

Welcome to
MyNautilus 



Your guide to our new online portal

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Activating your account

Welcome to our online portal, the first step in accessing your bookings if you are new, is to activate your account.

You will need your **booking reference**, the **email address** you received your confirmation details to, and to create a password.

If your activation was successful, you will now be able to log into your account. If you are having any difficulties activating, please refer to the troubleshooting part of this guide.



01732 867445

Outside the UK: +44 1732 867 445

Mon-Fri: 0900 - 1730

Sat: 1000 - 1500

Welcome to MyNautilus

Please enter your booking reference, email and create a password to activate your account

Booking reference
Email
Password
Confirm Password

Confirm

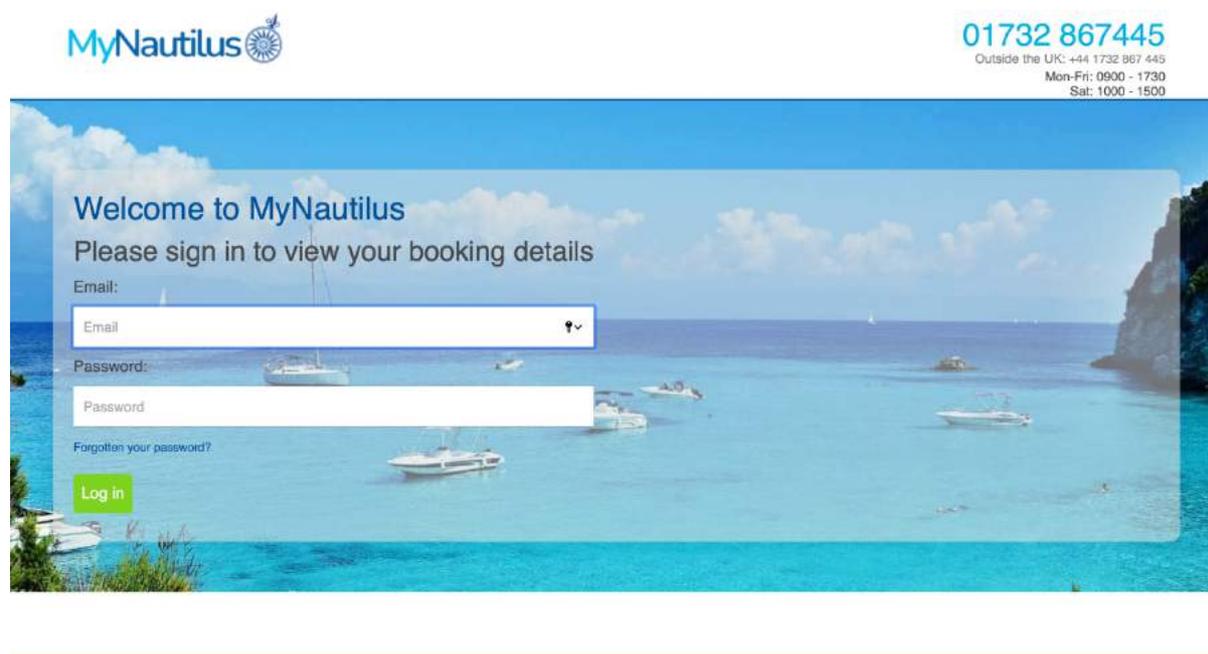


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Logging in to your account

MyNautilus can be accessed directly from this link <https://mynautilus.nautilusyachting.com/login.php> or via our main [Nautilus Yachting](#) website and clicking the link in the top menu.

You will need your **email address** and the password you set in your activation.

