Passenger²

Contents

Introduction

Thank you for purchasing Passenger2!

This document will cover installation, usage, and general knowledge of the product.

Passenger2 is a standalone add-on compatible with Microsoft Flight Simulator (2020), X-Plane (10/11), Prepar3d (V1-5) and FSX.

System Requirements: Windows 10 or newer, 1GB Disk Space, 1GB RAM & FSUIPC (MSFS/FSX/P3D) or XPUIPC (X-Plane). Click HERE for instruction on how to get FSUIPC or XPUIPC.

Support

To find answers to frequently asked questions, visit the knowledge base HERE.
For one-on-one support from Passenger2, please open a support ticket HERE.
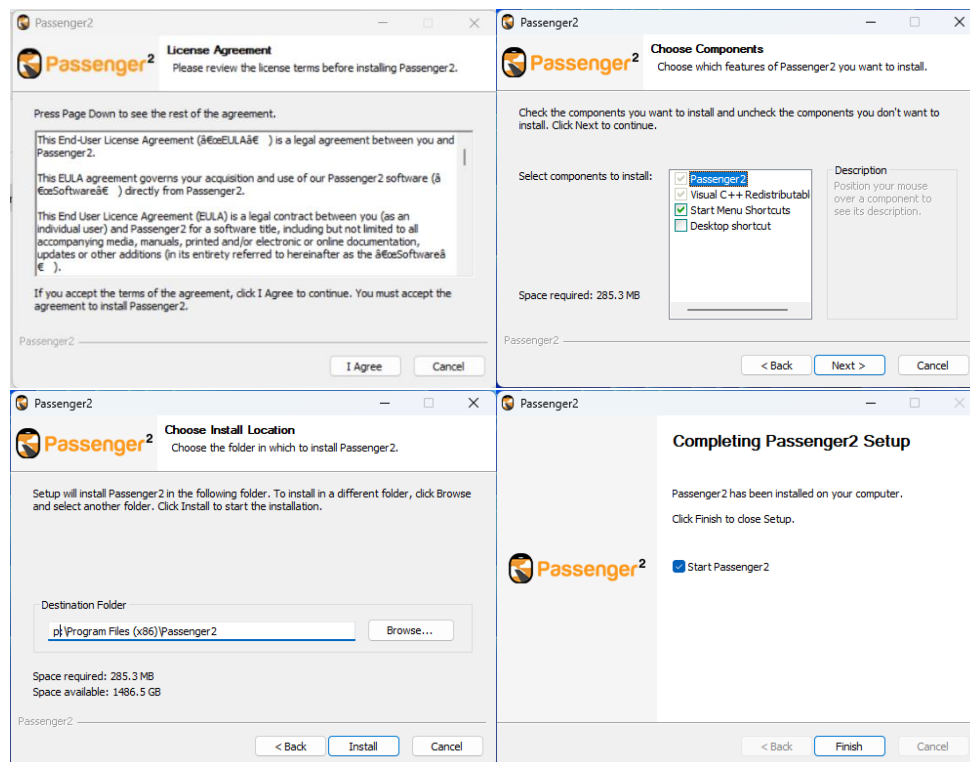Join our Discord Server to connect with other users HERE.

Installation

The Passenger2 installer (pictured below) will install the application and runtime dependencies automatically.
IMPORTANT

- **It is advisable to restart your computer after installation is finished.**
- **Please run the installer and Passenger2 as administrator.**
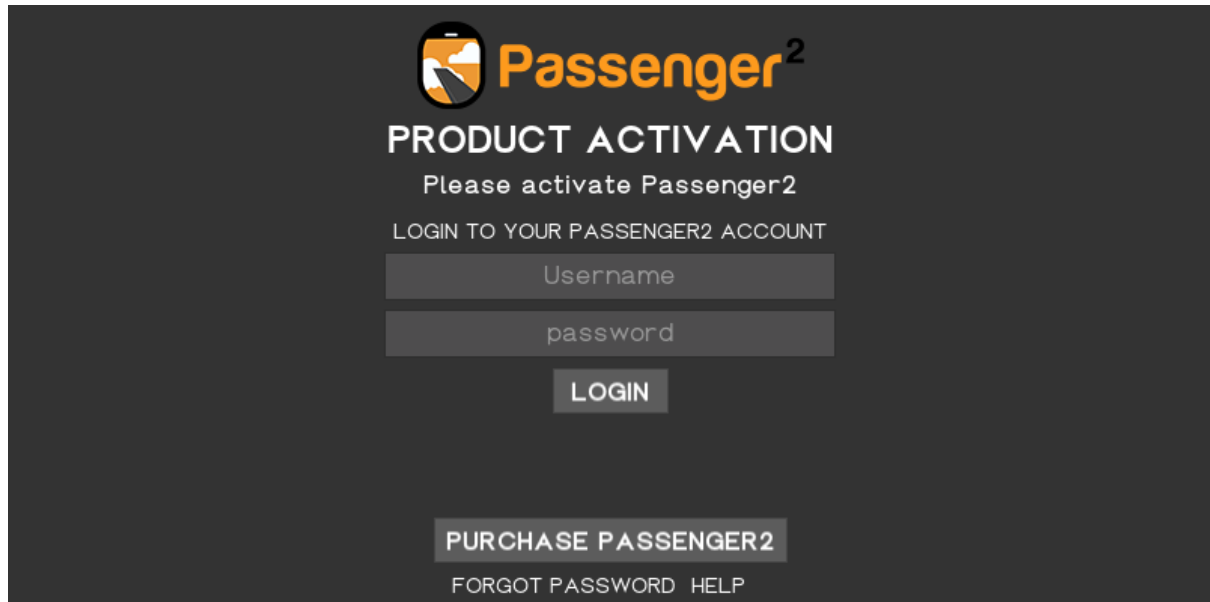- **IF USING ONE DRIVE, "SYNC" MUST BE DISABLED BEFORE INSTALLING PASSENGER2.**

Activation

When you start the program for the first time, you must enter the username you created during checkout and the password you set after purchase. If you do not remember your password, you can reset this by clicking HERE.

Updates

The program will automatically check for updates each time on startup. To apply the update, just click update; the installer will automatically download and run.

Moving the Passenger2 window

You can move the Passenger2 window to any location by holding right click and moving the window.

Getting Started

When logging in to Passenger2 for the first time, you must set up your pilot profile.
You will need to enter:

1. Your pilot name.
2. How many flying hours you would like to transfer in from elsewhere (optional).
3. The simulator that you will be using (MSFS, X-Plane, P3D, FSX).

After entering this information, you will be presented with the home screen referred to as the 'PILOT PORTAL'.

The Pilot Portal consists of the following:

Left-hand side:
Hours Flown: A summary of how many hours you have flown. This value includes transferred hours.
Flights Flown: A summary of how many flights have been flown with Passenger2.
Pilot Rating: Your pilot rating from 0-100.
Achievements: How many achievements you have been awarded.
Quit Button: Will quit the application.
Settings: Bring up the Passenger2 settings menu.

Centre
A summary of your last flight completed with Passenger2 comprising of data/flight/route/flight time and aircraft flown.

