Voyager common error messages

Fixes and work arounds
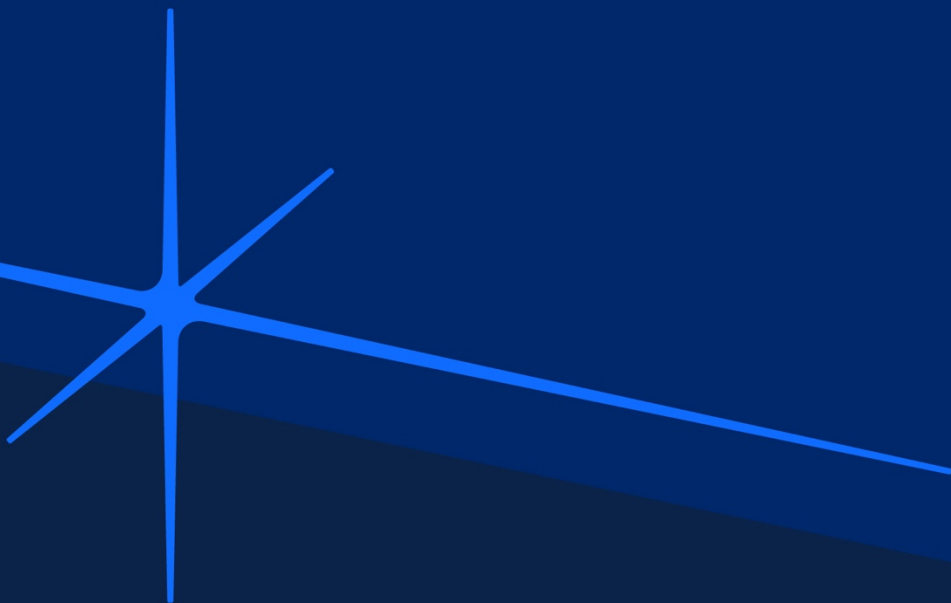
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If you are experiencing an error when accessing Voyager, please consult this document below before contacting Application Support

"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.
If your password is expired, you can still request a new temporary password by clicking on the "Forgot password" button on the Voyager login screen. **NOTE**: the email will be sent from no-reply@sqills.com – not Eurostar directly.

Once you click on that button, you should receive 1 temporary password in your inbox. Once received, you just follow the instructions provided along with the password.

NOTE: **DO NOT COPY / PASTE TEMPORARY PASSWORDS, TYPE THEM MANUALLY.** If you copy/paste them, a space will automatically be added as a last character and Voyager will not recognize them.

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:

Username

slim.shady

Password

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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, requesting that your account be unblocked.

"Access Denied"

System

Access Denied. Please visit www.eurostar.com for ticket sales.

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

Please in the first instance, check that you are either working from your corporate site or using a VPN connection to access your corporate network with your local IT team. HINT: If it's one individual that is experiencing the issue but your colleagues are fine, then this is the most likely cause.

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 screenshot of the IP address that is returned and send an email to 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, then we will be able to submit the new address for whitelisting. Please note that this process may take up to 10 working days as it is carried out by a different team.

