



Common Login queries

Login Query	How to resolve the login query
Why can I not login into completecruisesolution.com?	If you have not yet registered for a Complete Cruise Solution login then you will need to speak to your manager who will be able to create you your own individual login. If you have previously registered and cannot remember your log in details then click on the ' Forgotten password/username ' link below where you login and a reminder will be sent to you.
I don't know my login details for completecruisesolution.com or I have tried logging in but the Username or password doesn't work?	If you don't know your username and/or password but you know the email that was registered you can click on the ' Forgotten password/username ' link, enter the regisrtred email address and a reminder will be sent to you. Should you not know the email, call the Online Systems Helpdesk and we can advise you.
How do I set up my individual login?	If you do not have an individual login please contact your Owner/Manager who has access to set you up. Please see the ' How to set up new users ' section below.
I need to be set up but my Owner/Manager doesn't know their login details?	Each branch has an Owner or Manager login which has access to set up and maintain agent's logins. You will need to contact the agency.database@carnivalukgroup.com if you don't have this.
When I login I get an error message 'email not validated'?	After you have been set up with a new login a Validation email is sent to your registered email address. This email needs to be actioned/validated before you will have access to completecruisesolution.com .
Why have I not received a Validation email and can you re-send it?	The validation email can go into your Junk/Spam folder. There is a ' How to receive your Verification Emails ' guide below, describing how to set up you email account to receive these emails. Afterwards, your Owner/Manager should edit your details, submit a Dummy email address and then re-enter your correct email. Please see the ' How to Resend a Validation Email ' guide below.
How do I register my agency with a new login?	All agents have to re-register for the new login, to do this please click on ' Click here to register your agency ' on the Complete Cruise Solution login screen and complete the form and follow the on screen instructions.

Can I be moved from my old agency to my new agency?	Yes, contact agency.database@carnivalukgroup.com with your old and new ABTA numbers and we can move you over. This will preserve your Academy level and all your contact details.
When I register a new user I am getting an error that the email is already in use?	An email address can only be registered once, agents can use their home/personal emails. Booking confirmations will continue to be sent to the shop email.
I have received the Validation Email but am not able to action it as the link doesn't work?	Forward the email back to yourself or a colleague and the link will work.
I am trying to set up my individual login but the name field has Manager filled out?	Do not amend the name or userid, re-enter the password in the boxes and submit. Accept the T&C's and then select Add a User from the options on the left.
I am trying to update my details but the name field has Shared filled out?	Do not amend the name or userid, come out of the website and ask the Manager to login to give you access to set yourself up.
I don't know my login details and the email address is not recognised?	Check whether the email is the one that you or your branch registered. If you are still not able to login contact agency.database@carnivalukgroup.com .





How to Setup New Users

1. Sign in using 'Manager/Owner' account

2. Select 'Manage Account'

3. Review and then Accept the Terms and Conditions

4. Select 'Add A User'

5. Enter all required fields, a unique email address must be used. Create password for user select new users level of access.

6. Select 'Submit'. A validation email will now be sent to the registered email address.

7. User must complete validation process by clicking the link in the email. The user can now log onto system.





How to Resend a Validation Email

1. Sign in using 'Manager/Owner' account

2. Select 'Manage Account'

3. Review and then Accept the Terms and Conditions

4. Click 'Edit' next to agents name.

5. Enter a dummy email address for agent, confirm password and press 'Submit'

6. Repeat the above step, however, this time enter the correct email address





How to Receive your Verification Emails

Hotmail email users will need to ensure your account is set up to accept incoming emails from complete cruise solution. This is a guide to show you how.

Remove an address from your blocked senders

1. Sign into your Hotmail Account

2. Select **'Options'** from the homepage

3. Select **'Hotmail'** from the left of the screen

4. Under the heading **'Preventing junk email'** select **'Safe and blocked senders'**

5. Select **'Blocked senders'**

6. Highlight the email address **'noreply@onesource.com'** from the **'blocked sender'** box and then click **'remove from list'**



Accept mail from known users only

1. After signing in to your Hotmail account, select **'options'** from the homepage

2. Select **'Hotmail'** from the left of the screen

3. Under the heading **'Preventing junk email'** select **'Filters & Reporting'**

4. Select **'Exclusive'** from the options

5. Click **'Save'** at the bottom of the screen.

Retrieve email from Junk Mail

1. Select **'Junk'** from list of folders on left side of screen

2. Click on verification email, select **'Not junk'**. This then moves the email to the inbox where you can read and action!

Please Note: There are different versions of hotmail and yours may not be exactly the same as listed here, but the basic steps will be the same.