



**Kin Canada**  
Kin Club of Russell



## GOOGLE CHROME BROWSER LOCATION TROUBLESHOOTING FIX

The Kin Club of Russell is mandated by the Alcohol & Gaming Commission of Ontario (AGCO) as part of our Catch the Ace 6 lottery (RAF1341100), to utilize a location software to prevent anyone physically outside of the province of Ontario from purchasing online tickets.

The issue you may be having in trying to purchase tickets, is not with our system, but rather your personal browser settings blocking access to show its location. If your browser refuses to show its actual location, tickets sales will be refused as it cannot verify you are physically in the province. Please note this is your browser settings and not your general notification settings.

Please follow the following steps;

1. If you are using a Virtual Private Network (VPN), please turn it off to purchase your tickets.
2. Open the Kin Club of Russell's Catch the Ace page on your device – [www.kinclubofrussell.ca/catch-the-ace/](http://www.kinclubofrussell.ca/catch-the-ace/)

The screenshot shows a Google Chrome browser window with two tabs. The active tab is titled 'Ticket sale refused | Kin Club of...' and the address bar shows the URL 'kinclubofrussell.ca/catch-the-ace-tickets/ticket-sale-refused/'. The browser's taskbar at the bottom includes icons for New Tab, Google, Edit Post 'Catch the...', Home | Kin Club of..., (6) YouTube, Mailchimp Dashboa..., (2) Facebook, and Sign in | Scotiabank.

The website header features the Kin Canada logo and navigation links: Home, About, Catch the Ace, Projects, Poutmasters, Events, and Get Involved. The main content area is titled 'Ticket sale refused' and contains the following text:

We are unable to process your order at this time.

The Alcohol and Gaming Commission of Ontario's lottery rules clearly state that tickets can only be purchased within the Province of Ontario. If you are visiting Ontario, you are eligible to play as long as the ticket(s) are purchased at the time you are physically within the province.

We have upgraded our geofencing to better serve our supporters. We have noticed a small percentage of purchasers are having issues because their browser location detection is turned off. To learn how to reset that option, click here to watch our short tutorial video. <https://youtu.be/WwvHy0SidzI>

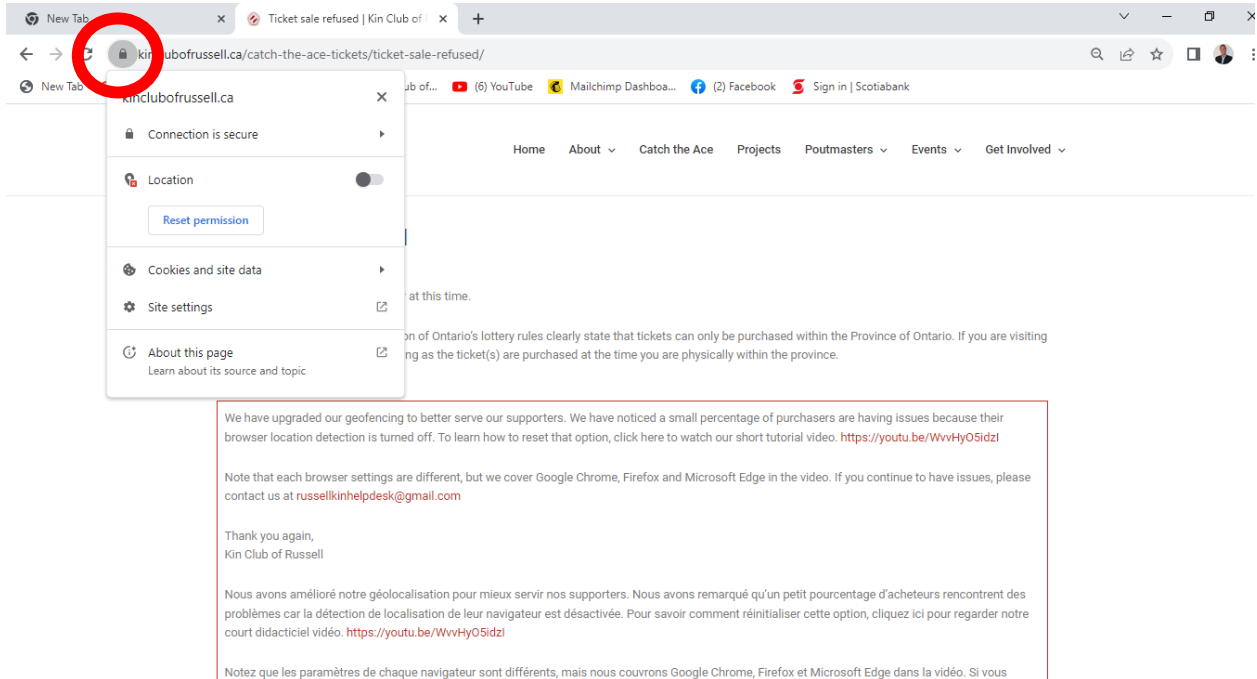
Note that each browser settings are different, but we cover Google Chrome, Firefox and Microsoft Edge in the video. If you continue to have issues, please contact us at [russellkinhelpdesk@gmail.com](mailto:russellkinhelpdesk@gmail.com)

