





MICROSOFT EDGE 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/

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Catch the Ace Tickets – \$10.00 per ticket						
Please fill out the form below to buy tickets. This is a two step process. Note: • 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.						
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3. Right click your mouse over this "lock" image to show its location settings.

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4. Click on the Location arrow as shown below to reveal your location choices.

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5. Click on the "Allow" settings selection – this will allow your device to show its location when on our Catch the Ace web page.

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6. Click on the "Refresh" page button to save your settings for the future.

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- 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 <u>russellkinhelpdesk@gmail.com</u> 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