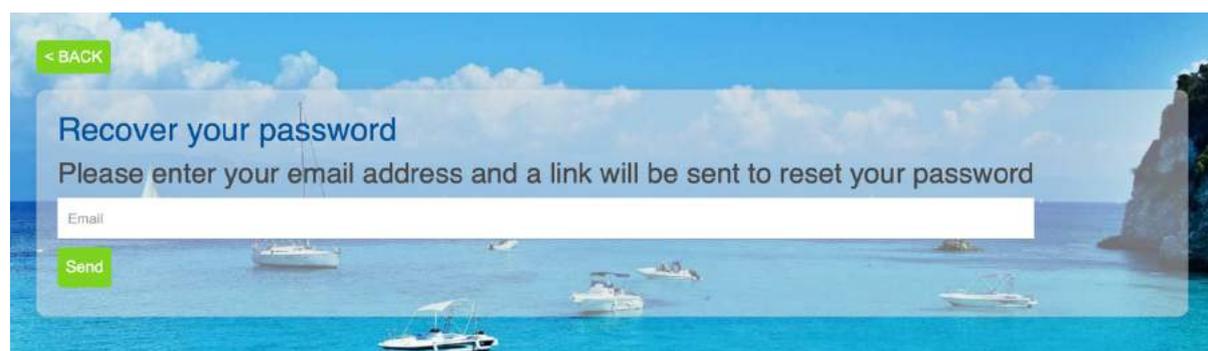


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Forgotten your password?

If you can't remember your password to log in or you are having difficulties logging in you can use the **Forgotten Password** link below the password field on the log in screen.

You need to enter the **email address** you use to log in and you will be sent an email with a special **reset** link allowing you to create a new password.



Getting started

Once you have logged in you will be greeted with your home screen and a list of any current bookings.

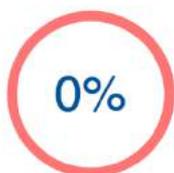
From here you can also access the following from blue buttons located at the bottom of the screen:

- Edit your profile information
- A list of your current bookings
- Your historic bookings
- Any personal documents you have uploaded e.g. passports & licenses
- Your MyNautilus message inbox
- Crew details you have saved

Welcome to MyNautilus Joe Bloggs



Current Bookings



TO DO LIST

- ✗ [Flight details](#)
- ✗ [Crew details](#)
- ✗ [Upload documents](#)

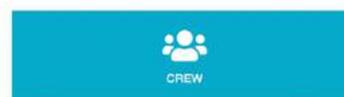
SICILY 126 days to go

16 July 2022 - 23 July 2022



Model: BAVARIA CRUISER 37
Year: CLASS
Cabins: 3
Berths: 8
Head: 1
Price: £2252.00

[View Booking](#)



View booking

By clicking **green view booking** button on any of your current bookings you will see a complete overview of you booking. This includes a list of any Crew, Flights or Documents currently assigned to your booking.

The 'TO DO' List

Initially you will see the following options:



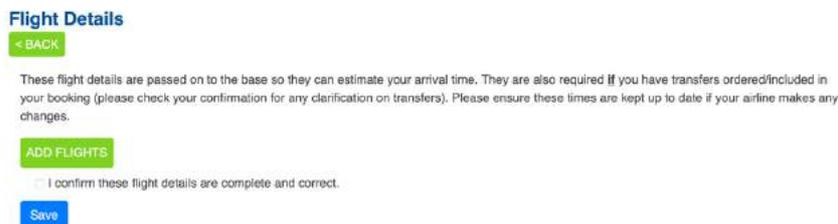
TO DO LIST

- ✗ [Flight details](#)
- ✗ [Crew details](#)
- ✗ [Upload documents](#)

By completing these section you will see the red wheel turn green so you can keep track of your progress.

Flight Details

This screen will allow you to add your **arrival** and **departure** flights, this is vital information that will be passed on to the base so they can prepare for your trip.



Flight Details

< BACK

These flight details are passed on to the base so they can estimate your arrival time. They are also required **if** you have transfers ordered/included in your booking (please check your confirmation for any clarification on transfers). Please ensure these times are kept up to date if your airline makes any changes.

