

NCL Online Check-in manual

Online Check In - My NCL

What's new?



- Health & Safety section (#7 of 8) was added to capture necessary information and documentation regarding COVID-19.
- Address Verification step was added to Contact Information section (#2 of 8).
- eDocs will only be available to download within 21 days to 72 hours prior to sailing.
- Online Check In will close 3 days before embarkation date.

If guests plan on checking in prior to 21 days before their sailing date, additional information will be needed. They will need to go back to the online check-in to complete all of the necessary information.

Go to www.ncl.com

If the guests already have a MyNCL account, please click on Log In.

If the guests do not have a MyNCL account, please click on Register.

The screenshot shows the NCL website homepage. The top navigation bar includes 'WHY NCL', 'EXPLORE', 'CRUISE DEALS', and 'MANAGE'. A search bar and a heart icon are also present. The main banner features the text 'READY. SET. BREAK FREE' and a 'LOG IN TO ACCESS:' dropdown menu with options for 'Special Offers', 'Personalized Recommendations', and 'Make reservations before'. The 'REGISTER' and 'LOG IN' buttons are highlighted in yellow.

Once logged in, click on Online Check-in and enter the mandatory (*) personal information:

The screenshot shows the NCL online check-in form. The form is titled 'Save time at the pier and expedite your boarding.' and includes instructions for guests. The mandatory fields are marked with an asterisk (*). The fields are: Title (Mr), Date of Birth (1989-01-01), Birth Nation (UNITED STATES), Country of Citizenship (UNITED STATES), Preferred Language (English), Email Address (nalindor@ncl.com), Have You Ever Cruised on Norwegian Cruise Line Before? (No), and Have You Ever Cruised on Another Cruise Line (Other Than Norwegian)? (No). A 'SAVE & CONTINUE' button is located at the bottom right of the form. The form is part of a 2 of 8 steps, specifically 'Contact Information'.

Enter the mandatory (*) contact details:

2 of 8. Contact Information ?

*** Required**

Street Address 1 *

Street Address 2

City *

Country *

State / Province *

Postal Code * ✓ [Edit Address](#)

Type NA if not applicable

Home / Primary Phone *

Mobile / Secondary Phone

Emergency Contact Person not traveling with you *

Emergency Contact Phone *

[SAVE & CONTINUE](#)

3 of 8. Proof of Citizenship ?

4 of 8. Travel Information

Update Cruise Preferences

My Reservation

Norwegian Jade - July, 20 2021
Reservation Number: 46574255
Stateroom 5546

Enter the mandatory (*) passport information:

JACK US

1 of 8. Personal Information ? ✓

2 of 8. Contact Information ? ✓

3 of 8. Proof of Citizenship ?

Proper documentation is the responsibility of the guest. Failure to present proper documentation will result in denial of boarding with no refund offered.

In addition to your proof of citizenship document, proof of identity must also be presented on embarkation day for all guests 16 years of age or older (i.e., valid driver's license that includes a photograph, or government identification card, that includes a physical description).

For up to date immigration information please click [here](#).

*** Required**

Document Type *

Passport Number *

Passport Issuing Country *

Passport Expiration Date *

My profile

Jack Brown
Member # 255297590

[Update Profile Info](#)
[Update Cruise Preferences](#)

My Reservation

Norwegian Jade - July, 20 2021
Reservation Number: 46574255
Stateroom 5546

If you are flying to your destination, you can enter the flight details here, otherwise enter No:

The screenshot shows the 'Travel Information' step (4 of 8) in a booking process. The user is logged in as Jack Brown (Member # 255297590). The current step is '4 of 8. Travel Information'. Below the step indicator, there is a note: 'If you are flying in for your cruise vacation, you can enter your flight information here. You will also have the option to purchase a transfer to and/or from the Airport and the Pier in this step.' A sub-note states: 'NOTE: When entering your flight information, be sure to enter only the INCOMING flight number and airport for the cruise port you are traveling to. And for the OUTGOING flight, enter only the flight number and airport that are you departing from. Connecting flight information is not necessary.' The form contains two sections: 'Departure' and 'Return', both marked as '*Required'. Each section has a dropdown menu for 'Are you flying in for your cruise vacation?' and 'Are you flying back home for your cruise vacation?' respectively, both currently set to 'No'. A 'SAVE & CONTINUE' button is located at the bottom right of the form area.