If you have started a company, your company name, incorporation date, fleet size, ground handling contracts, catering contracts and how much money you have in the bank will be summarised here.
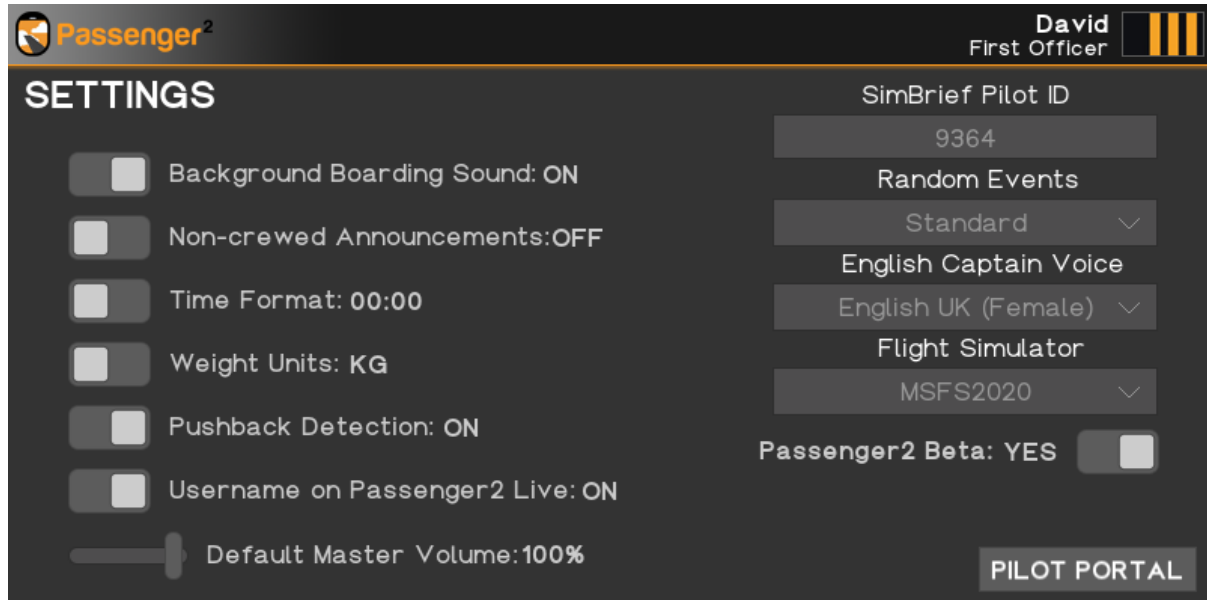
Right-hand side:
Overview of achievements, hover over the icons for details on how to earn.
Company Portal: Explained below.
New Flight: Explained below.

Settings

The settings page offers a variety of options to adjust the application's behaviour to your liking. The settings are explained below.

Background Boarding Sound: Choose to hear boarding sounds, such as passengers' sounds and ambience.

Non-crewed announcements: This controls weather you wish for any announcements or safety demo to be played if you have no crew onboard.

Time Format: Switch between analogue time (1:30 pm) or digital time (13:30). This controls the time display for the inflight screen.

Weight Units: Switch between KG (metric) or LB (imperial).

Pushback Detection: Automatically detect pushback. If this setting is off then you will always need to press the "DOORS AUTOMATIC" button.

Passenger2 Live: Choose if you want your name to be displayed on our website to show who is currently flying.

Default Master Volume: This setting will keep your Passenger2 application at the default volume you set it to.

SimBrief Pilot ID: Enter your SimBrief Pilot ID in this field to automatically retrieve your flight details. Your SimBrief User ID can be found from: SimBrief – Dispatch – Account Settings – Your SimBrief Data - Pilot ID.

Random Events: Switch between Standard/Frequent/Rare/Off.

English Captain Voice: Allows you to switch the voice of your Captain from US/UK and Male/Female.

Flight Simulator: Allows you to select which Flight Simulator you will be flying with.

Passenger2 Beta: Allows you to opt into BETA. Test new features prior to release and provide your feedback on them. Please note this is not a stable version and caution is advised.

File Manager

You can import your own logos, sound files & video files to use within Passenger2.
Also, within the folder, you will find the flight logs folder, which contains your previous flight logs.

All files need to be a specific file type.
If you require assistance converting to the correct format, check out this website HERE.

All files will be located within the Passenger2 folder in your My Documents folder.
This is located C:\users\YOUR-NAME\Documents\Passenger2

Boarding Music
File Type Required: .ogg file
Place inside C:\users\YOUR-NAME\Documents\Passenger2\BoardingMusic

Logos:
File Type Required: .png file
Size Required: Width 350px, Height 80px
Place inside C:\users\YOUR-NAME\Documents\Passenger2\Logos

Safety Audio:
File Type Required: .ogg file
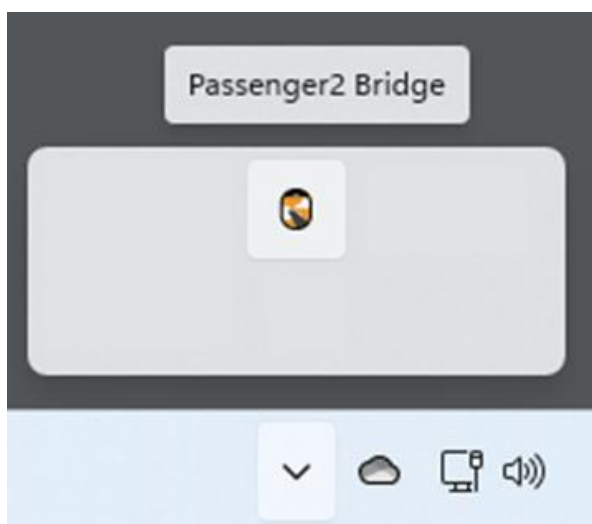Place inside C:\users\YOUR-NAME\Documents\Passenger2\SafetyAudio

Safety Video:
File Type Required: .mp4 file
Place inside C:\users\YOUR-NAME\Documents\Passenger2\SafetyVideo

Passenger2 Bridge

The Passenger2Bridge will open automatically and run in the background. The bridge enables the Passenger2 program to receive flight data from FSUIPC/XUIPC.

You can see this in your system tray; an orange icon indicates a successful connection. It will automatically close when you quit the application.

Company Portal

Create Airline

Career mode allows you to create and manage an airline. Choose your starting money and buy and sell aircraft to keep your fleet fresh and profitable.

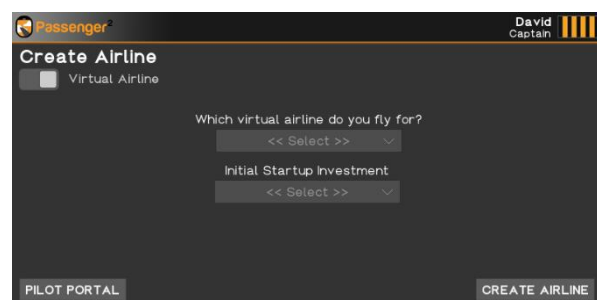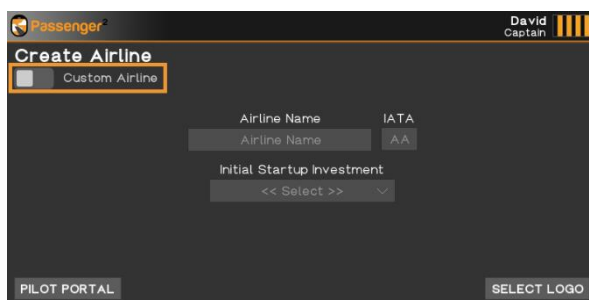To create your company enter the required information:

1. Enter a name for your airline.
2. Emter a 2-letter IATA code for your airline.
3. Choose your initial startup investment ranging from $0 to $500,000,000.
4. Press "SELECT LOGO" and choose your desired logo. Instruction on logo requirements and where to place are above. Once you have selected your logo, press "CREATE AIRLINE" followed by "COMPANY PORTAL".

