

How to use the HR Service Desk (HRSD)

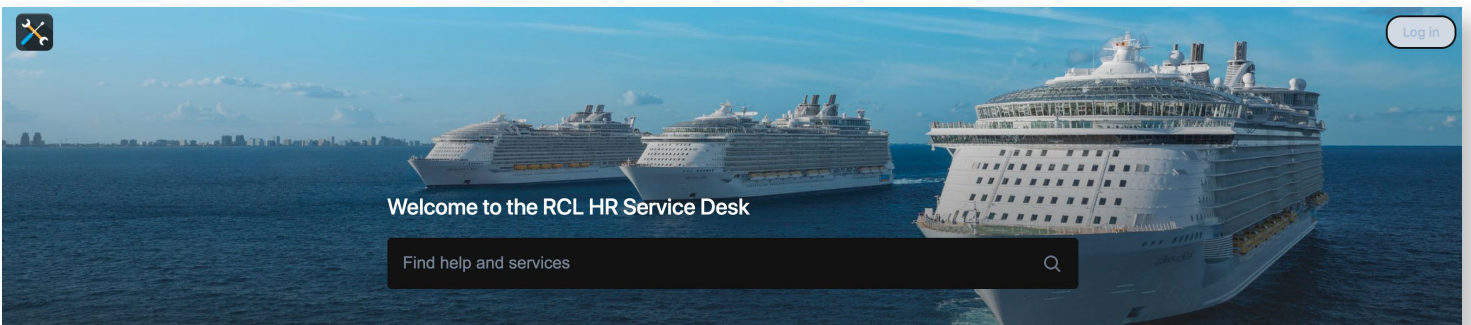


Logging In



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

Next

Need an account? Sign up

[Go to RCL](#)





Enter your **Email Address** and click **Send Link**.

Sign up

Enter your email address and we'll send you a private sign up link.

Already have an account? [Log in](#)



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

Finish signing up to RCL Inbox x

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.





Navigation



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

Welcome to the RCL HR Service Desk

Find help and services

We are unable to advise on Non-System issues, if you have questions regarding COVID-19 affecting your assignment, please use the chat on the home screen of MyRCL Home

Crew Assist Call: 1-877-414-CREW (2739)

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.

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.

RCL / HR Service Desk


HR Service Desk

Welcome to the RCL HR Service Desk. Get technical assistance by choosing one of the options below.

Contact us about

Service Request

What can we help you with?

 General Request, Technical Assistance Needed

Full Name *

Email Address *

Issue Title *

For all Shipboard requests, please follow the format: <CM ID>, <CM NAME>, <APPLICATION ISSUE TITLE i.e. Quintiq-Pending SOAP error>, <DETAILED ISSUE DESCRIPTION i.e. please provide full explanation and detailed summary of Show more...>

Description *

Application *

Employee/Crew Member ID

Users Affected? *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Email confirmation to *

Send Cancel



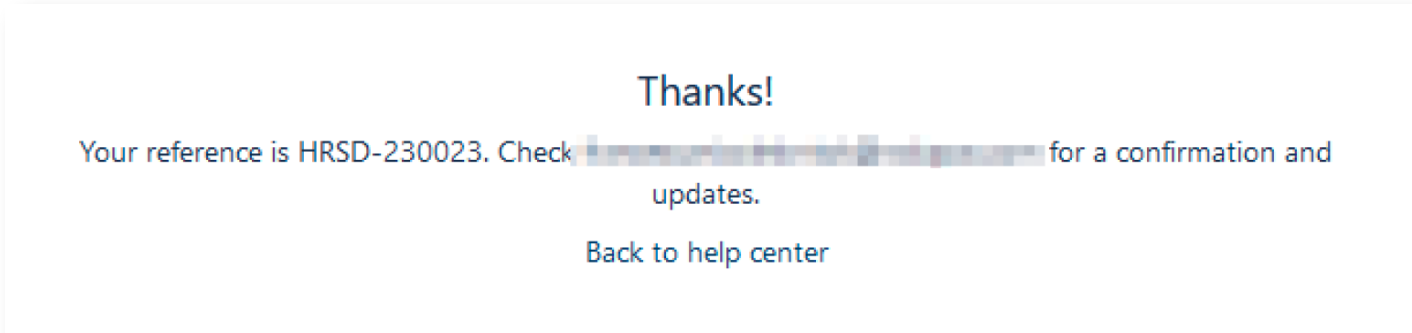


Important Reminders: All fields with an **asterisk*** are required or mandatory fields.

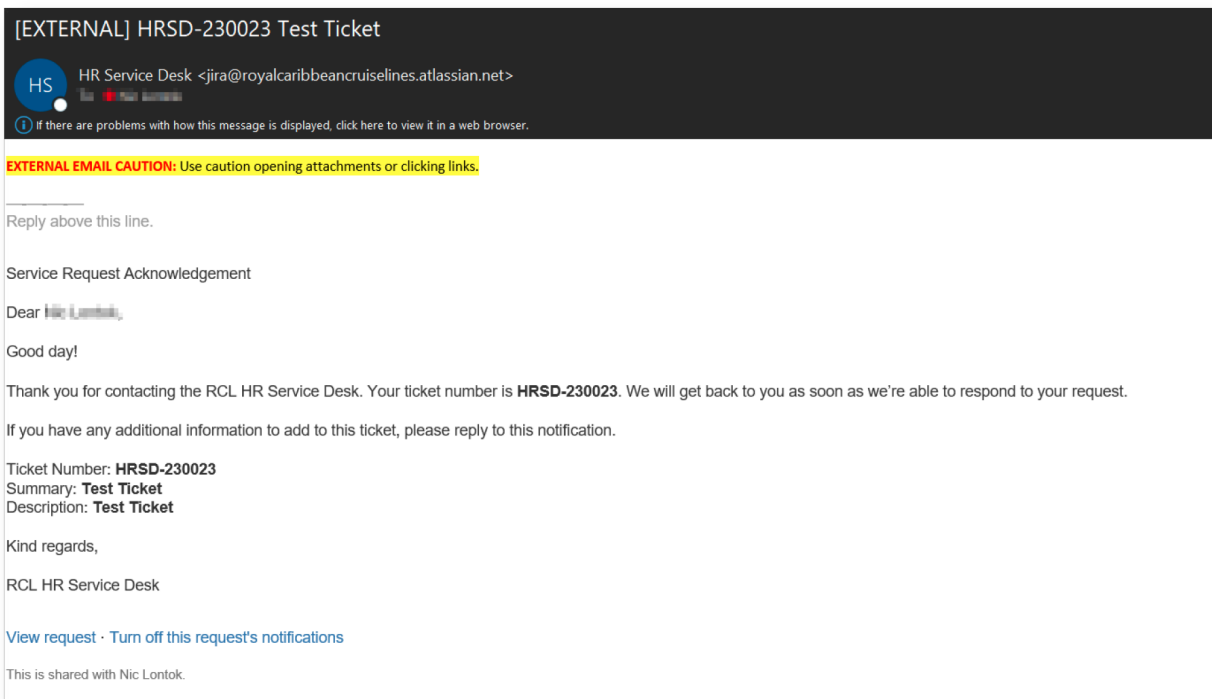
Different Request Types have different fields depending on the application or request to be processed. Each field has guides that serve as reference for the User.



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



You will also receive an email confirmation.



To view the **Ticket**, click on **View Request** or navigate to **Requests** at the upper right corner of the HRSD page.

