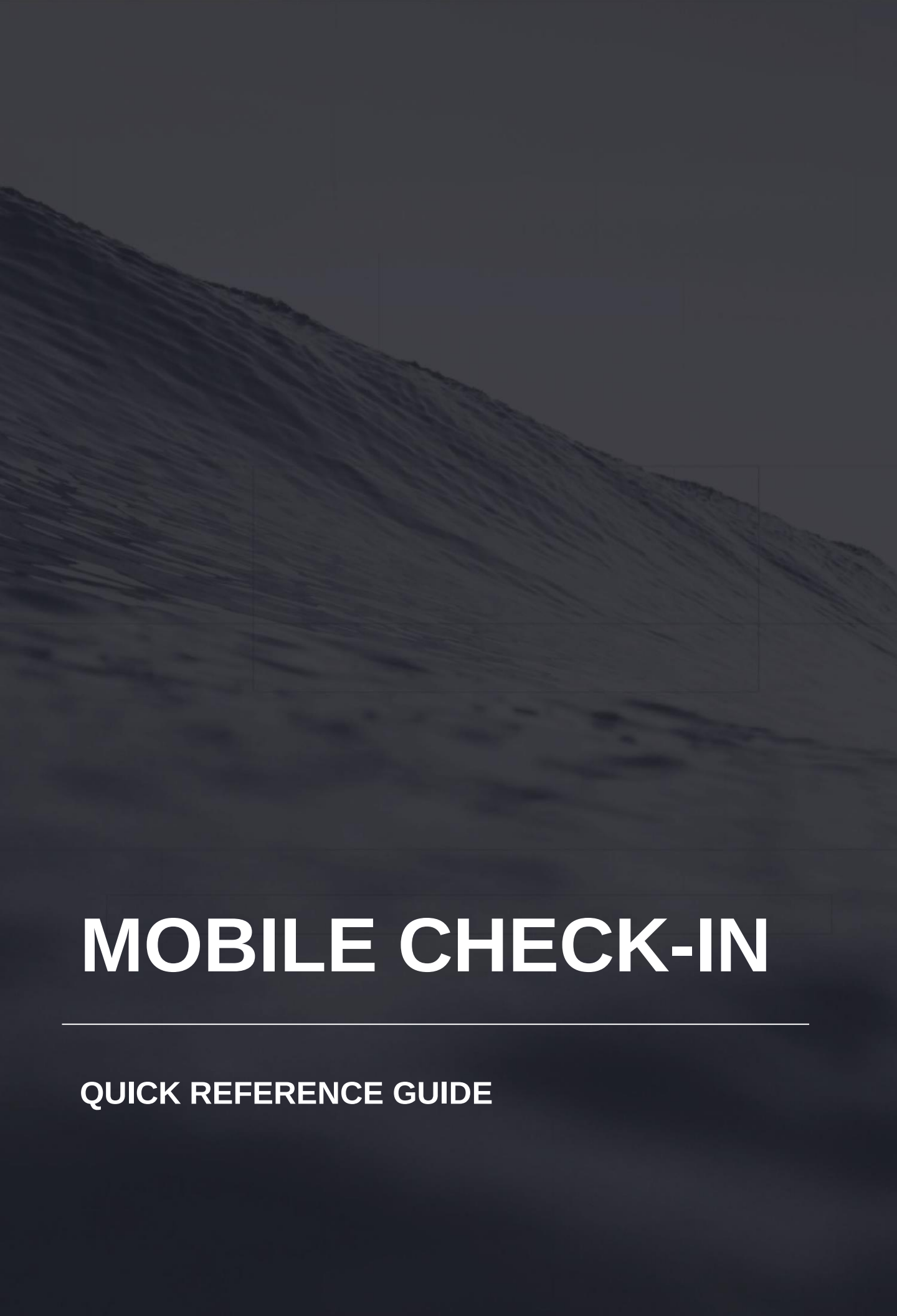


MOBILE CHECK-IN

QUICK REFERENCE GUIDE

TABLE OF CONTENTS

This document provides a step-by-step guide to the Mobile Check-in process via the Royal Caribbean App including entering Guest Details (passport scanning, onboard expense account, Cruise Ticket Contract), indicating arrival plans, submitting vaccination information, and answering health & safety questions.

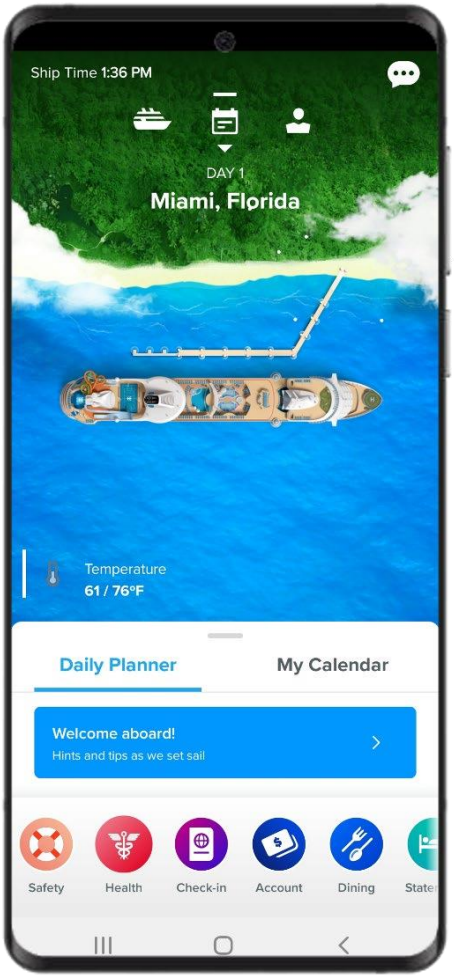
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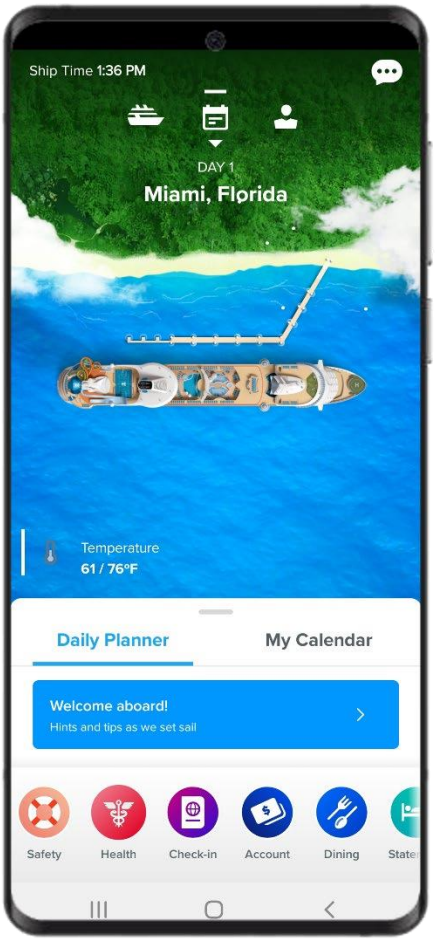
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GETTING STARTED