For European guests, click „No Thanks“:

The screenshot shows the 'Essentials Travel Protection' step (5 of 8) in a booking process. The user is logged in as Jack Brown (Member # 255297590). The current step is '5 of 8. Vacation Add-Ons'. The section is titled 'Essentials Travel Protection' and includes a sub-note: 'When planning a great vacation, you want to think about nothing but having a good time, but things CAN happen! Adding Essentials Travel Protection to your reservation can protect your travel investment against the unexpected.' A small image of a tropical beach is shown next to the price: '\$25.00 per person'. Under 'Add Essentials Travel protection for:', there are two checkboxes: 'Myself' and 'Us Profile', both of which are currently unchecked. To the right, under 'Why book Travel Protection?', there is a list of benefits: Trip Delay, Accident/Sickness Medical Coverage, Emergency Evacuation, Repatriation, Baggage Loss, and Bag Delay, all of which are checked. A link 'For additional information on plan coverage, click here' is provided. At the bottom, there are two buttons: 'NO THANKS' and 'ADD & CONTINUE'.

Enter the credit card details of the card you would like to register for your onboard account:

6 of 8 Onboard Payment Preferences ⓘ

To make purchases onboard your cruise, you will need to secure a form of payment for your cabin. Cash and Credit Cards are not accepted onboard for purchases. Save time at the pier and enter your payment information here. You can also choose to apply this form of payment to everyone in your cabin selecting the passengers below.

Payment Type * * Required

Credit Card
 Debit Card
 Cash

Credit Card Information

Name on Card *

Card Number *

Expiration Date *

CVV *

Billing address *

Is your billing address same as contact address

Billing Address 1 *

Enter your email address, to which you will receive your onboard invoice after the cruise. Authorization needs to be given for NCL to be able to charge your card:

Postal Code *
Type 'NA' if not applicable

Use This Payment For * ⓘ

Us Profile

We've gone paperless! Enter your email to receive your onboard statement.
You will be receiving your onboard statement via email at the end of your cruise. So please enter your email below and we'll send you a detailed report of your onboard purchases. Want to keep tabs on your spending? Simply visit the Norwegian mobile app and you can track your charges throughout your vacation. Please note, this is a required field and the email address you enter will only be used for the purpose of sending your onboard statement.

Email Address *

Name: Jack Brown

Credit Card No.: XXXXXXXXXXXX7777

will pay for all charges made by the following guest(s) during their onboard vacation:

Cabin: 5546

Guest Name: Jack Brown, Us Profile

I authorize Norwegian Cruise Line to charge all folio purchases to my debit/credit card. I agree to be personally liable for all charges made by authorized guests listed above. I understand that Norwegian will obtain pre-authorizations on my debit/credit card for all purchases. I have read and understand these terms and conditions.
Authorization holds are released from your debit/credit card account at the discretion of your card issuer and may take up to 30 days. Please contact your card issuer for details, if necessary.

SAVE & CONTINUE

Acknowledge the vaccination policy.

Upload an existing photo or take a new photo through your webcam:

7 of 8. Health & Safety


For the health and safety of our guests and crew, we require all booked guests to complete the information below. Completing all of this information accurately and in a timely manner will minimize the amount of waiting time and congestion at the pier. Your information will be kept secure and only be used as described herein and as further detailed in our Privacy Policy.

***Required**

Vaccination Attestation*

I acknowledge that I will be fully vaccinated, at least 2 weeks prior to departure, with a vaccine that has been authorized for use by the World Health Organization, U.S. Food and Drug Administration or the European Medicines Agency. I further acknowledge that I will be required to provide proof of such vaccination upon check-in at the pier.

Security Photo*



Why do we ask?
All guests must add a security photo prior to arriving at the pier. This will be used to expedite your check-in experience and for health and safety purposes.

Please provide the email address and mobile phone number at which Norwegian Cruise Line can contact you with important health, safety and travel update information. To ensure these important messages reach you, we will verify your email address and mobile phone number and will not accept alternate contact information or travel agent information. Please verify the email address and mobile phone number.

Email Address*

Mobile Phone Number*

By providing my mobile phone number above, I agree to receive a one-time text message from Norwegian Cruise Line to verify my phone number and to receive phone calls from Norwegian Cruise Line, if necessary, to convey health and safety information, including for COVID-19 contact tracing purposes. To ensure these important messages reach you, we will not accept alternate contact information or travel agent information.

congestion at the pier. Your information will be kept secure and only be used as described herein and as further detailed in our Privacy Policy.

Add Security Photo

Please drag, expand, and collapse the photo box over the area you wish to crop as your security photo.