Thank you again,  
Kin Club of Russell

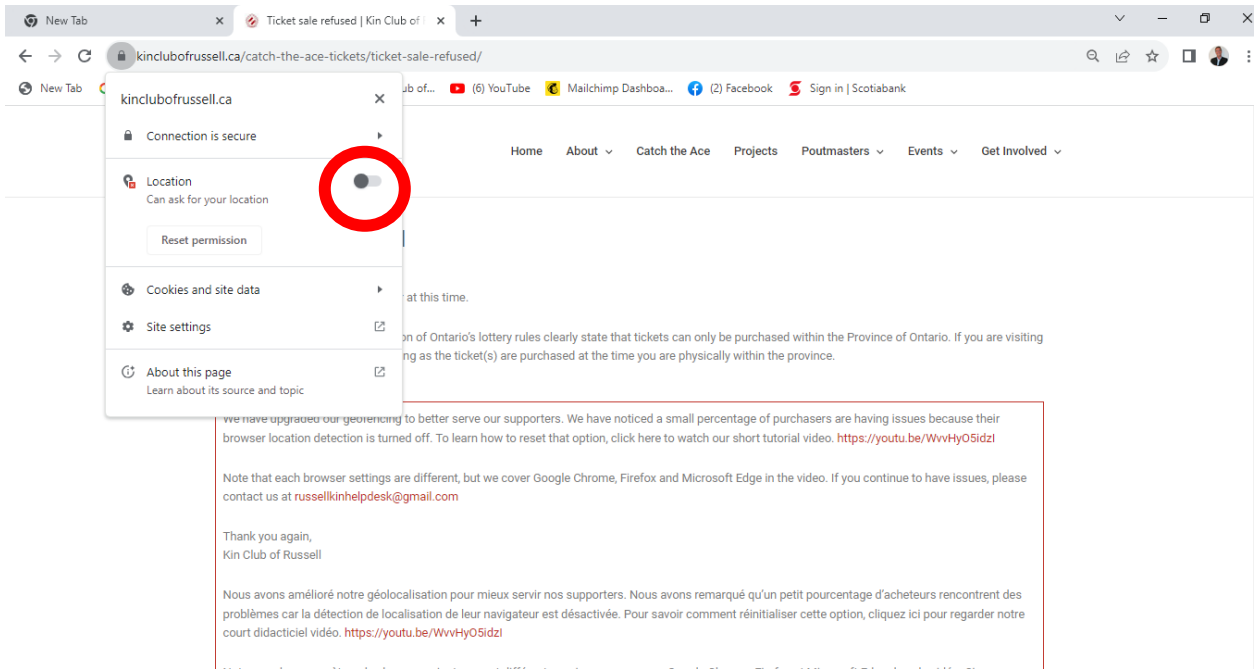
Nous avons amélioré notre géolocalisation pour mieux servir nos supporters. Nous avons remarqué qu'un petit pourcentage d'acheteurs rencontrent des problèmes car la détection de localisation de leur navigateur est désactivée. Pour savoir comment réinitialiser cette option, cliquez ici pour regarder notre court didacticiel vidéo. <https://youtu.be/WwvHy0SidzI>

Notez que les paramètres de chaque navigateur sont différents, mais nous couvrons Google Chrome, Firefox et Microsoft Edge dans la vidéo. Si vous