Flying with one of our Virtual Airline Partners?
Our current Virtual Airlines partners are Air Child, VirtualUA & vSWA.

If you fly with one of our partner airlines, you can choose this from the virtual airline list. To access the virtual airline list, change the toggle from custom airline to virtual airline.

It will automatically add your virtual airline's logo and sound pack. You will need to select an initial investment.
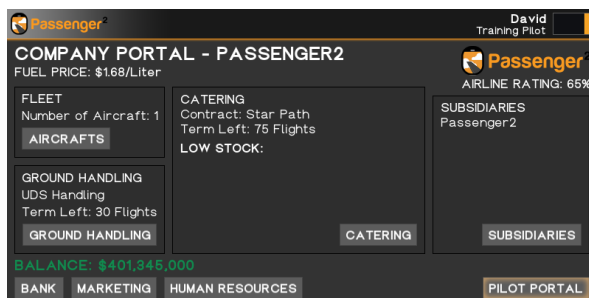

Company Portal Overview

The company portal overview summarises essential information such as your current contracts, bank balance and fuel price. The fuel price will change daily.

Fleet: View the number of aircraft in your fleet or sell them and purchase new ones.
Ground Handling: View your current ground handling company and the term left.
Catering: View your current contact information, such as flights remaining and, more importantly, if any of your catering items are low in stock.
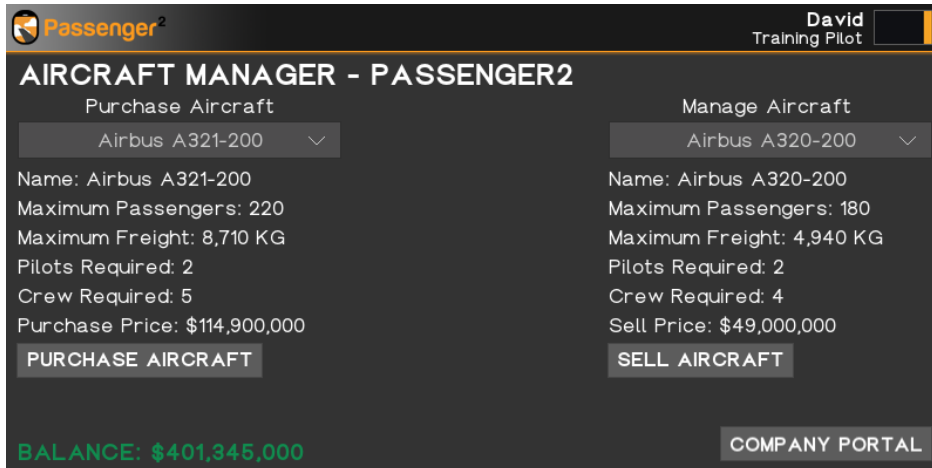**Subsidiaries:** Control more than one airline at a time and switch between them at any time.

Aircraft Manager

The aircraft manager allows users to select and buy from a catalogue. A maximum passenger and freight load defines each aircraft. Money will be earned from carrying passengers and cargo. Aircraft can be sold for half the purchase value.

Each aircraft has a detailed seat map and cabin layout from the real world. You can select how much of the cabin should be configured with first-class seating.

Ground Handling

Within career mode, you will need to select a ground-handling agent. There are 6 to choose from, all with different quality ratings. The higher the rating, the better the agent, but the higher the cost.

Lower-quality agents might cause you some problems. They will make more mistakes, which could result in fines issued by the airport. Your income may also be affected as they tend to let excess baggage charges slide. Customer satisfaction will also be at risk as there is more chance of damaged, lost or delayed baggage.

The available ground handling agents and their terms are:

Handling Agent	Quality	Minimum Term	Required Airline Rating	Signing Fee
LowGo Handling	1/5	10 Flights	0%	$100,000
Ground 381	2/5	20 Flights	40%	$150,000
Grace	3/5	30 Flights	55%	$350,000
UDS Handling	3/5	30 Flights	60%	$400,000
ProSky	4/5	40 Flights	80%	$700,000
STP Ground Services	5/5	60 Flights	90%	$1,000,000

Each handling agent also charges for landside, airside and cargo services. Charges range from $1.67/passenger for landside services, $210/flight for airside services, and $0.09/KG for cargo service.

Landside charges are per passenger and cover ticketing, security, baggage, etc.
Airside fees are charged per flight and cover equipment rental such as GPU, Stairs, etc.
Cargo fees are charged per KG/LB of cargo loaded.

Catering Manager

The catering manager is an essential factor in career mode. With six catering companies to sign a contract with, a strategy will come into play to get the best prices for stock whilst not compromising on quality. Each contract has a minimum term, required airline rating and a signing fee. Contracts can be changed and broken early, subject to a high cancellation fee.
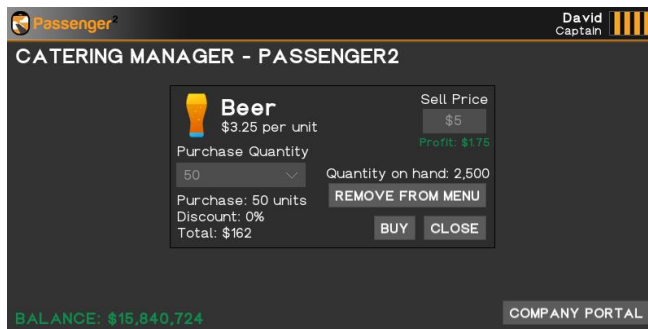
The available catering suppliers and their terms are:

Catering Supplier	Quality	Minimum Term	Required Airline Rating	Signing Fee
Low Cost Catering	1/5	50 Flights	0%	$50,000
Cloud Catering	2/5	50 Flights	25%	$125,000
The Flying Chef	3/5	60 Flights	50%	$250,000
Star Path	3/5	75 Flights	50%	$255,000
WNG Meals	4/5	80 Flights	80%	$600,000
BeeSky	5/5	100 Flights	95%	$1,400,000

Adding To Your Menu

The Catering Manager has 3 different product screens. Drink, Food and Duty Free.
Products can be added to the menu by:

1. Clicking on the desired product then "ADD TO MENU".
2. Choose how many of that product to purchase then click "BUY".
3. Set your sell price and click "CLOSE".
4. You then repeat this process for each product you would like to have on your menu.

Products can be removed at any time, but you will lose all existing stock of that product. Empty stock or high prices will result in negative passenger scores, affecting the airline's reputation.
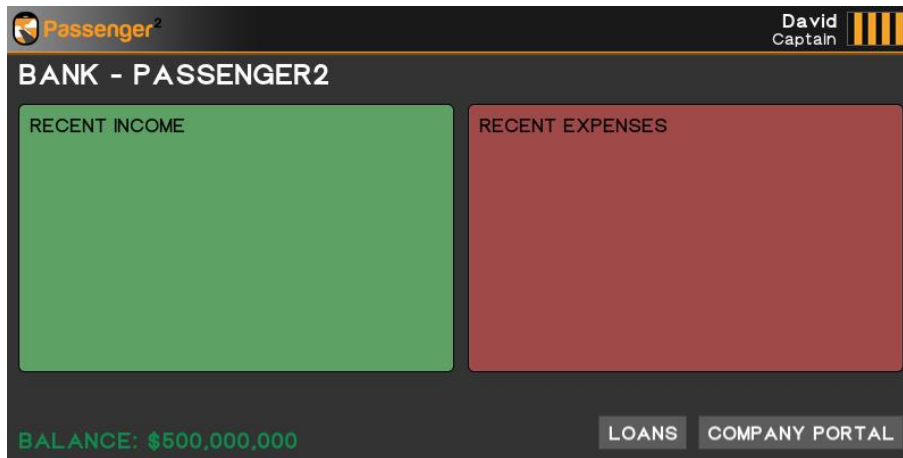
A product will show as being added to the menu with a green tick in the catalogue.

