

## UNABLE TO ACCESS THE MOBILE HOME OR GL RATER?

## Clicking the Rater button and nothing happens?

<u>Helpful Tip:</u> If the Mobile Home Rater does not open once you click the Rater button it's possible your pop up blocker settings for your web browser could be causing the issue.

Pop up Blocker Settings are found under the Tools menu. You can fix the settings so your computer will always allow pop ups from our website. Then try the Rater button again.

<u>Helpful Tip:</u> If the problem persists, close all internet windows, reopen them and try again after fixing the pop up blocker settings.

<u>Helpful Tip:</u> If you've done all of the above then you may try a different web browser such as Google Chrome or FireFox. If you are already using one of these browsers then try Internet Explorer instead.

If the problem persists, please contact your own I.T. person to fix the issue since they may have to grant you access to visit this site.