Authentication Error (any point during the login or booking path)
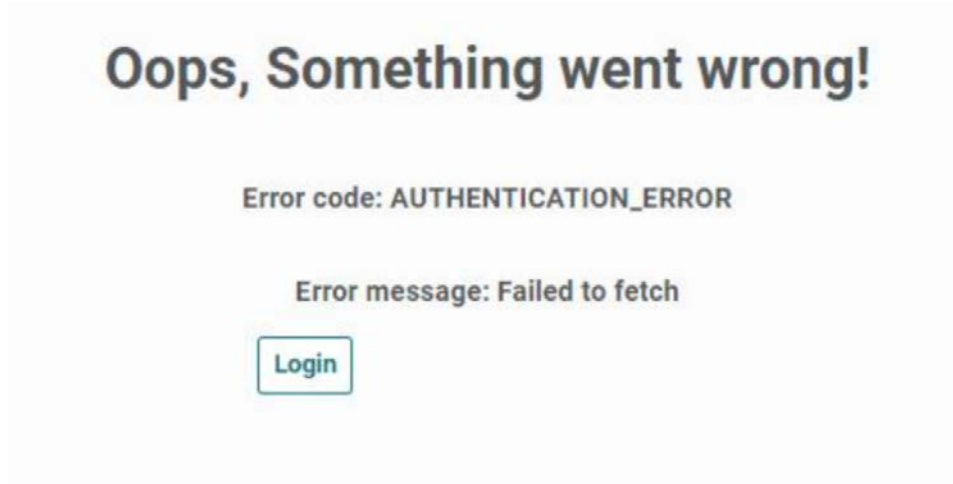
This is a known issue due to the bigger header size. Relevant teams are aware of this and working on a fix. As a workaround, please log-out of voyager, either delete your cookies or work incognito and then log back in again to Voyager. You should then be able to continue as normal.
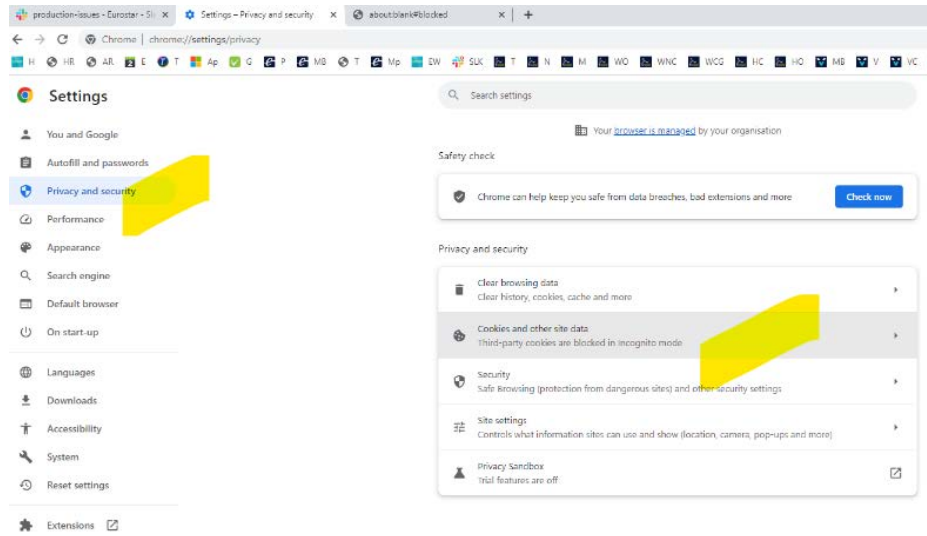
For an example, in Chrome you can follow these steps:

Settings -> Privacy and Security -> Cookies and other site data -> See all site data and permissions - > Search for Eurostar cookies and delete.
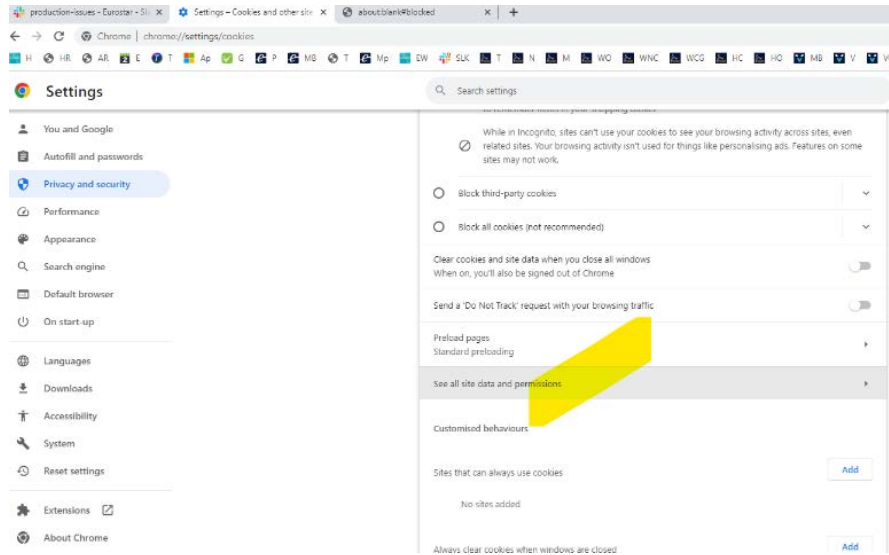
Once you've done this, you'll be able to access voyager without issues.

