



**Kin Canada**  
Kin Club of Russell



## SAFARI 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/)
3. If you do not see the screen below, you have blocked our site with your device. If you see this screen, please ensure you click "Allow".

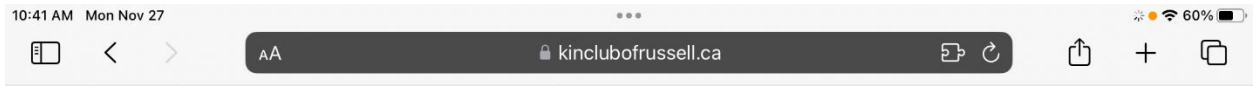
The screenshot shows a Safari browser interface on a mobile device. The address bar displays "kinclubofrussell.ca". The page content includes the Kin Canada logo and the heading "Catch the Ace Tickets – \$10.00 per ticket". A location permission dialog box is overlaid on the page, with the following text:

**"kinclubofrussell.ca" would like to use your current location.**  
This website will use your precise location because "Safari" currently has access to your precise location.

At the bottom of the dialog box are two buttons: "Don't Allow" and "Allow".

The background page content is partially obscured but includes a "Note:" section with a list of conditions for purchasing tickets, a "Your Information" form with fields for "Name on tickets:" (split into "First" and "Last") and "Your email:", and a checkbox for "I agree to the terms and conditions, and rules of play".

4. If you see this screen below, it means your settings are blocking our site and you cannot purchase.



## Ticket sale refused

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/WvHyO5idzl>

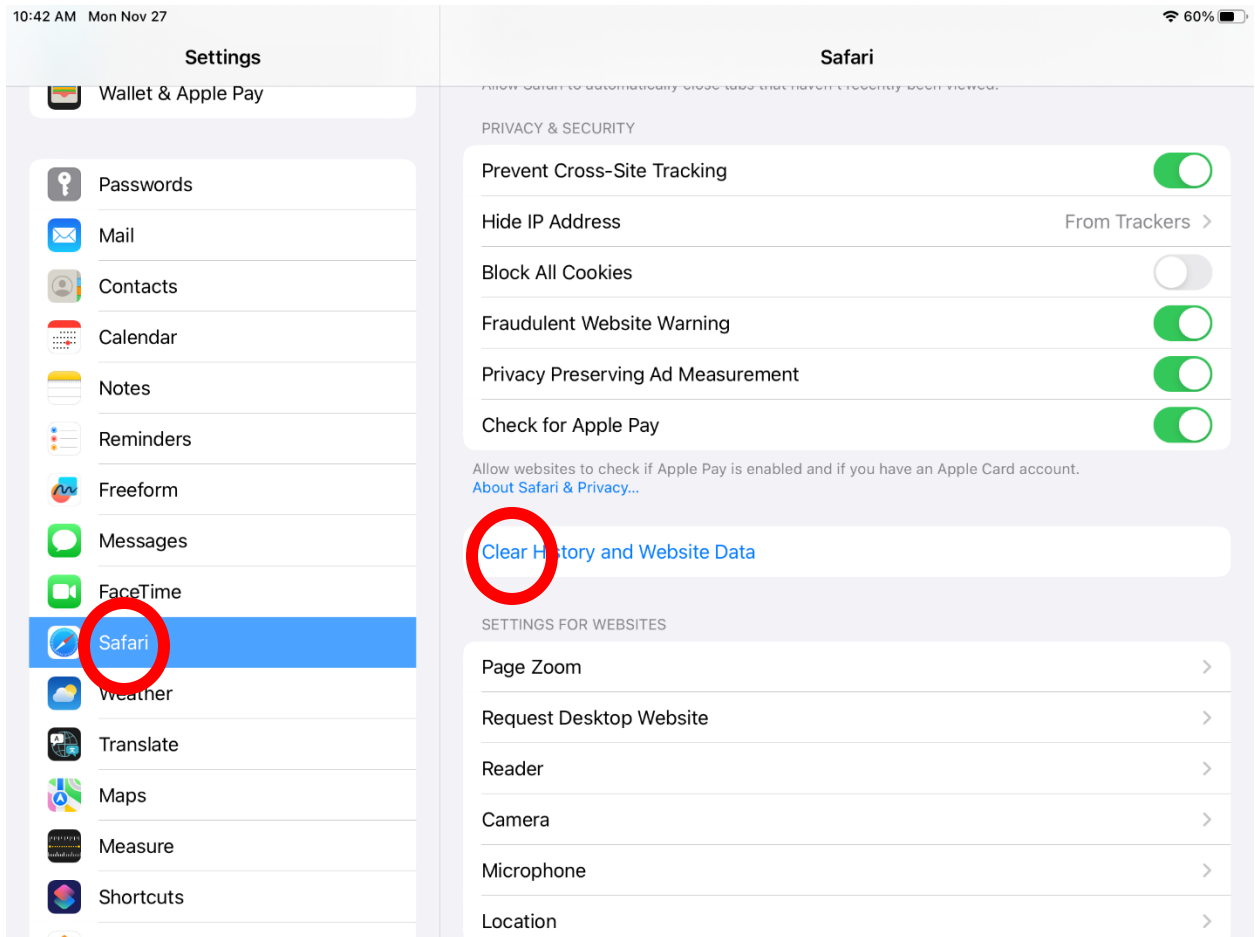
Note that each browser settings are different, but we cover Google Chrome, Firefox and Microsoft Edge in the video. If you continue to have issues, please contact us at [russellkinhelpdesk@gmail.com](mailto:russellkinhelpdesk@gmail.com)