Guest can use their iOS or Android device to check-in and arrive to the terminal with a digital SetSail Pass.



Guest Account sign-in is required which will provide a more streamlined user experience. Mobile check-in also allows for guests to scan their passport or passport card and vaccination card, which reduces manual data entry.

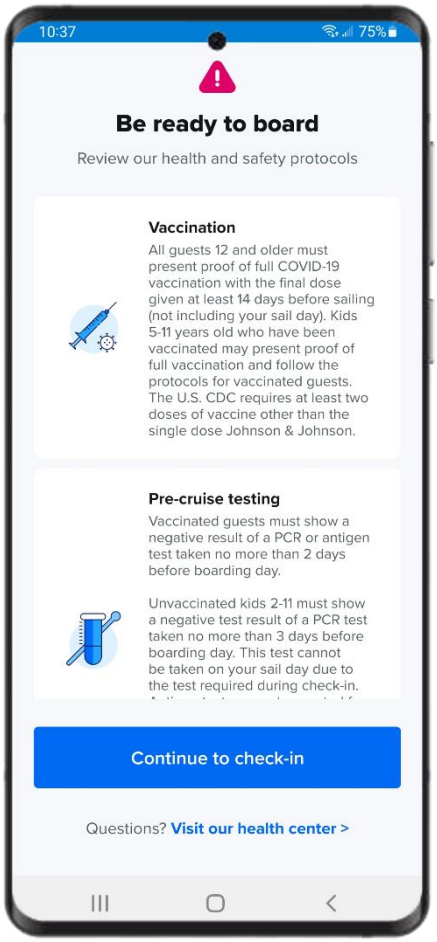


Entry Point

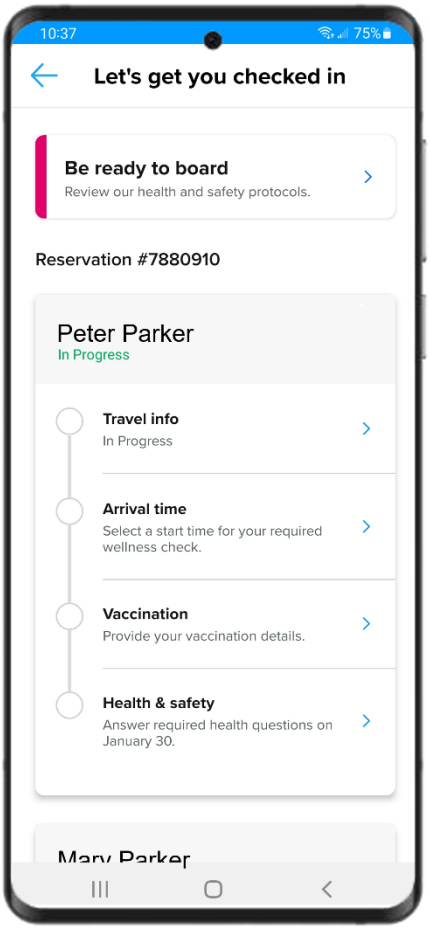
Tap **Check-in**

Review Protocols

Review the health and safety protocols and requirements then tap **Continue to check-in**



TRAVEL INFO



Landing Page

Slide the screen down to select the guest to check-in and tap the first section, **Travel info**.

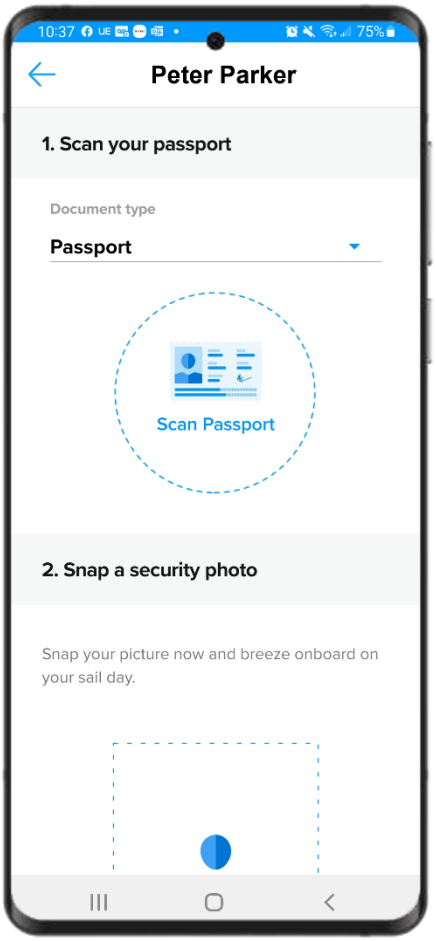
Guests can use the app to check-in 45 days prior to sailing.

Documentation

Using the drop-down arrow under “Document type” select the desired document type.

If passport/passport card is selected as the document type, tap the “Scan Passport” button.





