

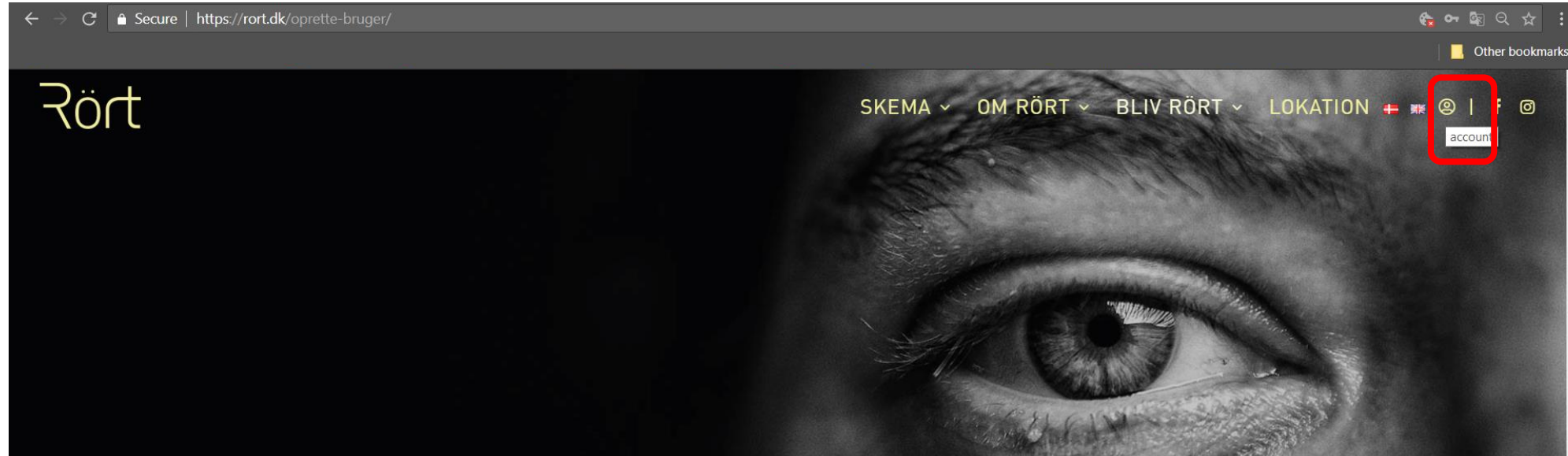
# Account Log- in Troubleshooting Guide

Having troubles logging in to your account?

When you use Chrome as your browser and you block third-party cookies, you will probably have troubles logging in to your account on our website. This guide will help!

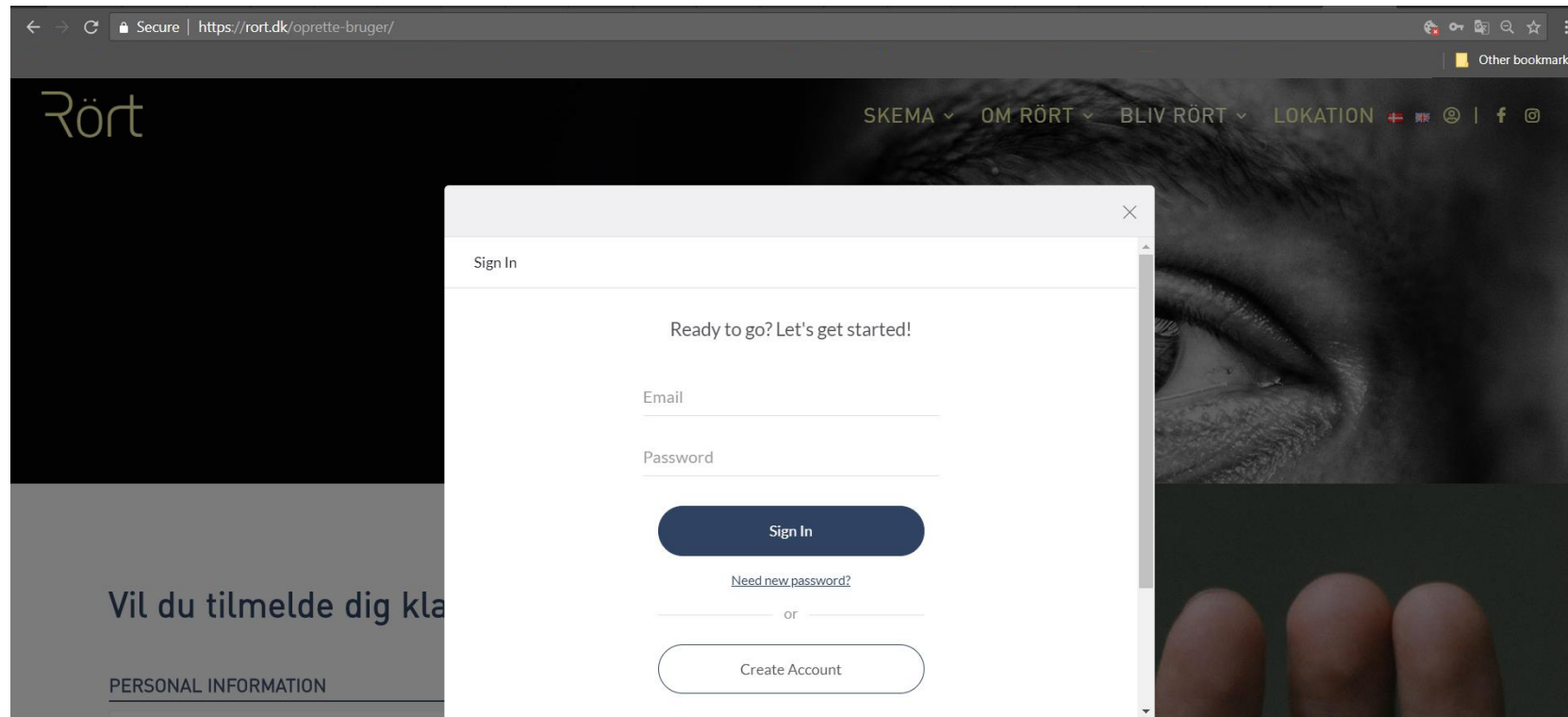
For all questions, please write to us at [hello@rort.dk](mailto:hello@rort.dk)

