TROUBLESHOOTING FOR COMMON ISSUES

HOTELLO BY mingus

I can’t open Hotello...

My Hotello server is on the cloud with Mingus.

My internet works properly.

Yes

I am given the following message: *Failed to connect to host adress*.

* You have a specific adress to connect to ending with three numbers. Please verify in your email or ask a person in charge to get the correct *Host adress*.

The Go Global shortcut has dissapeared.

Go to the Windows Start menu and type Go Global in the search bar.

I am given the following message: *You are already running as many sessions as tou are allowed*.

* This message informs you that the account you are trying to access is already in use somewhere else. Please check on other computers if it is logged on. It is also possible that you have reached the maximum number of sessions allowed by your contract.

No

Please contact your IT department.

No

My Hotello server is on site.

My internet works properly and the computer is in the server network.

Yes

I am given an error message containing these words: *...database version...*

Please contact the Hotello technical support during normal hours (if you can work on another computer.)

If you are still unable to connect, please contact the Hotello technical support.

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If you are not able to open Hotello because your username or password does not work, please check the *My username or passwork doesn’t work anymore* section.