Passport

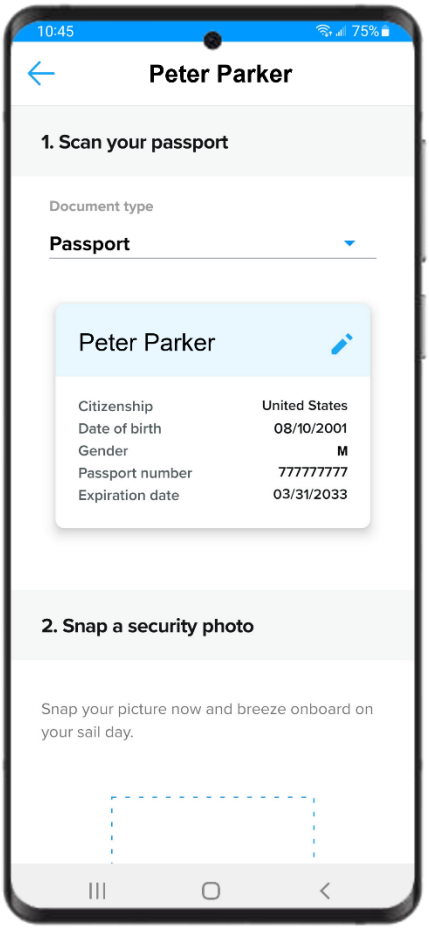
If passport/passport card is selected as the document type, tap the “Scan Passport” button.

Passport Scanning

The app will automatically launch the camera on the device. Aim the camera at the information page of the passport.

Line up the bar on the screen with the bottom two lines of information of the passport. This is called the “Machine Readable Passport Zone” (MRZ).





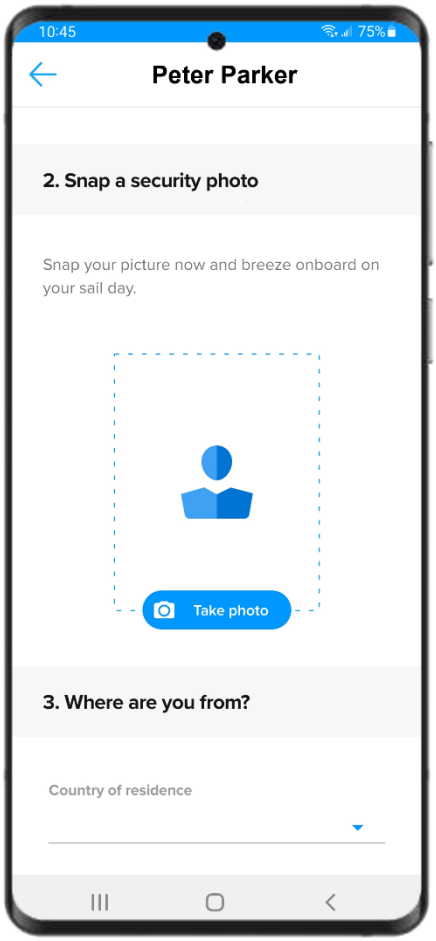
Passport Information

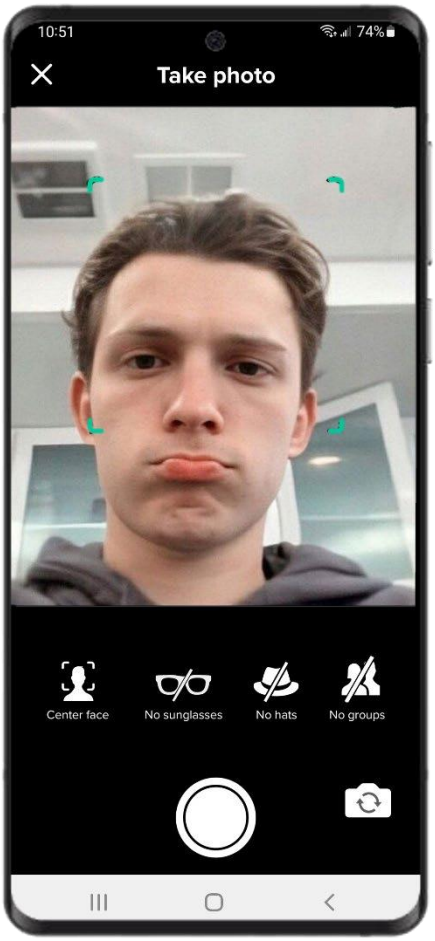
After passport is scanned successfully, the pertinent information is auto populated.

If the information is the box is incorrect, the pencil icon can be tapped, and the passport rescanned.

Security Photo

Tap **Take a photo**





Taking Photo

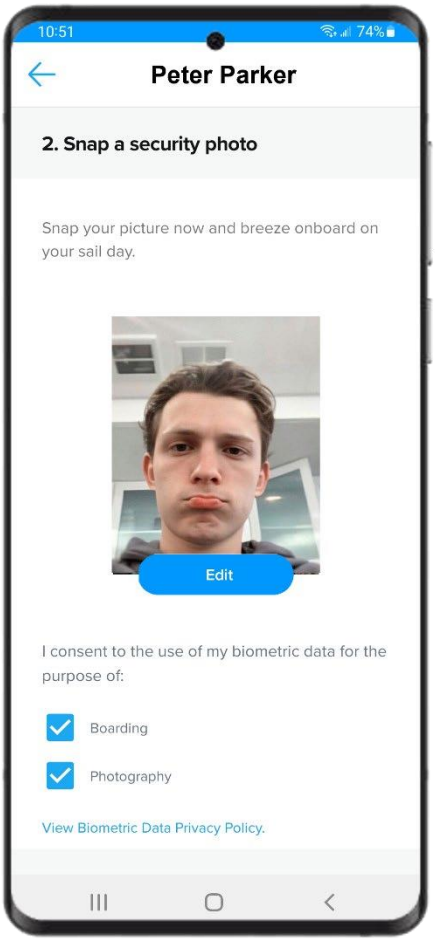
Align face in the designated shape. No other people should be visible in the image. If they are unhappy with the picture they can tap **Edit** when done (as seen in the next image).

