

# ShipHazmat<sup>®</sup>

## Tutorials & Helpful Hints

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### Reset user license for ShipHazmat Network Edition

Sometimes, the device used to monitor users in the Network Edition of ShipHazmat may become corrupted. If this occurs, some or all users may not be able to log on and use the software. If this occurs, try the steps outlined below to resolve the problem:

1. Verify that all users are currently not using ShipHazmat
2. Start ShipHazmat LAN
3. On the splash screen that appears, click on the Bureau of Dangerous Goods logo in the bottom left corner
4. On the "About Us" screen, press Alt + F2 on your keyboard
5. You will be prompted with a message requesting that all other users exit from the software
6. Click on the **Continue** button to reset the license information
7. Upon successful reset of the license, you will be prompted with a message of success.
8. Attempt to log on the other users