Bank Manager

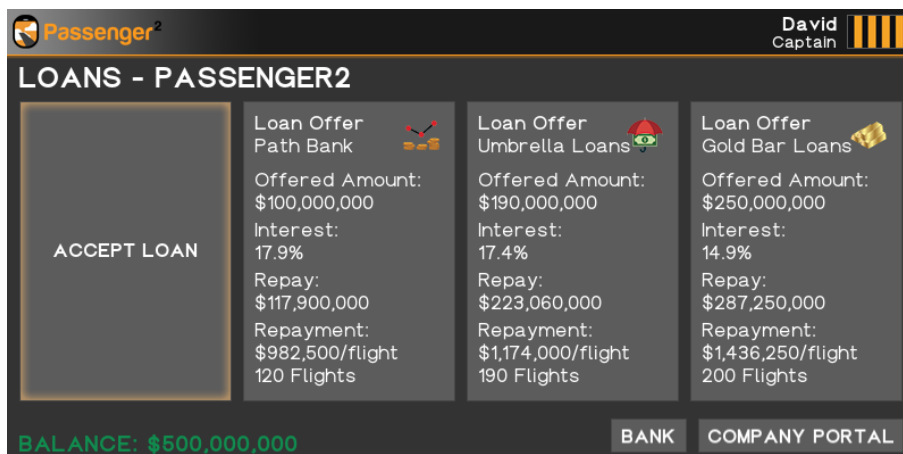Here, you can manage your finances, view your income and expenses or take out a loan.

Loans

You have four lenders to choose from. Each lender will offer you different amounts, terms and interest. Your current airline's reputation determines who is prepared to offer you a loan.

The available loan offers and their terms are:

Loan Company	Offer Amount	Interest Rate	Repayment per Flight	Repayment Amount
Brief Loans	$12,000,000	29.9%	$311,760/50 Flights	$15,588,000
Path Bank	$100,000,000	17.9%	$982,500/120 Flights	$117,900,000
Umbrella Loans	$190,000,000	17.4%	$1,174,000/190 Flights	$223,060,000
Gold Bar Loans	$250,000,000	14.9%	$1,436,250/200 Flights	$287,250,000

To accept a loan, hover over the one you would like and click "ACCEPT LOAN". The money will be added to your bank balance, and the transaction will be displayed under the "RECENT INCOME" section.

What to repay your loan early? No problem! Hover over your active loan, and it will show how much it will cost to repay early. If you can afford it, click "REPAY LOAN." the money will be deducted from your BALANCE. The transaction will be displayed under the "RECENT EXPENSES" section.

Marketing Manager

You can raise your airline rating by purchasing marketing campaigns.

You have six campaigns: Email, Newspaper, Billboard, Radio, Social Media and TV marketing. Each option has different effectiveness levels, cost and duration, enabling you to choose the most suitable option for your goals. You can have all six campaigns running at the same time.

The available campaigns are:

Campaign Type	Estimated Effectiveness	Campaign Cost
Email	1-2%	10 Flights: $5,000 25 Flights: $10,000 50 Flights: $19,000
Newspaper	2-3%	10 Flights: $13,000 25 Flights: $31,000 50 Flights: $57,000
Billboard	4-6%	10 Flights: $25,000 25 Flights: $57,000 50 Flights: $108,000
Radio	7-8%	10 Flights: $31,000 25 Flights: $70,000 50 Flights: $127,000
Social Media	9-12%	10 Flights: $36,000 25 Flights: $81,000 50 Flights: $159,000
TV	11-15%	10 Flights: $41,000 25 Flights: $97,000 50 Flights: $192,000

To start a marketing campaign, choose your marketing method, select a duration and click "START CAMPAIGN". The money will be deducted from your BALANCE. The transaction will be displayed under the "RECENT EXPENSES" section.

Human Resources

Manage how much you pay your pilots and crew. Basic salary, hourly rate or commission, how will you make sure they are paid fairly?

Pay attention to your staff satisfaction rating; a low rating means unhappy staff may lead to strikes, decreasing your airline rating.

If staff threaten a strike, you will be notified when you open Passenger2. To avoid a strike, you will need to raise the salaries.

New Flight – Career Mode

Requirements:

1. Created a company
2. Signed a ground handling contract
3. Purchase at least one aircraft

You can manually enter the required information, or if you have entered your SimBrief ID in the settings menu, you can click the SIMBRIEF button to retrieve your departure/arrival airport, departure/arrival time and flight number automatically.

Note: Passenger2 will not import your passenger number from SimBrief because SimBrief is a random number. On career mode, your estimated passenger number is displayed based on your airline's reputation. It may go up or down depending on ticket prices, marketing campaigns, etc.

You will need to choose your aircraft*, and then, if you want to sell first-class seats, select the percentage of seats you like to be sold as first class.

When you click "FLIGHT SETUP", the data you have entered will be validated. You will need an active internet connection for this. You can skip the validation process after 60 seconds if you do not have an active internet connection or the validation times out. However, ensure your information is correct, as incorrect information could cause Passenger2 to malfunction.

*Passenger2 will not check which aircraft you are flying within the simulator. For example, you can have an A320 purchased in the company manager but fly an A330 in the simulator. All passenger numbers and flight report data will be calculated using A320 values.

Flight Setup

On the flight setup screen, you can customise your flight.

You can select your preferred announcement sound pack and announcement languages. If you choose a sound pack, the languages will be unchangeable.
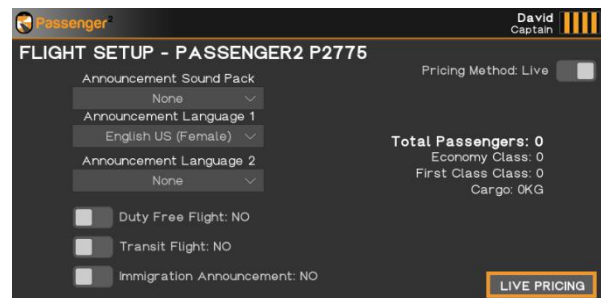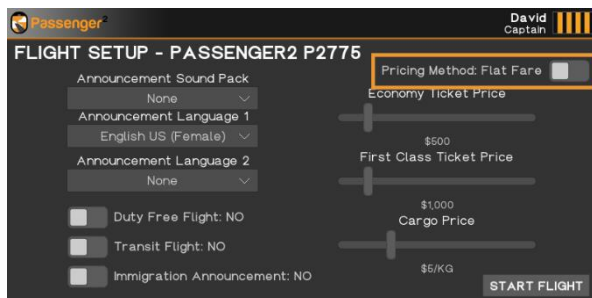
If you are operating an international flight, you can select if you wish to have Duty Free onboard for extra passenger revenue & immigration announcements.