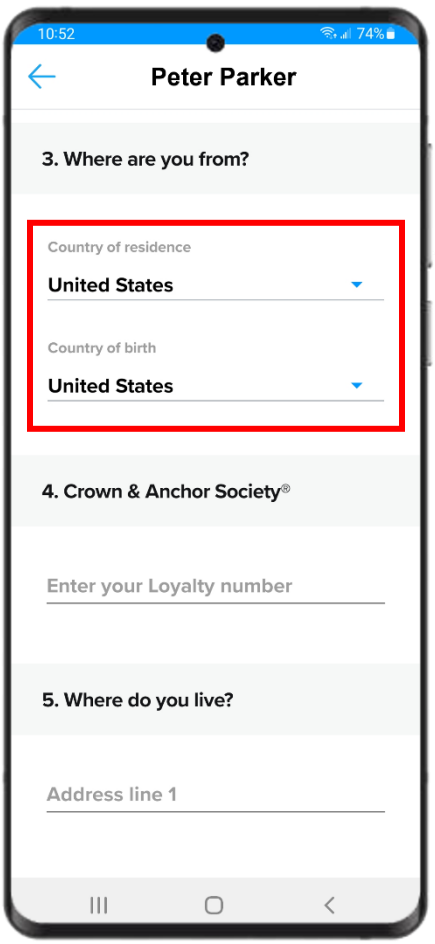
Hats and sunglasses must be removed

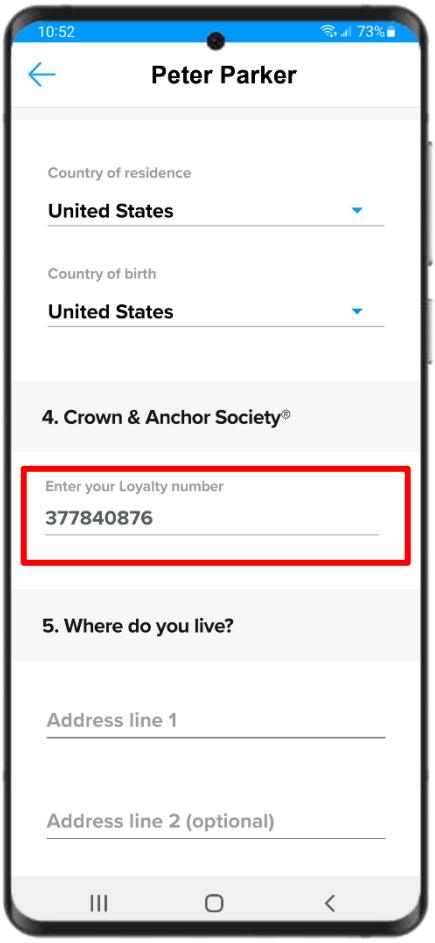
Biometrics

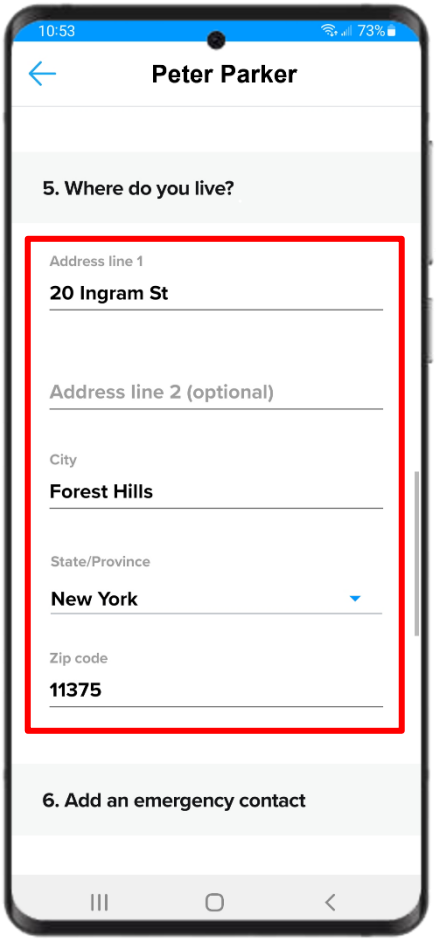
Tap the boxes next to “Boarding” and “Photography” to consent for use to use the image for those purposes.

This is optional, however, if we are not authorized to use the image, we will need to take another one at the cruise terminal.









Residency

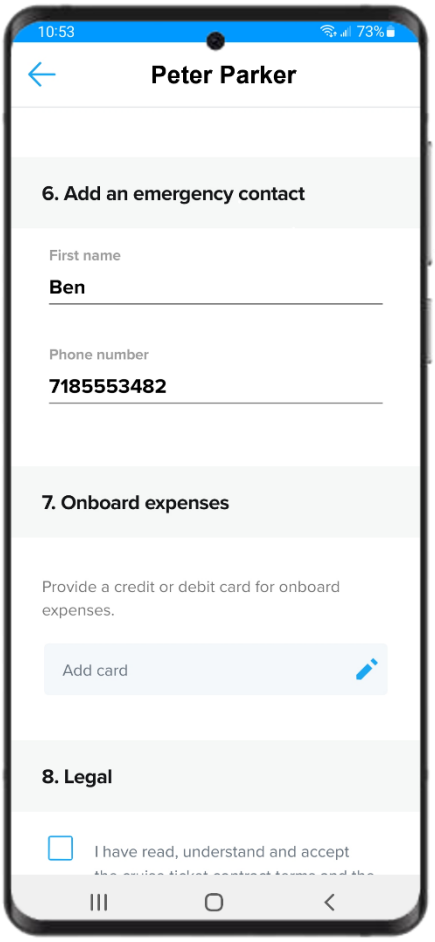
Select Country of residence and Country of birth from the drop-downs

