

Carnival International Booking Platform Re-design

Frequently asked questions;

Q. How do I reset my username/password?

A. Easy. Just click "Forgot Password & Username" on the login page, enter the email associated with your account, and we will send you an email to reset your credentials.

Q. Will I need to login in order to view content now?

A. Correct! Content will only be viewable to logged-in travel agents, providing you exclusive first looks to our newest sales, contests, and campaigns.

Q. How can I access the Agency Registration form?

A. Go to the login page and click on the "Register Now" button on the login page. You'll arrive to a page titled, "New User Registration" with text at the top of the page that reads, "Register here." When you click on this hyperlink, the Agency Registration PDF will download to your computer.

Q. Where is the Knowledge Center?

A. Under the section called "Popular Links" on the homepage, click on "Visit Knowledge Center" to be redirected.

Q. How can I navigate to Carnival Passport?

A. There is a "Become A Carnival Expert" widget on the homepage, if you click on "Start Training," you'll be redirected to Carnival Passport. You can also access Passport by going to Training & Events on the navigation bar and clicking on "Training Overview" in the dropdown menu.

Q. Where can I find press releases?

A. Scroll to the bottom of the page and select "News & Updates" in the footer.

Q. Where can I find the Forms & Policies page?

A. Scroll to the bottom of the page and select "Forms & Policies" in the footer.

Q. How can I quickly access a ship's itineraries?

A. Click on "Ships & Sailings" from the navigation bar, select the ship whose itineraries you want to view, and click on the "View Itineraries" red button at the top of the page.

We're excited for you to experience the new GoCCL Portal. If you have additional questions, please contact your Business Development Manager or International@carnival.com.au.