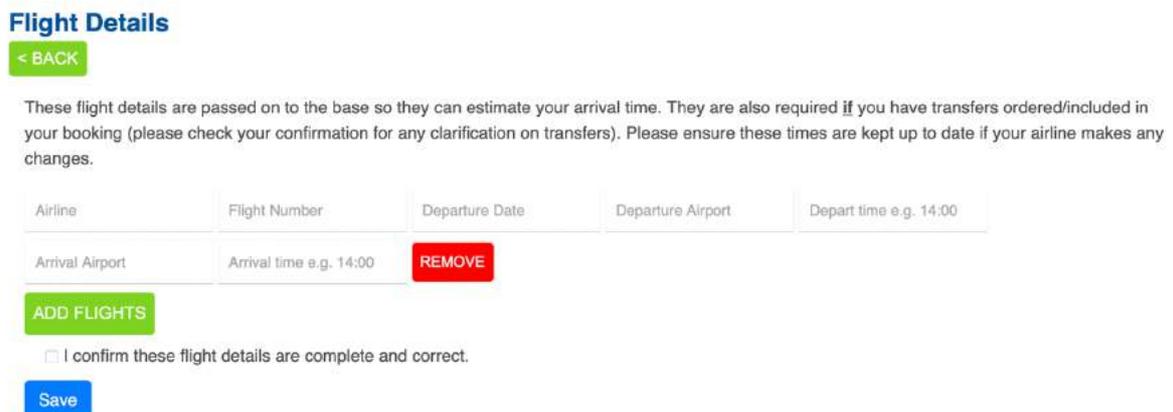
ADD FLIGHTS

I confirm these flight details are complete and correct.

Save

Adding flights

By clicking the **ADD FLIGHTS** button you will create a set of form fields to enter you flight details. You can **click this as many times as you need** to enter details of all of your arrival and departure flights.



Flight Details

< BACK

These flight details are passed on to the base so they can estimate your arrival time. They are also required **if** you have transfers ordered/included in your booking (please check your confirmation for any clarification on transfers). Please ensure these times are kept up to date if your airline makes any changes.

Airline	Flight Number	Departure Date	Departure Airport	Depart time e.g. 14:00
Arrival Airport	Arrival time e.g. 14:00			

REMOVE

ADD FLIGHTS

I confirm these flight details are complete and correct.

Save

You can **save** periodically in case you don't currently have all the details and continue filling it in later.

These flight details are passed on to the base so they can estimate your arrival time. They are also required **if** you have transfers ordered/included in your booking (please check your confirmation for any clarification on transfers). Please ensure these times are kept up to date if your airline makes any changes.

British Airways	BATEST123	16-07-2022	Gatwick	14:30
Palermo	18:05	REMOVE		
EasyJet	ETEST123	16-07-2022	Manchester	11:30
CTA	15:00	REMOVE		
British Airways	BATEST456	23-07-2022	Palermo	13:45
Gatwick	17:30	REMOVE		
EasyJet	ETEST456	23-07-2022	CTA	17:45
Manchester	21:30	REMOVE		

ADD FLIGHTS

I confirm these flight details are complete and correct.

Once you have completed all your details you need to tick the box next to '**I confirm these flight details are complete and correct**' then click **Save**. This will then email the customer care team to let us know you have completed your flight details and we can send them to the base.