Transit Flight: Select this option if the flight you are operating is a transit flight. A transit flight is defined as a flight where you have a stop before reaching your final destination, e.g. London Heathrow > Sydney, with a stopover in Singapore. At the end of the first flight, you will be required to select the turnaround option, and a % of passengers will transfer to the 2nd flight.
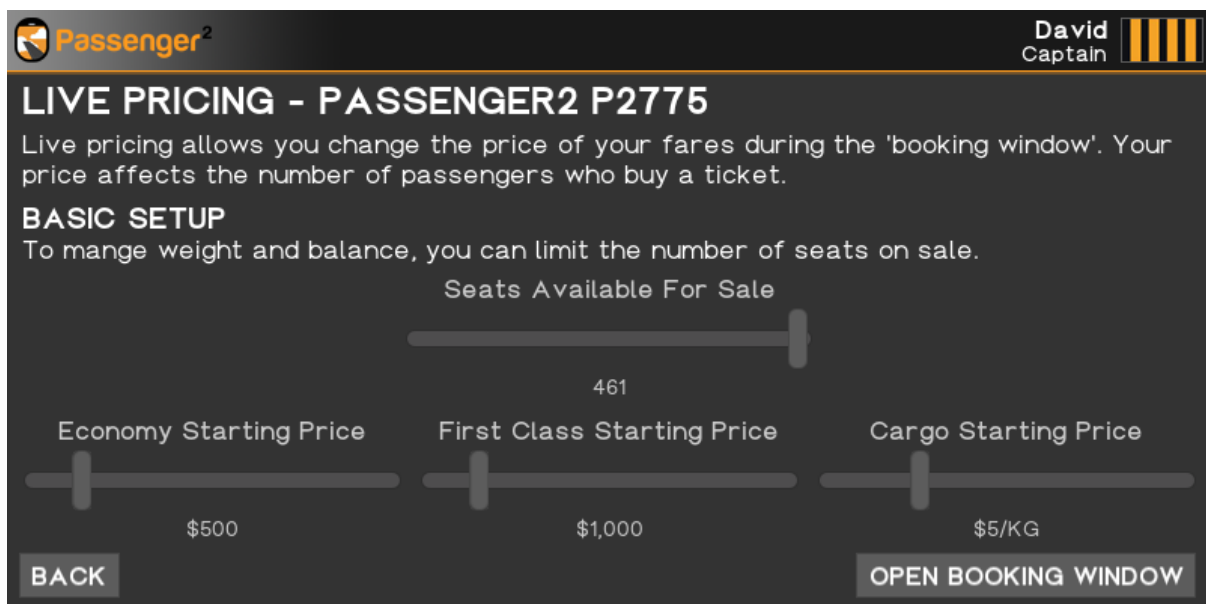
Pricing Method: Use the flat fare method or live pricing.

Flat Fare: Use the sliders to set your prices then "START FLIGHT".
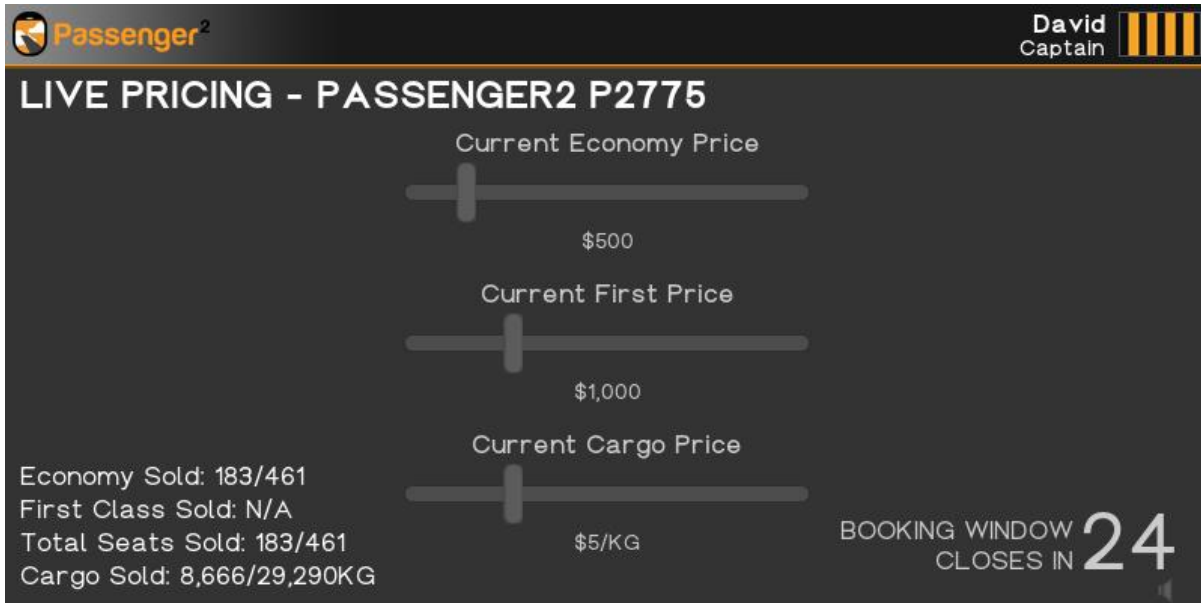Live Pricing: Use the toggle button to change the pricing method to live pricing. Then click "LIVE PRICING".

Live Pricing gives you a 45-second' booking window'. During this time, ticket prices can be adjusted continuously while passengers buy tickets. The cheaper the prices, the more seats will sell, but the lower the airline income. The higher the prices, the fewer seats will sell; however, revenue will be higher. If you start live Pricing and then quit Passenger2 before you complete your flight, you will lose 10% of the company's reputation.
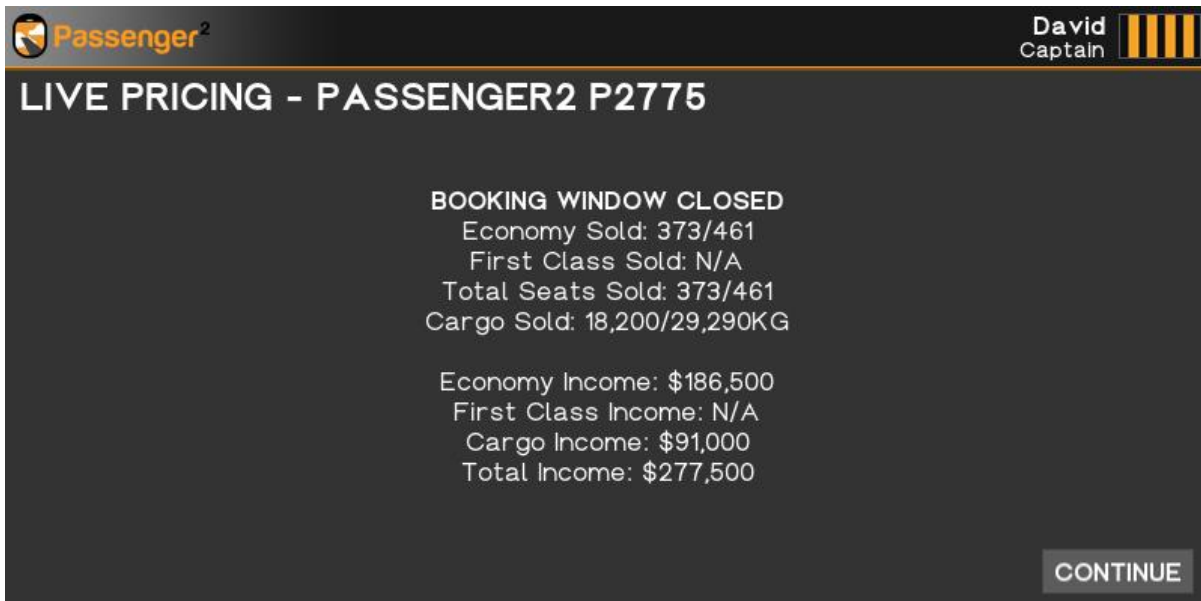

Once you have decided how many seats you want to sell and set your starting ticket and cargo prices, press "OPEN BOOKING WINDOW".

