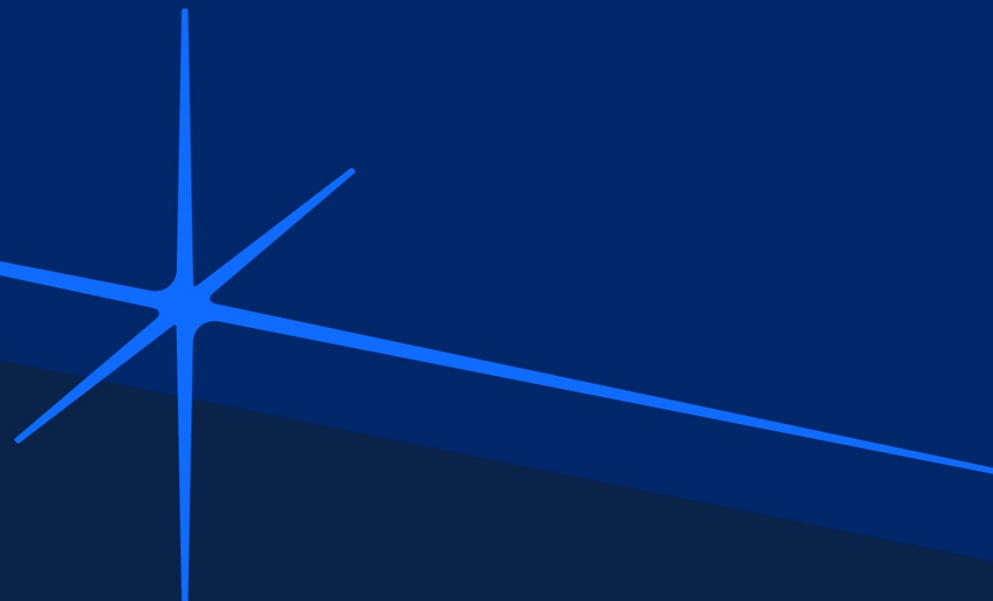




# Voyager requests and common error messages

Fixes and work arounds



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## Creating a new Voyager user

Please submit a "Voyager Change Form" to [Trade.Contracts@eurostar.com](mailto:Trade.Contracts@eurostar.com) with the details of the new users for your organization

Please note that generic users and shared email inboxes are not permitted for security reasons

## Adding a new corporate IP to the whitelist

Please submit a "Voyager Change Form" to [Trade.Contracts@eurostar.com](mailto:Trade.Contracts@eurostar.com) with the details of the new corporate IP for your organisation.

Please note that only corporate, static IP addresses can be whitelisted security reasons.

Unfortunately, we are unable to whitelist users' home IP addresses

If you are experiencing an error when accessing Voyager, please consult the below work arounds before contacting Application Support

## “AGENT\_TOKEN\_ERROR”

Sorry, could not login. Please contact support with the following: {"errors":[{"message":"Sorry, we could not log you in. [ERROR: invalid\_request] - No agent found for given user name and password combination","extensions":{"code":"S3\_GET\_AGENT\_TOKEN\_ERROR"}}]}

This means your password is expired, or you are not inputting your User ID & Password correctly.

Steps to take:

- Check that you are entering your user ID and Password correctly
- Request a new temporary password by clicking on Forgot password button on the Voyager login screen.

**NOTE:** the email will be sent from no-reply@sqills.com – not Eurostar directly.

- You should receive your temporary password within 5 minutes. Follow the instructions indicated.

**DO NOT COPY / PASTE THE TEMPORARY PASSWORD, TYPE MANUALLY.** Copy/pasting can add a space which will not be recognised

- HINT:
  - Temporary passwords are always 8 characters in length
  - If the password bar shows a different number of characters then the password has been entered incorrectly:



The image shows a login form with two input fields. The first field is labeled 'Username' and contains the text 'slim.shady'. The second field is labeled 'Password' and contains eight asterisks. The password field is highlighted with a yellow background.

If after requesting a new password no email is received after 10 minutes, first of all check junk/spam and email filters. If no email is found in any of these locations then please email [application.support@eurostar.com](mailto:application.support@eurostar.com), requesting that your account be unblocked.

## “Access Denied”

System

Access Denied. Please visit [www.eurostar.com](http://www.eurostar.com) for ticket sales.

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This indicates that the IP that you are using to connect to Voyager is not registered (whitelisted) with us.

Please follow these steps.

Check with your local IT department that you are either :

- Working from your corporate site, or
- Using a VPN connection to access your corporate network

**HINT:** If it's one individual that is experiencing the issue but your colleagues are fine, then this is the most likely cause.

