Transportation, Travelling, Vehicles

Vehicle Travel Log error when you use a personal or non work email address

If you attempt to access, use or edit a Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log with a non Iconic work email address or a personal email address or wrong/unapproved email address you will be locked out of the Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log.Â The system will provide you with a window asked for permission authorisation to be granted.Â This is a security check and you will not be allowed to move further.

To correct this error your PC or device has to be cleared of all access logs and previous passwords and the access link of the Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log has to be done again.Â Unfortunately no one is allowed or can provide you access to the form with a wrong or personal email address.Â Please do not access as denial may offend.Â To correct the error that caused this situation do this:

1. Log out of Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log you logged into.Â This can be done by finding your initial (often on the top right of the page), press the initial letter and press to logout of the Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log.
2. Log out of all programs you logged into with your personal email address or the wrong email address.Â Things like Email accounts, programs or other software where you used the personal or unauthorised email address.Â **Very important**.
3. Shut down all programs running.
4. Clear your cache.Â For assistance on how to clear your cache you can use https://www.refreshyourcache.com/en/home/ . If this page does not have the right version for you, use google and search for clear cache (enter name of the thing you want to clear the cache - eg: clear cache iphone safari, or clear cache windows 10 pc chrome)
5. Switch off your PC or device.
6. Wait 5 minutes for the server to forget your request. **Very important.**
7. After 5 minutes turn on your PC or device.
8. Only turn on the program with the link for the Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log.
9. Press on the link to access the Vehicle Travel and Expense Form Log - Travel Log - Vehicle Log
10. Sign in with your correct and approved Iconic work email address.

If you experience further problems try this again and press Ctrl+F5 before doing step 9.

If afterwards you still experience problems contact support for assistance.

Questions Asked and Answered:

1. David Phillip | 13-Jun-2020 04:23 |
   Fully read and understood. Question: Is it also advisable to clear all cache?
   a. answered by @beau.sherman 15-Jun-2020 08:40
      a. It is.Â I added it as point 4 in the FAQ.

Attached files:

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:03
URL: https://staff.iconic.productions/KB/content/0cat=72/558/en/vehicle-travel-log-error-when-you-use-a-personal-or-non-work-email-address.html

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Unique solution ID: #1557
Author: n/a
Last update: 12-Jun-2020 01:36

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