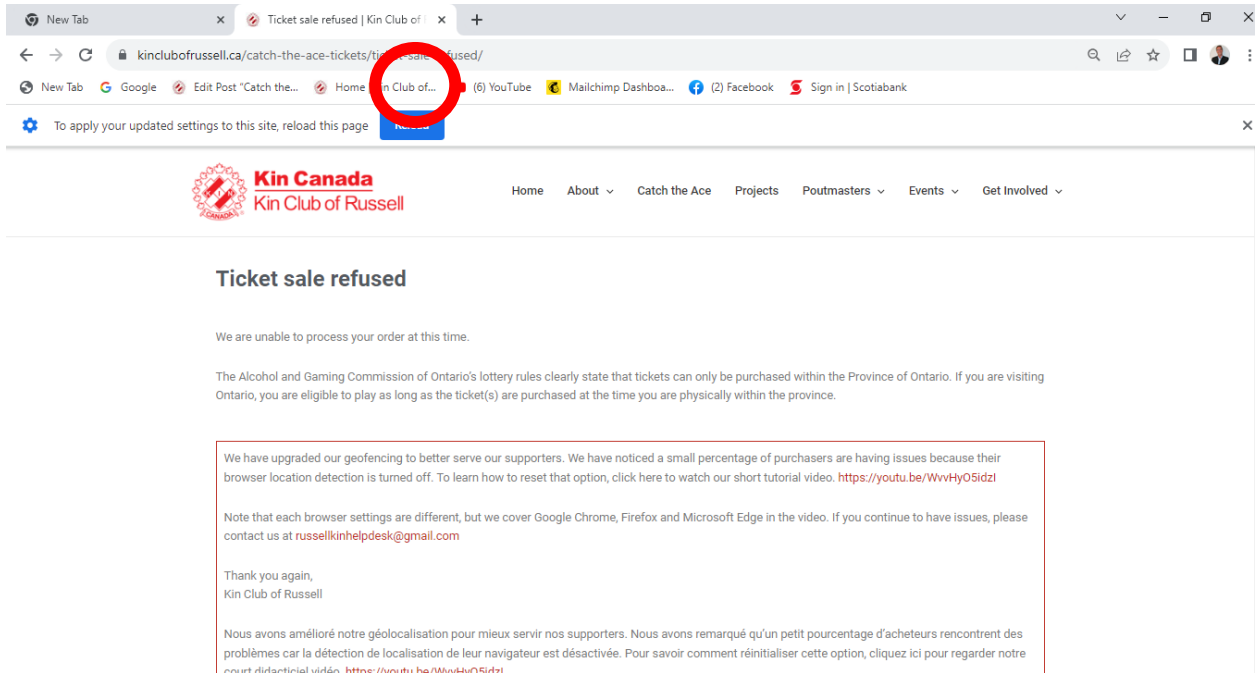
### 3. Right click your mouse over this “lock” image to show its location settings.



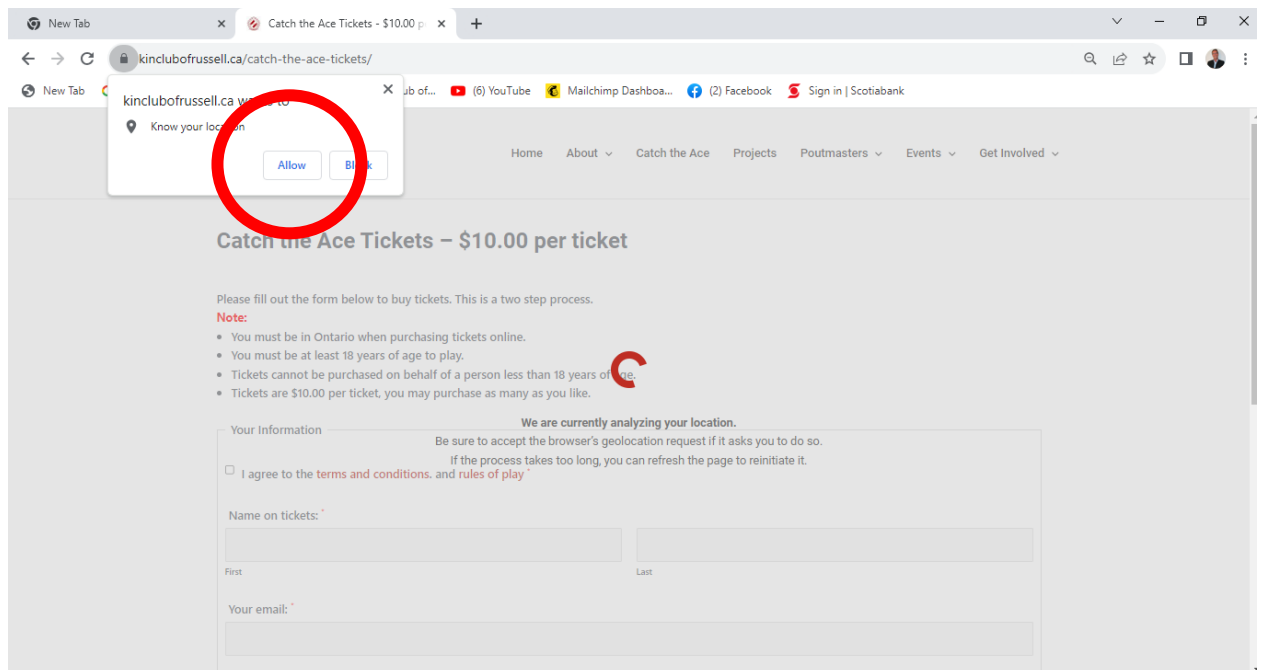
### 4. Click on the Location tab to on as shown below to reset your permissions.



5. Click on the “Refresh” page button to save your settings for the future.



6. Close your page and re-open it [www.kinclubofrussell.ca/catch-the-ace/](http://www.kinclubofrussell.ca/catch-the-ace/). Click “Allow” to show your location.



7. You should be able to purchase your tickets.
8. If you are still having troubles, other options include trying a different device or different browser.
9. Contact the [russellkinhelpdesk@gmail.com](mailto:russellkinhelpdesk@gmail.com) with the Subject Line "Need Help" and your phone number. We will call you promptly to help you purchase tickets online.

Thank you for your support of our charities and your understanding.

Kin Club of Russell