



Portal User Guide

For **Agents** Version 1.2 - Nov 19th, 2020



Contents

1.	Introduction	Page 3
1A.	How to find the Portal:	Page 3
1B.	About the Portal:	Page 3
2.	Logging In as an Agent	Page 4
2A.	Agent Code	Page 4
2B.	First Time Log In	Page 4
2C.	Log In with Code and Password	Page 5
3.	Logging In as a Customer	Page 6
3A.	First Time Log In	Page 6
3B.	Log In with Email and Password	Page 6
4.	Forgot Password	Page 7
5.	Portal Contents for Agents	Page 8
5A.	Liveaboard Availability	Page 8
5Ai.	Tips	Page 10
5B.	Downloads	Page 11
6.	Portal Contents for Customers	Page 12
6A.	Invoices	Page 12
7.	Your Bookings screen	Page 13
8.	View Your Booking Details screen	Page 14
8A.	Main Details section	Page 14
8B.	Passengers Tab	Page 14
8Bi.	Add New Names	Page 15
8C.	Send Email to customers to invite them to Portal	Page 15
8D.	Itinerary Tab	Page 16
8Di.	Bed Configuration	Page 16
8Dii.	Cabin Allocations	Page 16
9.	Passenger Details screen	Page 17
9A.	Required Formats: Dates, Times and Phone Numbers	Page 17
9Ai.	Dates	Page 17
9Aii.	Times	Page 18
9Aiii.	Phone Numbers	Page 18
9B.	General Details	Page 19
9Bi.	Name & Date of Birth	Page 19
9Bii.	Passport Details	Page 20
9Biii.	Diving Information	Page 20
9C.	Medical & Dietary Requests	Page 20
9Ci.	Medical Considerations	Page 20
9Cii.	Dietary Requests	Page 21
9D.	Emergency Details	Page 21
9Di.	Contact Details Whilst Travelling	Page 21
9E.	Travel Details	Page 21
9Ei.	Flight Details – Arrival and Departure	Page 22
9Eii.	Accommodation – Prior and Post	Page 22
10.	Errors	Page 23
11.	GDPR Settings	Page 24
12.	Disclaimer	Page 24

1: Introduction

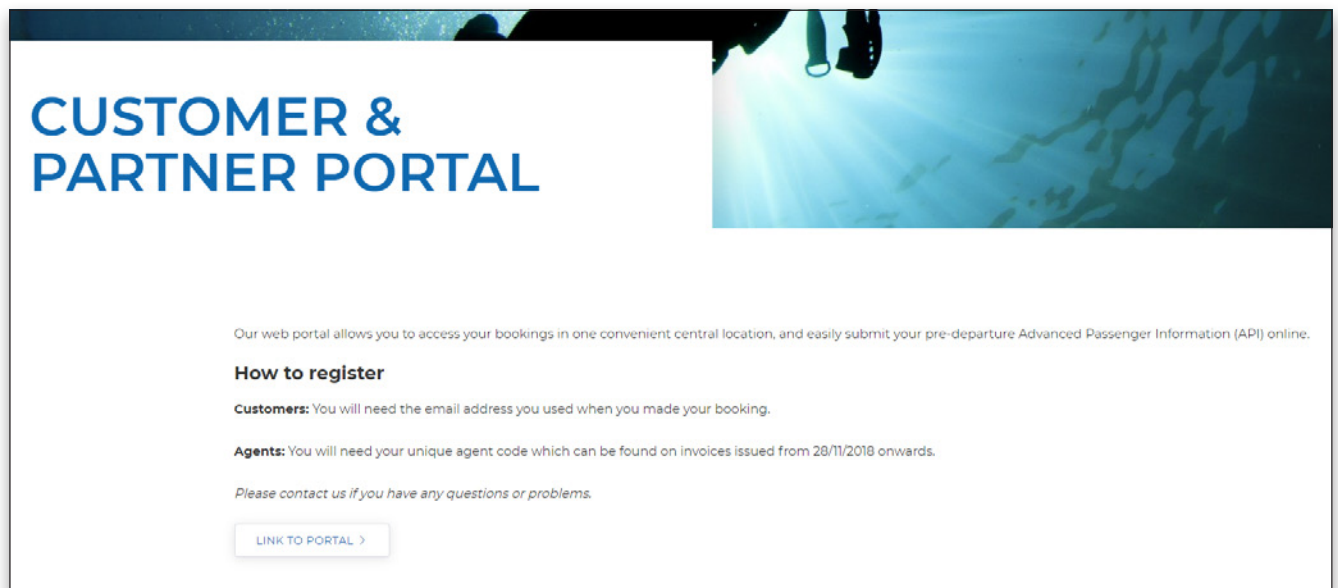
Welcome to our Customer & Agent Portal. We are continuing to improve and enhance the functionality of the Portal. This user guide will take you through the features of the Portal and the steps to successfully submitting Advanced Passenger Information (API).

1A. How to find the Portal:

The link to the Portal can be found in several places including the Blue O Two website, in the email text of booking confirmations, and from the original Worldwide Dive and Sail agent portal.

The URL is: <https://divingportal.anteo.co.uk/> It can also be reached at this URL (which is a redirect): <https://wwdas.com/PassengerAPI>

In case you were wondering, Anteeo is the software developer of our booking system, so the data you enter here directly feeds into the booking system.



1B. About the Portal:

Our Portal has been designed to comply with the General Data Protection Regulation (GDPR) that was introduced by the EU in 2018. We really care about our customers' data protection and we pride ourselves in having a booking system and portal that are secure and meet the regulations.

We value our agents and our customers very much; our aim is to make the booking process as smooth and as pleasant as possible. We have big plans for our Portal and look forward to continued improvements and rolling out more useful features in the months to come.

1C. How to Login:

When logging on to the Diving Portal you will be asked to identify what type of customer you are: For example:

1. **I am a Lead Customer and booked directly with Blue O Two**
2. **I am a Customer and booked through a Travel Agent/ Dive Centre/Another Customer You will need your Login ID and Password**
3. **I am a Travel Agent/Dive Centre You will need your Agent Code and Password**

As a Lead Customer who booked directly through Blue O Two you will need your Email Address and Password. As a Customer who booked through a Travel Agent/ Dive Centre/Another Customer, you will need your Login ID and Password. As a Travel Agent or Dive Centre you will need your Agent Code and Password.

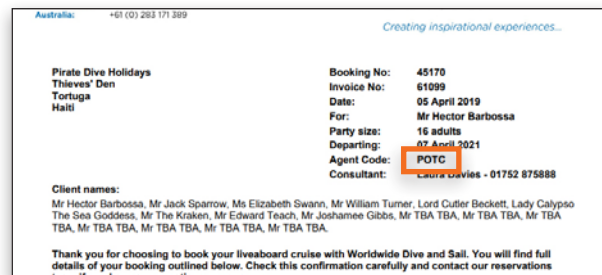
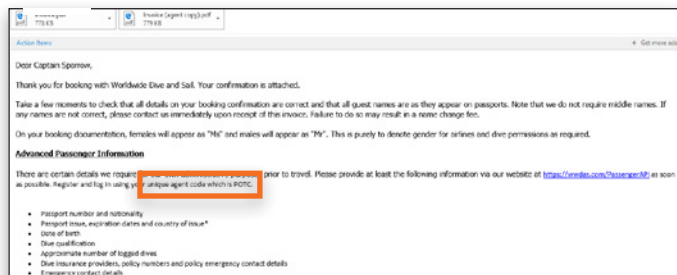
2: Logging in as an Agent

To us, an Agent is an official company that offers dive travel to their customers, whether they are a large consolidator or a local dive centre. They earn commission from us and in return they help with the administration of the booking, including the collection of the Advanced Passenger Information (API) from their customers.

2A. Agent Code

Agents log in with their Agent Code. Customers log in with their email address (covered in section 3, page 6).

The Agent Code is unique to each agent profile in our booking system and can contain only letters and numbers (no spaces or other characters). It can be found in the body of the email for any booking confirmation as well as in the header section of the booking confirmation itself. Do not share your Agent Code with customers or other parties, for security purposes.

