How to use the HR Service Desk (HRSD)



Logging In



Go to https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portals and click Log in.

If you have an existing account, please enter your **username** (email address) and **password**.



Important Reminder: You do not need to register for an account to use the HR Service Desk but an account is required if you want to track your submitted requests.

To sign up (for free), click **Log In** > click **Sign up**.

	Log in to RCL	
Email		
	Next	
	Need an account? Sign up	





You will receive an email notification to complete your registration. Click Sign up.

Finish signing up to RCL Inbox ×

RCL <jira@royalcaribbeancruiselines.atlassian.net> to me 💌

Almost done!

Follow the link below to finish signing up to RCL. For security, don't share this link with anyone.

Sign up





Announcements - Shows advisories of scheduled or unscheduled system outages or downtimes



- You can contact your Scheduler by following these steps: 1. Log on to www.RCLCrewTravel.com 2. At the right-side corner, click the Email (envelope) icon to access the Contact us pop-up box 3. In the drop-down menu, select "Scheduler" 4. Indicate the purpose of your email in the Subject field and compose your message

Welcome to the RCL HR Service Desk. Get technical assistance by choosing one of the options below.	
V Contact us about	
Incident Report a System Issue/Outage	
Service Request General Request, Technical Assistance Needed	
Request/Modify Access Modify/Remove Access, Request Access	
Admin Action Get Admin Assistance, Create Requests - Peoplesoft only, Update Requests - Peoplesoft only	
Request a Report Shoreside, Shipboard	



Incident

For reporting system issues or outages that usually impact a wide user group, such as users who are unable to access an application, any reported system slowdowns or time-outs, or system-related error messages.



Service Request

General requests such as record changes or technical assistance that can only be done by an Administrator.



Request/Modify Access

Requests for Admin or User access in Royal Caribbean Group systems or applications.



Admin Action

All PeopleSoft-related requests for creating or updating Employee records as well as system errors or issues.



Request a Report

All Report requests for Shoreside users.

We come to the RCL HR Service Desk. Get technical assistance by choosing one of the options below. Contact us about Service Request Matcan we help you with? Contral Request, Technical Assistance Needed Full Name* Full Name* Full Name* Service Request Full Name* <		
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Important Reminders: All fields with an **asterisk*** are required or mandatory fields.

Different Request Types have different fields depending on the application or request to be processed. Each field has guides that serve as reference for the User.



After submitting a **Ticket**, you will see a confirmation page with the **Ticket Number**.

bur reference is HRSD-230023. Check for a confirmation and updates. Back to help center You will also receive an email confirmation. [EXTERNAL] HRSD-230023 Test Ticket HR Service Desk cjin@royalcnibbeancuiselines.atlassian.net> Of the area problem with but the message is displayed dick have to wise it is a web brease. EXTERNAL DATION: Use caution opening attachments or dicking link. Reply above this line. Service Request Acknowledgement. Dear to the service Desk. Your ticket number is HRSD-230023. We will get back to you as soon as we're able to respond to your request. If you have any additional information to add to this ticket, please reply to this notification. Ticket Number: HRSD-20023 Summary: Test Tesket Reply above the Ket HSD-20023 Summary: Test Tesket Reply additional information to add to this ticket, please reply to this notification. Ticket Number: HRSD-20023 Summary: Test Tesket Reply additional information to add to this ticket, please reply to this notification. Ticket Number: HRSD-20023 Summary: Test Tesket Reply additional information to add to this ticket, please reply to this notification. Ticket Number: HRSD-20023 Summary: Test Tesket Reply additional information to add to this ticket, please reply to this notification. Ticket Number: HRSD-20023 Summary: Test Tesket Summary: Test Tesk		THATIKS:
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To view the **Ticket**, click on **View Request** or navigate to **Requests** at the upper right corner of the HRSD page.



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