KB Category:	**Internal**		
Author:	**Alvinn Medrano**	Date:	**04/12/2019**

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

***Note: Force** log out of agents in Vicidial is usually performed when there's a request from Team Leaders whenever their agents forgot to log out.*

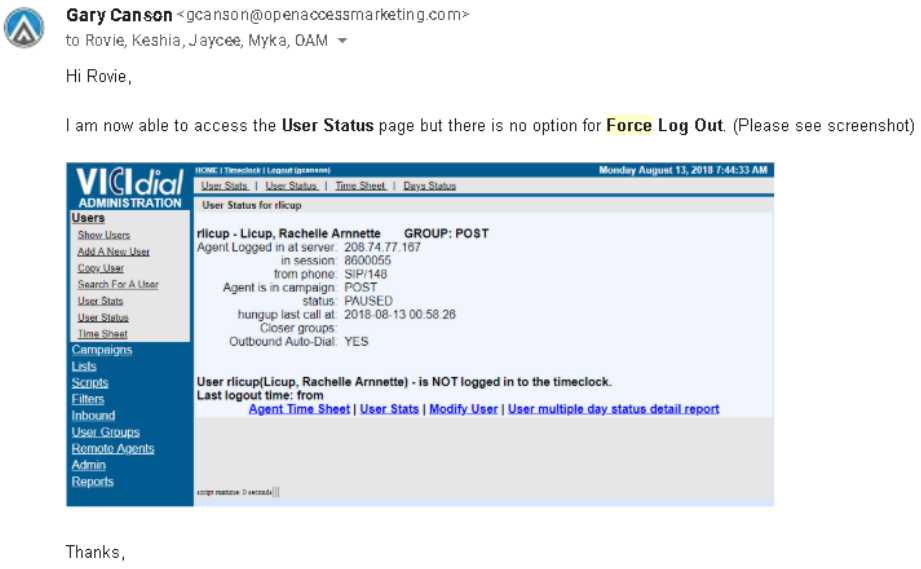

Figure 1

Procedure:

Step 1: Access Vicidial administrator via web link http://208.74.77.167/vicidial/index.php.

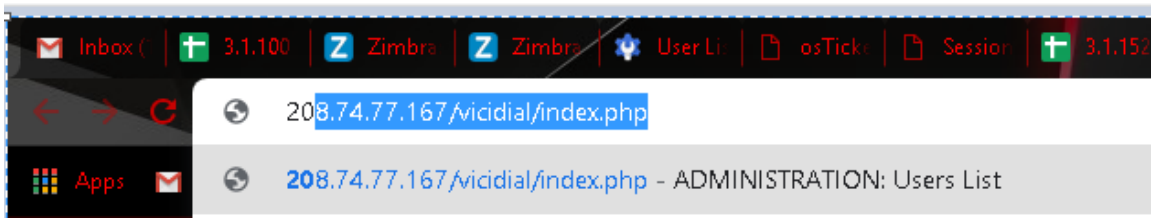

Figure 2

Step 2: Type in the administrator credentials then sign in.

