

# MEMBER PORTAL

https://portal.hotelrez.co.uk/

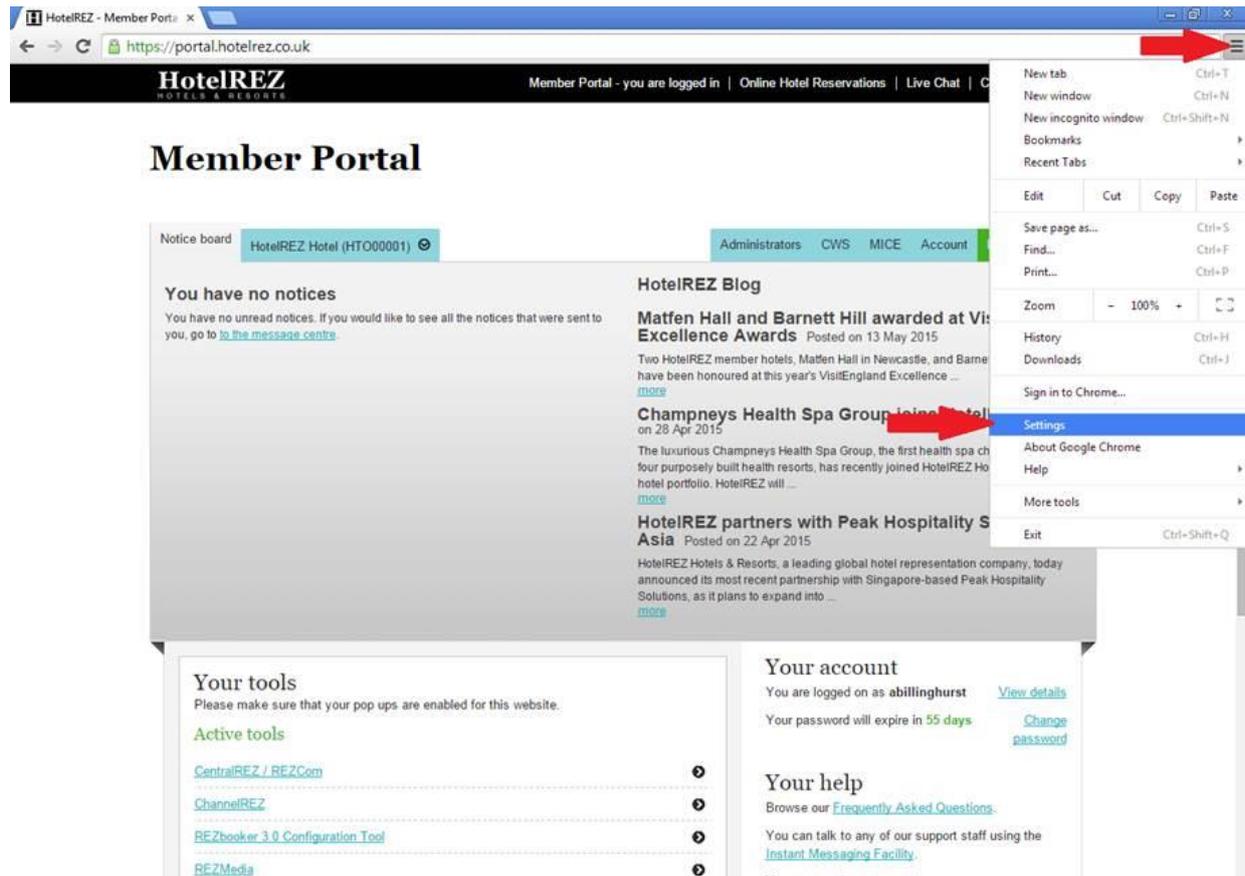
## How to Allow Pop-ups on the Member Portal

[Google Chrome]

One of the most common reasons that users are unable to access Active Tools (e.g. CentralREZ, REZMedia, etc.) on the Member portal is that pop-ups not being allowed by default on the Google Chrome internet browser.

