

On Google Chrome, we have experienced a problem with some members who have not been able to sign in to the BRS Members Booking page through the club website.

If you cannot login then our advice would be to change your password using the Forgot Password option.

If you have already followed the steps to reset your password and tried your new password but still cannot login, there may be another issue relating to your Chrome browser settings.

- 1) As well as updating the password on BRS, you need to ensure that you have cleared or updated any saved passwords on your browser. This refers to if your username and password are saved for you when you try to sign in – this is a feature of your browser, not BRS and needs updated separately.

Go to the Chrome options, marked by 3 dots on the top right of your screen.



Next, click on Settings

At Passwords and Forms – Click “Manage Passwords”

Passwords and forms

- Enable Auto-fill to fill in web forms in a single click. [Manage Auto-fill settings](#)
- Offer to save your web passwords. [Manage passwords](#)

Delete off any brsgolf.com saved passwords.

Click Finished.

Important: Close down your open browser windows.

Then re-open your Chrome browser and navigate to the club website and try to sign in with your new login details.

- 2) If you see an error message as below – “No session available, it either timed out or cookies are not enabled, you may need to take the following steps.”

User Login

Enter your Username and Password to sign in.

No session available, it either timed out or cookies are not enabled.
Please check your **Username** and **Password**.
Remember that passwords are case sensitive
If you have forgotten your password please use the 'Forgot password' link below.

| Enter Username and Password | |
|--------------------------------------|--|
| Username*: | <input type="text"/> Enter your club discount card number as your username. |
| Password*: | <input type="password"/> NEW: Passwords are now case sensitive for enhanced security. If you cannot login, please use the Forgot Password link below. |
| <input type="button" value="Login"/> | |

[Forgot password](#)



Go to the Chrome options, marked by 3 dots on the top right of your screen.



Next, click on Settings

In the Chrome Settings page, scroll down to and click on “Show advanced settings”

Click on Privacy and then Content Settings

Ensure that “Block Third-Party cookies and site data” is not selected. See the image below.

Content Settings ...



Cookies

- Allow local data to be set (recommended)
- Keep local data only until you quit your browser
- Block sites from setting any data
- Block third-party cookies and site data

Manage exceptions...

All cookies and site data...

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