

## Web Traveller Unlocking Solution

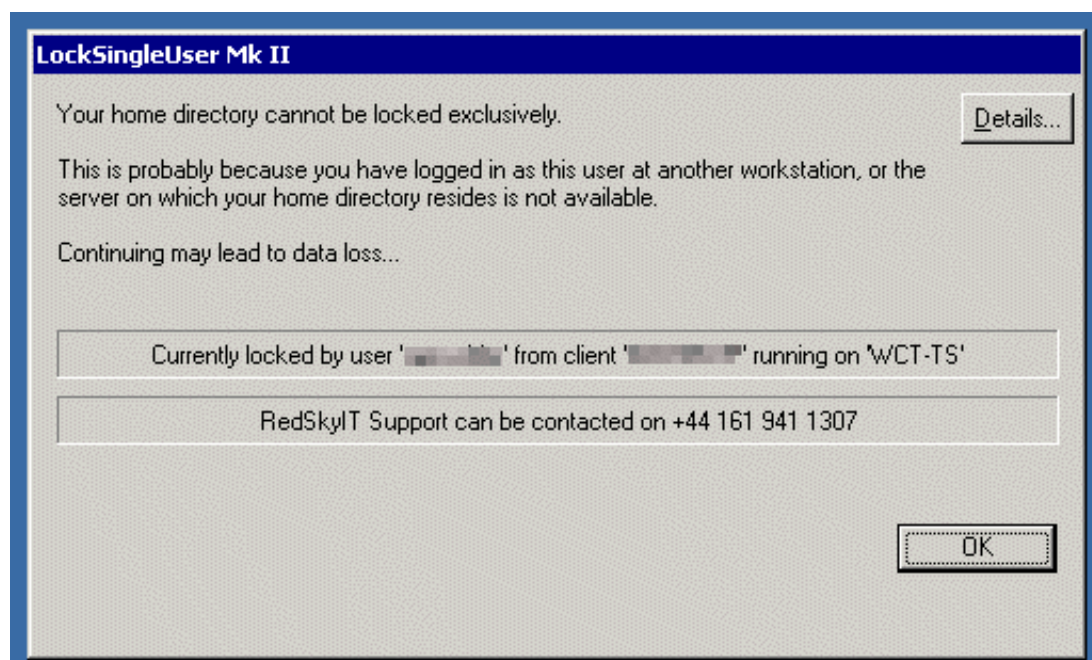
This document will explain how to use the WebTraveller self-unlocking solution.

- ❑ First of all you will need to download the icon that connects to the mechanism to your workstation. Below is the direct link to the download, type this into the address bar of your web browser, and then save the icon to your desktop.

<http://downloads.redskytravel.com/WebTraveller/WebTravellerUnlocker.rdp>

If you feel you don't experience any problems with being locked in the WebTraveller system, then do not feel obliged to download the unlocking solution – its not mandatory, just an option if you find you do have problems with being locked out of the system.

- ❑ Next, when should you use this new icon on your desktop? See the image below;



Anyone who has been locked will know what this message means.

This can appear for several reasons; You are attempting to connect to WebTraveller, when you are already connected, or you have been idle for a couple of hours and the previous login session was not cleared. Another reason is perhaps your Internet connection went down, which will break your login session.

When you see this message, then the unlocking solution can be used to clear it.

- ❑ Double click the icon on your desktop, and log in you normally would login to WebTraveller.



You will see a message appear and also the unlock function working in the background. You do not have to do anything further. Wait until the unlock screen disappears and you will then be able to log into the system again, using the normal WebTraveller icon to continue working.