.com?</p>	<p>If you are not yet registered for Complete Cruise Solution, please speak with your Manager who will be able to assist with creating your credentials.</p> <p>If you already have an account registered with Complete Cruise Solution and cannot remember your login credentials, click on the "Forgotten password/username" link to begin the account recovery process.</p>
<p>How do I create individual logins?</p>	<p>If you are not yet registered for www.completecruisesolution.com, please speak with your Manager who will be able to assist with creating your credentials.</p> <p>If you are the Owner/Manager and are looking at creating additional logins, please refer to the "How To Set Up New Users" section below.</p>
<p>I am an Owner/Manager however I do not know my login credentials.</p>	<p>Each Agency has an Owner/Manager account which has the access to create and amend new and existing users.</p> <p>If you have access to the email address registered to the Owner/Manager account, please click on the "Forgotten password/username" link to begin the account recovery process.</p> <p>If you do not know or do not have access to the email address registered to the Owner/Manager account, please contact Agency Database at agency.database@carnivalukgroup.com for further assistance.</p>
<p>How do I register my Agency with a login?</p>	<p>If you have recently started trading with Carnival UK, you will be required to register your Agency. Please visit www.completecruisesolution.com and click on "Click here to register your Agency".</p>
<p>Can I be moved from my old Agency to my new Agency?</p>	<p>Yes; please contact Agency Database at agency.database@carnivalukgroup.com with your old and new ABTA numbers, and we can move you over. This will retain your current login credentials.</p>
<p>When I register a new user, I am getting an error message advising the email address is already in use?</p>	<p>An email address can only be registered once.</p>
<p>I am trying to update my details / set up my login, but the name field has Manager / Shared filled out.</p>	<p>If "Manager" is displayed in the name field, do not amend the name, user ID, or status of the account. Please refer to the "How To Set Up New Users" section below.</p> <p>If "Shared" is displayed in the name field, come out of www.completecruisesolution.com and speak with your Manager, who can log in and create an individual login.</p>

When To Contact Agency Database

Before contacting Agency Database, please refer to the common login queries above. If your query is not listed above, Agency Database can be contacted via email at Agency.Database@carnivalukgroup.com.

We endeavour to acknowledge and respond to all emails within 2 working days however response times around public Holidays and weekends may be slightly delayed.

Query	
<p>I've created a new account however I haven't received the validation email.</p>	<p>Please check your Spam or Junk folders; we are aware emails being sent from OneSource may occasionally go into these folders.</p> <p>If you have checked your Spam and Junk folders and no validation email has been received, please email Agency Database for further assistance.</p>
<p>I've logged into www.completecruisesolution.com and received a message stating "Your account is currently suspended. Contact Sales Support for more information". How do I regain access to the account?</p>	<p>Please email Agency Database for further assistance.</p>
<p>My branch has recently moved to a new location, and I need to update my contact information (address, email address, telephone number).</p>	<p>If you are an ABTA verified Agency, please contact ABTA in the first instance with your new address and contact telephone number. Although we can change your email address, our records must match that of ABTA. ABTA will contact us directly to advise of any changes that need to be made.</p> <p>If you are not an ABTA verified Agency, please email Agency Database with your contact information.</p>
<p>I've registered for www.completecruisesolution.com however I still do not have access; what do I do?</p>	<p>When registering for www.completecruisesolution.com, the final step of this is to sign and return the generated PDF to Agency Database, for activation.</p> <p>Please contact Agency Database for further assistance and account activation.</p>

How To Set Up New Users

1. Log into www.completecruisesolution.com and click on “**Manage Account**” at the top right hand corner of Complete Cruise Solution.

2. This will take you to “**Agency Overview**”. Here you will be able to view all of your Staff registered.

Please note this page is only viewable to the Owner/Manager, and any active Supervisors.

3. From the “**Agency Overview**” screen, select “**Add A User**” from the sidebar.

You will need to set up your Staff in order for them to be able to log in as an individual.

Each of your Staff **must** have a unique username and email address that has **not** been previously registered to a different Agency.

You can select the level of access you give your Staff members and making them a Supervisor will grant access to allow the creation and amendment of new and existing users on your behalf.

4. Once you have added a user, they will receive a validation email from Complete Cruise Solution with a link to activate the account. By clicking the link on the validation email, they will be able to log into Complete Cruise Solution using the individual details you have provided them.

Please note that this set up only allows Agents to log into Complete Cruise Solution as an individual. In order to start the Academy Training, they will need to enrol themselves.