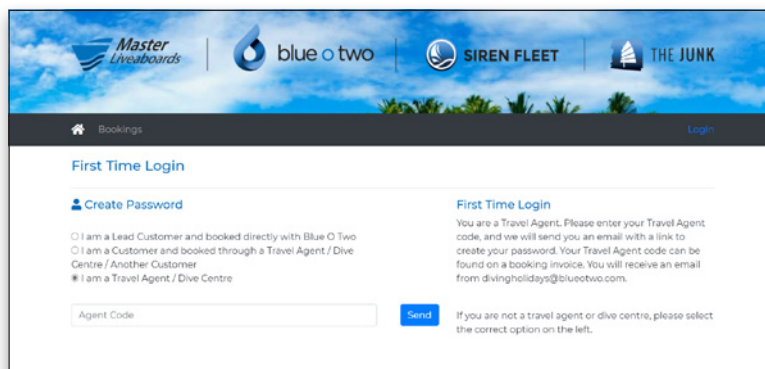


For the Portal, the Agent Code is automatically linked to the email address in the agent profile. While we can accommodate different company emails and reference name for each booking (if colleagues like to handle their bookings separately), the Portal log in process can only be used with the email address on the agent profile.

2B. First Time Log In

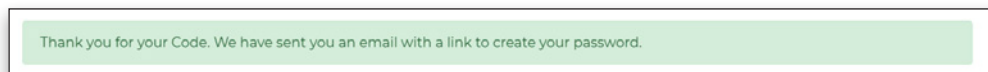
From the main page of the Portal click on the link called **First Time Login**.

Make sure you click on the heading **I am an Agent / Dive Centre** (and the field prompts you to enter Agent Code).

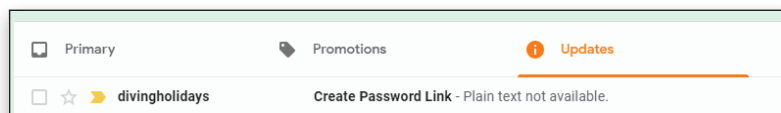
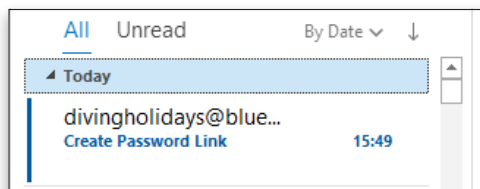


If you accidentally try to enter your Agent Code while the **I am a Customer** heading is selected, you will get a red error message.





Enter your Agent Code and click **Send**, then a green success message will appear on the screen.



Go to your email inbox and look for the email sent from divingholidays@blueotwo.com.



This contains a link that is unique to your Agent Code. Do not share this link with anyone else. This unique link is only valid for 24 hours.

Create Password

Dear Agent,
Please visit the following link to create your password: <https://test.anteeo.co.uk/blueotwoportal/Home/SetPassword?token=e9fed532-0497-4844-b8a5-48a924bc35b1&usera=POTC>

Please do not share this link with anyone.

This link takes you to a page that is ready for you to enter your password. If your password is too simple, a red message will appear prompting you to enter a password that contains at least 8 characters, including 1 numeric character and 1 special character [!@!%*#?&]. You must enter the same password in each field, if they do not match a red error message will appear.

Set Password

Create New Password

Please enter your new Password and click on "Confirm"

New Password

Confirm

New Password

Password should contain at least 8 characters, including 1 numeric character and 1 special character [!@!%*#?&]

Set Password

Create New Password


Please enter your new Password and click on "Confirm"

New Password

Confirm password doesn't match, Type again!

Confirm

After you enter an acceptable password in both fields and click **Confirm**, a green success message will appear on the screen. You can now click on that link to Login.

 Bookings
 Login

Your new password has been successfully set. [Click here to Login.](#)

2C. Log In with Code and Password

Now that you have successfully created your password you are ready to log in. Make sure you have clicked on the heading ***I am an Agent / Dive Centre***. The field is also labelled, and prompts you to enter, the Agent Code. If you have accidentally clicked on ***I am a Customer*** and try to log in with your Agent Code you will get an error message.

I am a Customer
 I am an Agent / Dive Centre

Agent Code

Password

[First Time Login](#)
[Forgotten Password](#)

Login

If you like to save your login details so they autofill, just make sure the correct Agent heading is clicked before you try to log in.

3: Logging in as a Customer

The Customer Login process has been updated. Customers now have to login using the Login ID.

Customers will only see their own details to ensure we comply with GDPR. Customers who have booked through a Travel Agent/Dive Center or another customer will now have to obtain their Login ID in order to login and access their booking information. In order to request your Customer Login ID you will need to follow these steps.

- Navigate to the Diving Portal login page - Found here <https://divingportal.anteeo.co.uk>
- Click the Forgotten Login ID at the bottom of the page
- On the next screen select 'I am a customer and booked through a Travel Agent / Dive Centre / Another customer'
- Enter your email address and booking reference Your Booking Reference can be found on your original booking documents or your Agent or Dive Centre will be able to access via their Diving Portal under Your Bookings> Ref No.

3A. First Time Log In

From the main page of the Portal click on the link called **First Time Login**. Make sure your customer clicks on the heading **I am a Customer** (and the field prompts them to enter Email Address).

If they accidentally try to enter their email address while the heading **I am an Agent / Dive Centre** is selected, they will get a red error message.

Enter their email address and click **Send**, then a green success message will appear on the screen.

Your customer then needs to go to their email inbox and look for the email sent from divingholidays@blueotwo.com.

This email contains a link that is unique to their customer profile. Do not share this link with anyone else. This unique link is only valid for 24 hours.

This link takes them to a page that is ready for them to enter their password. If the password is too simple, a red message will appear prompting them to enter a password that contains at least 8 characters, including 1 numeric character and 1 special character [!@%*#?&].

After they enter an acceptable password in both fields and click **Confirm**, a green success message will appear on the screen. They can now click on that link to Login.

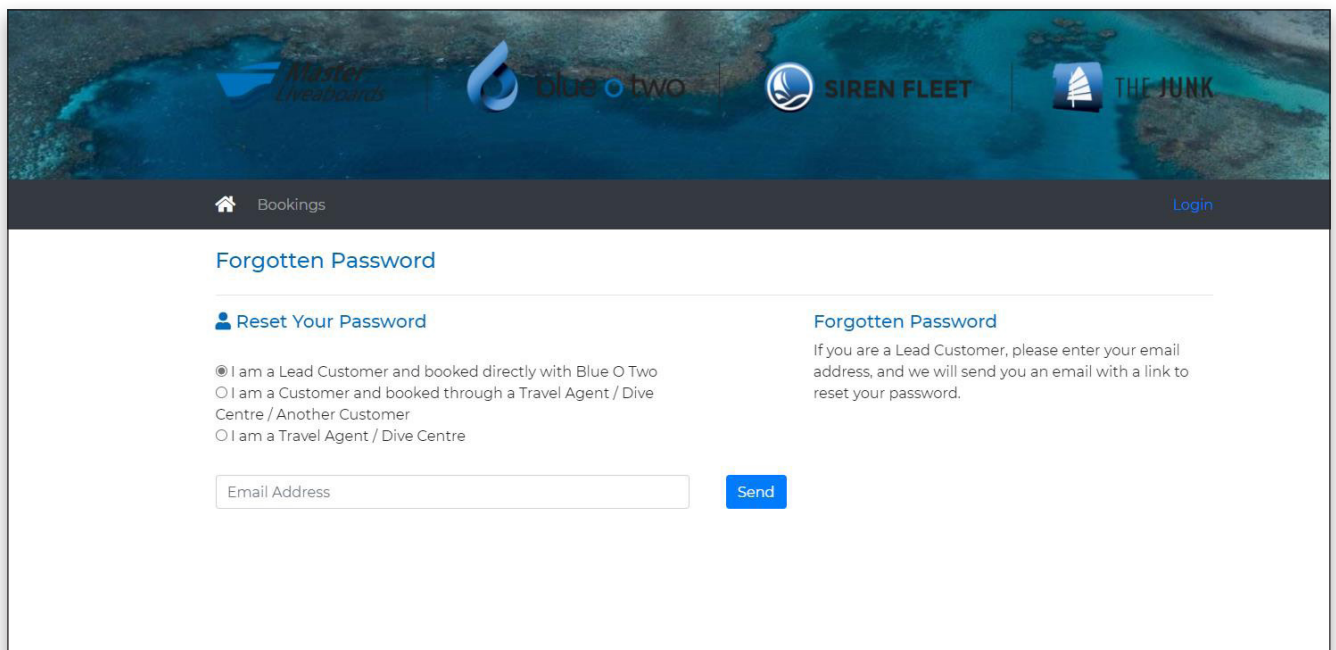
3B. Log In with Email and Password

Now that your customer has successfully created their password, they are ready to log in. Make sure they have clicked on the heading **I am a Customer**. The field is also labelled, and prompts them to enter their 'Login ID'.