During the 45-second booking window, you can continuously adjust the prices using sliders. The sound can also be muted by pressing the volume icon on the bottom right.

At the end of the booking window, you will see how many seats and cargo you have sold and the income generated. Press "CONTINUE", confirm your announcement settings and flight preferences and press "START FLIGHT".

Once you click START FLIGHT, the flight phase will begin. You will be presented with the boarding pass screen. The flight interface will display once an FSUIPC/XUIPC connection is established.

FSUIPC must be running to establish a connection, successful connection can be confirm with the Passenger2 Bridge turning orange. If you are experiencing problems with the connection please ensure the following:

1. Passenger2 is running as administrator.
2. You have added both Passenger2 folders to Windows Defender by following the steps HERE.

New Flight – Just Fly

You can manually enter the required information, or if you have entered your SimBrief ID in the settings menu, you can click the SIMBRIEF button to retrieve your departure/arrival airport, departure/arrival time and flight number automatically.
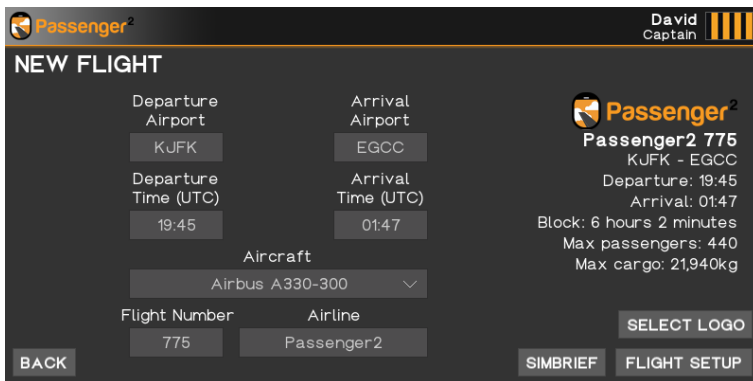**Note: Passenger2 will not import your passenger number from SimBrief.**

You must choose your aircraft* and enter your airline name.
Selecting a logo is optional. To select a logo, press "SELECT LOGO" and choose one. Refer to the "FILE MANAGER" section for details on logo placement and requirements.

When you click "FLIGHT SETUP", the data you have entered will be validated. You will need an active internet connection for this. You can skip the validation process after 60 seconds if you do not have an active internet connection or the validation times out. However, ensure your information is correct, as incorrect information could cause Passenger2 to malfunction.

*Passenger2 will not check which aircraft you are flying within the simulator. For example, you can select an A320 but fly an A380 in the simulator. All passenger numbers and flight report data will be calculated using A320 values.
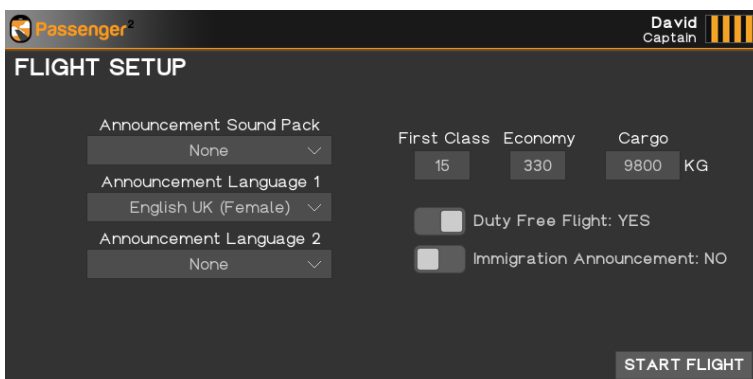
Flight Setup

On the flight setup screen, you can customise your flight.

You can select your preferred announcement sound pack and announcement languages. If you choose a sound pack, the languages will be unchangeable. If you are operating an international flight, you can select if you wish to have Duty Free onboard & immigration announcements.

Finally, enter your total number of passengers for each cabin along with cargo volume. Then press "START FLIGHT".

Once you click START FLIGHT, the flight phase will begin. You will be presented with the boarding pass screen. The flight interface will display once an FSUIPC/XUIPC connection is established.

FSUIPC must be running to establish a connection, successful connection can be confirm with the Passenger2 Bridge turning orange. If you are experiencing problems with the connection please ensure the following:

1. Passenger2 is running as administrator.
2. You have added both Passenger2 folders to Windows Defender by following the steps HERE.

Flight Monitor

The flight monitor every stage of your flight, from at the gate to disembarking. The flight information screen will display gate information on the ground and flight information in the sky. It is also complete with the seatbelt sign.

Watch what's happening inside the cabin with the 2D cabin monitor. Watch your passengers and crew perform tasks from door mode selection to in-flight services.

Seatbelt sign: Press the seatbelt sign to control seatbelts manually. It can, however, be done within the seatbelt sign selector in the flight deck* if your aircraft supports this. Remember, seatbelts must be turned on before pushback and landing; otherwise, your passenger satisfaction will decline.
Only compatible with MSFS 2020, FSX and compatible aircraft.

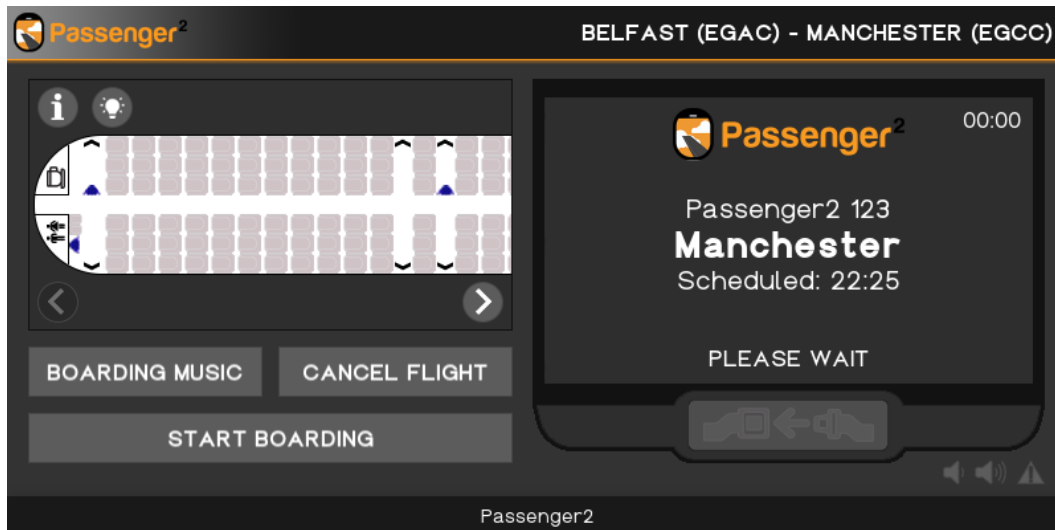**Information:** Press the "i" icon for the passenger manifest and passenger satisfaction for each passenger. Passenger satisfaction will automatically rotate.

Light icon: This will turn the cabin lights on or off within Passenger2.

Volume Up/Down: Control the volume from 0-100. If you turn the volume to 0 and receive an emergency call, it will automatically unmute to alert you.

Emergency: Explained below.

