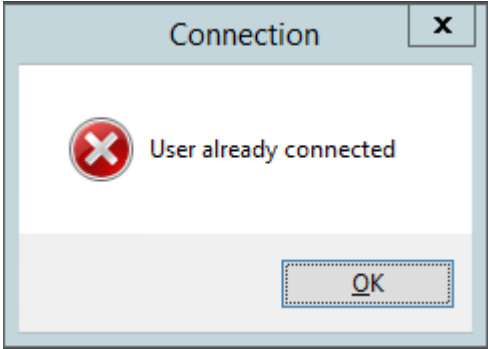


I can't get connected to the tool

Question/Problem	Reasons / Actions
I can't get connected to the tool	<ul style="list-style-type: none">• Make sure you are not trying to get connected during DynaSys unavailability timeframe : from 00:30 to 01:30 AM CET / 06:30 pm to 07:30 pm EST / 07:30 pm to 08:30 pm BR time• Check that your VPN is working. DynaSys is only accessible via intranet.• Try to just "Sign out" and connect again. No password is needed when connecting (leave empty) <p>If error persists, contact SBS</p>
	<ul style="list-style-type: none">• You might already be connected, check if you already have a DynaSys window opened• You didn't disconnect correctly last time you used the software, you need to wait few minutes before trying to reconnect• A SBS employee may be using your profile to apply some changes in the database or in your workspace.