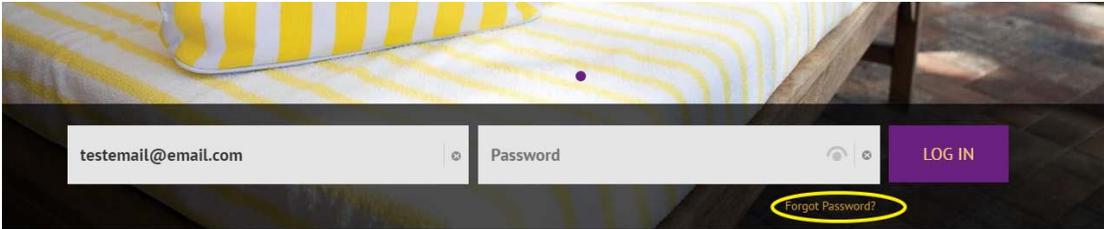


How to Troubleshoot Log in and Permission Issues

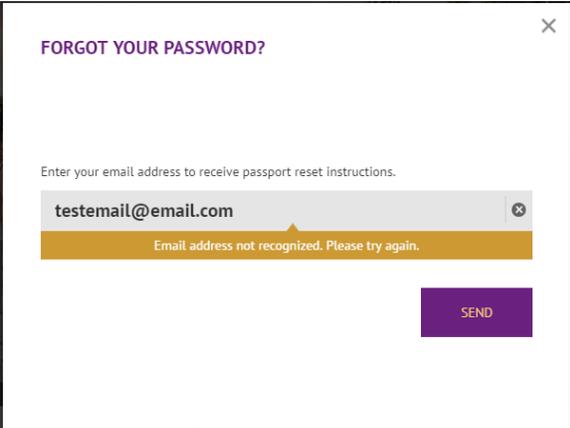
If you are experiencing issues when trying to activate your account, there are possibilities for what might be causing them.

MESSAGE: Invalid credentials. Please try again.

This message means that either the email address or the password that you've entered are incorrect. Please check both, and try again. If you are still having trouble, click the "Forgot Password" link to start the process of sending yourself a new password reset invitation.



When the new window opens, you will be asked to enter the email address of the account registered in the system. If the email address does not match any user account in the system, then you will see the message: "Email address not recognized. Please try again." If none of the email addresses that you enter match a user account, it means that you do not have an account. Please contact your organization's administrator to add an account for you.



If the email address does match an account in the system, that email address will receive a password reset invitation immediately. Once you receive the new invitation, follow the instructions to reset your password.

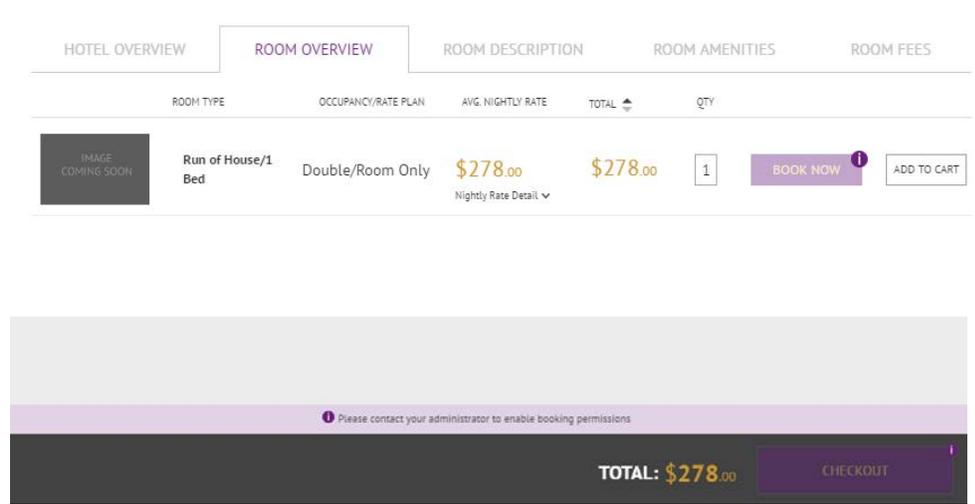
MESSAGE: Verification attempt failed. Please try again or contact your account Administrator (Code:404)

This message means that email invitation that you are using is invalid.

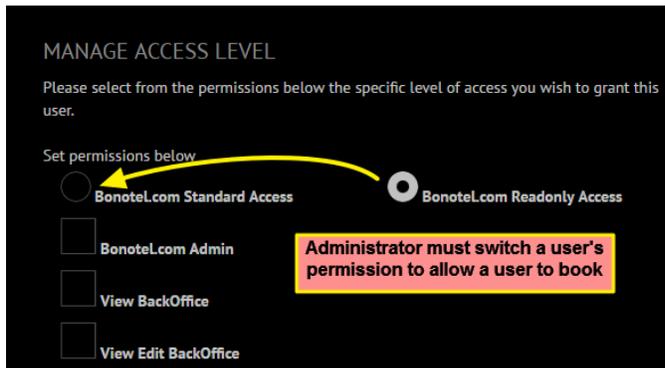
There are usually two causes for this:

1. The link you are using has expired. Email invitations sent from the system are valid for up to 24 hours. After that time interval, the link is invalidated, and you must send yourself a new invitation.
2. The link you are using is meant for a different email address. This may happen if a member of your organization has forwarded you an invitation that was meant for him or her. To verify an account, the email address receiving the invitation must match an email address registered in the system. If your email address does not match, your organization's administrator must add your account.

MESSAGE: “i” icon appears over “BOOK NOW” button, and “Please contact your administrator to enable booking permissions message” appears in the cart.



This message appears because your account does not have permission to book. You must contact your organization’s Administrator to update your permissions.



The new website allows organizations to manage users without requiring Bonotel Exclusive Travel to intervene. While Bonotel is still available to assist, the resolution time will be longer than when handling these issues within your organization.