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/WvHyO5idzl>

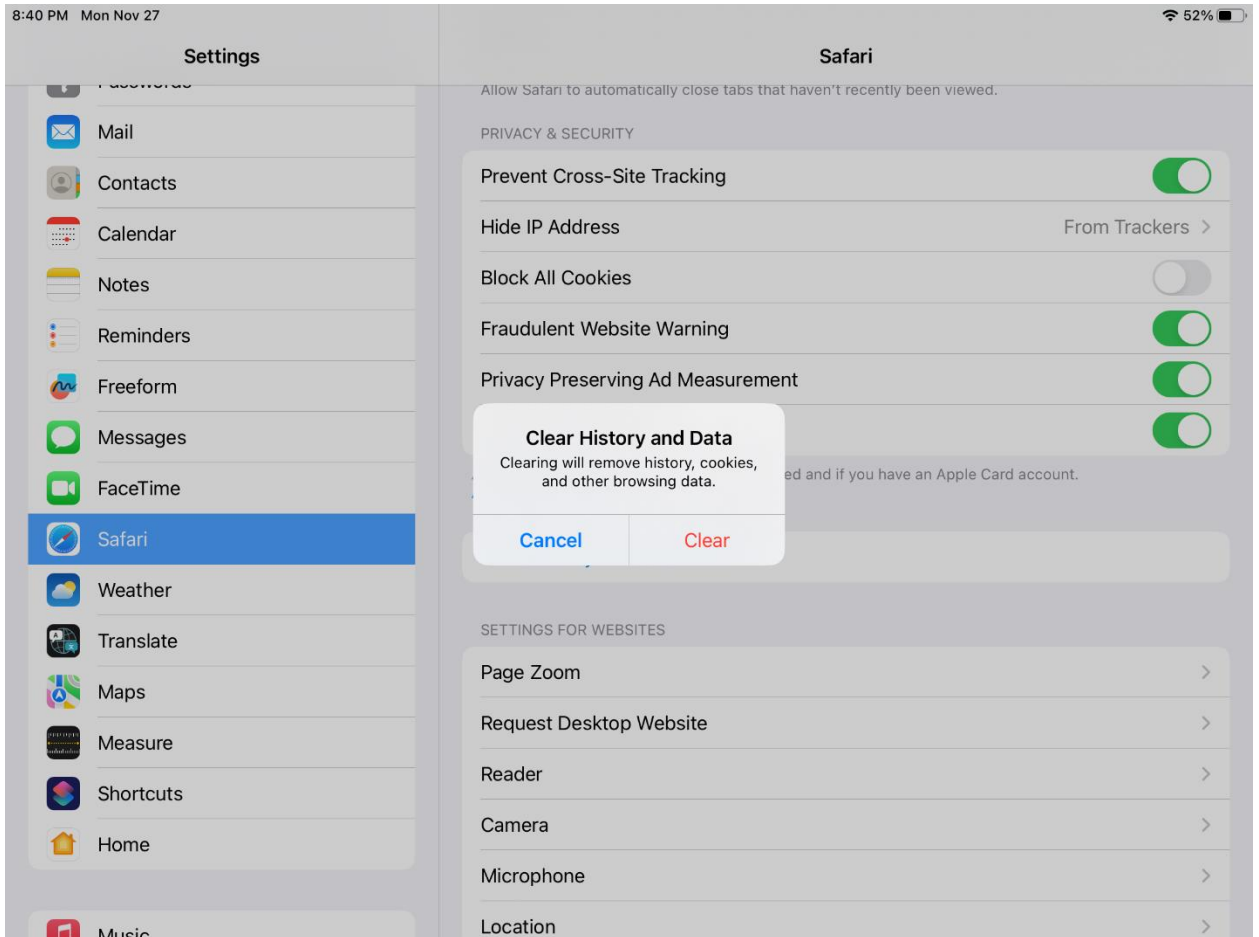


5. Go to “Settings” on your tablet/iphone and open settings. Click on Safari as noted below.

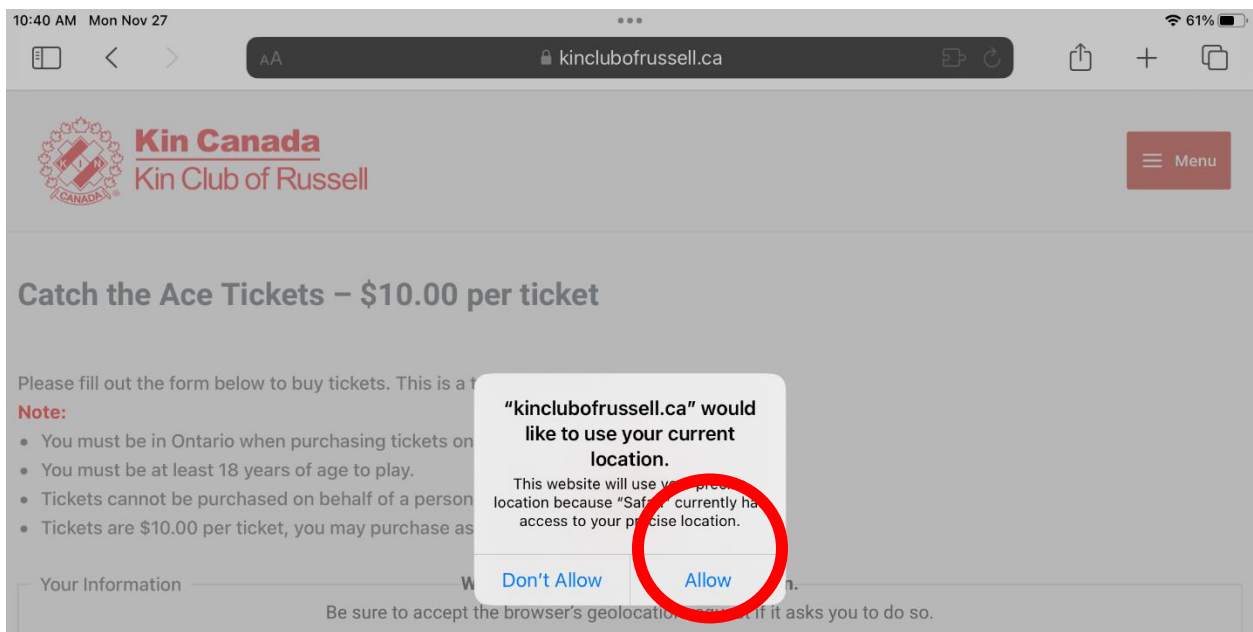


6. Scroll down on the right side of the screen until you see the “Clear History and Website Data” as indicated above. Click on this tab.

- Click on the “Clear” button as indicated below. Then click on “Close Tabs” where the last “Clear” tab had been. The “Clear History and Website Data” will no longer be highlighted in blue.



- The screen when you go to our site will now look as noted below. Make sure you click on “Allow” to proceed.



9. If you are still having troubles, other options include trying a different device or different browser.
10. 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