

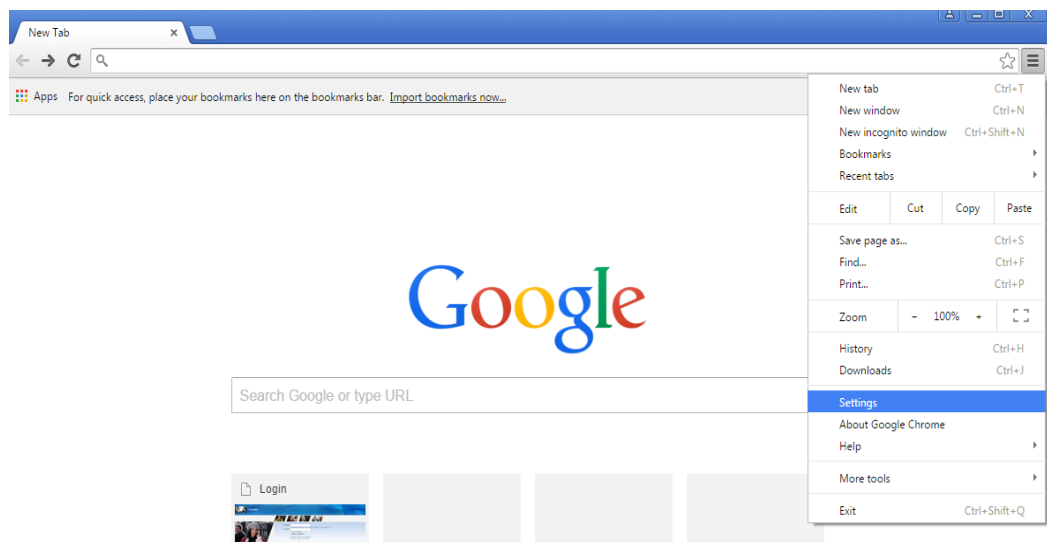
## Having a problem viewing your invoice online?

If so, it may be due to your popup blocker settings as our fees invoices open in a new window.

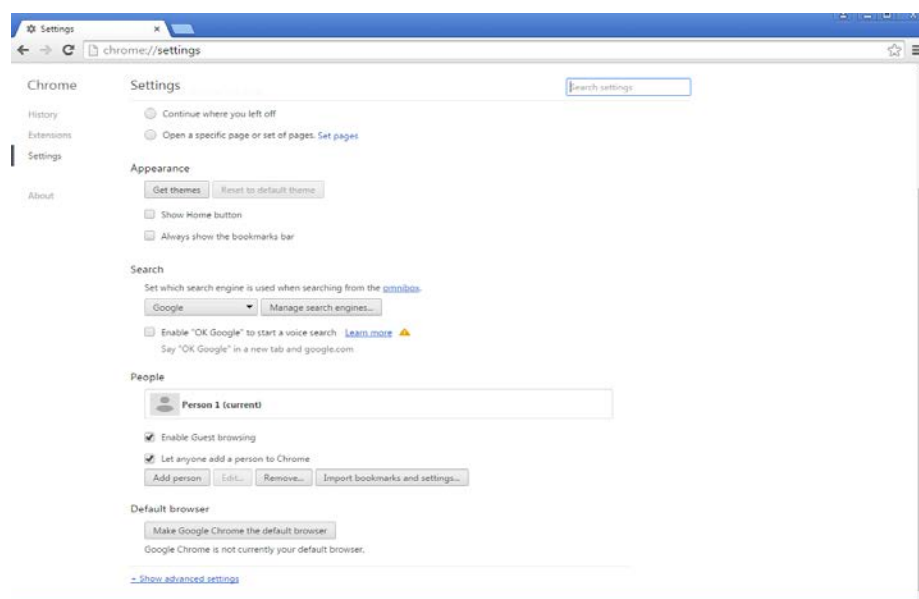
Below is how to update your Chrome Popup Blocker to allow FCA online invoicing. We will be providing details of how to update popup settings for the other widely used browsers soon.