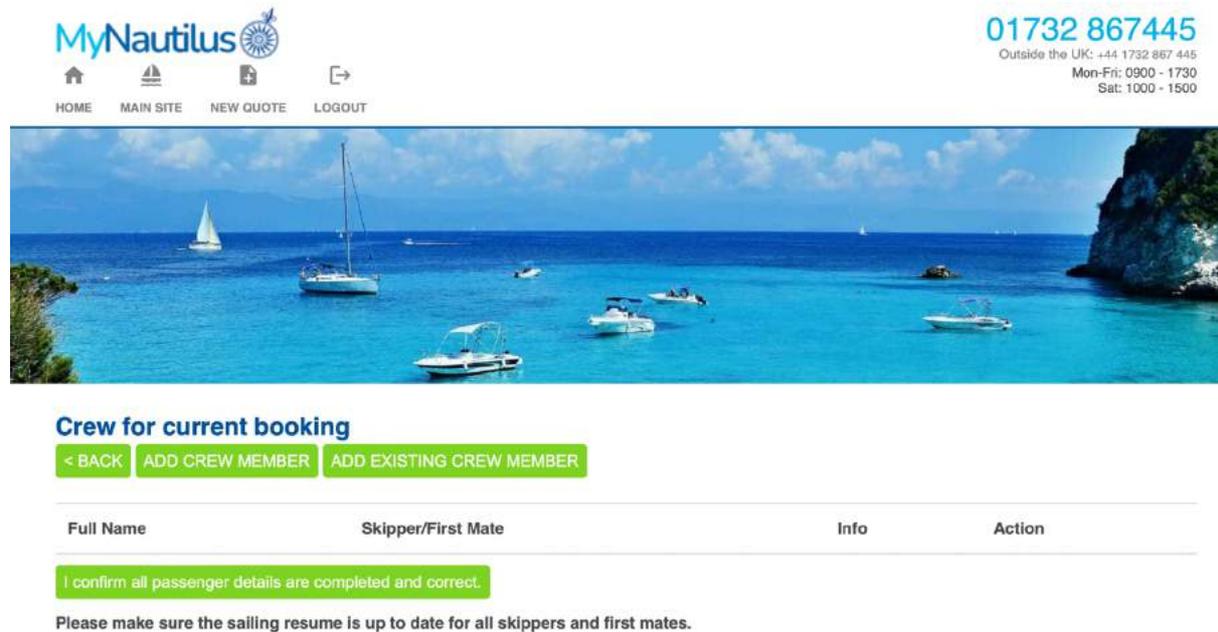
What happens if my flight details change?

If any of your details change you can keep them updated by changing the details on the flights details page, even after you have confirmed them, **up to 7 days before** your trip.

You will notice the text next to the tick box now reads **Send these updated flight details to Nautilus Yachting**. Just as with your first confirmation you will need to tick this and then click save. It will again send our team an email and we can inform the base of any changes.

Crew Details

Initially you will be greeted with a blank list. There are 2 ways to add crew to this list



MyNautilus 01732 867445
Outside the UK: +44 1732 867 445
Mon-Fri: 0900 - 1730
Sat: 1000 - 1500

HOME MAIN SITE NEW QUOTE LOGOUT

Crew for current booking

< BACK ADD CREW MEMBER ADD EXISTING CREW MEMBER

Full Name	Skipper/First Mate	Info	Action
I confirm all passenger details are completed and correct.			
Please make sure the sailing resume is up to date for all skippers and first mates.			

- **Add Existing Crew Member**

If you have previously entered crew details into MyNautilus you can select from your existing crew members by clicking the '**ADD EXISTING CREW MEMBER**' green button at the top of this list. It will then take you to this screen:



Add Existing Crew

< BACK

#	First Name	Surname
<input checked="" type="checkbox"/>	Jane	Doe
<input type="checkbox"/>	Janey	Doe

Save

To add members from this list you can tick the box next to their name and click save. This will assign them to the current booking and you will then see them on the main list when you click the **BACK** button.

Crew for current booking

[< BACK](#) [ADD CREW MEMBER](#) [ADD EXISTING CREW MEMBER](#)

Full Name	Skipper/First Mate	Info	Action
Jane Doe		BAVARIA CRUISER 37 (CLASS) No arrival flight assigned No return flight assigned	Edit Passenger

It appears you have multiple arrival flights, please edit each passenger using the edit button and assign them to the correct one so we can inform the base.

If you are not flying please send us a message so we can update the base with alternative details of your arrival.

[I confirm all passenger details are completed and correct.](#)

Please make sure the sailing resume is up to date for all skippers and first mates.

‘Jane’ has now been added to the list however there are now some messages so we will need to go in and edit this customer.