Photo Requirements



- Photo must be in color and represent your current appearance
- Do not wear sunglasses or eyeglasses with tinting (eyes must clearly be seen)
- Do not wear head coverings (allowed for religious purposes only and must not cover face)
- Photo should not be taken in direct glare of sunlight or in the dark (face must clearly be seen)
- No one other than yourself should be in photo (same for children and babies)
- Uploaded photo dimensions: larger than 500 x 500 at 300dpi

Please note that if your photo does not meet the above requirements, it will be retaken at the pier.

Enter your email address and have it verified. You will receive a verification email within a few seconds. Mobile number verification is not applicable for European guests:

 experience and for team and safety purposes.


Please provide the email address and mobile phone number at which Norwegian Cruise Line can contact you with important health, safety and travel update information. To ensure these important messages reach you, we will verify your email address and mobile phone number and will not accept alternate contact information or travel agent information. Please verify the email address and mobile phone number.

Email Address*  Edit / Resend 

Mobile Phone Number*



By providing my mobile phone number above, I agree to receive a one-time text message from Norwegian Cruise Line to verify my phone number and to receive phone calls from Norwegian Cruise Line, if necessary, to convey health and safety information, including for COVID-19 contact tracing purposes. To ensure these important messages reach you, we will not accept alternate contact information or travel agent information.

Since your safety, as well as the safety of our crew, are our number one priority, please watch this important Health & Safety video in preparation for your cruise. All guests are required to watch this video in its entirety and will be asked to accept the terms and conditions below.*

 NCL Pre Boarding Boat Drill JADE Watch later Share


Place the lifejacket over your head, and fasten the velcro collar

Watch the security video and confirm that you have seen and understood the information:


Mobile Phone Number*  Edit / Resend 

By providing my mobile phone number above, I agree to receive a one-time text message from Norwegian Cruise Line to verify my phone number and to receive phone calls from Norwegian Cruise Line, if necessary, to convey health and safety information, including for COVID-19 contact tracing purposes. To ensure these important messages reach you, we will not accept alternate contact information or travel agent information.

Since your safety, as well as the safety of our crew, are our number one priority, please watch this important Health & Safety video in preparation for your cruise. All guests are required to watch this video in its entirety and will be asked to accept the terms and conditions below.*

 NCL Pre Boarding Boat Drill JADE Watch later Share

Place the lifejacket over your head, and fasten the velcro collar

Watch on  YouTube

I, Jack Brown, have watched the Health & Safety Video and understand and accept all of the conditions for safe sailing in the video.

Confirm that you have read and understood the Terms & Conditions:

7 of 8. Health & Safety ⓘ

8 of 8. Guest Ticket Contract & Privacy Policy ⓘ

Important Notice for all Guests

The passengers' attention is specifically directed to paragraphs 6, 8, 11 & 15 of the terms and conditions of the guest contract. These paragraphs and all of the other terms and conditions of this contract affect important legal rights. Guests are also advised to carefully read and review section 4 and carrier's website here which contain important terms, conditions, policies, procedures and requirements related to public health and COVID-19.

or to the vessel and its furnishings and any equipment or property of the Carrier or any other Guest caused directly or indirectly, in whole or in part, by any act or omission of the Guest or those for whom the Guest is responsible, whether willful or negligent, including but not limited to, theft or any other criminal act. In addition, Guest will be responsible for an administration fee of U.S. \$500.00 associated with any instance resulting in damage or loss as well as for all monies incurred for repairs. In the event any items are removed from a stateroom without Carrier's consent, Guest will be charged the full replacement cost for any such item(s). Furthermore, smoking in staterooms and/or stateroom balconies is strictly prohibited. Any Guest who violates Carrier's smoking policy will be assessed a cleaning fee of U.S. \$250.00. The Guest shall further indemnify the Carrier and each and all of their agents or servants against all liability whatsoever arising from any personal injury, death or damage or loss whatsoever caused directly or indirectly, in whole or in part, by any willful or negligent act or omission on the part of the Guest or those for whom the Guest is responsible.

6. Limitations and Disclaimers of Liability:

(a) THE CARRIER AND THE GUEST HEREBY AGREE THERE IS NO WARRANTY, WHETHER EXPRESS OR IMPLIED, AS TO THE FITNESS, RELIABILITY, OR CONDITION OF THE VESSEL OR ANY...

[Click here to Print](#)

I, JACK BROWN, have read the Terms and Conditions of the Guest Ticket Contract, the Additional Terms and Conditions, and the Privacy Policy, and accept all of the terms and conditions stated therein.

[FINISH CHECK-IN](#)

[BACK TO VACATION SUMMARY](#)

Now the Online Check-in is completed, and guests can download their E-Docs.