### Updating Chrome Popup Blocker to allow FCA online invoicing

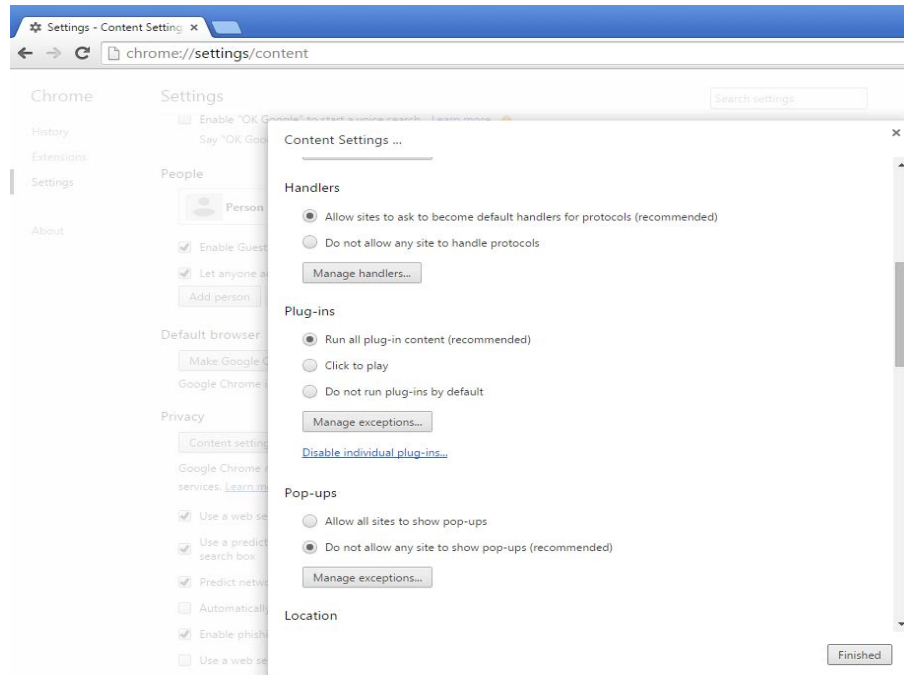
- 1) Open Chrome browser
- 2) Navigate to Settings by selecting “Customise and Control Google Chrome” (3 bars icon) located in the top right hand corner of the browser window, followed by “Settings”



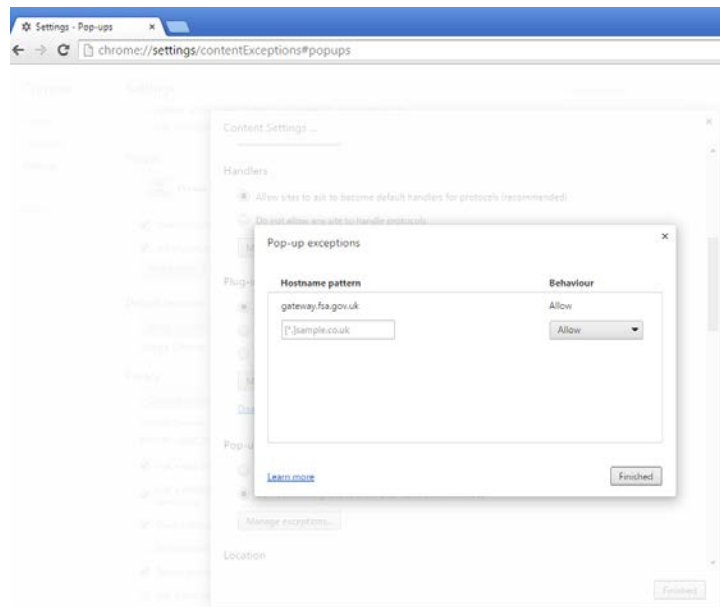
- 3) Within Settings scroll down until you see “Show advanced settings”, select this option



- 4) Scroll down to the “Privacy” section and select “Content Settings” button



- 5) Within “Content Settings” window scroll down to Pop-ups and select “Manage exceptions”
- 6) To add in a new exception click in the “Hostname pattern” window and type in “gateway.fsa.gov.uk”, ensure that “Behaviour” is set to “Allow”, then click on “Finished”



- 7) Click “Finished” within the “Content Settings” window, which should return you to the main “Settings” window
- 8) In the address bar type in <https://gateway.fsa.gov.uk/onlineinvoicing> and complete the login procedure
- 9) Navigate to the relevant transaction that you wish to view, select this, followed by “View Paper Copy” – this should displayed in a new window within Chrome