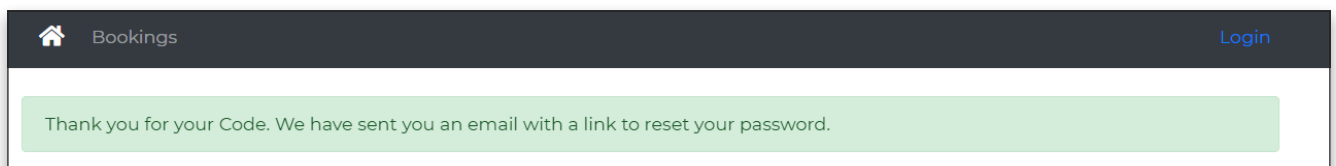
4: Forgot Password

The process to reset a password is much the same as the First Time Login, and is exactly the same for both Agents (using your Agent Code) and Customers (using their email address).

From the main page of the Portal click on the link **Forgotten Password**.



Make sure the correct heading is selected, either ***I am a Customer*** or ***I am an Agent/ Dive Centre***. Enter the correct information, either the customer email address or the Agent Code as appropriate, and click **Send**.



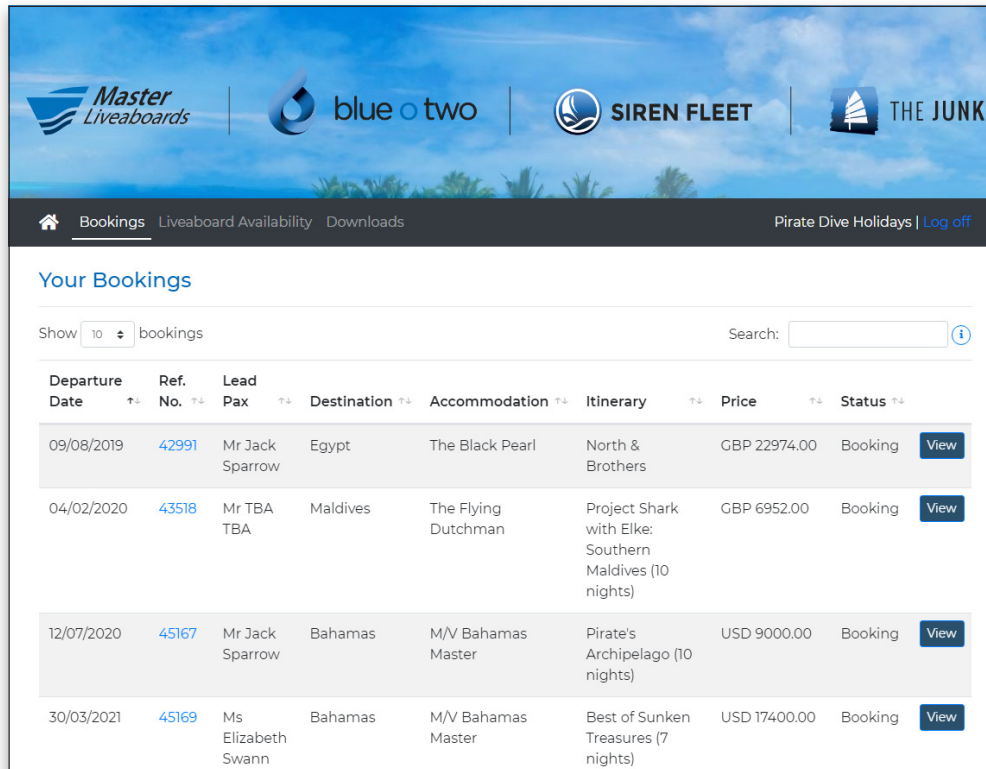
Go to your email inbox and look for the email sent from divingholidays@blueotwo.com. This contains a unique link, do not share this link with anyone else. This unique link is only valid for 24 hours.

This link takes you to a page that is ready for you to enter a new password. If your password is too simple, a red message will appear prompting you to enter a password that contains at least 8 characters, including 1 numeric character and 1 special character [!@%*#?&].

After you enter an acceptable password in both fields and click **Confirm**, a green success message will appear on the screen. You can now click on that link to Login.

5: Portal Contents for Agents

When you first log on to the Portal as an Agent, you will see three sections available: **Bookings**, **Liveboard Availability**, and **Downloads**. The default view is always Bookings. Each section will be discussed in detail on the following pages, with Bookings (and how to enter passenger details) found in section 9, page 16.

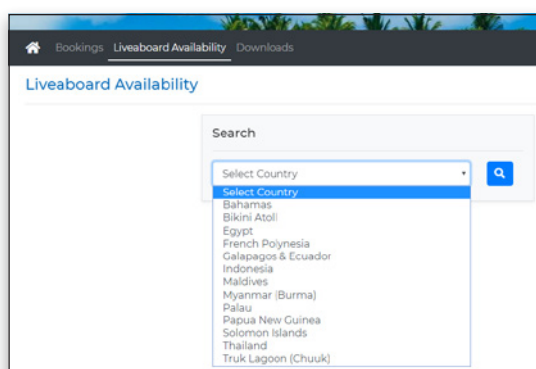


Departure Date	Ref. No.	Lead Pax	Destination	Accommodation	Itinerary	Price	Status	
09/08/2019	42991	Mr Jack Sparrow	Egypt	The Black Pearl	North & Brothers	GBP 22974.00	Booking	View
04/02/2020	43518	Mr TBA TBA	Maldives	The Flying Dutchman	Project Shark with Elke: Southern Maldives (10 nights)	GBP 6952.00	Booking	View
12/07/2020	45167	Mr Jack Sparrow	Bahamas	M/V Bahamas Master	Pirate's Archipelago (10 nights)	USD 9000.00	Booking	View
30/03/2021	45169	Ms Elizabeth Swann	Bahamas	M/V Bahamas Master	Best of Sunken Treasures (7 nights)	USD 17400.00	Booking	View

5A. Liveboard Availability

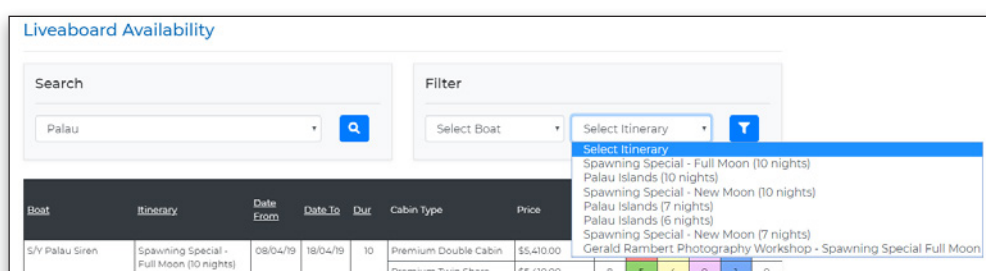
Our live schedules and availability for all vessels within the brand alliance are available to view in the Portal.

First select the destination you wish to view and click the **search icon** (on the next screen you can change your search or filter the results).



This can often take about 30 seconds to load, due to the large amount of data with the availability detail across a number of years. We are working on ways to improve the speed and search functionality.

The next screen displays the search results. You can search from another destination in the drop down box, or you can filter your search results by vessel and/or itinerary.