# Account Log-in Troubleshooting



1) When you try to log-in to your account on the website....

# Account Log-in Troubleshooting



2) ...and you enter your username and password....

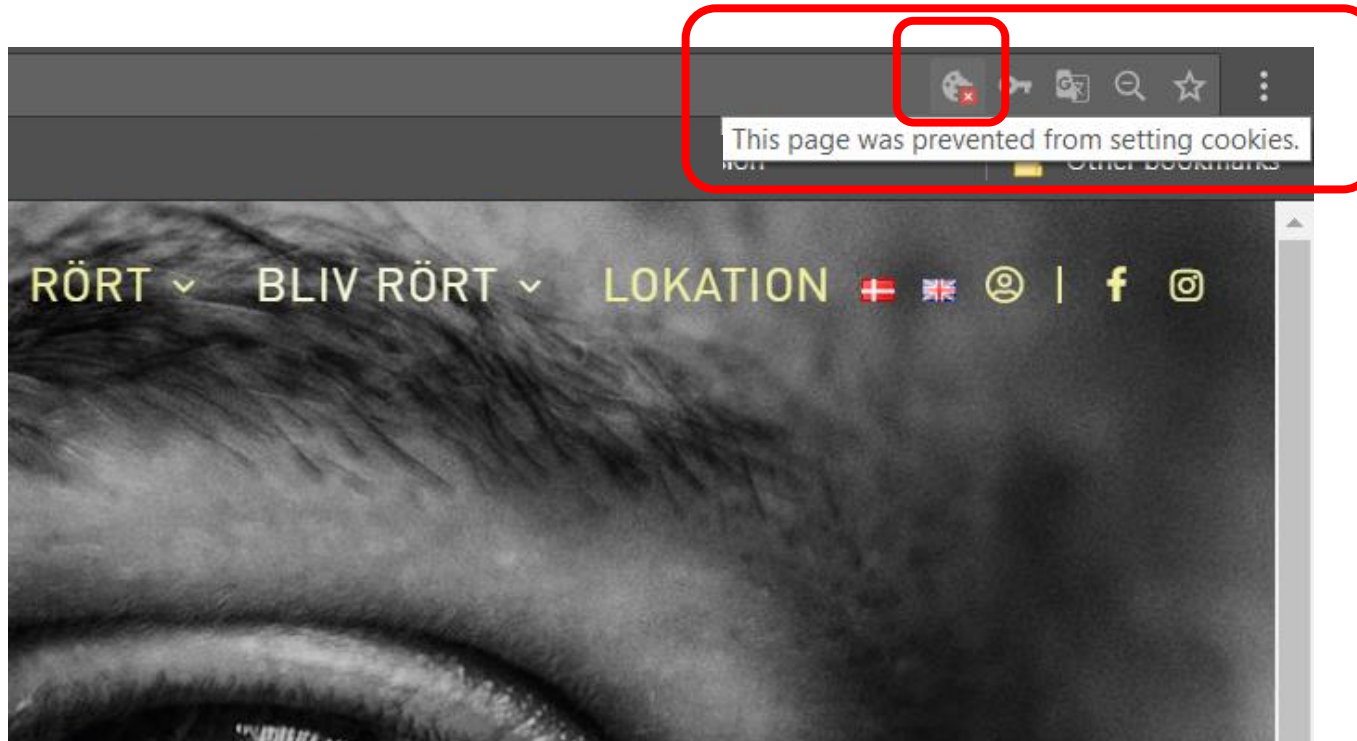
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**The change you wanted was rejected.**

Maybe you tried to change something you didn't have access to.