The current error messages show we haven’t assigned any flights to this crew member. ***If you only have one set of arrival and departure flights for all crew members, they will be automatically assigned for you. The same is true if you have multiple yachts booked you will need to edit the customer to assign them to the correct yacht so we can inform the base which crew member will be on which yacht.***

Clicking Edit Passenger in the ‘Actions’ column of the crew table will take you to this form:

Passenger Details

[< BACK](#)

Jane
Doe
12-03-1976
British
X123456789
13-04-2022
0
Which flight will they arrive on? <input checked="" type="checkbox"/> Gatwick(BATEST123) <input type="checkbox"/> Manchester(ETEST123)
Which flight will they depart on? <input type="checkbox"/> Palermo(BATEST456)
JaneDoe@nautilusyachting.com
00000 000000
Experience (Only for Skipper or 1st mate): over 20 years Med & Caribbean

On this form you can update any outdated information and also use the dropdowns to select the flights and the yachts as requires.

NOTE: *You will only see the flight and yacht dropdowns if you have to make a selection. If you only have one of each it will automatically be assigned for you.*

Adding a new crew member

If you are new to MyNautilus or travelling with a different crew you will need to use the 'ADD CREW MEMBER' green button at the top of the current crew list. You will then see the following blank form.

Passenger Details

< BACK

First Name
Surname
Date of Birth
Nationality
Passport Number
Passport Expiry Date
Which flight will they arrive on? Gatwick(BATEST123)
Which flight will they depart on? Palermo(BATEST456)
Email - Only required for Lead passenger and/or Skipper
Mobile Number - Required for all passengers 18+
Experience (Only for Skipper or 1st mate):
<input type="checkbox"/> Skipper
<input type="checkbox"/> First Mate
The following fields are only required for skipper and first mate
How many years have you been actively sailing? 0 years
Qualifications:

NOTE:

- If you are filling this in for **under 18s** some fields will disappear accordingly.
- **Mobile number** is required for all passengers **over the age of 18**.
- **Email addresses and sailing experience/qualifications** will be required for the **Skipper & First Mate**, though you can fill them in regardless if you wish to keep a record of your qualifications and experience for future sailings.

Finalising your crew list

Once you are happy with your list of crew members and you have assigned them to flights and yachts as needed you can send the list to our customer care team.

To do this is click the **'I confirm all passenger details are completed and correct'** button. Just like with the flights this will send an email to our customer care team so we can send the information to the base.

Crew for current booking

[< BACK](#) [ADD CREW MEMBER](#) [ADD EXISTING CREW MEMBER](#)

Full Name	Skipper/First Mate	Info	Action
Jane Doe		BAVARIA CRUISER 37 (CLASS) Manchester (EEST123) CTA (EEST456)	Edit Passenger
Jack Bloggs		BAVARIA CRUISER 37 (CLASS) Gatwick (BATEST123) Palermo (BATEST456)	Edit Passenger

[I confirm all passenger details are completed and correct.](#)

Please make sure the sailing resume is up to date for all skippers and first mates.

If you need to add, remove or change any crew information you will need to click the **'Send updated crew information to Nautilus Yachting'** button which has now replaced the original confirmation button. This alerts us that something has changed and we can base that on to the base on your behalf.

Extra information

Some of the fleets will require extra information including a sailing resume. The link to fill this in will appear underneath the Edit passenger link on your crew list page :

Action

Edit Passenger
Update Sailing Resume

Sailing Resume

If required to fill in a sailing resume you will see this form:

You need to tell us if you have ever **bareboat chartered** there is a tick box at the top of the form to confirm this. Then you will need to fill in the details using the '**ADD TRIP**' button once for each sailing.

You will need to fill in the follow:

- The charter company
- The year of sailing
- The position you held (e.g. skipper, first mate etc)
- Boat details including the Make, Model and size of the yacht
- Where you sailed e.g. Kos, Greece

Sailing Resume

< BACK

Please ensure that you enter all the relevant information as the base require this prior to your arrival. Failure to do so will result in you being delayed upon embarkation.