Boat	Itinerary	Date From	Date To	Dur	Cabin Type	Price
S/V Palau Siren	Spawning Special - Full Moon (10 nights)	08/04/19	18/04/19	10	Premium Double Cabin	\$5,410.00
	Spawning Special - New Moon (10 nights)				Premium Twin Share	\$5,410.00

We provide you with a full view of the availability including information on gender and options. The data is presented in the following manner for each liveboard vessel:

Boat	Itinerary	Date From	Date To	Dur	Cabin Type	Price	Total	Avail	Non Spec	Fem	Male	Opt
S/Y Palau Siren	Spawning Special - Full Moon (10 nights) Sam's Tours / Sam's Tours	08/04/19	18/04/19	10	Premium Double Cabin	\$5,410.00	4	0	0	0	0	0
					Premium Twin Share Cabin	\$5,410.00	8	5	4	0	1	0
					Premium Twin/Double Share Cabin	\$5,410.00	4	0	0	0	0	0
					Total		16	5	4	0	1	0
S/Y Palau Siren	Palau Islands (10 nights) Sam's Tours / Sam's Tours	21/04/19	01/05/19	10	Premium Double Cabin	\$5,410.00	4	2	2	0	0	0
					Premium Twin Share Cabin	\$5,410.00	8	7	6	0	1	0
					Premium Twin/Double Share Cabin	\$5,410.00	4	0	0	0	0	0
					Total		16	9	8	0	1	0
S/Y Palau Siren	Spawning Special - New Moon (10 nights) Sam's Tours / Sam's Tours	02/05/19	12/05/19	10	Premium Double Cabin	\$5,410.00	4	4	4	0	0	0
					Premium Twin Share Cabin	\$5,410.00	8	3	2	0	1	0
					Premium Twin/Double Share Cabin	\$5,410.00	4	0	0	0	0	0
					Total		16	7	6	0	1	0
S/Y Palau Siren	Palau Islands (7 nights) Sam's Tours / Sam's Tours	13/05/19	20/05/19	7	Premium Double Cabin	\$3,950.00	4	0	0	0	0	0
					Premium Twin Share Cabin	\$3,950.00	8	0	0	0	0	0
					Premium Twin/Double Share Cabin	\$3,950.00	4	0	0	0	0	0
					Total		16	0	0	0	0	0

The data should be interpreted in the following way. All occupancy displayed is by **number of pax** available.

Boat	The vessel that the trip will be held upon.
Itinerary	The itinerary of the trip as well as the departure & arrival ports.
Date From	The embarkation date.
Date To	The disembarkation date.
Dur (Duration)	The number of nights of the trip on board the vessel.
Cabin Type	The availability displayed is split into the various cabin classifications available on board the vessel.
Price	The total price of the trip (inclusions vary by destination, marine park and port fees not included). Special offers automatically appear in red.
Total (Vertical Column)	The total standard capacity for the vessel (specified by cabin type).
Total (Horizontal Row)	The total capacity of available spaces (specified by gender).
Avail (Available)	The total available occupancy available to book at present.
Non Spec (Non Specified)	The total available occupancy available to book where the gender of the space has not yet been defined.
Fem (Female)	The total available occupancy available to book where the gender of the space must be female.
Male	The total available occupancy available to book where the gender of the space must be male.
Opt (Option)	The number of spaces that are on option (they are not otherwise showing as available).

In the example below for Palau Siren departing 23/09/19 the data should be interpreted as follows:

Boat	Itinerary	Date From	Date To	Dur	Cabin Type	Price	Total	Avail	Non Spec	Fem	Male	Opt
S/Y Palau Siren	Spawning Special - New Moon (7 nights) Sam's Tours / Sam's Tours	23/09/19	30/09/19	7	Premium Double Cabin	\$3,950.00	4	2	2	0	0	2
					Premium Twin Share Cabin	\$3,950.00	8	2	0	1	1	2
					Premium Twin/Double Share Cabin	\$3,950.00	4	0	0	0	0	0
					Total		16	4	2	1	1	4

Boat	S/Y Palau Siren
Itinerary	Spawning Special - New Moon (7 nights), both ports are Sam's Tours
Date From	Embarkation on 23/09/19
Date To	Disembarkation on 30/09/19
Dur (Duration)	7 Nights
Premium Double	In this example, 4 total spaces are possible: 2 are still available and those 2 are non-gender specific. We can also see that of the spaces that are NOT available, 2 of them are just on option.
Premium Twin	In this example, 8 total spaces are possible: 2 are still available and that is 1 Female space and 1 Male space. We can also see that of the spaces that are NOT available, 2 of them are just on option.
Premium Twin/Double	In this example, 4 spaces are possible: none of them are available and none of them are options, so all are confirmed bookings.
Price	\$3,950 per person (for the cabin space only)
Total	16 pax total (4 in Premium Double, 8 in Premium Twin, 4 in Premium Twin/Double)
Avail (Available)	4 pax total (2 in Premium Double, 2 in Premium Twin)
Non Spec (Non Specified)	2 pax total (2 in Premium Double)
Fem (Female)	1 pax in total (1 in Premium Twin)
Male	1 pax in total (1 in Premium Twin)
Opt (Option)	4 pax on option (2 in Premium Double, 2 in Premium Twin)

5Ai. Tips

When searching our schedule and availability, there are a few things to bear in mind to make this easier to navigate.

The following destinations have more than one vessel:

- **Egypt:** M/Y Blue Adventurer, M/Y Blue Horizon, M/Y Blue Fin, M/Y Blue Melody
- **Maldives:** M/V Blue Spirit, M/Y Blue Voyager
- **Thailand:** S/Y The Junk, S/Y The Phinisi (which also operates in Myanmar/Burma)

Remember you can filter your search results by vessel once you have searched by destination.

The following vessels operate in more than one destination:

- **S/Y The Phinisi:** Thailand and Myanmar (Burma)
- **M/V Solomons PNG Master:** Solomon Islands and Papua New Guinea
- **M/Y Truk Master:** Truk Lagoon (Chuuk) and Bikini Atoll

We are looking to improve the search function so you can see the full schedule per vessel (regardless of destination) but for now with these vessels you search their schedule by one destination at a time.

The prices are displayed in either USD or GBP, depending on the address in your agent profile: anything in the UK defaults to GBP and everything else is USD. If you want to change the currency (for example, Isle of Man defaults to USD but GBP is more relevant) just let us know and we can update the settings in your profile. We can also take bookings in EUR with the sell price based on mid-market exchange rates.

Classic Double cabin	£1349.00 £1249.00
Classic Twin Share cabin	£1349.00 £1249.00
Single Classic cabin	£1449.00 £1349.00
Total	

Special Offers appear in red with a strikethrough across the original price.

5B. Downloads

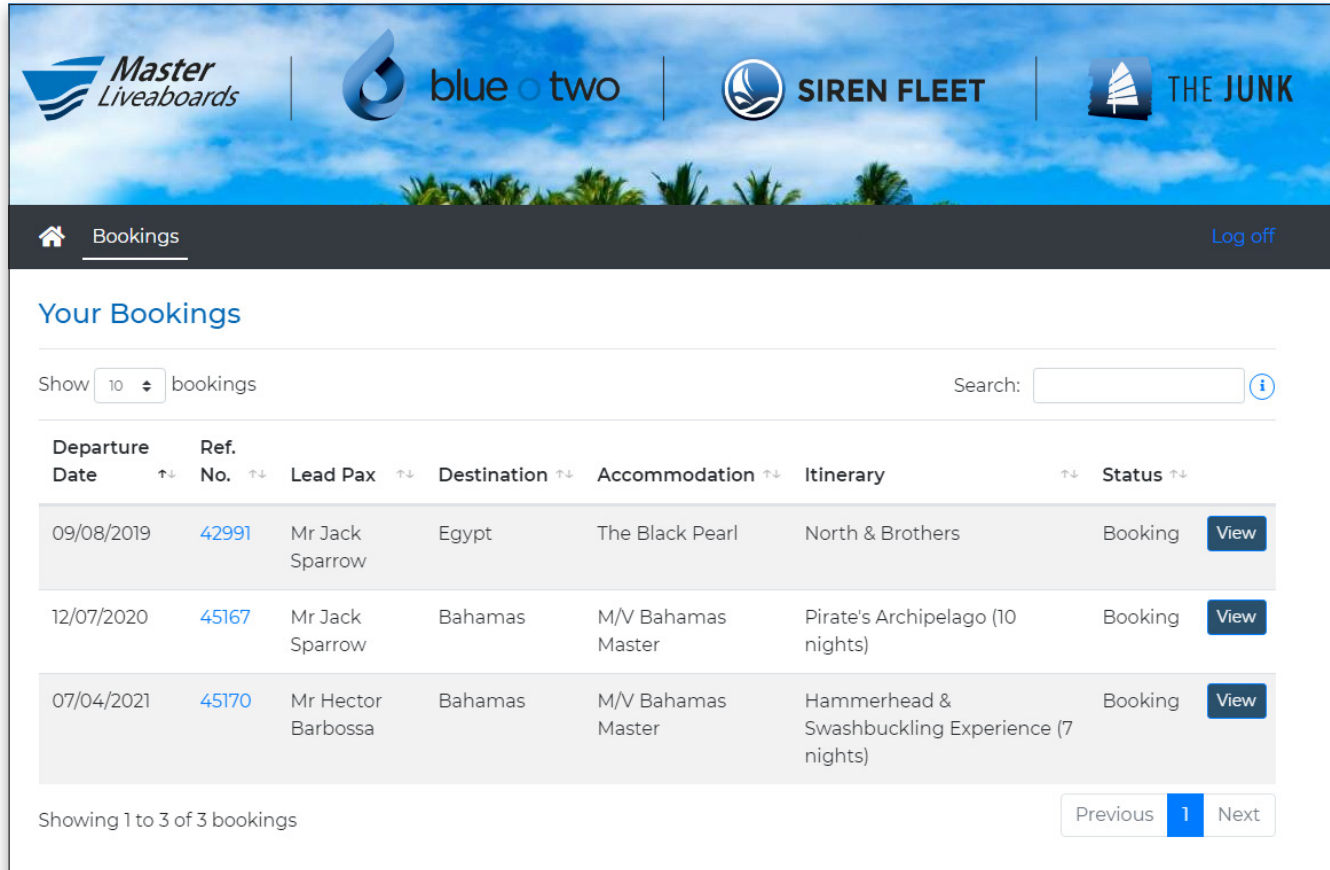
This section is an online library with images, videos, trip information, itinerary descriptions, maps, and miscellaneous. The miscellaneous section includes other useful resources like price lists of on-board extras, deck plans, forms & waivers, and brochures. We are constantly updating this library, so it includes resources for each vessel and destination and the most up-to-date details.