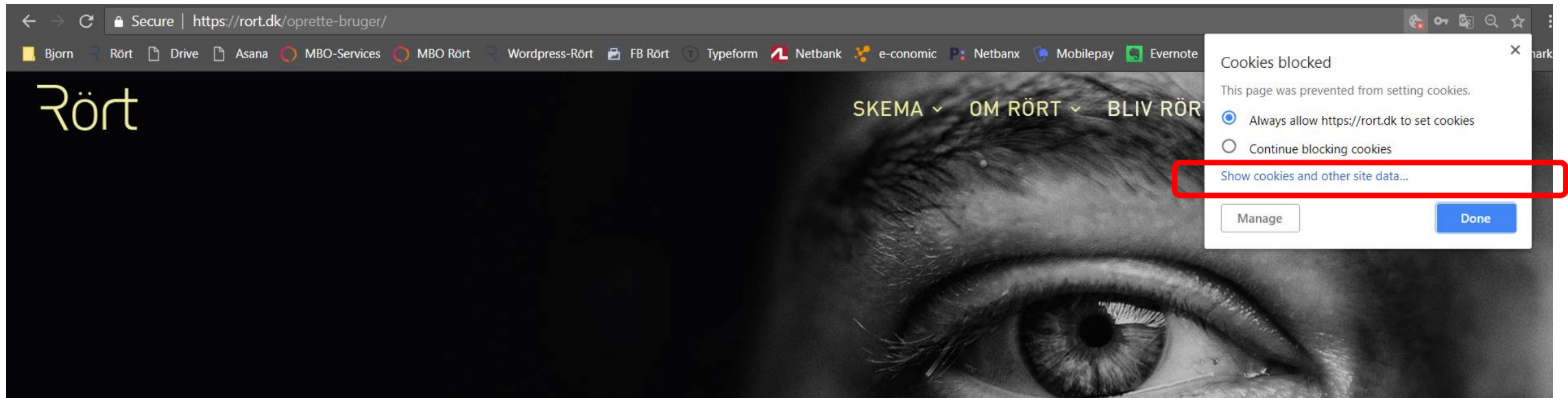
3) ...suddenly this annoying error message pops up! What the heck?!

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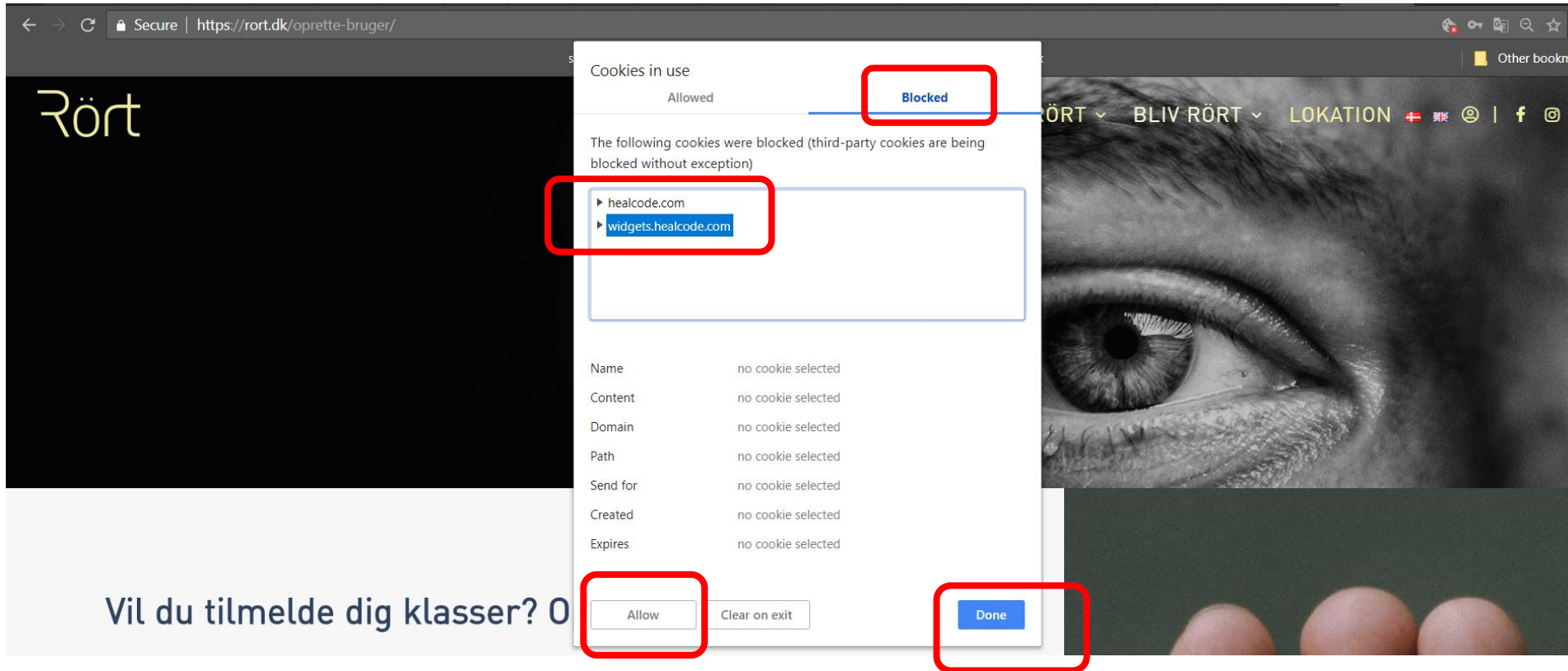
4) This means that your browser blocks third-party cookies. That is generally great, but it prevents our booking software from logging you in to your account on our website. You can see a little icon in the address-bar of your browser, which you need to click.