This document sets step-by-step instructions for you to unblock pop-ups for the Member Portal while using Google Chrome.

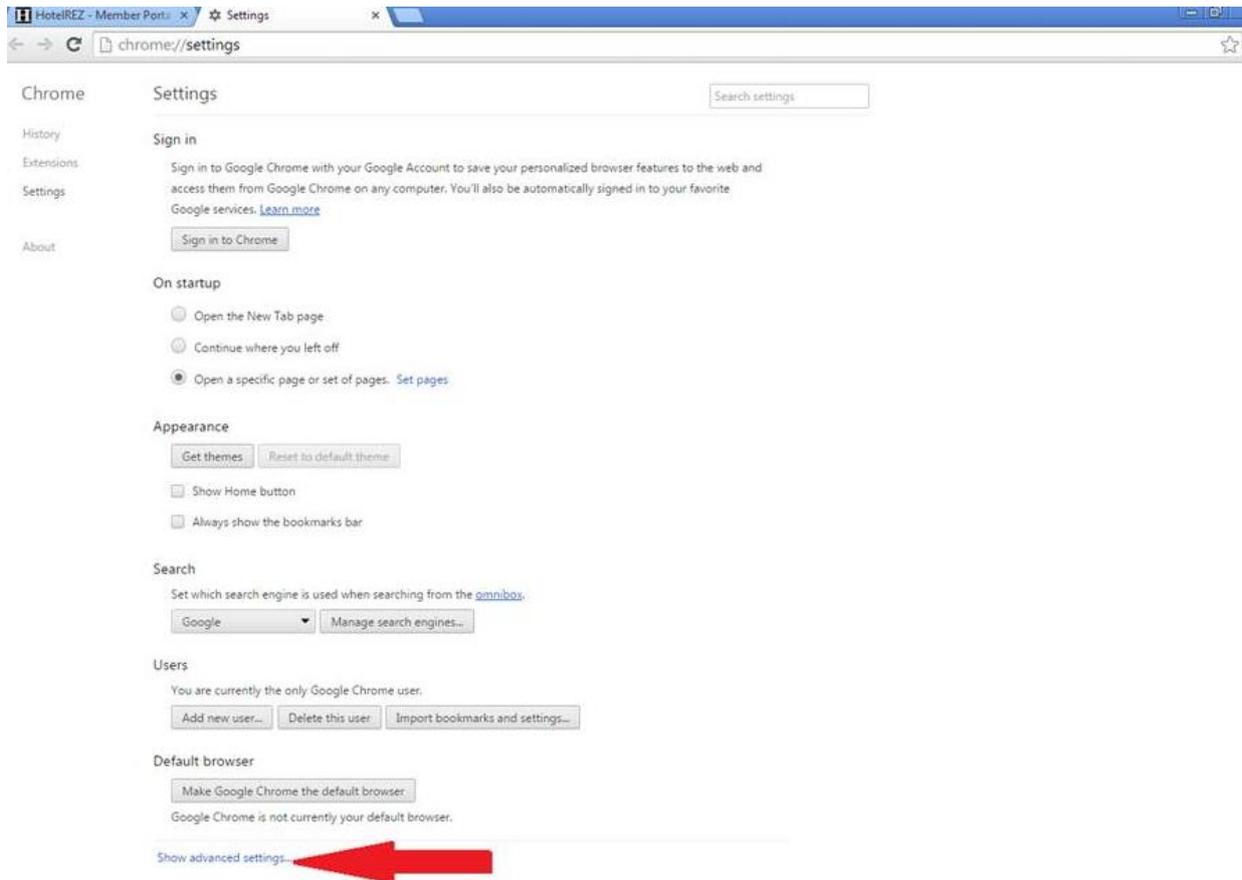
1. Click on the menu icon in the top right of your Chrome window (represented by three horizontal lines). When the menu window opens click on 'Settings'.