> Username: admin

> Password: P******************k

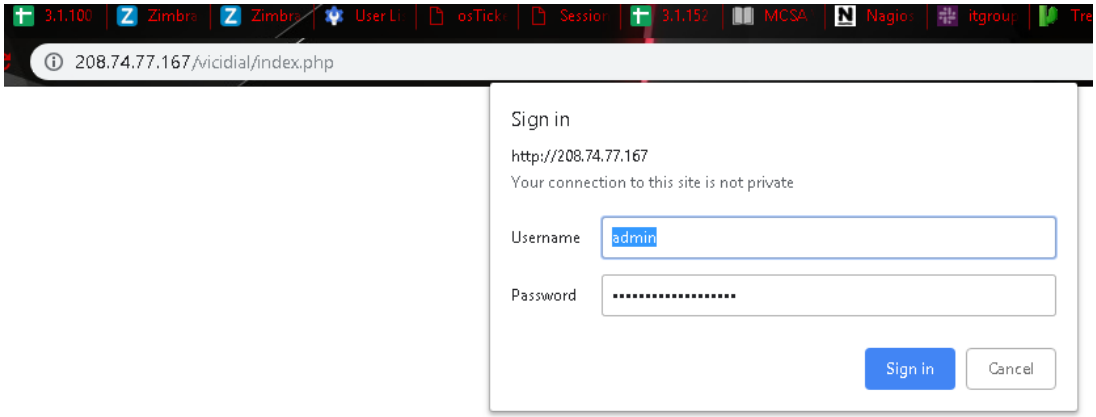

Figure 3

Step 3: In the Vicidial page Select reports.

Figure 4

Step 5: In the Report category select **Real-Time Main Report**.

Figure 5

Step 6: Select the requested agent that needed to be forced log out.

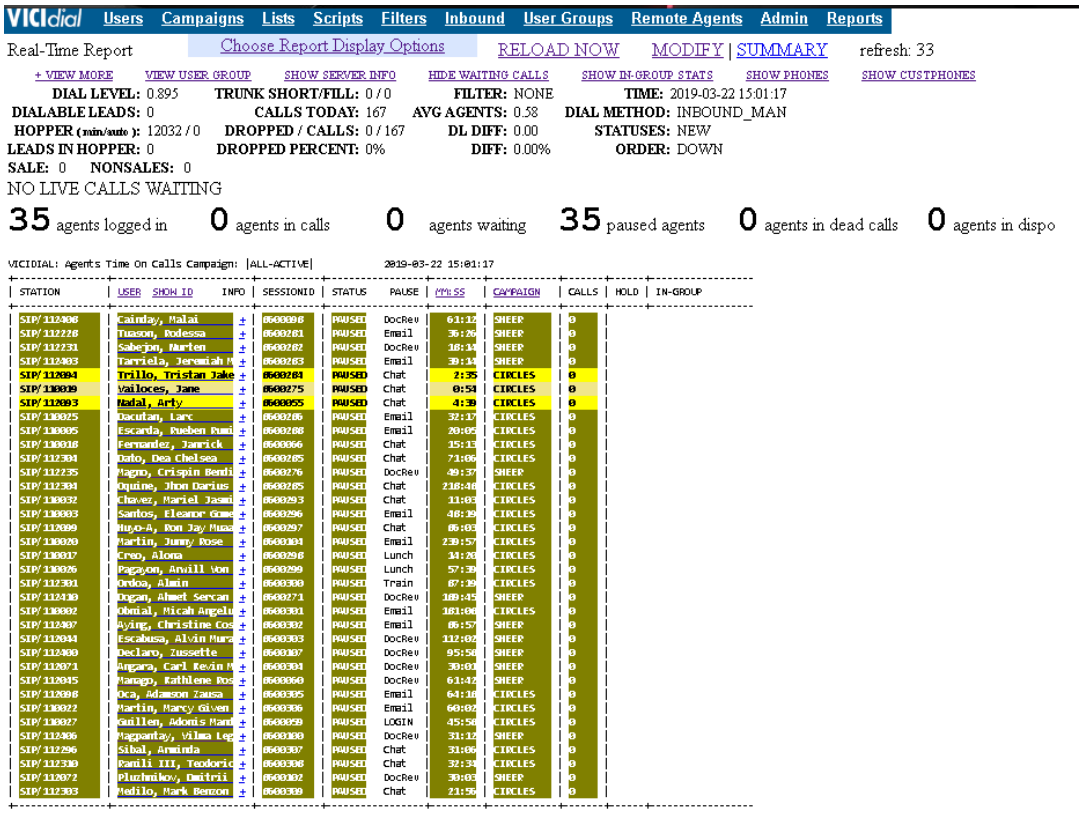

Figure 6

Step 7: Click on the emergency log out.