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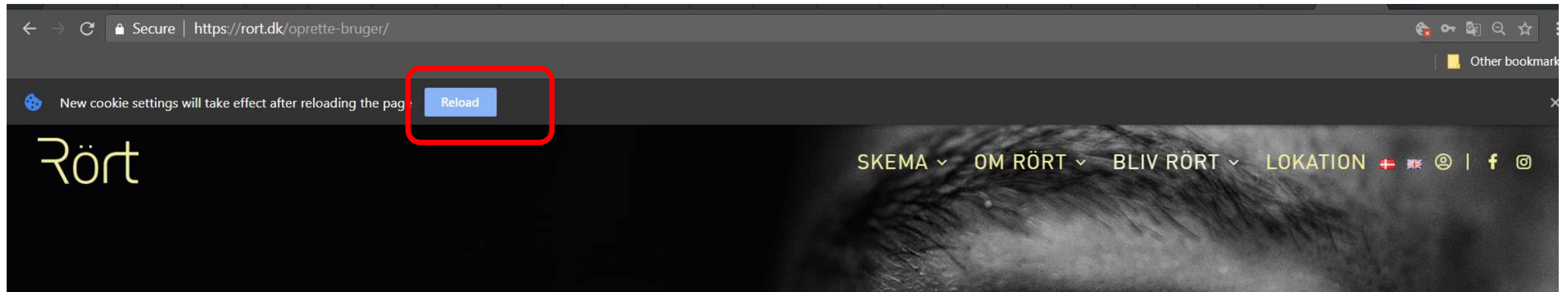
5) In the window that pops up, click on „Show cookies and other site data...”

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6) Click on „Blocked“, then select „healcode.com“ and click on „Allow“ on the bottom and on „widgets.healcode.com“ and again on „Allow“. Then on „Done“.

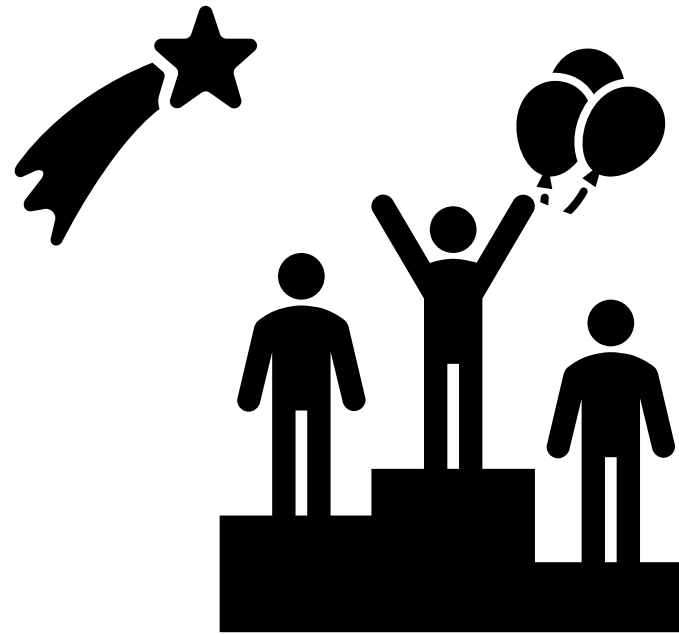
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7) Click on „Reload“ in the message that will show up.



# Account Log-in Troubleshooting



8) Woohooo, you made it! All good and you can log in to your account now! 😊

See you soon!