



Kin Canada
Kin Club of Russell



INTERNET EXPLORER 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;

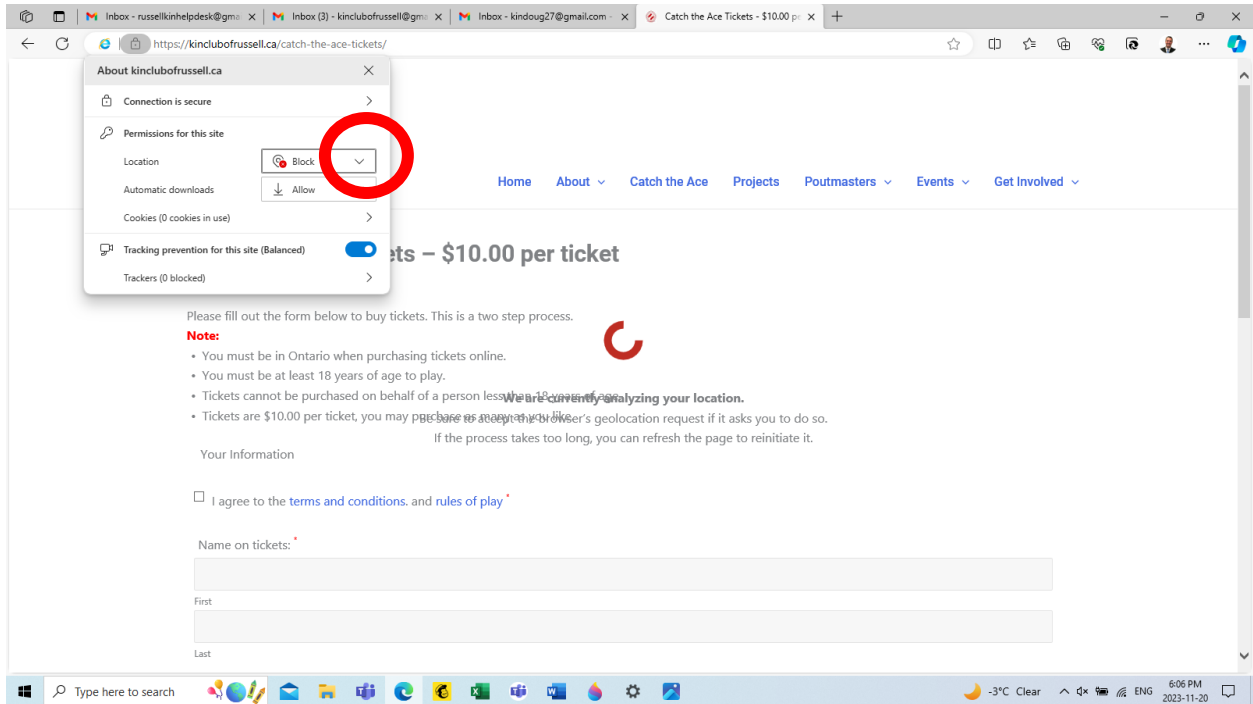
1. If you are using a Virtual Private Network (VPN), please turn it off to purchase your tickets.
2. Open the Kin Club of Russell's Catch the Ace page on your device – www.kinclubofrussell.ca/catch-the-ace/
3. If your device is refusing access, click on the “lock” image as shown below.

The screenshot shows a web browser window with the URL <http://www.kinclubofrussell.ca/catch-the-ace-tickets/>. The page header includes the Kin Canada logo and navigation links: Home, About, Catch the Ace, Projects, Poutmasters, Events, and Get Involved. The main content area is titled "Catch the Ace Tickets – \$10.00 per ticket" and contains a form for purchasing tickets. A red circle highlights the lock icon in the browser's address bar. A message on the page states: "We're currently analyzing your location." Below this message, there is a "Note" section with the following points:

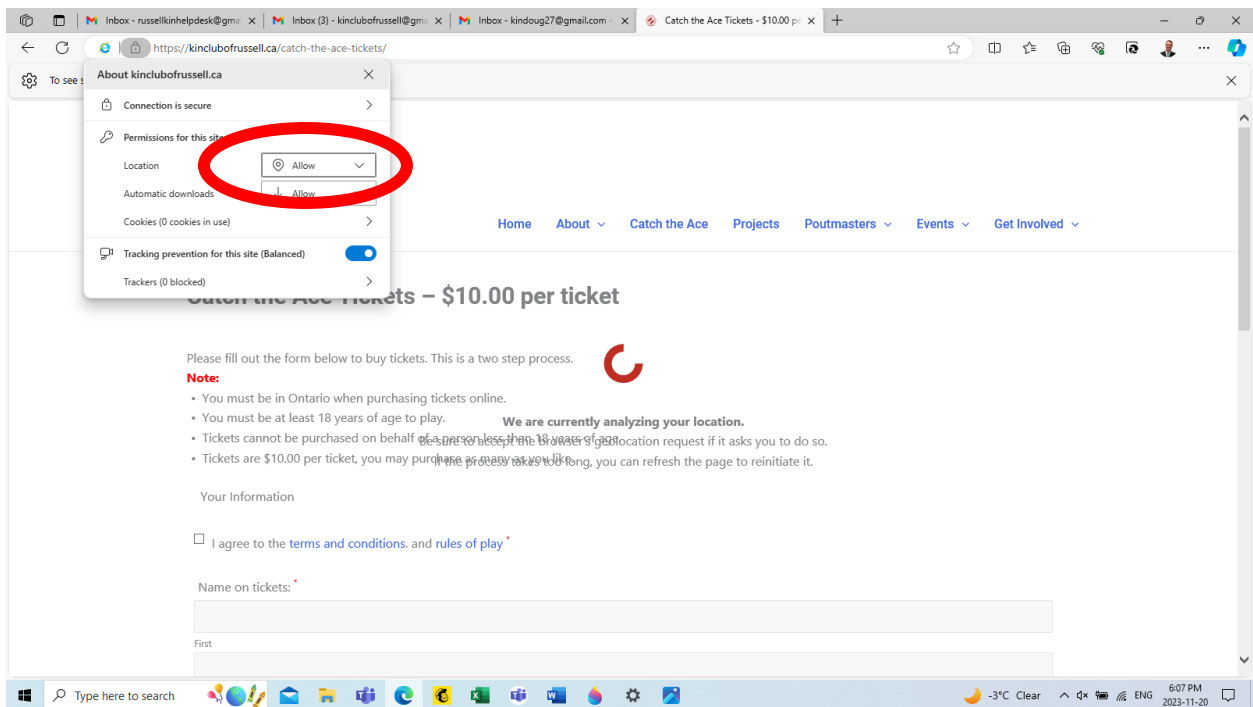
- You must be in Ontario when purchasing tickets online.
- You must be at least 18 years of age to play.
- Tickets cannot be purchased on behalf of a person less than 18 years of age.
- Tickets are \$10.00 per ticket, you may purchase as many as you like.

Below the note, there is a section for "Your Information" with a checkbox for "I agree to the terms and conditions, and rules of play". There are also input fields for "Name on tickets:", "First", and "Last".

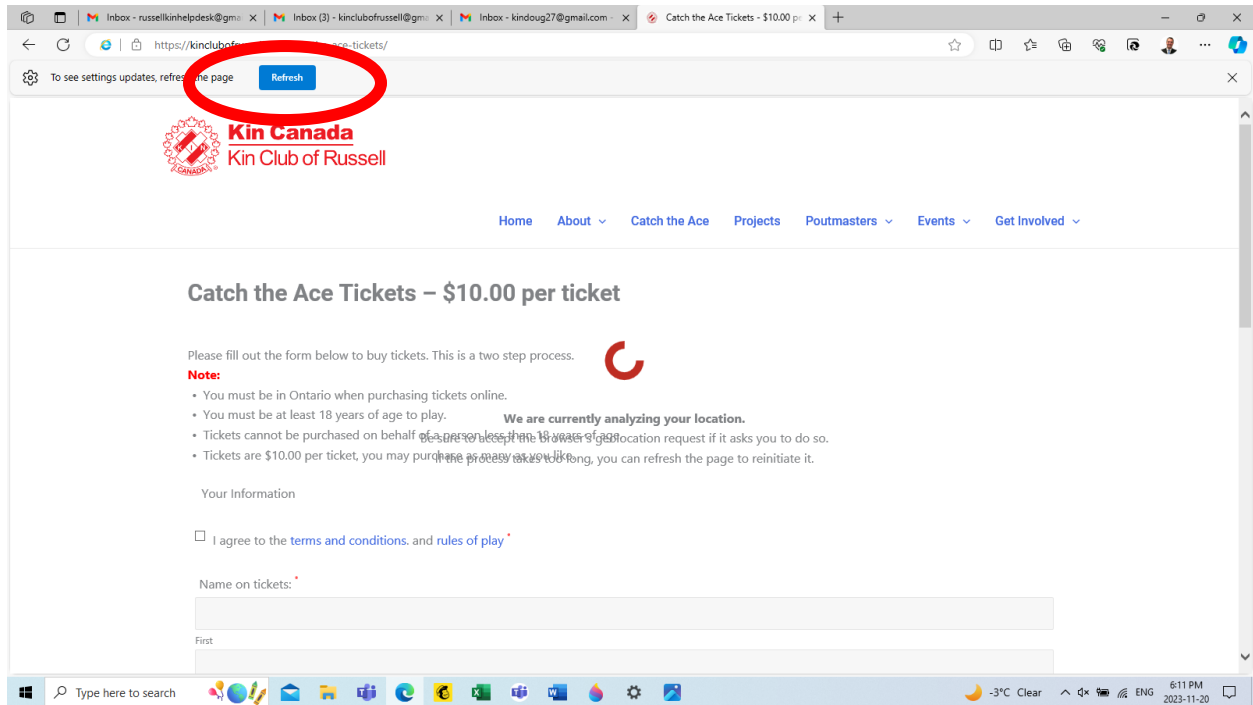
4. Click on the down arrow in the location bar as shown below.



5. Set the tab at "Allow" as shown below.



6. Click “Refresh” to save your changes as shown below.



7. Close your page and re-open it www.kinclubofrussell.ca/catch-the-ace/. If prompted, click “Allow” to show your location. 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 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