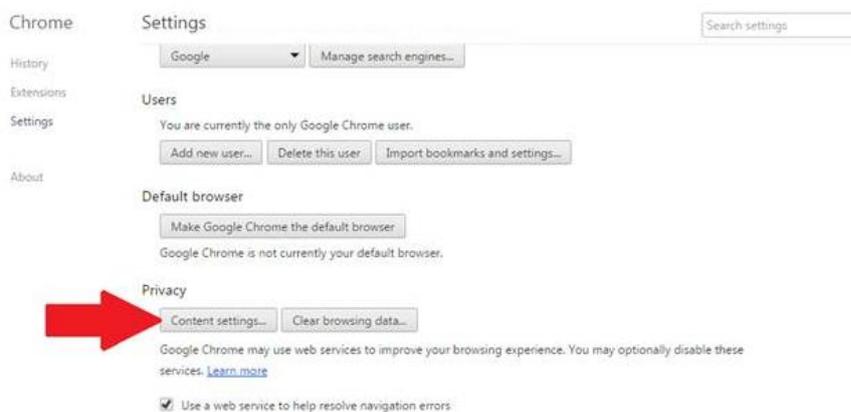
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2. The above will open the settings window in a new tab. Scroll down to the bottom of the page and click on the 'show advanced settings' option.



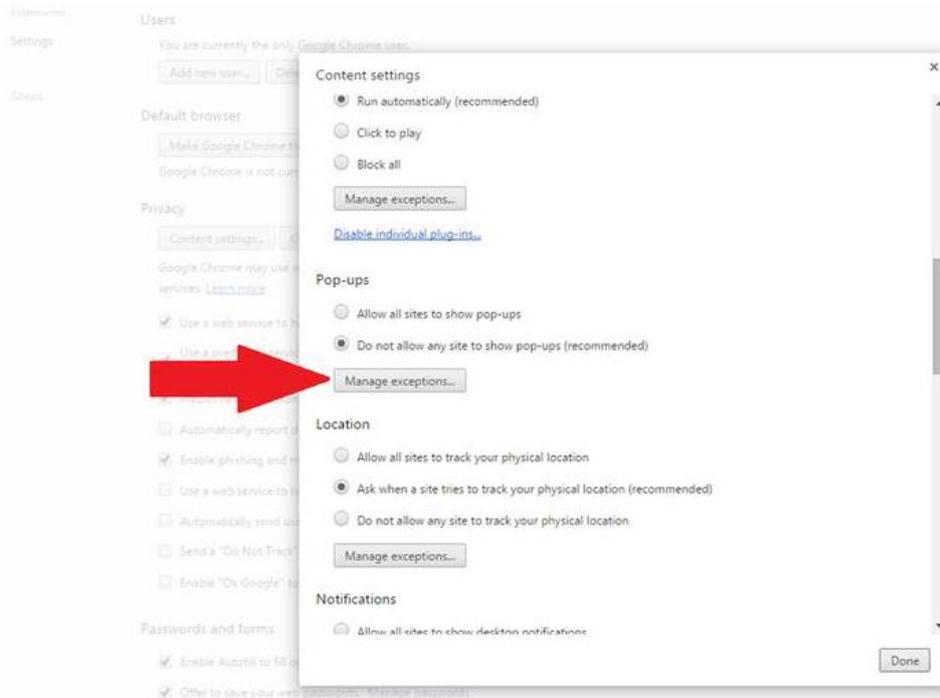
3. Scroll down further to the 'Privacy' settings and click on the button that will be labelled as either 'Content Settings' or 'Site Settings'.



