



Per AGCO (Alcohol Gaming Commission of Ontario) regulations – please be advised that you must be located in the province of Ontario at the time of your purchase.

Locations services must be turned on to verify your location prior to entry to the Online Lottery sales platform. Users must also agree to all Terms and Conditions outlined.

Please see the following instructions to re-enable your location services on your browser.

Enable or Reset Location Services for:

Chrome Browser

Open **Chrome**

Click 3 dots in top right of browser

Choose **Settings**

Select **Advanced** (expand at the bottom of page)

Select **Clear Browser Data**

Choose **Advanced Tab**

- Check the box '**Content Settings**'
- **Uncheck** other items to prevent clearing other data
- Choose "**Clear Data**"
- **Close** Settings
- **Visit** 5050.ottawahumane.ca and choose **Allow Location** to

Enable or Reset Location Services for: Firefox Browser

- Open **Firefox**
- Choose **Menu**
- Choose **Options**
- Select **Privacy & Security**
- Go to **Cookies and Site Data** section
- Click **Manage Data** button
- In the Search Website field **5050.ottawahumane.ca**
 - Items that match your search will be displayed
- To remove selected items, **select** the entry and click **Remove Selected**
- Click **Save Changes**
- Click **OK** to close Removing Cookies and Site Data dialog box
- **Close** Preferences Page | Visit **5050.ottawahumane.ca** and choose **Allow Location** to purchase tickets

Enable or Reset Location Services for: Internet Explorer Browser

- Open **Internet Explorer**
- Choose **Settings**
- Select **Privacy**
- Select **Location**
- Choose **“Clear Sites”**
- Choose **Ok** to close popup | Visit **5050.ottawahumane.ca** and choose **Allow Location** to purchase tickets

Enable or Reset Location Services for: Apple iOS

- Click **Settings**
- Select **Privacy**
- **Turn On** location
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- Select **Location Services**
- Scroll down to the **browser you are using**
- Ensure **‘While using the App’** is selected under **Allow Location Access**
- **Visit 5050.ottawahumane.ca** and choose **Allow Location** to purchase tickets You may need to clear your Safari website data by...
- Go to **Settings -> Safari**
- Choose **Advanced**
- Choose Website Data
- **Search** for **5050.ottawahumane.ca**
- **Swipe left** on the website and choose **“Delete”**
- **Close** Settings | Visit **5050.ottawahumane.ca** and choose **Allow Location** to purchase tickets

Enable or Reset Location Services for: Android Device

- Click **Settings**
- **Connections** -> Location
- **Turn On** location
- The browser should then prompt to Allow or Block the Location
- **Visit 5050.ottawahumane.ca** and choose Allow Location to purchase tickets

If no prompt for location allow or block (only get javascript error) Location may be turned off

- Open browser
- Click 3 dots (top right corner)
- **Settings**
- **Site Settings** (Select **Advanced** first if Site Settings is not there)
- Select **Locations**
- Click **Block** and the listing of Blocked sites will appear
- Look for website:
 - **Option 1**
 - Click on site
 - Permission – Location Access
 - Allow
 - **Option 2**
 - Click on and choose “clear and reset”
 - Verify by choosing “clear and reset”
- **Visit 5050.ottawahumane.ca** and choose Allow Location to purchase tickets