I have bareboat chartered before

If yes please confirm the area e.g. Europe, Caribbean etc

Resume

Charter Company	Year	Position	Boat details	Sailing Area	
<input type="text" value="Dream"/>	<input type="text" value="2014"/>	<input type="text" value="Skipper"/>	<input type="text" value="Oceanis 44"/>	<input type="text" value="Kos, Greece"/>	<input type="button" value="X"/>

ADD TRIP

save

NOTE: If you complete this **after already sending in your crew list** please don't forget to click the green '**Send updated crew information to Nautilus Yachting**' button so we can pass your sailing resume on to the base.

Upload Documents

This section will allow you to view documents relating to your booking e.g. your confirmation document as well as upload and attach any personal documents such as passports and sailing licenses.

Documents for current booking

[< BACK](#) [ADD NEW DOCUMENT](#) [ADD EXISTING DOCUMENT](#)

#	Doc Name	Type	Action
1	NAU12345-booking-confirmation.pdf	Confirmation Document	Remove from booking

I confirm all document details are completed and correct, including all personal documents.

Please be sure you have uploaded and attached (using ADD EXISTING DOCUMENTS) any relevant personal documents including passports and sailing certificates.

If you have previously uploaded documents for previous trips via MyNautilus you can select them from '**ADD EXISTING DOCUMENT**' green button.

Personal Documents

[< BACK](#)

#	Doc Name	Type
<input checked="" type="checkbox"/>	Screenshot 2022-03-14 at 12.07.24.png	Passport
<input checked="" type="checkbox"/>	Screenshot 2022-03-14 at 16.23.25.png	Passport

[Save](#)

Just select the documents you would like to attach and this will add them to your current booking. You will need to do this for each booking you make as your crew may change between charters and we only want to pass on the relevant information to the base.

Uploading a new document

In order to add a document to your booking from the document list click the 'ADD NEW DOCUMENT' green button and it will take you to the following form:

Upload Document

< BACK

Choose File no file selected

Documents must not exceed 2MB in size.

Document Expiry Date if applicable

Save

You can upload: jpgs, pdfs and doc files. **All must be less than 2MB** you can use this website to help reduce your file sizes if required:

https://www.ilovepdf.com/compress_pdf

Use the dropdown to tag the type of document you are uploading e.g. ICC, Passport etc. and if it has an expiry you **must** enter this to keep track of this date.

Finalising your documents

Once you are happy you can see all the required documents on this list, **including any personal documents**, you are ready to send them to us. You just need to click the green 'I confirm all document details are completed and correct, including all personal documents' button and it will email us so we can pass them on to the base.

Documents for current booking

< BACK ADD NEW DOCUMENT ADD EXISTING DOCUMENT

#	Doc Name	Type	Action
1	NAU12345-booking-confirmation.pdf	Confirmation Document	Remove from booking
2	Screenshot 2022-03-14 at 12.07.24.png	Passport	Remove from booking
3	Screenshot 2022-03-14 at 16.23.25.png Please note this passport has less than 6 months validity for one of your active bookings. Please refer to the FCO website for the latest travel advice.	Passport	Remove from booking
4	Screenshot 2022-03-08 at 16.25.19.png	ICC - International Certificate of Competence - Sail	Remove from booking

I confirm all document details are completed and correct, including all personal documents.

Please be sure you have uploaded and attached (using ADD EXISTING DOCUMENTS) any relevant personal documents including passports and sailing certificates.

***From this example you can see that we have a red warning that a passport has less than 6 months left. Please refer to [XXXXX authority] for validity rule that refers to your destination.**

Updating documents

If you update or upload any documents after your initial submission you will need to confirm your documents again and it will email our team a record of the new documents so we can pass them to the base on your behalf.

Finalising your booking

Once you have entered all the information required it is time to finalise your booking.

As soon as you have finalised Flights, Crew and Documents you will see a new option appear at the bottom of the **TO DO LIST**.