Boarding

You can select your boarding music on this screen. See the "FILE MANAGER" section for instructions on where to place your custom boarding music files.

You cannot start boarding until all your crew are in position; the "START BOARDING" button will become available once they are.

Once at least one passenger has boarded, you can speed the boarding process up or down by pressing the corresponding arrows or instantly board all passengers by pressing the lightning bolt button.

Once boarding is completed, you can select your safety demo, or a default one will play if none is chosen. See the "FILE MANAGER" section for instructions on where to place your custom safety demo audio or video files.

You only need to press the "DOORS AUTOMATIC" button if the "Cabin crew doors to automatic and cross check" announcement hasn't automatically played during pushback.
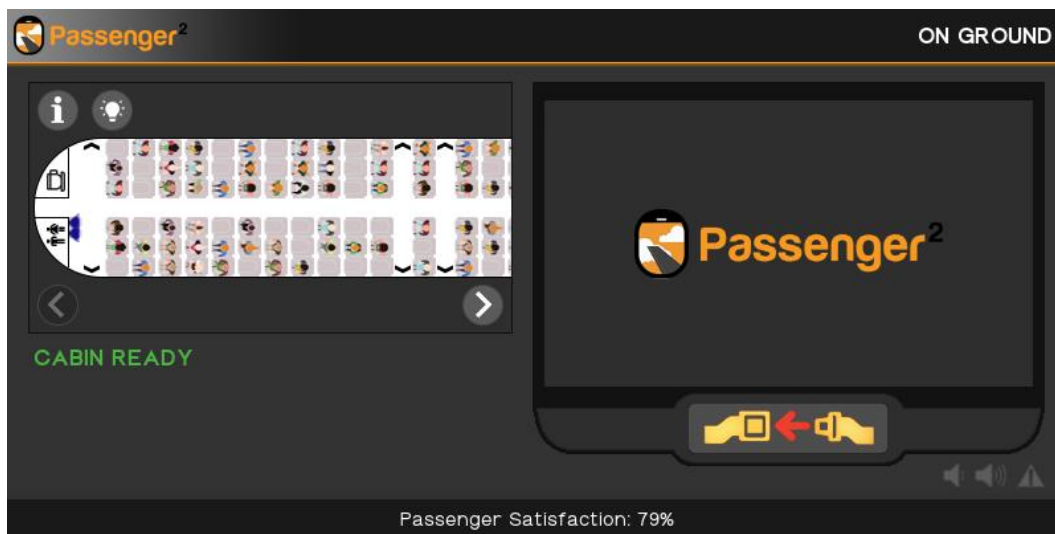
Pushback, Taxi & Take-off

When you begin pushing back from the gate, the crew will crosscheck their doors and take their positions in the cabin for the safety demonstration.

Choose if you want to hear or see the safety demo. Passenger2 allows you to import safety demo audio or safety demo videos. You can also listen to our default demo, which is industry-standard. You can control the safety video audio volume by using the volume buttons adjacent to the seatbelt sign once the video begins to play.

Once the demonstration has been completed and the crew have secured the cabin. They will take their seats. You will know the cabin is ready for departure as the green "CABIN READY" message will appear.

Climb

Once you have departed, the after-take-off announcement will play. The crew will remain seated until you switch off the fasten seatbelt signs unless the seatbelt sign automation is turned on. The flight deck button will become available shortly after take-off.

Once you climb above 10,000ft, the logo will disappear and be replaced with the inflight information display screen. Flight information will be displayed in metric and imperial values, you can lock your preferred display by pressing the padlock button that will appear.

The "FLIGHT SERVICE" button will be available above 10,000 feet, and the seatbelt sign will be switched off.

Cruise

During the cruise phase of the flight, you can complete various activities such as:

Flight Deck: Request food/drink, start/end rest, and announce descent or turbulence.
Flight Service (Above 10,000 & Seatbelt signs off): Food & Drink, Duty-Free or Trash Collection.
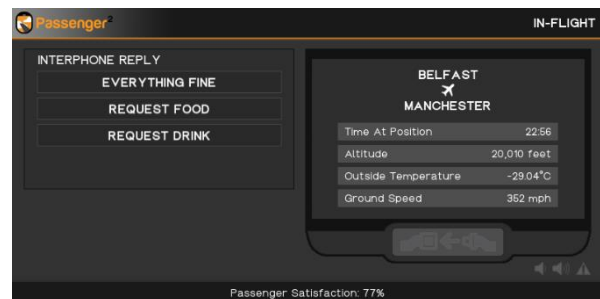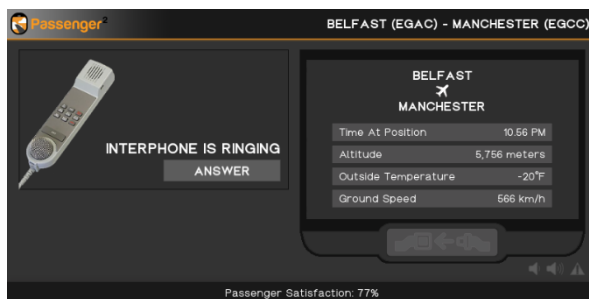Automation: Seatbelt signs, Flight services & Descent Announcement.
Emergency: Standby, Divert, Emergency landing, Brace & Evacuate

All these options will be explained in detail below.

Interphone

Once you reach cruise level, the crew will give you a welfare interphone call every 30 minutes. During this call, you can request food/drink or advise everything is okay. If you want to silence and not receive these calls, then you need to select "rest" within the flight deck menu. Remember to end rest before announcing descent.
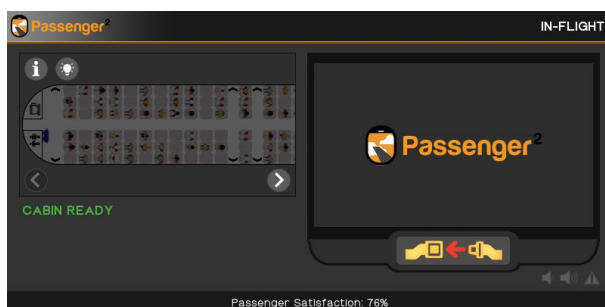

Descent & Landing

Unless you have descent automation turned on, use the "announce descent" button in the flight deck menu to trigger your descent even if you have no crew. This lets Pasenger2 know you are starting your descent. If Passenger2 has detected that you have started a descent, the "FLIGHT DECK" button will flash to alert you to press "ANNOUNCE DESCENT" from the menu.

Once you descend below 10,000 feet the flight information will disappear from the display and be replaced with your logo, if you selected one.
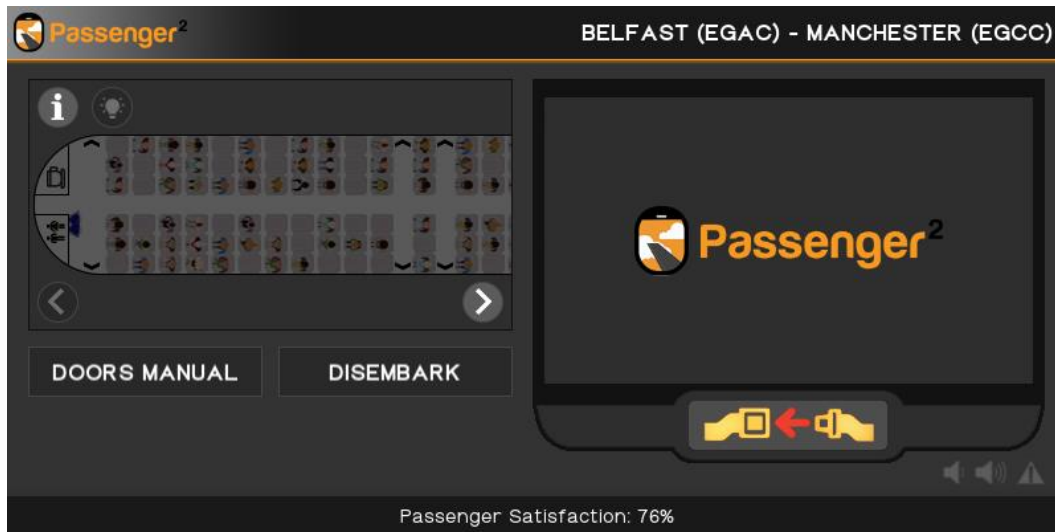
When you turn on the fasten seatbelt signs, the crew will complete a final trash service and then start securing the cabin. When the cabin is secured and ready for landing, the green "CABIN READY" message will display.

