**Introduction**

Help Desk Trouble Ticket #190347 was submitted at 9:30 am on 01 May 2012 by Mr Arthur Bunyuck (abunyuck), an Accounts Technician in the Accounting Department and was allocated to me at 10:30 am the same day.

Mr Bunyuck reported that when he opened his browser it took him to a site named *Conduit,* rather than his usual home page. He did not know how this had happened and had no idea how to fix it.