Crown & Anchor Society

Enter Crown & Anchor member number if applicable

Home Address

Guest must enter their home address

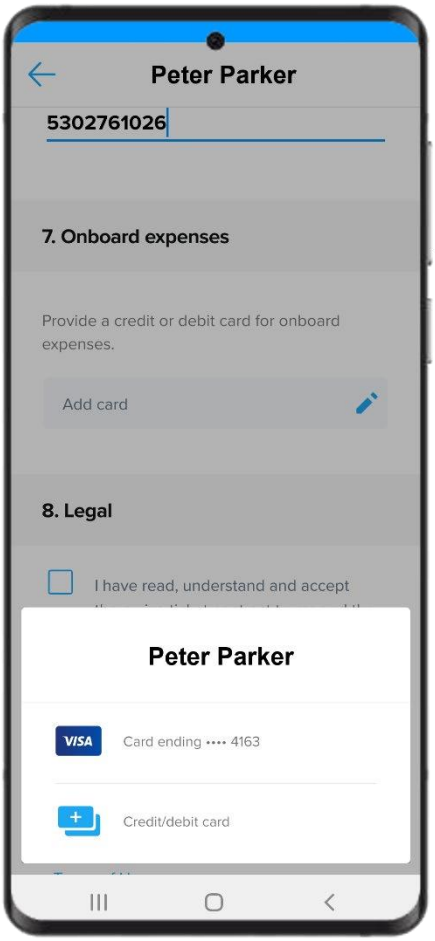


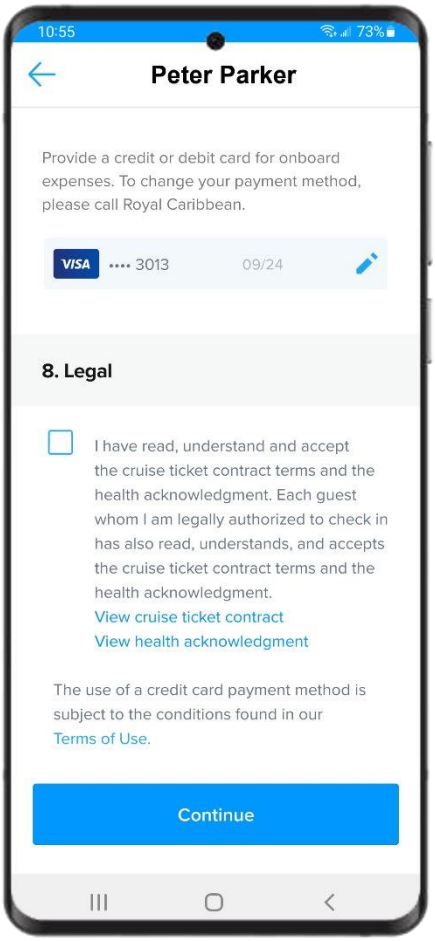
Emergency Contact

Enter contact information for someone who will not be on the sailing. Only the first name of the person should be entered.

Onboard Expense Account

Click the pencil icon to add a credit card. If the user has saved a card to their profile previously, it will show up as a quick selection option. If adding a new card, the user will enter the credit card number, expiration date, card holders name, and billing zip/postal code.



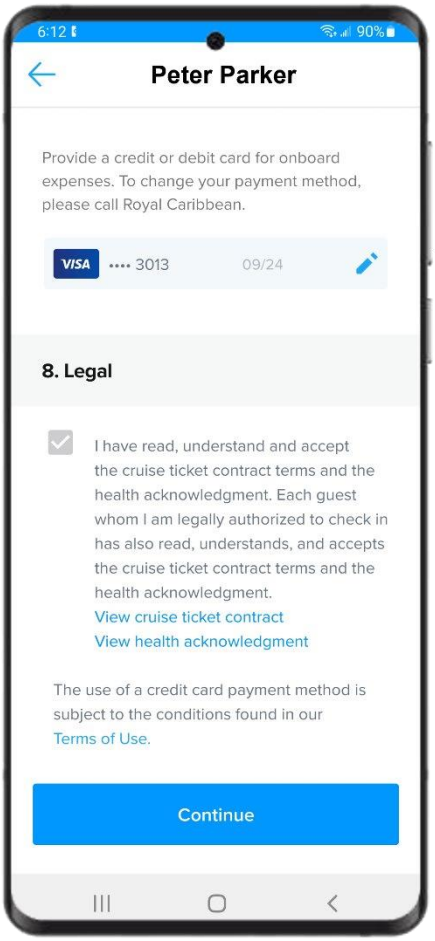


Legal Acknowledgement

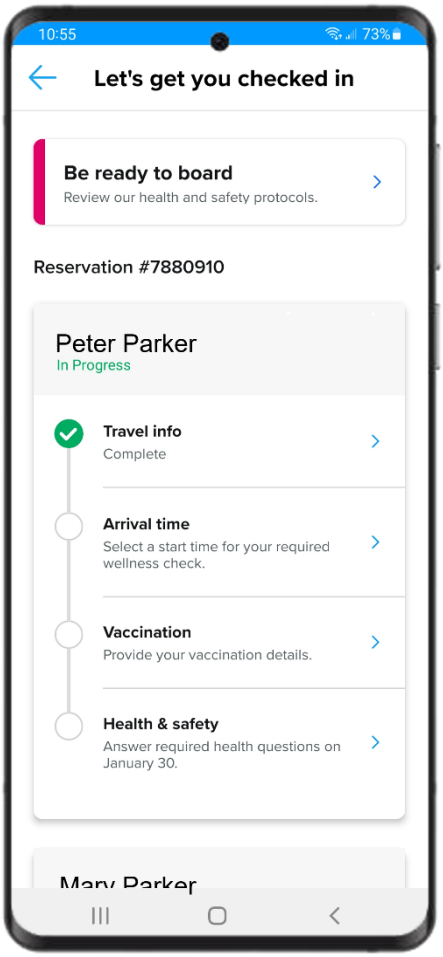
Tap the box in the “Legal” section to certify they have read and accept the terms of the Cruise Ticket Contract and the Health Acknowledgment. If they would like to review these documents further, the links are available in this section.