Images	Trip Info	Maps
Bahamas Master Images Blue Adventurer - Red Sea - Images Blue Fin - Red Sea - Images Blue Horizon - Red Sea - Images Blue Melody - Red Sea - Images Blue Spirit - Maldives - Images Blue Voyager - Maldives - Images French Polynesia Master Images Galapagos Master Images Indo Siren Images Palau Siren Images Philippine Siren Images Solomons PNG Master Images The Junk Images The Phinisi Images Truk Master Images Destination Bahamas Destination Bikini Atoll Destination French Polynesia Destination Galapagos Destination Indonesia Destination Myanmar (Burma) Destination Maldives Destination Palau Destination Papua New Guinea Destination Philippines - Tubbataha Destination Philippines - Visayas & Malapascua Destination Solomon Islands Destination Thailand Destination Truk Lagoon Destination Red Sea Siren Fleet Life Style Indonesia Above Water Images Logos	Bahamas Information Bahamas Hotels and Tours Bikini Information Bikini Hotels and Tours Combo Trips French Polynesia Information French Polynesia Hotels and Tours Galapagos Information Galapagos Hotels and Tours Indonesia Information Indonesia Hotels and Tours Maldives Information Maldives Hotels and Tours Myanmar Information Palau Information Palau Hotels and Tours Philippines Information Philippines Hotels and Tours Papua New Guinea Information Papua New Guinea Hotels and Tours Red Sea Information Red Sea Hotels and Tours Solomon Islands Information Solomon Islands Hotels and Tours Thailand Information Thailand Hotels and Tours Truk Information Truk Hotels and Tours	Bahamas Maps Bikini Map French Polynesia Maps Galapagos Maps Indonesia Maps Myanmar (Burma) Maps Palau Maps PNG Maps Philippines Maps Solomon Islands Maps Thailand Maps Truk Maps
	Itineraries	Misc.
	Bahamas Bikini French Polynesia Galapagos Indonesia Maldives Myanmar Palau Papua New Guinea Philippines Red Sea Solomon Islands Thailand Truk Lagoon	Agents On Board Extras Insurance Liability Waivers Yacht Specifications Deck Layouts Brochures
		Videos
		Vessel Other

6: Portal Contents for Customers

When customers log in to the Portal, they can only view their bookings in order to submit their Advanced Passenger Information (API). This data is restricted based on how they booked, and GDPR requirements.

Customers can never view the API details of another customer. Please refer to the GDPR Settings in section 11, page 23 for further details.



Master Liveaboards | **blue o two** | **SIREN FLEET** | **THE JUNK**

Bookings [Log off](#)

Your Bookings

Show bookings Search:

Departure Date	Ref. No.	Lead Pax	Destination	Accommodation	Itinerary	Status
09/08/2019	42991	Mr Jack Sparrow	Egypt	The Black Pearl	North & Brothers	Booking View
12/07/2020	45167	Mr Jack Sparrow	Bahamas	M/V Bahamas Master	Pirate's Archipelago (10 nights)	Booking View
07/04/2021	45170	Mr Hector Barbossa	Bahamas	M/V Bahamas Master	Hammerhead & Swashbuckling Experience (7 nights)	Booking View

Showing 1 to 3 of 3 bookings [Previous](#) [1](#) [Next](#)

6A. Invoices

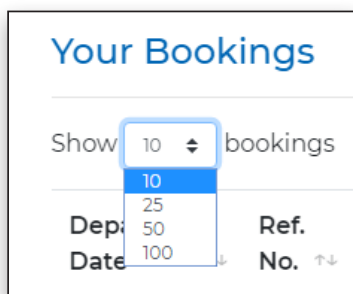
If a customer has booked directly with us, or they have booked through an agent or dive centre who has chosen to use our direct customer invoicing method of administration, they can download their invoice here (since they have already received their invoice from us by email).

If a customer has booked through an agent, they are not able to download their invoice, in order to ensure that customers do not see details about free spaces or group discounts. Agent commission is never shown on customer invoices. They are also not able to view the booking Price in the Main Details section of the View Your Booking Details.

7: Your Bookings screen

This is the primary screen for Agents and Customers. You can change the display of the data in several ways:

To show a different number of bookings, select a number from the dropdown box.



You can change the display by clicking on one of the headers to arrange your bookings (numerically or alphabetically depending on the column data, click once for ascending and click again for descending).

In this example the Itinerary heading was clicked once so it has sorted them alphabetically.

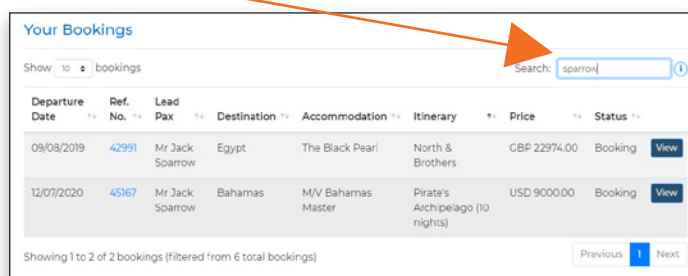
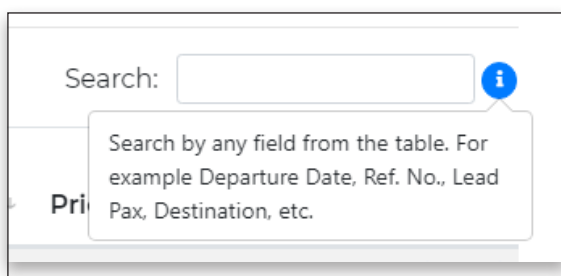
Itinerary ↑↓
Best of Sunken Treasures (7 nights)
Hammerhead & Swashbuckling Experience (7 nights)
North & Brothers
Pirate's Archipelago (10 nights)
Project Shark with Elke: Southern Maldives (10 nights)

You might have bookings on more than one page. You can select which page to view.



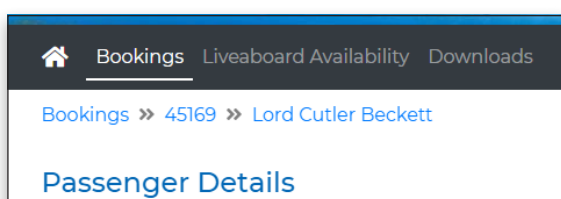
Please note that if the booking contains flights or an extension prior to the liveaboard, then the Destination column will display the first destination in the booking, which is not necessarily the destination of the liveaboard.

You can also search your bookings by any of the fields (column headings).



You can view a booking by clicking on the blue Reference Number or the **View** button (see section 8, page 14).

As you progress through the other booking screens there is a breadcrumb navigation to show where you are and you can click on those links to navigate (make sure you save any data you have entered – a pop up message will prompt you before changing to another screen).