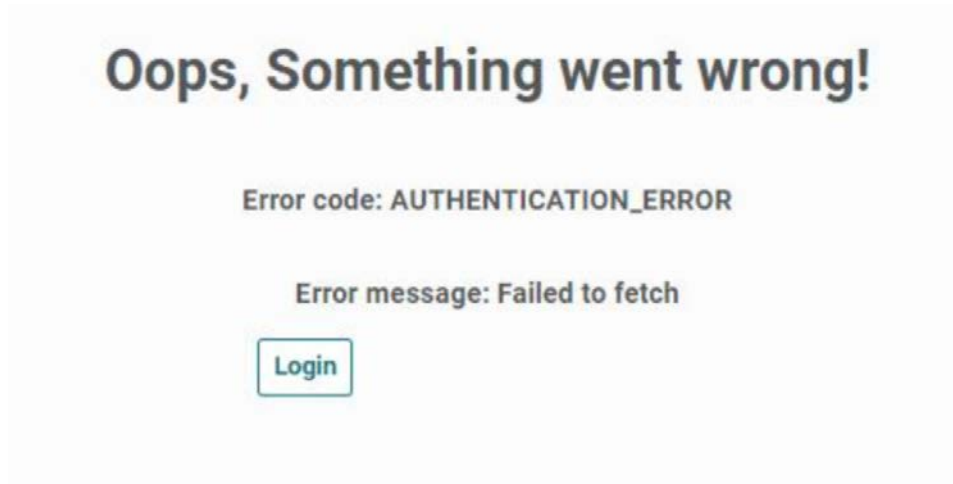
Your local IT department should be able to help resolve any issues regarding your VPN connection.

If your local IT team confirm that you are logged into your corporate network (either physically or via VPN) then please:

- Check your IP by going to <https://whatismyipaddress.com/>
- Take a screen shot of the IP address that is returned and send an email to [application.support@eurostar.com](mailto:application.support@eurostar.com)
- We will cross check to confirm whether this is the IP address that you have registered with us

If your corporate IP address has changed for any reason please submit a "Voyager Change Request form" to the Eurostar [Trade Contracts team](#) who will trigger the process to register the new IP address.

## Authentication Error (any point during the login or booking path)



This is a known issue where the size of your browser cookie list has grown too big for Voyager to handle.

As a workaround, please log-out of Voyager, either delete your cookies or work incognito and then log back in again to Voyager. You should then be able to continue as normal.

For an example, in Chrome you can follow these steps:

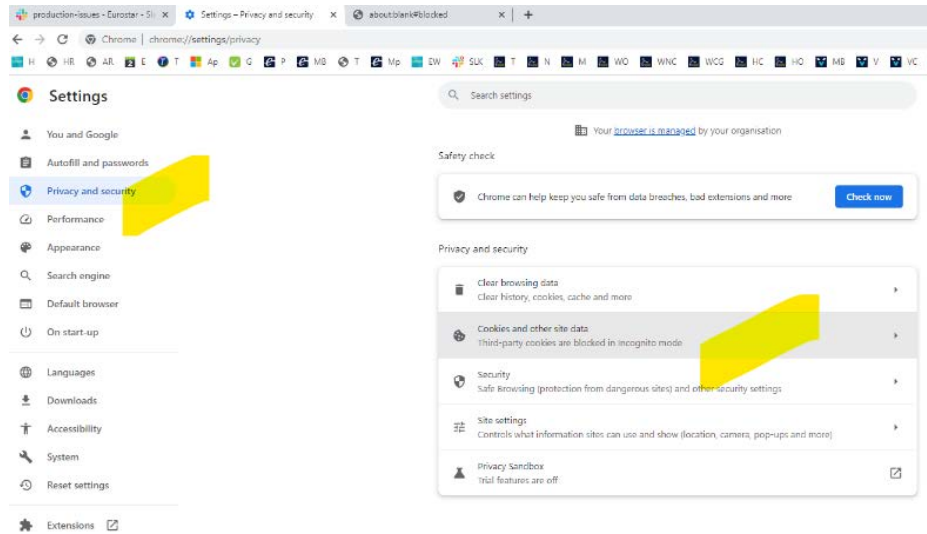
**Settings -> Privacy and Security -> Cookies and other site data -> See all site data and permissions -> Search for Eurostar cookies and delete.**

Once you've done this, you'll be able to access Voyager without issues.

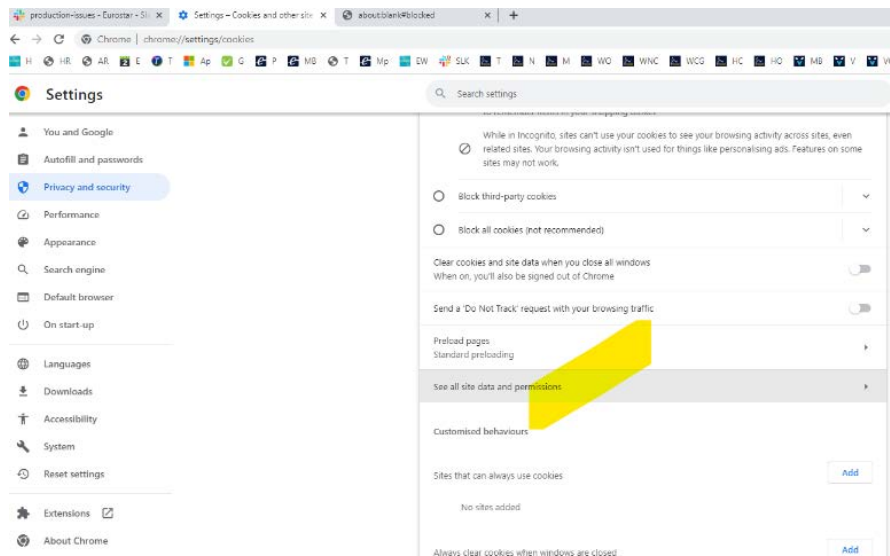
Your IT department can also help you with this for other browser set ups.