Complete Section

Once all sections are complete, click Continue**.**



ARRIVAL TIME

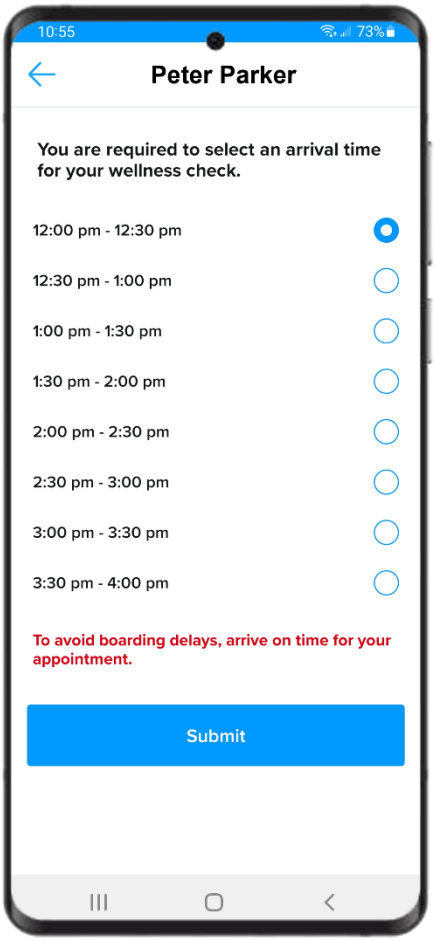


Landing Page

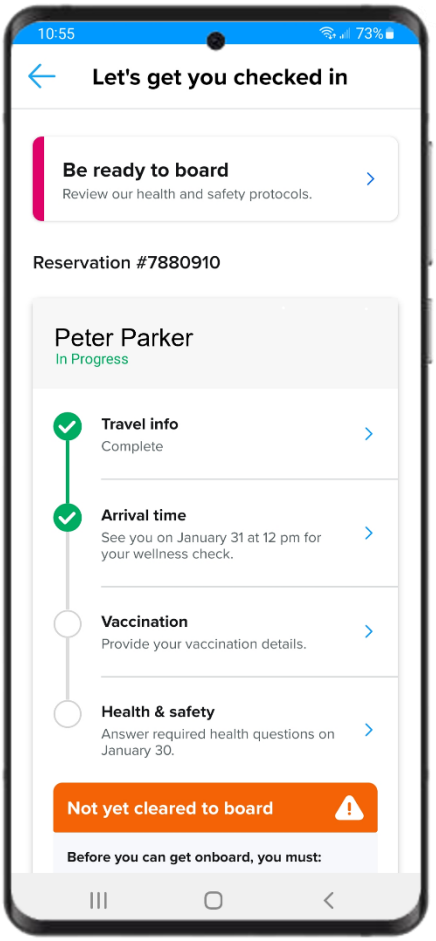
Guests will be routed back to the landing page indicating that the Travel info is complete. Next, they will tap on **Arrival time.**

Arrival Time Appointment

Select and arrival time from the available options. This is the time the guest needs to arrive at the cruise terminal. Once selected, tap **Submit**.



VACCINATION

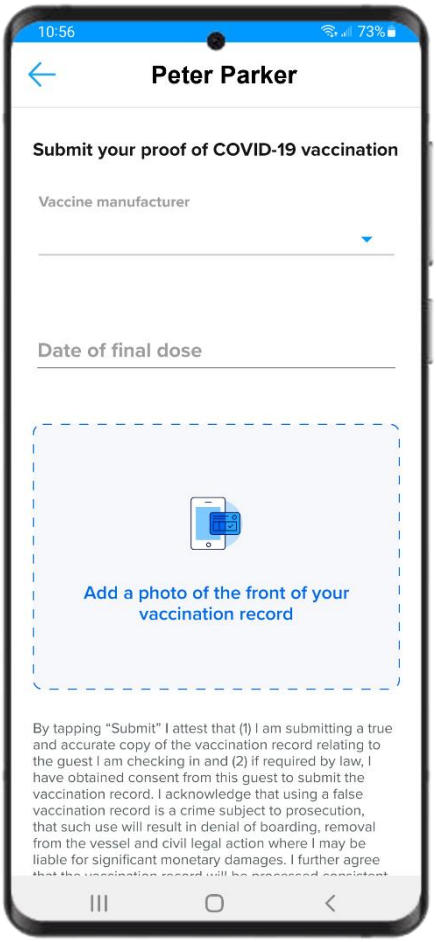


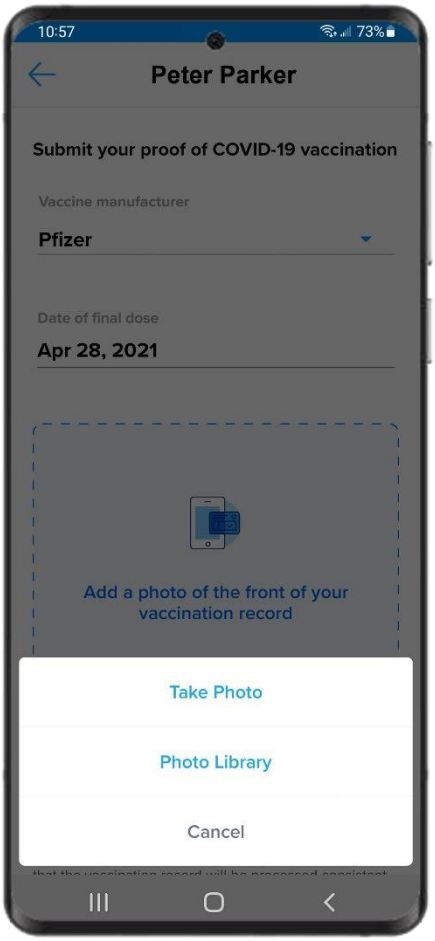
Landing Page

Guests will be routed back to the landing page indicating that the Arrival time is complete. Next, they will tap on **Vaccination.** This section will not appear for those not required to have a vaccination.

Vaccine Manufacturer and Date

Use the drop-down to select the manufacture of the vaccine that was taken. Only those that appear in the list are approved. Enter the date that the final dose of the vaccine was administered. This should not be the date of any subsequent boosters.





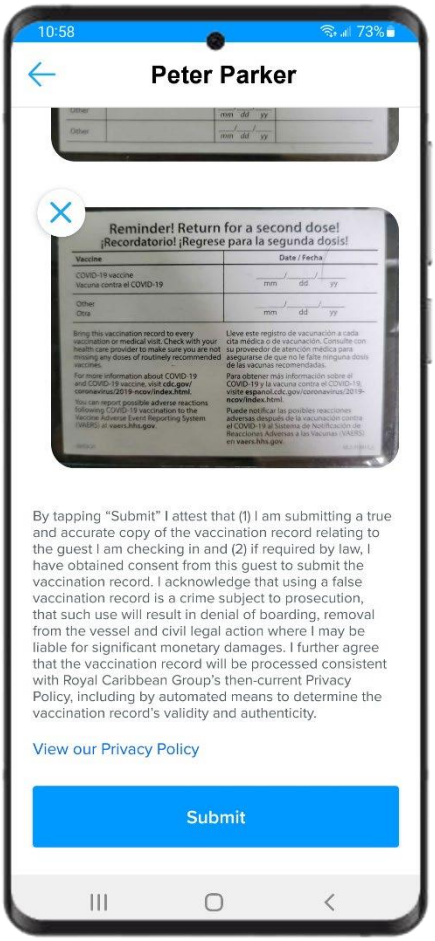
Vaccination Record

Guests will need to add an image of the front and back of their vaccination cards. This is done by tapping the empty box to add a photo. Select whether to take a photo or upload from an existing photo in the devices photo library.

