



Kin Canada
Kin Club of Russell



SILK 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, open this tab on the right side as highlighted.
4. Click on Settings as highlighted.

The screenshot shows a Silk browser interface. The address bar displays the URL kinclubofrussell.ca/catch-the-ace-tickets/ticket-sale-refused/. The page content includes the Kin Canada logo and a "Ticket sale refused" heading. Below the heading, there is a message: "We are unable to process your order at this time." and a paragraph explaining that the Alcohol and Gaming Commission of Ontario's lottery rules require tickets to be purchased within the province. A red circle highlights the "Settings" icon in the browser's menu, which is located at the bottom right of the screen.

5. Open your "Advance Settings" settings.

← Silk settings

Password Manager

Addresses and more

Accessibility

Silk Home

Privacy and security

Advanced settings



6. Click on the "Site Settings".

← Advanced settings

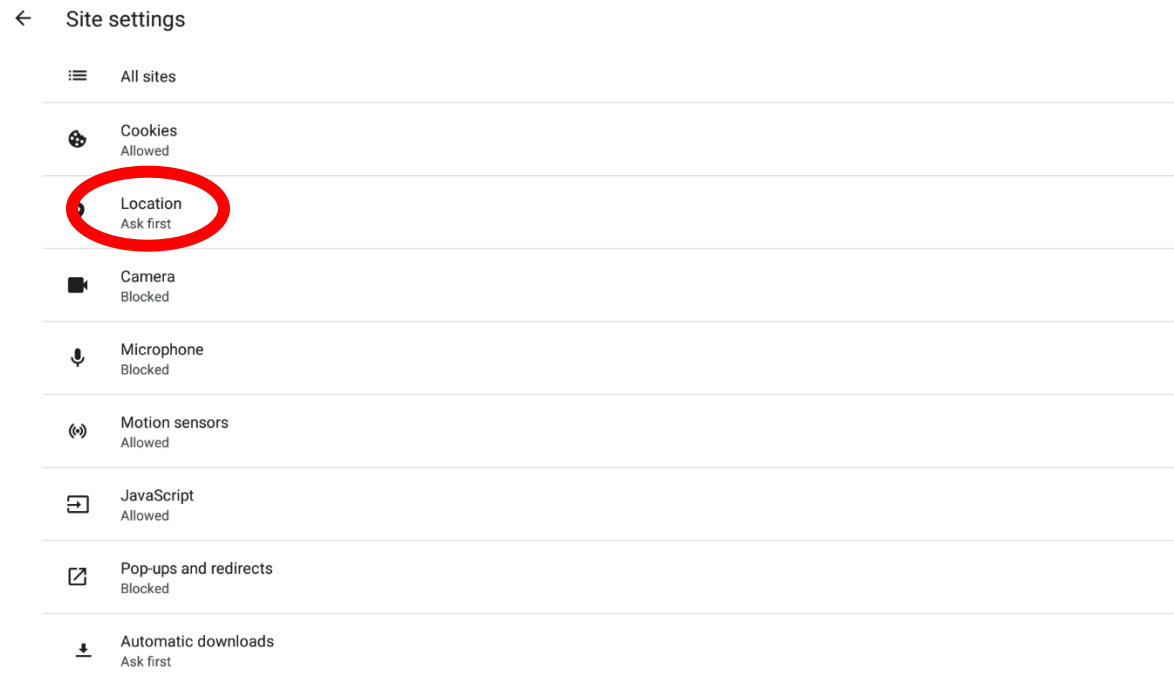
Search engine
Bing

Site settings

About Silk



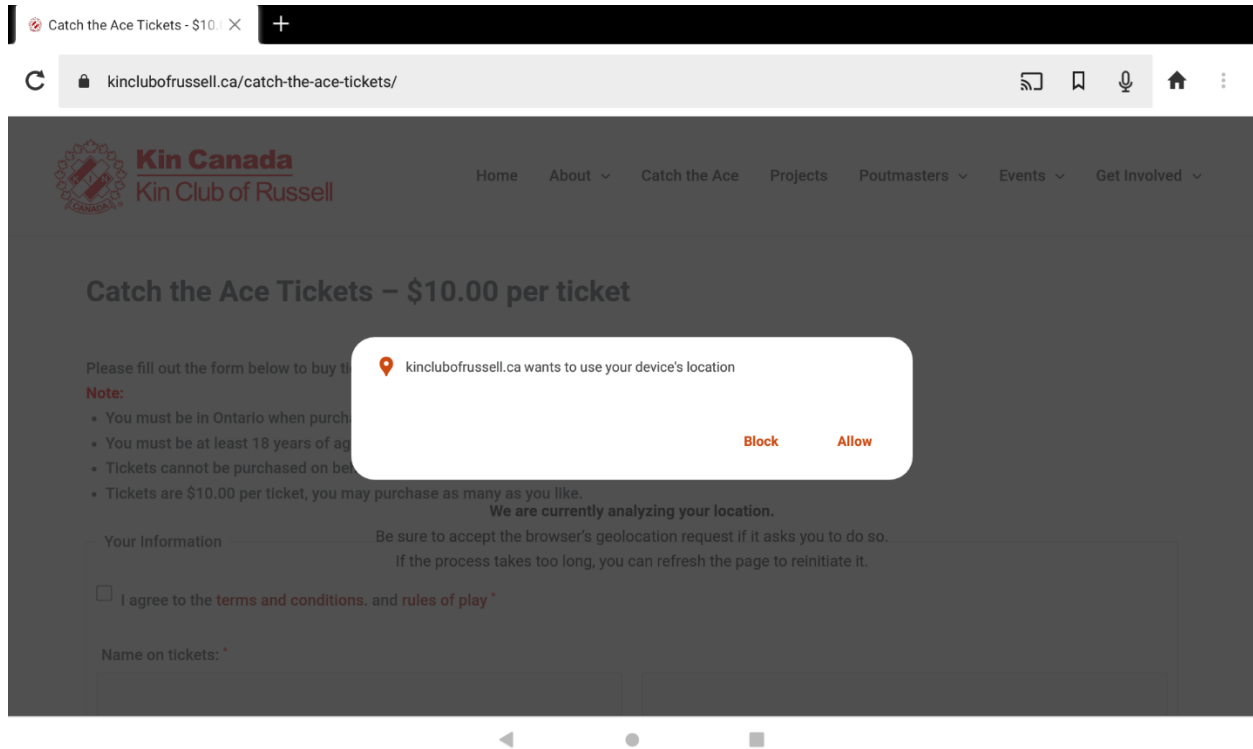
7. Click on the “Location” button.



7. Open your location settings to Allow access.



8. Make sure you “Allow” access when you attempt your purchase.



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

10. 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