Current Bookings

75%

TO DO LIST

- ✓ [Flight details](#)
- ✓ [Crew details](#)
- ✓ [Upload documents](#)
- ✗ [Finalise your booking](#)

SICILY 122 days to go
16 July 2022 - 23 July 2022



Model: BAVARIA CRUISER 37
Year: CLASS
Cabins: 3
Berths: 8
Head: 1
Price: £2252.00

[View Booking](#)

Clicking **'Finalise your booking'** will take you to the summary screen.

Confirm Booking

[Back](#)

SICILY
16 July 2022 - 23 July 2022

Booked Boats

 Model: BAVARIA CRUISER 37
Year: CLASS
Cabins: 3
Berths: 8
Head: 1
Price: £2252.00
[View Boat](#)

Flights

Airline	Dep. Airport	Arr. Airport	Dep. Date	Dep. Time	Arr. Time	Flight Number
British Airways	Gatwick	Palermo	Sat 19 Jul 2022	14:30	18:00	BATES123
EasyJet	Manchester	CTA	Sat 19 Jul 2022	11:30	15:00	ETEST123
British Airways	Palermo	Gatwick	Sat 23 Jul 2022	12:45	17:30	BATES1456
EasyJet	CTA	Manchester	Sat 23 Jul 2022	17:05	21:30	ETEST98

Documents

Doc Name	Type
NAU12345-booking-confirmation.pdf	Confirmation Document
Screenshot 2022-03-14 at 12:02-24.png	Passport
Screenshot 2022-03-14 at 16:23-25.png	Passport
Screenshot 2022-03-08 at 16:25-19.png	ICC - International Certificate of Competence - Sail

Crew

Full Name	Skipper/First Mate	Info
Jana Doe		BAVARIA CRUISER 37 (CLASS) Manchester (ETEST123)
Jack Bloggs		BAVARIA CRUISER 37 (CLASS) Darwick (BATES123)

[I confirm that all these details are correct](#)

This will show you all the details you have sent to us as well as confirmation of your yacht.

If you are happy that everything is there and all the details are correct, click the green button **'I confirm that all these details are correct'** at the bottom of this screen. This will then send a final email to the customer care team to let us know we now have all your information.

Other features

Edit profile

This section will allow you to update your client profile, these are the details we use to contact you about your booking.

Please note these are different from your passenger details

Edit Profile

[< BACK](#) [RESET PASSWORD](#)

Joe

Bloggs

123 High Street

Address Line 2

Edenbridge

Kent

TN5 XXX

UK

01234 567891

07700000000000000000

Other Mobile Number

XXXXXXXXXXXXXXXXXXXX

This is your username to log in to MyNautilus. If you would like to change this please contact Nautilus Yachting.

[Save](#)

Changing your email address

As your email address is part of your log in to the MyNautilus system you will need to contact our customer care team to get this updated throughout or system.

Changing your password

If you want to reset your password you can use the red button at the top of the profile form.

Reset Your Password

< BACK

Original Password:

Original Password

New Password:

Password

Confirm New Password:

Confirm Password

Save

You will need to provide your original password as well as your new password in order to make the change.

Previous bookings

From here you can see a summary of your previous trip. Any that have been booked since the launch of MyNautilus will also be interactive like the example below.

You will be able to view details of the book and even send our team a rebooking request.

Previous Bookings

< BACK

TORTOLA 206 days since holiday

21 August 2021 - 28 August 2021



Model: Sun Loft 47 - 6 + 1 cab.
Year: 2020
Cabins: 6
Berths: 13
Head: 4

View Boat

Rebooking Request

Rebooking request

You can fill in this form and we will endeavour to rebook the same boat for the dates provided, if it is not possible we will send you a list of alternatives.

Rebooking Request

[< BACK](#)

Please use the form below to send our team details of your request. Whilst we will endeavour to rebook the same boat for the dates provided, if it is not possible we will send you a list of alternatives.