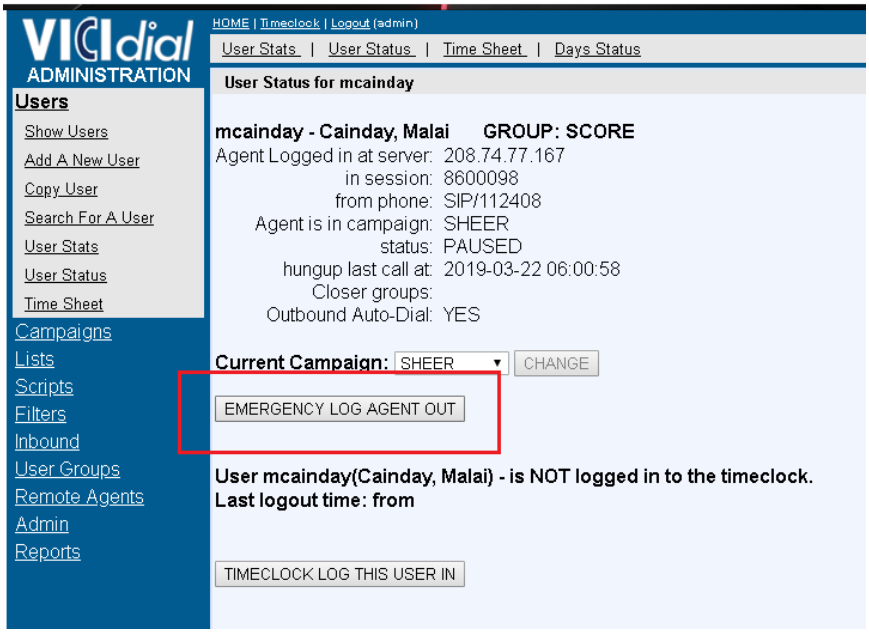

Figure 7

Verification:

Step 1: Agent that is emergency or forced log out will be not displaying on Vici dial reporting.

- Agents logged in will decrease to 34 from 35 after the forced logout.
- The agent that forced log out will not be shown in active queue.

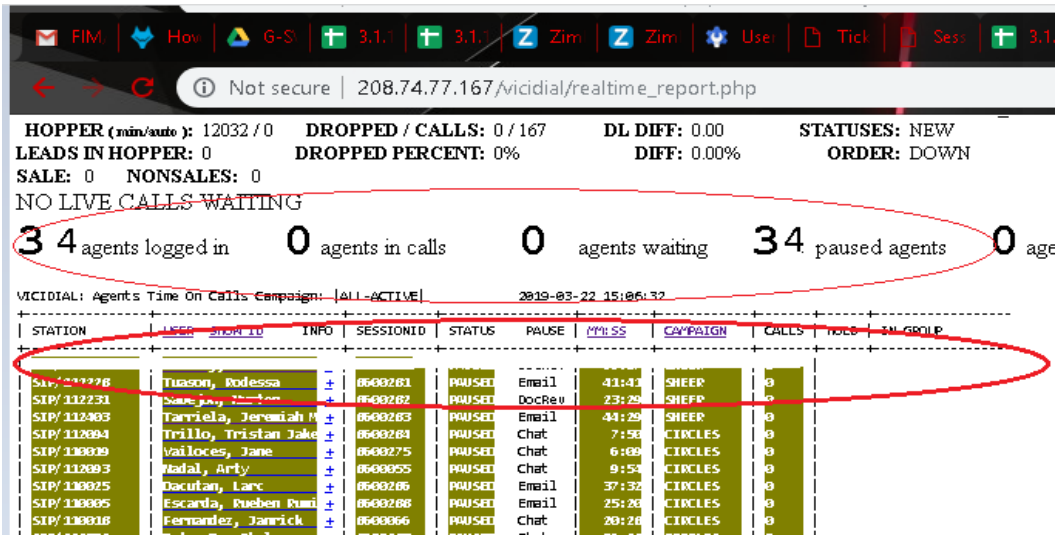

Figure 8