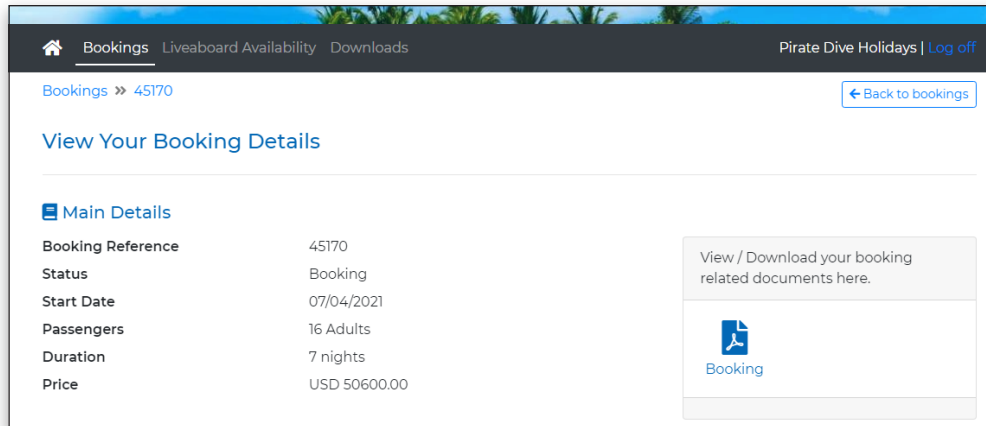


8: View Your Booking Details screen

This is the first screen which shows an overview of the booking. There are now two tabs for Passengers and Itinerary.

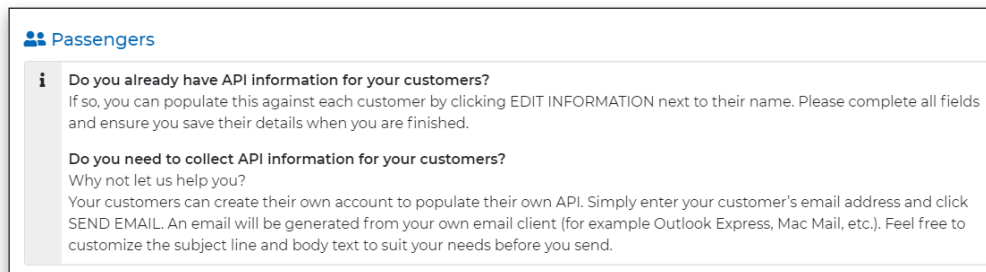
8A. Main Details section

This gives a summary of the booking and a link to download the booking invoice. The Start Date is the beginning date of the booking. This also includes flights and/or extensions before the liveaboard, so this may not necessarily be the vessel embarkation date. The Duration will also include any hotels or extensions, not just the liveaboard itinerary duration.



8B. Passengers Tab

This contains an information box (which is worded slightly differently when it is a Customer, instead of an Agent / Dive Centre, who is logged in) and a list of all passengers in the booking.



8Bi. Add New Names

You can now populate TBA names with the real customer names via the Portal.

You may also be able to change the gender of that cabin space, if either you have the entire cabin within the same booking, or the other cabin space is still available.

Once these changes are saved, and you log out of the Portal, you cannot make any further changes via the Portal. Please contact us asap if you need to make any further name changes.

Note: It is not possible to enter a passenger email address to invite them to the Portal until the TBA name has been changed to a real name.

8C. Send Email to customers to invite them to the Portal

You can invite your customers to log in to the Portal themselves, so you do not have to collect their information and enter it for them. This is the most data-secure way to collect these details.

Once you enter their email address and click **Send Email** you will see a green success message appear briefly on the screen. This has set that email address as the Login Name for that customer profile in our booking system as well as sent them an email from divingholidays@blueotwo.com inviting them to log in for the first time (see section 3, page 6).

Note: if the email address you have entered is already in use by another customer profile an alert will appear. Please contact us so we can check for duplicate customer profiles – we want to address this now before the customer encounters any difficulty logging in or accessing their booking.

For GDPR data-security reasons, only a customer may create their own password. It is not possible for an Agent, or Blue O Two / Worldwide Dive and Sail, to set a password for a customer.

4	Mr William Turner	<input type="text" value="iloveelizabeta@flyingdutchman.com"/>	<input type="button" value="Send Email"/>	<input type="button" value="Edit Information"/>
5	Lord Cutler Beckett	<input type="text" value="Email address"/>	<input type="button" value="Send Email"/>	<input type="button" value="Edit Information"/>
6	Lady Calypso The Sea Goddess	<input type="text" value="Email address"/>	<input type="button" value="Send Email"/>	<input type="button" value="Edit Information"/>

Login Name successfully updated

8D. Itinerary Tab

If the booking includes flights then an overview of the flight details will be displayed. There is an overview of the accommodation, which is most often the liveboard cabin(s) at full board. If you have booked a hotel or resort then it will display the unit names and board type relevant for that product.

✈ Flight Details

#	Airline	Flight No	Dep Airport	Dep Date	Dep Time	Arr Airport	Arr Date	Arr Time
1	✈	BA 207	London Heathrow	16/06/2019	10:40	Miami	16/06/2019	15:00
2	✈	BA 4174	Miami	16/06/2019	17:35	Grand Bahama International Airport (FPO)	16/06/2019	18:25
3	✈	BA 4175	Grand Bahama International Airport (FPO)	29/06/2019	19:00	Miami	29/06/2019	19:45
4	✈	BA 201	Miami	29/06/2019	22:40	London Heathrow	30/06/2019	12:20

8Di. Bed Configuration

Some boats have cabins that can be set up as either a Twin or a Double, and the crew need to know this in advance. You can now select the correct bed configuration yourself. Customers are also able to make this selection for their own cabin when they log into the Portal themselves. Click Save Cabin Changes when you are done, and a green success message will appear at the top of the screen.

Cabin	Gender	Board Type	Bed Configuration
Premium Double Cabin	-	Full Board	Double
Premium Twin/Double Share Cabin	-	Full Board	<div>Double</div> <div>Double</div> <div>Twin</div>

If only 1 cabin space has been booked, then the Gender column will display M or F accordingly.

8Dii. Cabin Allocations

You can now change the cabin allocations via the Portal. Use the dropdown boxes in the Passengers column. If a name has been selected more than once it will have a red alert, and the unselected name(s) will appear highlighted in green in the dropdown. Once you are finished making changes click Save Cabin Changes and you should see a green success message at the top of the screen.

You can immediately click on Booking Confirmation in the upper right corner to download a new invoice that reflects the cabin allocation changes you have just made.

Note: It is not possible to make changes within 3 day prior to departure. If you want to make any further cabin changes please contact us immediately.

Board Type	Bed Configuration	Passengers
Full Board	Twin	<div>Ms Elizabeth Swann</div> <div>Mr William Turner</div>
Full Board	Twin	<div>Ms Elizabeth Swann</div> <div>Ms Elizabeth Swann</div> <div>Mr William Turner</div> <div>Mr The Kraken</div> <div>Lord Cutler Beckett</div>

✓ Save Cabin Changes

9: Passenger Details screen

This is the crux of the Portal. We require these details to arrange cruise and dive permissions, and possibly flights if we are booking those for you as well. These details are used to arrange transfers and help the crew prepare to accommodate your customer and all their requirements. The better information we have, and the sooner we get it, the better experience we can provide to the customer which makes you look good as well as us.

Once you have clicked on **Edit Information** next to a passenger name on the View Your Booking Details screen, you are taken to the Passenger Details screen. The breadcrumb navigation shows you which booking and passenger name you are on, and there is a drop-down box to the right to select a different passenger within the same booking.

You can enter as few or as many details as you like before you click **Save**. Only in the Travel Details section, when you select Self Arranged, do all of those specific fields become mandatory before you are able to save.

If you enter information in an invalid format a red error message will appear.

Note: It is not possible to make changes to Passenger Details within 3 days prior to departure. If any information needs to be changed please contact us immediately.

9A. Required Formats: Dates, Times and Phone Numbers

The following types of fields must be entered in the correct way or you will get a red error message.

9Ai. Dates

Dates can be entered several ways. Please use international format with date, month and year (DD/MM/YYYY). The date and month must be 2 digits each and the year must be 4 digits. Click on the information icon for instructions.