Name:

Blue Test

Requested Dates:

Date request e.g. 29/07/2021 - 05/08/2021

Contact Email:

despicablycharming@gmail.com

Message:

Send

Personal documents

This will show you a list of all the personal documents you have uploaded for example passports and licenses.

Personal Documents

[< BACK](#)

#	Doc Name	Type
1	Screenshot 2022-03-14 at 12.07.24.png	Passport
2	Screenshot 2022-03-14 at 16.23.25.png	Passport
3	Screenshot 2022-03-08 at 16.25.19.png	ICC - International Certificate of Competence - Sail

Messages

You can message the customer care team directly from your MyNautilus account.

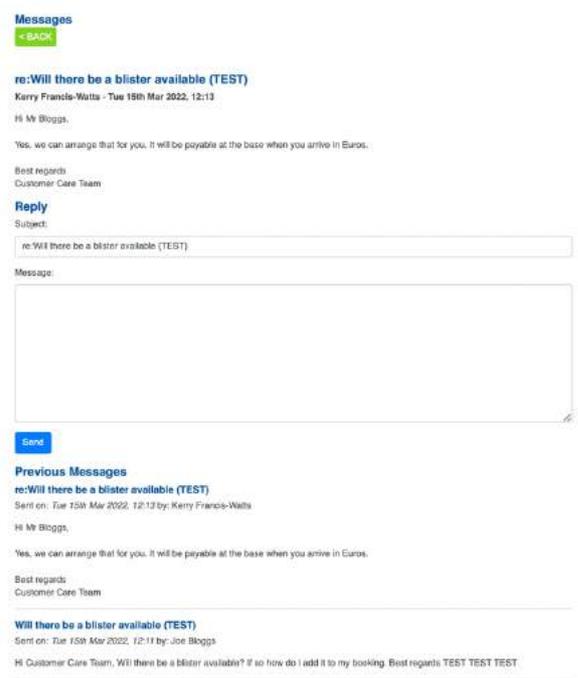
You will get notified of new messages in your account via email and also via a red notification bar at the top of your logged in MyNautilus screen. This will make sure you never miss any important information from our team.



Messages

[< BACK](#) [Send a new message](#)

Subject	Message	
 re:Will there be a blister available (TEST)	Hi Mr Bloggs, Yes, we can arrange that for you. It will be payable at the base when you Read More...	Kerry Francis-Watts 15-03-2022 12:13



Clicking on the message subject will take you to the form to reply directly.

It will also show you an entire thread of the previous responses to this message.

You can send a new message from the message tab at the bottom of the home screen or when you are viewing a current booking from the green button above the booking summary.

Current Booking

< BACK Send a new message



TO DO LIST

- ✓ [Flight details](#)
- ✓ [Crew details](#)
- ✓ [Upload documents](#)
- ✓ [Finalise your booking](#)

SICILY 122 days to go

16 July 2022 - 23 July 2022



Model: BAVARIA CRUISER
37
Year: CLASS
Cabins: 3
Berths: 8
Head: 1

Price: £2252.00

[View Boat](#)

[View Base Information](#)

My Documents

When sending a new message, you have 2 choices. You can send a general enquiry or a booking specific one. You can select this from the dropdown box at the top of the message form.

If your message is to do with a current booking, please make sure you select the right one from the enquiry type dropdown box as this will allow us to action your requests faster.

Message

< BACK

Enquiry Type:

Booking Ref: NAU12345

Subject:

Message:

Send

Crew

This section will allow you to edit crew details across all your quotes.

Please note: If you delete a passenger from this section you, will remove them from all of the bookings they are assigned to.

All crew

< BACK ADD CREW MEMBER

#	First Name	Surname	Action
1	Jane	Doe	 EDIT  DELETE
2	Janey	Doe	 EDIT  DELETE
3	Jack	Bloggs	 EDIT  DELETE

Please make sure the sailing resume is up to date for all skippers and first mates.