

MEMBER PORTAL

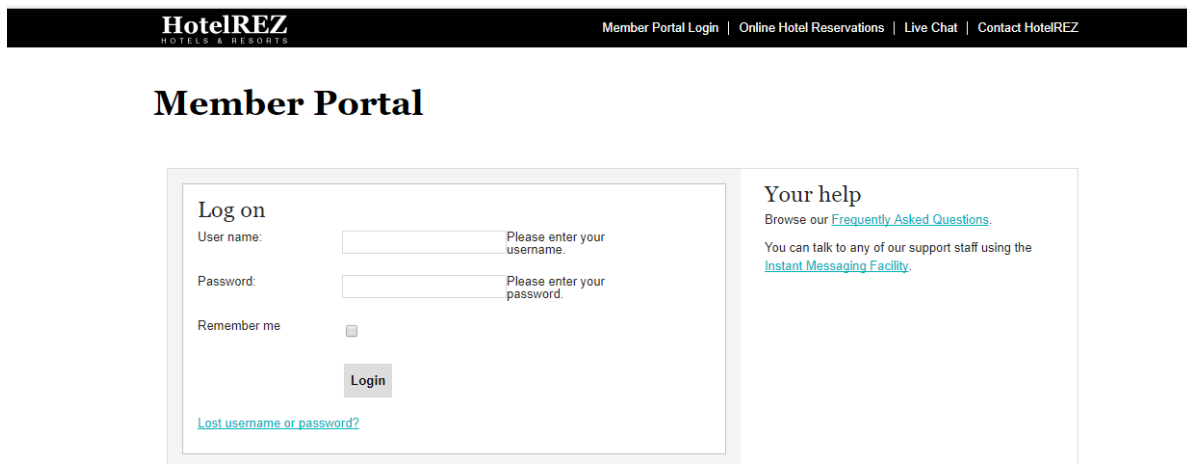
<https://portal.hotelrez.co.uk/>

How to Recover your Username or Password on the Member Portal

In this document you will find information on how to recover your login details to the HotelREZ member portal.

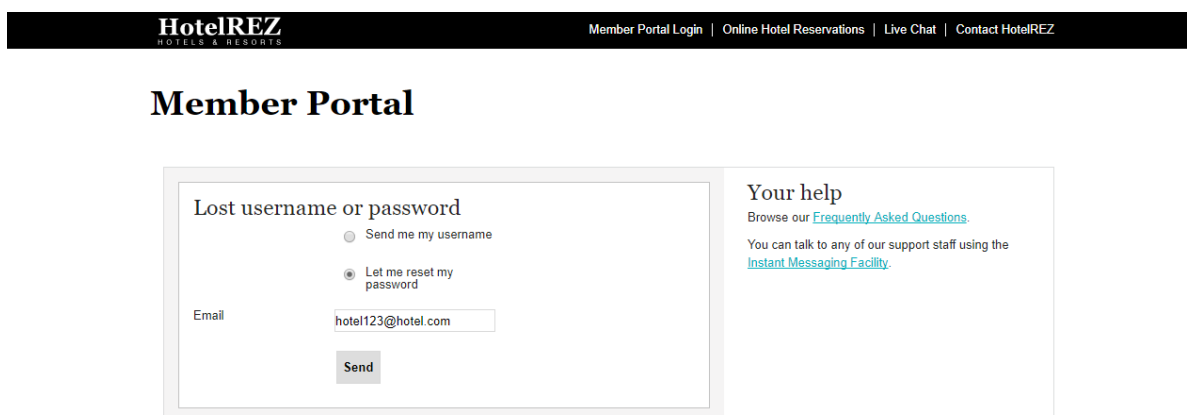
Lost/Forgotten Username or Password

1. Head over to <https://portal.hotelrez.co.uk/>. You should be able to see the following screen:



The screenshot shows the top navigation bar with the HotelREZ logo and links for Member Portal Login, Online Hotel Reservations, Live Chat, and Contact HotelREZ. Below the navigation bar is the heading "Member Portal". The main content area is divided into two sections. The left section is titled "Log on" and contains a login form with fields for "User name:" and "Password:", a "Remember me" checkbox, and a "Login" button. Below the form is a link for "Lost username or password?". The right section is titled "Your help" and contains links for "Frequently Asked Questions" and "Instant Messaging Facility".

2. Simply click on the '[Lost username or password?](#)' link. Enter your email and select the option that suits you best:



The screenshot shows the top navigation bar with the HotelREZ logo and links for Member Portal Login, Online Hotel Reservations, Live Chat, and Contact HotelREZ. Below the navigation bar is the heading "Member Portal". The main content area is divided into two sections. The left section is titled "Lost username or password" and contains two radio button options: "Send me my username" and "Let me reset my password". Below the options is an "Email" field with the text "hotel123@hotel.com" and a "Send" button. The right section is titled "Your help" and contains links for "Frequently Asked Questions" and "Instant Messaging Facility".

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

3. Depending on what you selected above, you will see a pop-up message on the lower right-hand corner of your screen with one of the following messages:

The email containing your username has been sent to [your email address]

The email containing instructions of how to reset your password has been sent to [your email address]

The above will trigger an automatic email to be sent to your chosen email address.

NOTE:

You might need to check your spam folder if you do not receive an email from us within 5 minutes. To prevent any future messages from our systems ending up in your spam folder please make sure you list both the *hotelrez.com* and *hotelrez.net* domains as trusted senders.

If you enter the wrong password, you will receive the following pop-up message after pressing send:

The email address that you have provided cannot be matched to a user. Please contact support@hotelrez.net

In this case, you need to double check your email address for typos, or that your HotelREZ member portal account is registered with that email address. In the case of the latter, please contact our team at support@hotelrez.net.