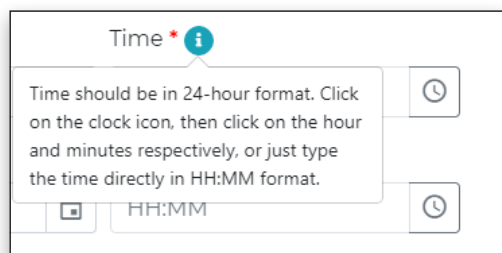
You can enter the date by typing directly into the box. If the format is not correct, then a red error message immediately appears.

You can also click on the calendar icon. First click on the month/year to jump between months, click on it again to jump between years and click a third time to jump between decades. Once the correct year is selected then click on the correct month, and finally on the correct date. You can use the arrows to navigate forward and backwards but we suggest jumping to the correct year first or that will require a lot of clicking.

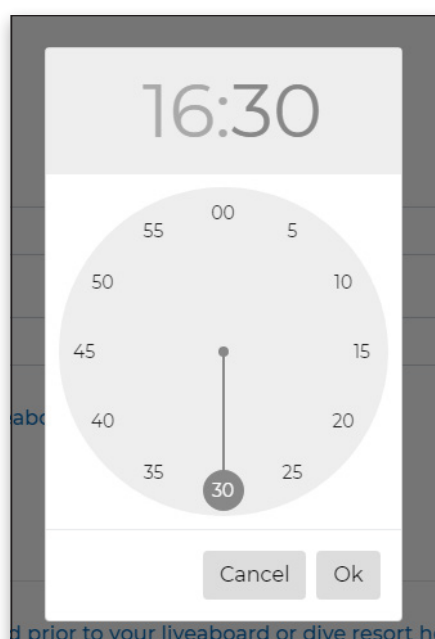
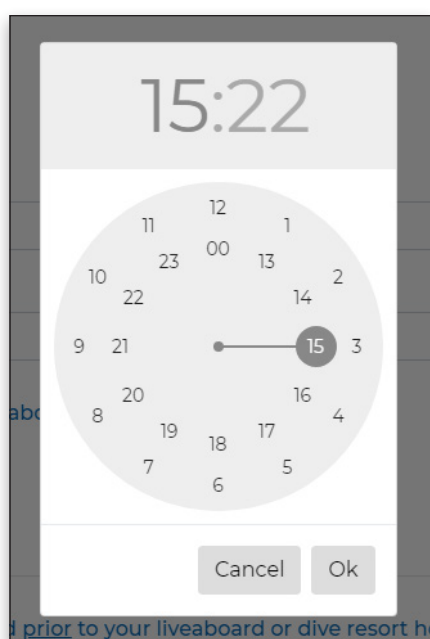
9Aii. Times

Times are required if you have arranged flights for your customer (or they have arranged their own flights).

The required format is HH:MM and in 24-hour time (for example 15:30 instead of 1:30pm). Click on the information icon for instructions.

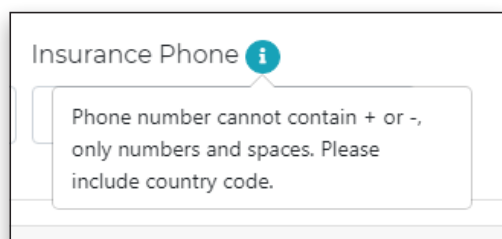


You can also click on the clock icon (it automatically displays the current time above the clock). First click on the hour – the outer circle of numbers is AM and the inner circle of numbers is PM. After a moment the clock updates to show minutes, click on the correct number. The full time is now displayed at the top, then click **Ok**.



9Aiii. Phone Numbers

Phone numbers cannot contain + or - characters, only numbers and spaces. Please remember to include the international country code. Click on the information icon for instructions.




9B. General Details

Many of the following details are required to arrange things like cruise permissions and dive permits, which often must be completed with the relevant agencies within strict deadlines prior to departure date, so please submit these as soon as possible.

9Bi. Name & Date of Birth

This displays the passenger first and last names. We may also have middle names in the customer profile in our booking system, but these are not displayed in the Portal or on invoices. The first and last name must exactly match the passport. If this is not the case, please click on the link to email us immediately.


 General Details


Passenger No.

3

Name

Ms Elizabeth Swann

Date of Birth 

DD/MM/YYYY 

If this does not match the first and last names as shown in the passport contact us immediately at divingholidays@blueotwo.com.

When you click on that email link, a window appears with an email address to send from your own email system. If you are working on multiple screens, please note this might pop up on a different screen. If the email does not appear, you may need to modify your default mail client used by your computer, or adjust your popup or server firewall settings. The email is automatically populated to send to divingholidays@blueotwo.com with the subject line and basic body text prefilled for you. Feel free to enter more details in the body of the email.

Send	To	blue o two diving holidays
	Cc	
	Bcc	
Subject		URGENT Name Change Request - 45170
Booking Ref.: 45170		
Passenger No.: 3		
Name: Ms Elizabeth Swann		

If there is a spelling mistake or a name change, and you have booked flights with us as well, please email us (as above) or call us immediately.

Enter the Date of Birth by typing directly into the field using the format DD/MM/YYYY or use the calendar icon.

9Bii. Passport Details

Select the Nationality of the customer, enter the Passport Number in the free text field, and enter the Issue Date and Expiration Date in the same way as Date of Birth.

9Biii. Diving Information

These details help our crew to prepare for your customer in advance. Diving insurance is also mandatory, so we collect this information in advance to make their orientation and paperwork a little easier for customers on the day of embarkation.

The Experience Level is a dropdown box, select the choice that you think best describes your customer. The Qualification field is free-text so you can enter several qualifications. We especially like to know if they have Deep and Night specialty qualifications, or which technical qualification for Bikini Atoll itineraries, for example.

The Date of Last Dive is not always known, but it helps our crew prepare for your customer. If you only know the month and year that is fine, please select a random date within that month.

If you know your customer is a photographer, please let us know what kind of camera they are bringing so the crew is aware in advance.

We like to know if divers are Nitrox certified. Even if they have not pre-booked an unlimited Nitrox package, divers will often add Nitrox fills once they get on board and this helps the crew ensure they have the correct equipment in advance. Select **Yes** or **No** appropriately so the answer chosen is in grey.

Provide the Dive Insurance name, policy number, and the phone number to contact in case there is a diving emergency. As per our Terms & Conditions, it is a condition of booking with us that passengers take out travel insurance covering at least the cancellation of their booking, and providing medical cover for illness or injury while overseas especially for any scuba diving activity. We only require the dive insurance details in advance so our Cruise Directors have these on hand. If the travel insurance is a separate policy we do not require these details via the Portal.

9C. Medical & Dietary Requests

These fields can provide crucial information so the crew can adequately prepare for your customer. We do not constantly monitor the responses to these answers in the Portal.

If it is something very important (like a severe allergy or a wheelchair user) please contact us directly as soon as possible to make sure we can accommodate those needs.

When you click **Yes** (so it is in grey) a free-text box appears to enter the details.

9Ci. Medical Considerations

This may include various kinds of information, some examples include:

- 'Bad knee and needs help getting into the water without gear on'
- 'Recently sprained ankle – has doctors note okay to dive but needs help with luggage transfer to boat'
- 'Allergic to ibuprofen'

While some customers like to put requests along the lines of 'please give us the best cabin with a big window' that is not something the crew can assist with and is better addressed during the booking process.

We also refer to the medical form which we require to be completed and signed before diving on our vessels. If any of the medical questions have a 'yes' answer, the customer must also bring their doctor's certificate with them on board in order to be allowed to dive – simply informing us of their medical condition via this question in the Portal is not adequate.

9Cii. Dietary Requests

With enough advance warning, our chefs can cater for almost any dietary requirements. Vegetarian, vegan, and gluten-free are common. Some customers also inform us of details such as 'I do not eat seafood' or 'I cannot eat onion'. If it is a true food allergy (not just a dislike) then we prefer to be contacted directly as soon as possible so we can make sure we fully understand the requirement and we inform our destination managers and chefs immediately.

Practical & Dietary Requests

Practical Considerations – Is there anything you would like to inform us about prior to departure in order to make your stay with us more comfortable?

☒ Yes
 ☐ No

bad back - really hates climbing into ribs and needs assistance

Please note that all divers must complete a medical declaration and submit it on the boat. You can find this form here
<https://blueotwo.com/forms>
<https://www.das.com/liabilityforms.html>
 Any divers submitting a form on board that has 'yes' as the response to any medical question will also require a doctor's certificate if they wish to dive. This is mandatory and so we ask that you complete this form in advance and obtain the required medical clearance if circumstances dictate it.