Once you slow to 18knots the after-landing PA will automatically play.

Taxi to Gate

A "DOORS MANUAL" button will appear during the taxi. It will be inactive until you are on approach to the gate at a slow speed. After which the button can be used, click this button to instruct the crew to place doors into manual. After this, the "DISEMBARK" button will become available.

Parked on Stand

Once you have done doors to manual and parked on stand the "DISEMBARK" button will become available to use. You should press this to begin the disembarkation process.

You can let the disembarkation process finish or press "END FLIGHT" to end the flight immediately.

Flight Report

After your flight, you will receive a detailed report showing flight data, financial information, and pilot and passenger feedback. Flight reports are also saved to a .txt file so you can keep a log of all the flights you complete.

Firstly, you are presented with the flight data screen, which shows you information such as your on-ground time, air time, landing rate, takeoff/landing rate, landing speed, starting/finishing fuel & fuel burnt.

Note: Only your air time counts towards the hours displayed on your Pilot Portal.

Pilot Report

This screen will show you how good/bad your landing rate was if errors were made, such as landing gear not down, seatbelt signs not on, etc.

Financial Report (Career Mode)

Shows you the financial information from your flight. It will detail all your expenses from ground handling, human resources, fuel, etc and your income from fares, inflight services, etc. It will also display if your flight has generated a profit or loss.

Human Resources: For flight deck salary, if you have 2 flight deck, then one is removed as you are counted as 1 of the 2 flight deck. Crew commission is the percentage of food/drink & duty-free sales divided by how many crew members are onboard.

Fleet Bonus: Calculated by the flight length just flown and how many seats are available across all the aircraft you own in your fleet, minus the one you have just flown.

Passenger Report

Feedback from passengers on the service and your flying skills. Recommendations for food/drink will appear here along with feedback, such as if prices were too high or the flying was bad. It will also show any positive or negative changes to your company rating.
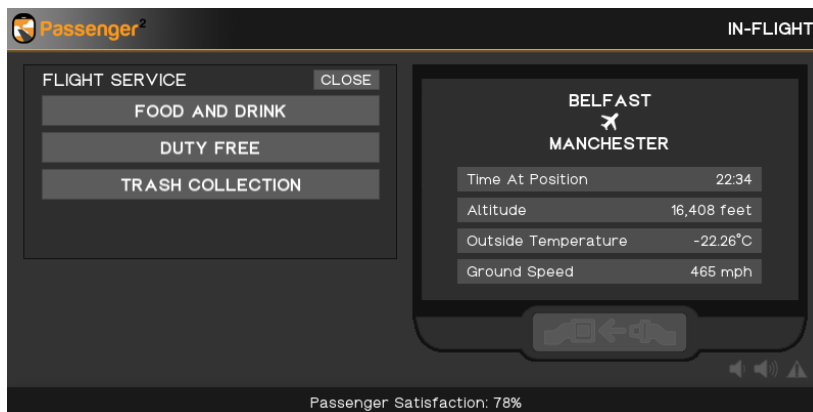
Once you have reviewed all information, press "CONTINUE." You can then complete another flight by choosing "TURN AROUND" or to return to the pilot portal, press "PILOT PORTAL".

Flight Service

Choose when to serve your passengers or set it to automatic. Remember to do regular trash collection services to keep your passengers happy. Duty-free on international flights will help give you an extra cash boost.

If you are on career mode then food and drink sales come from your menu within the company manager. If prices are set too high, it will discourage sales and make passengers unhappy. Equally, a low-quality catering supplier will also make passengers unhappy.

Automation

Seatbelt Sign

Enable automation of the seatbelt signs. They will go off when Passenger2 detects cruising altitude and switch back on when it detects descent.

Flight Services

Enable automatic service of food/drink, trash, and duty-free if applicable. It will do food/drink service followed by a trash service every 4 hours.
Career Mode: Automation is there only for 'away from keyboard' times, not to get high satisfaction levels. Automation simply conducts services on a timer.

Descent

Enable automatic descent announcement. If you also have seatlbelt sign automation turned on, then the fasten seatbelt sign announcement will automatically play below 10,000 feet.

Emergencies

If you have a situation onboard, remember to inform the cabin. Follow real-world procedures and listen to your crew give real-world emergency briefs.

Standby

This will alert the cabin with a PA to let them know there is a situation onboard that you are currently investigating. If it turns out to be a false alarm, then you can cancel this action.

Divert

This will alert the cabin that you intend to divert the flight.

Emergency Landing

This will require you to select if it is a landing on water or land.

Brace

This will initiate the crew to start shouting the brace commands. They will continue shouting these commands until you have landed.

Evacuate

Instruct the crew to begin an evacuation.

Random Events

As a captain, you need to be ready for anything. The interphone can ring anytime with a report of something happening in the cabin. How will you react? Random events vary from drunk passengers to oven fires. Medical situations to slow decompressions. Toxic smells to missing luggage.

Window Scaling

You can change the scale of the Passenger2 window up to 100% bigger and 50% smaller.
Useful for users who have high-resolution displays.

Scale up – Numpad "+"
Scale down – Numpad "-"

When you scale up/down, the display percentage will be displayed.

Passenger²

Troubleshooting

My product won't activate: Please ensure you have completed your purchase and have received a confirmation. Please ensure you are connected to the internet, and if needed, you can reset your password [here](#).

FSUIPC/XUIPC Disconnection: If a disconnection occurs you will receive a warning message and have 5 minutes to reconnect. You do have the option of extending it by 3 minutes. If you do not reconnect then your flight will be lost.

My departure/arrival time is not being accepted: Please ensure you use UTC in a 24-hour format, e.g. 23:30 (you must include the colon ':').

Deactivation: If you wish to deactivate the program, you can delete the "activation.data" file located in C:/users/YOUR-USER-NAME/appdata/local/passenger_2.

Erase your profile: If you wish to erase your profile, you can delete the "profile.data" file in C:/users/YOUR-USER-NAME/appdata/local/passenger_2.

Reporting a crash: To report a crash, please submit a ticket [here](#) and upload the file named "error.txt" located in C:/users/YOUR-USER-NAME/appdata/local/passenger_2.

Knowledge base

You can view our knowledge base [HERE](#).

Our knowledge base contains many FAQs and troubleshooting guides. It is constantly refreshed and updated. If you can not find what you require, please submit a support ticket.

Support Ticket

You can support a support ticket [HERE](#).

We ask you to check the knowledge base first, and if you are looking for a soundpack request, please check that it is not already on [THIS LIST](#).