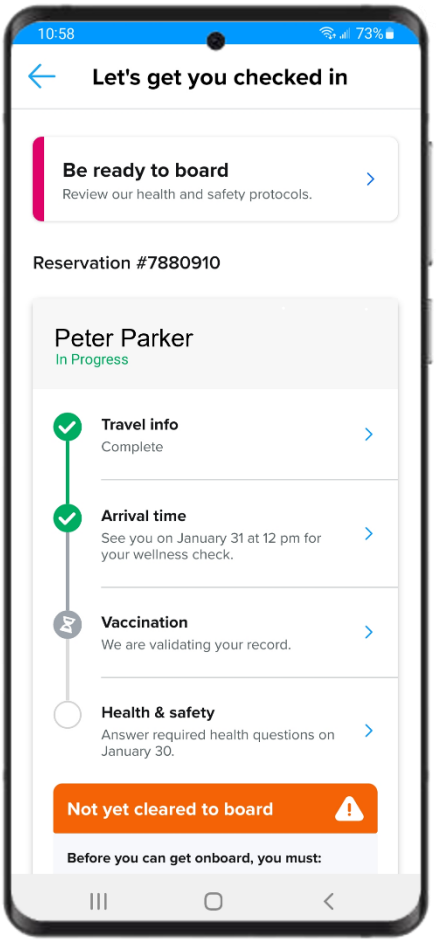
In some cases, the vaccination record may be digital, and no card is present. If this is the case, only 1 image will need to be uploaded.

Once both front and back of vaccination card are attached, scroll to the bottom and click Continue.

These images will be reviewed for clarity and to ensure they fit within the cruise guidelines. Should there be any issues with visibility or timeframes, the guest will be contacted and asked to resubmit their vaccination information.



HEALTH & SAFETY

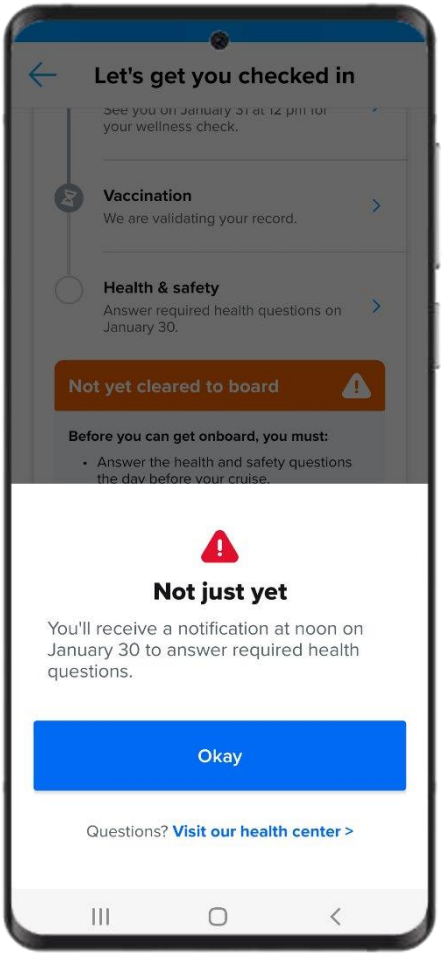


Landing Page

Guests will be routed back to the landing page indicating that the Vaccination section is pending. This section will change to a green checkmark once it has been reviewed and approved. The remaining section is “Health & safety” which the guest cannot complete until 24 hours prior to sailing.

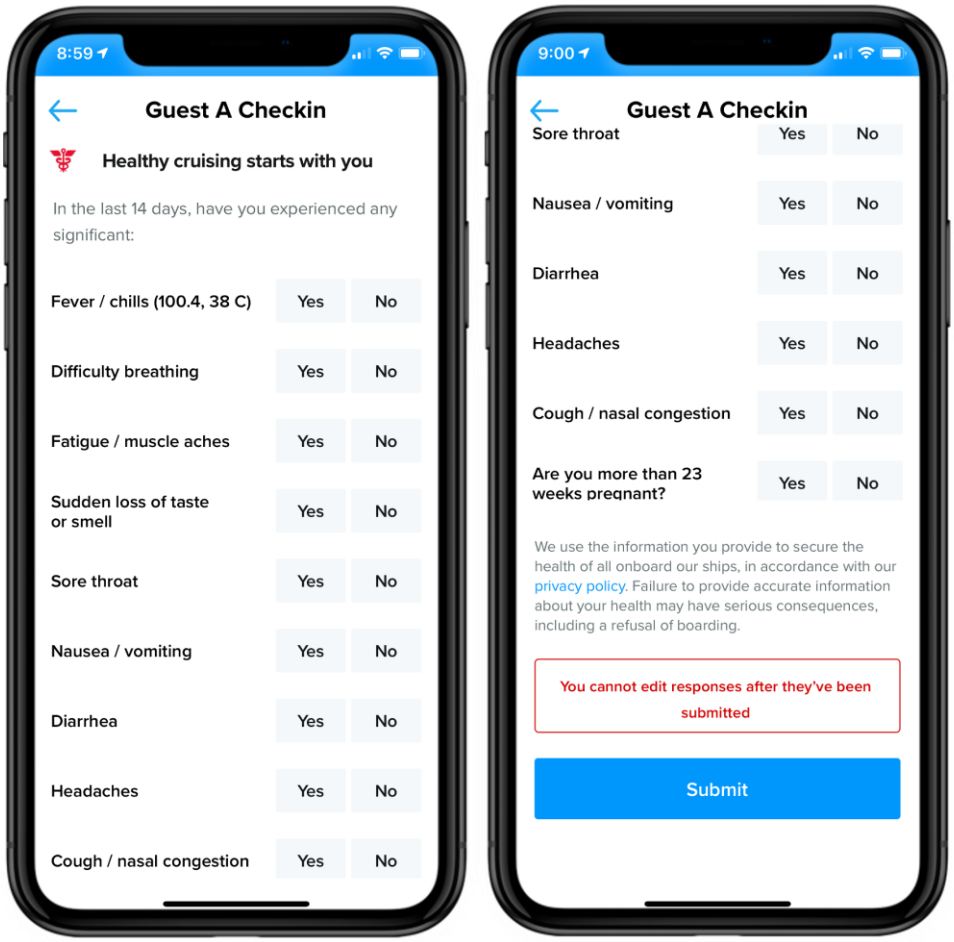
Tapping on the Health & safety section before it is available (24 hours prior to sailing) will show a grayed-out screen and not allow the guests to proceed.