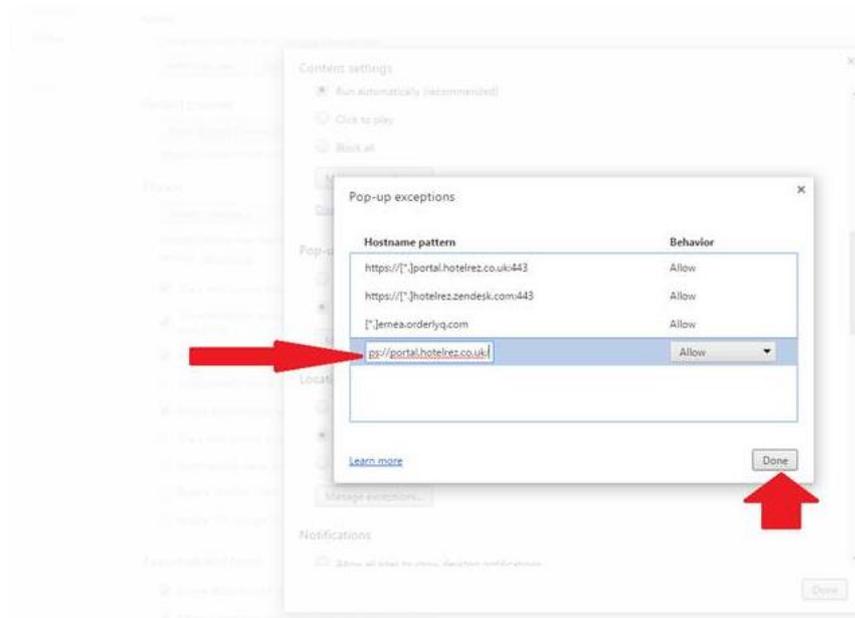
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4. Scroll down to the 'pop-ups' section and click on 'manage exceptions'.



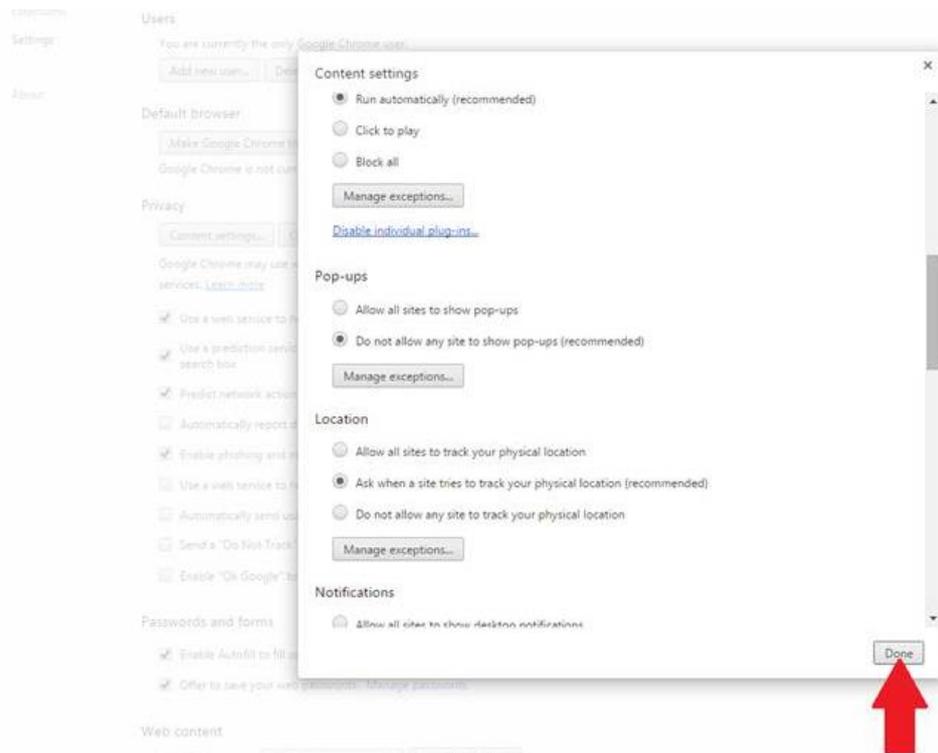
5. This will open yet another window that will allow you to specify which websites you want to allow or block pop-ups for. In the 'Hostname Pattern' column enter **<https://portal.hotelrez.co.uk>** and make sure that the 'behaviour' column is set to 'allow'.



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6. Now click 'done' at the bottom of the pop-up exception window, and then 'done' again at the bottom of the content setting window.



7. Pop-ups are now unblocked for Member Portal, so you are free to enjoy the range of services we offer uninterrupted.