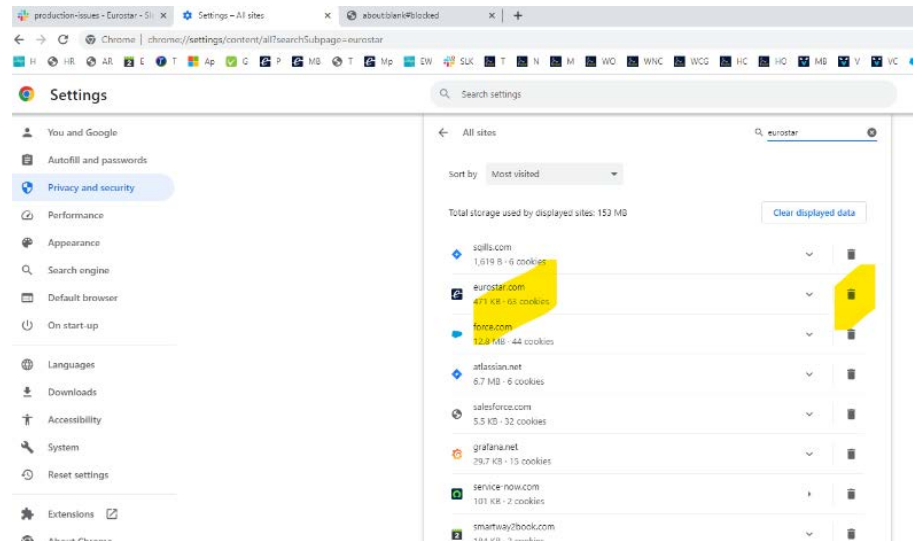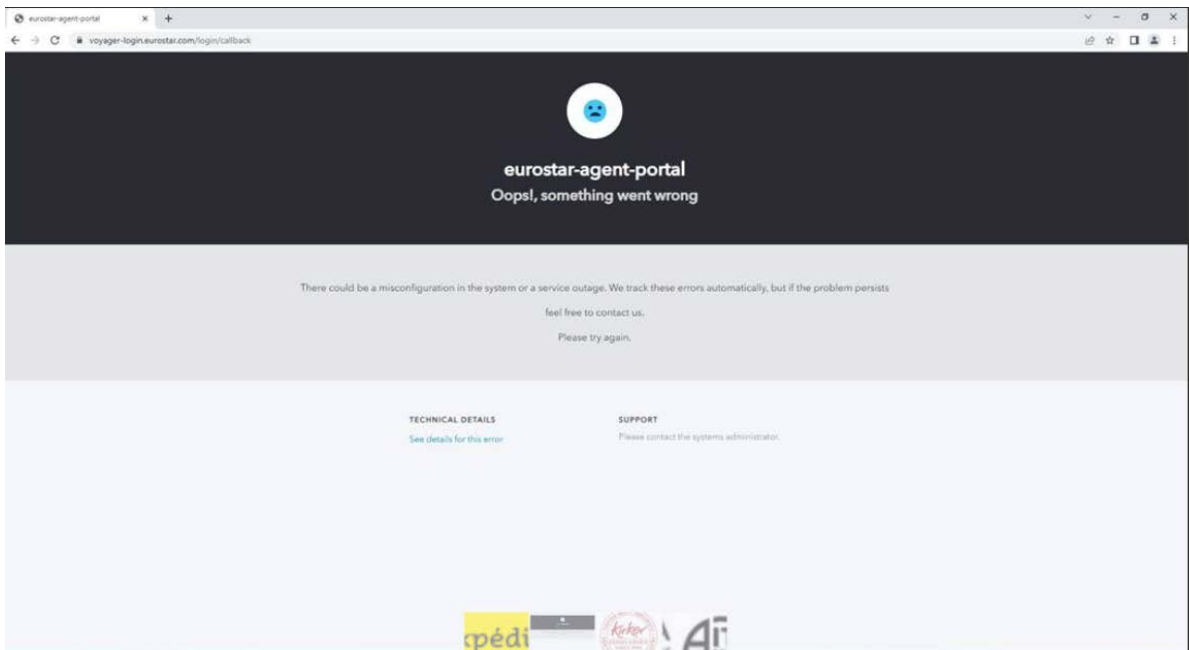These steps are also detailed in the screenshots below.

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