They will receive a notification when this section will be available.

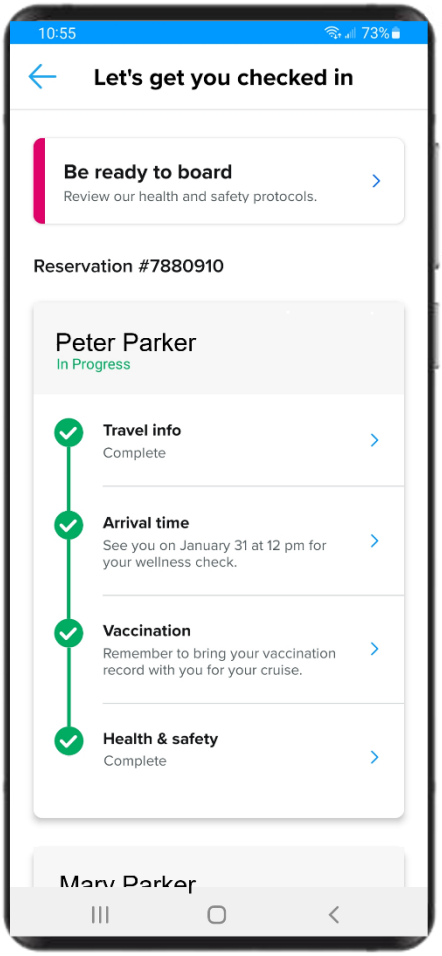


Health & Safety

Once available (24 hours prior to sailing) guests will get a notification to answer the required health questions. After answering all questions, they will tap **Submit.**



SETSAIL PASS



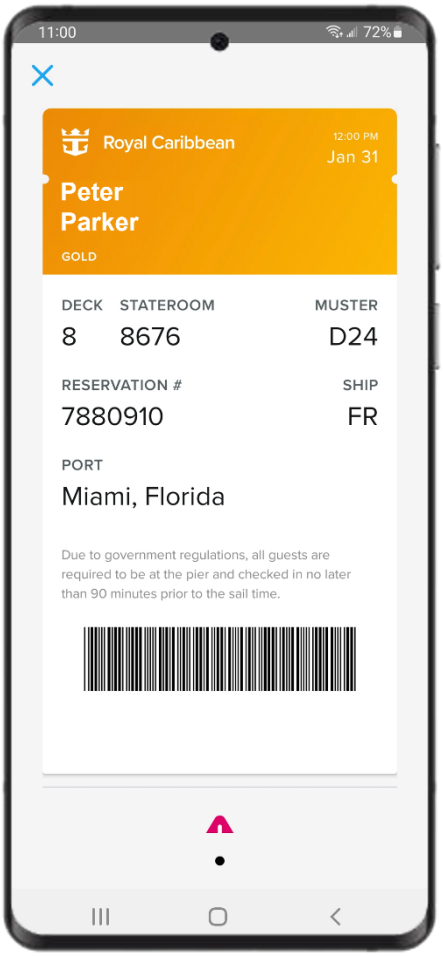
Landing Page

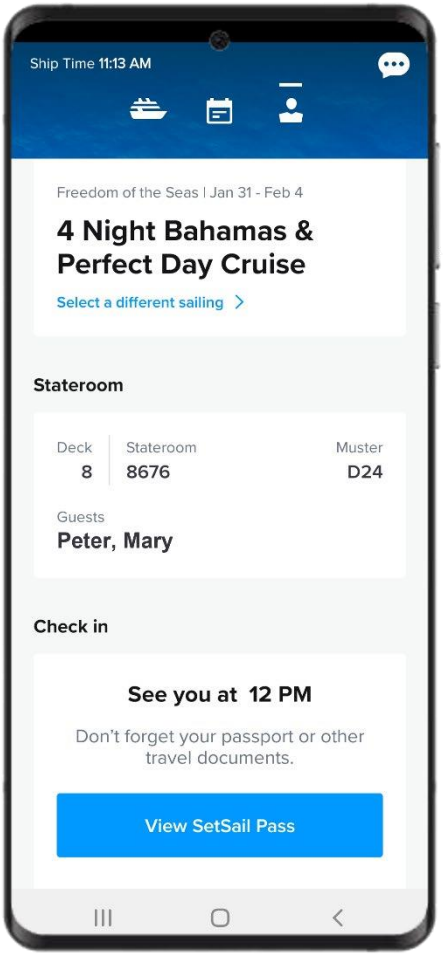
Guests will be routed back to the landing page after completing the Health & safety section. All guests will still be required to pass additional wellness screening at the cruise terminal.

SetSail Pass

SetSail Pass will display with barcode to be scanned at pier terminal and, depending on the ship, when boarding the ship.

Guest can swipe left to view the SetSail Passes for other guests in their party.





View SetSail Pass

The SetSail Pass can be viewed at any time from the Guest Dashboard.

To view the SetSail Pass the guest must tap **View SetSail Pass**.

Loyalty Status

Banner at the top of the SetSail Pass will correspond to the guest's Crown & Anchor Society status.

COLOR	STATUS
Yellow	Gold
Grey	Platinum
Green	Emerald
Aqua	Diamond
Purple	Diamond +
Navy	Pinnacle Club