Dietary Requests ☒ Yes ☐ No

vegetarian - egg and dairy OK, no seafood

Please note that not all special dietary products are available in all destinations or on short notice. If you have a food allergy please contact us immediately.

9D. Emergency Details

If there is an incident on board, we may have need for an emergency contact. Please ensure this person is not also booked onto the same trip and travelling with that customer.

9Di. Contact Details Whilst Travelling

We occasionally need to get in touch with customers while they are en-route to our vessel. This may have to do with a port change or bad weather that has caused a delay. We know that sometimes people do not have access to their normal phone number or email, so any contact methods they might have available are useful. Please provide the actual details, not just the word 'mobile' or 'email'. If a customer has a longer holiday with several stops along the way before they reach our vessel, you can also provide the contact numbers for the hotels/resorts they are staying at. Click on the information icon for details.

Emergency Details

Contact Name	Contact Phone	Contact Email	Contact Relationship
Henry Turner	44 01234 567890	pirateson@privateer.com	son

How should we contact you whilst you're travelling?

mobile 44 07890 123456
 Everglades Swamp Tours, Fort Lauderdale 3rd-9th June (1 800-123456) and Greycliff Hotel, Nassau 10th-15th June (1 242-302-9150)

9E. Travel Details

This helps our crew know where customers are coming from immediately before the liveaboard, and where they are going immediately after the liveaboard. This is used to arrange transfers and also to get in touch with customers if they, for example, did not appear for their arranged transfer.

If you do not yet have these details, you can leave the dropdown box set to **Please Select** and come back to this later.

9Ei. Flight Details - Arrival and Departure

There is a dropdown box with the following choices and further actions:

- **Part of booking** - we have booked this flight and it appears in the invoice already. Therefore we already know all of the details.
- **Self Arranged** - once this is selected then mandatory fields appear for flight number, departure airport, date and time and arrival airport, date and time. Use this if you have made the arrangements for your customer, or your customer has made their own arrangements.
- **Unknown / Need Assistance** - this sends an email to our reservations team and they will get in touch with you to help arrange this.
- **Not Applicable** - for flights we ask for an explanation (which is mandatory), so we know where the customer is going next in case they require assistance on the day of disembarkation.

Travel Details

Arrival Flight immediately prior to your liveaboard or dive resort holiday

Self Arranged

Flight No. *

UP 321

✈ Departure	Airport *	Date *	Time *
	NAS	15/06/2019	12:45
✈ Arrival	Airport *	Date *	Time *
	FPO	15/06/2019	13:30

Departure Flight immediately after your liveaboard or dive resort holiday

Not Applicable

Not Applicable Reason *

commandeering a vessel from Grand Bahama to sail the Spanish Main

9Eii. Accommodation - Prior and Post

There is a dropdown box with the following choices and further actions:

- **Part of booking** - we have booked this hotel and it appears in the invoice already. Therefore we already know all of the details.
- **Self Arranged** - once this is selected then mandatory fields appear for hotel name, address, phone number, checkin date and checkout date. Use this if you have made the arrangements for your customer, or your customer has made their own arrangements.
- **Unknown / Need Assistance** - this sends an email to our reservations team and they will get in touch with you to help arrange this.
- **Not Applicable** - nothing further required.

Accommodation

Do you have any hotel accommodation booked prior to your liveaboard or dive resort holiday?

Self Arranged

Hotel *

Pelican Bay

Address *

Lucaya Sea Horse Road, Port Lucaya

Phone No. *

1 242 373 9550

Checkin *

15/06/2019

Checkout *

16/06/2019

Do you have any hotel accommodation booked after your liveaboard or dive resort holiday?

Not required

10: Errors

If you enter a date or time in an invalid format, a red error message appears below that field, either immediately or when you click **Save**.

Time *

1pm

The value '1pm' is not valid for Time.

If you skip a mandatory field and click **Save**, a red error message appears on the top of the page and also at the field that is missing. If you click **Save** with time, date or phone number fields not in the correct format, a red error message appears at the top of the page and also at the field that needs to be modified.

Your details are not saved as some of the required details are not given. All fields marked with * (asterisk) are mandatory. Please fill in all the highlighted fields and click 'Save'.

Accommodation

Do you have any hotel accommodation booked prior to your liveaboard or dive resort holiday?

Self Arranged ▼

Hotel *

Pelican Bay

Address * Phone No. *

Address Phone No.

'Address' should not be empty. 'Phone No.' should not be empty.

Checkin * Checkout *

15/06/2019 16/06/2019

When setting up the password, if a yellow error message 'Username was not recognised' appears, first make sure you entered the details correctly. For an Agent, make sure the Agent heading is selected and you have entered the correct Agent Code. If you are not sure of your code, please look at an invoice or contact us.

Home Bookings Login

Username was not recognised

For a customer, make sure the Customer heading is selected. Make sure the email address is the same one that we have in our booking system for that customer profile. If they are still unable to login, or if they login but do not see their booking, please contact us because they may have duplicate profiles.

When you successfully save details, a green success message appears at the top of the screen. Remember, you don't have to enter all the details at once (unless fields have the mandatory asterisk).

Details successfully saved for Ms Elizabeth Swann

Bookings >> 45170 >> Ms Elizabeth Swann

[← Back to your booking](#) [Passengers ▼](#)

11: GDPR Settings

The following table details the security settings of the Portal, based on the kind of booking it is. Agents can see and do everything for all passengers. Customers are not able to view or edit the details of any other customer, including spouses and family members.

		List of Names of All Passengers in the Booking	Edit Information button
Direct booking	Lead Passenger	Can see all names and send them email	Only for themselves
	Other Passengers	Cannot see any other names	Only for themselves
Agent booking	Agent	Can see all names and send them email	Enabled for all passengers
	Lead Passenger	Cannot see any other names	Only for themselves
	Other Passengers	Cannot see any other names	Only for themselves
Agent booking - direct customer invoicing method of administration	Agent	Can see all names and send them mail	Enabled for all passengers
	Lead Passenger	Can see all names and send them email	Only for themselves
	Other Passengers	Cannot see any other names	Only for themselves

Changes to TBA names and cabins have different permission settings depending on the type of booking and customer type.

		Change TBA Names	Change Bed Configuration	Change Cabin Allocations
Direct Booking	Lead Passenger	Yes - for other passengers	Yes - including other passengers	Yes - including other passengers
	Other Passengers	No - cannot see other names	Yes - only for themselves	No - cannot see other names
Agent Booking	Agent	Yes	Yes	Yes
	Lead Passenger	No - cannot see other names	Yes - only for themselves	No - cannot see other names
	Other Passengers	No - cannot see other names	Yes - only for themselves	No - cannot see other names
Agent Booking - direct customer invoices method of administration	Agent	Yes	Yes	Yes
	Lead Passenger	Yes - for other passengers	Yes - including other passengers	Yes - including other passengers
	Other Passengers	No - cannot see other names	Yes - only for themselves	No - cannot see other names

Some customers have duplicate profiles. They may have booked directly through us, through their local dive centre and through a large consolidator agent. With dive centre and agent bookings, we often do not get the names and details until closer to departure. We might not know that it is indeed the same customer that has booked directly with us, until the agent submits their date of birth and passport details. Furthermore, since these details are also viewable by agents through the Portal, we cannot allow details that were provided by the customer to one agent to be viewable by another agent they have later booked with. Therefore they may have duplicate customer profiles, which at this point can create some difficulties logging in with the same email address.

If you suspect this may be why your customer is having trouble logging in, please contact us, or ask your customer to contact us, so we can look into it. Our reservations team is able to input details directly into our booking system without using the Portal, if needed.

12: Disclaimer

Characters from Pirates of the Caribbean are property of Disney with all the related copyright, trademark, and legal mumbojumbo. While the names shown in the screenshots above are not real, we do not actually want any of those characters on our vessels but we wouldn't mind if the likes of Johnny Depp and Kiera Knightly wanted to book with us. Pirate Dive Holidays is not a legal trading name of Blue O Two or Worldwide Dive and Sail. The Black Pearl and The Flying Dutchmen are not really vessels we own nor would we want to offer them to our customers. If you want to offer special pirate-themed itineraries on M/V Bahamas Master, please contact us.



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