These steps are also detailed in the screenshots below.

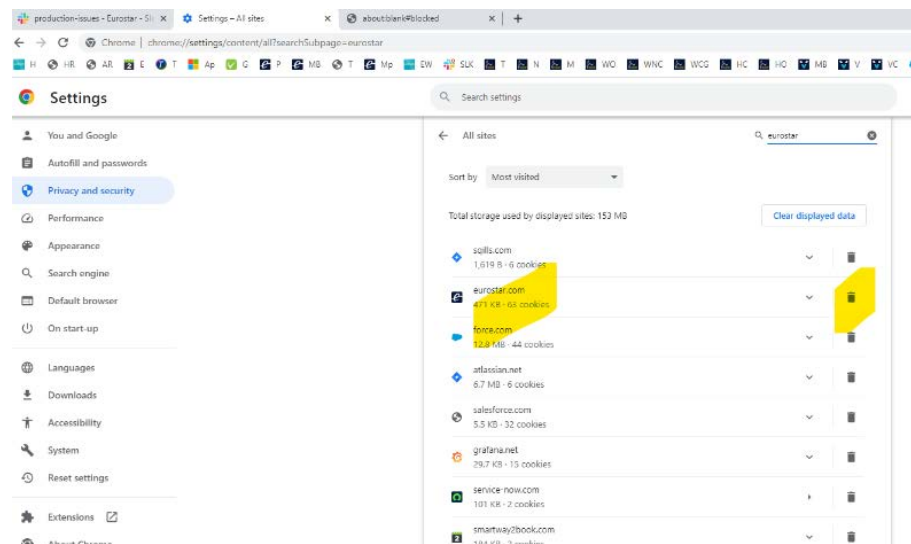
1.



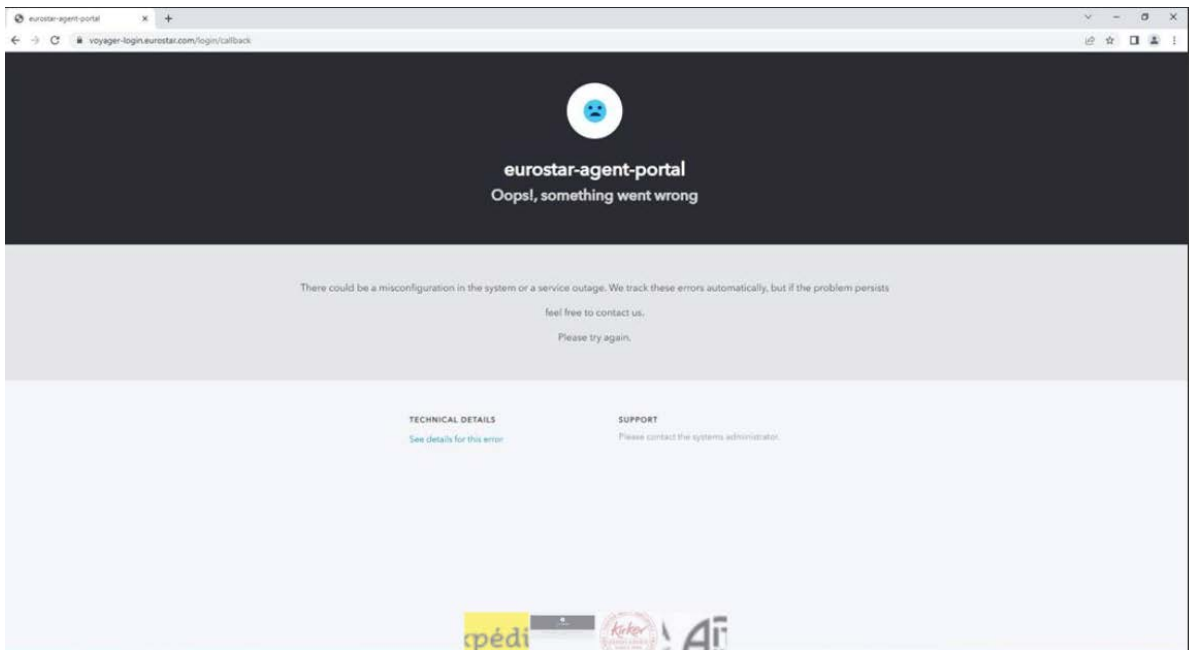
2.



3.



## MISCONFIGURATION ERROR (when connecting to the log-in page)



The most common cause of the above error is that the user has bookmarked the link to voyager and the “saved” URL has misdirected the request. The simplest solution is to type or copy and paste the URL into the browser which should return you to the log-in screen: <https://voyager.eurostar.com>