



Troubleshooting

Having a trouble purchasing your tickets? See below for helpful tips:

Q1. I cannot access CPCatchtheAce.ca What should I do?

Per AGCO regulations – you must be located within the province of Ontario at the time of your ticket purchase. Your device's location services must be turned on to verify your location prior to entry to the online Catch the Ace sales platform. Users must also agree to all Terms and Conditions outlined.

Q2. Why does CPCatchtheAce.ca require my location?

Per AGCO regulations – you must be located within the province of Ontario at the time of your ticket purchase. Your current location will confirm your eligibility.

Q3. What if I receive one of the following prompts?

- "You must allow your browser to share your location to purchase tickets. Please enable location services for this browser and try again."
- "Location information is unavailable. In order to purchase tickets your location must be able to be determined. Please enable location services for this browser and try again."
- "The request to get user location timed out. In order to purchase tickets your location must be able to be determined. Please enable location services for this browser and try again."
- "An unknown error occurred while attempting to determine your location... In order to purchase tickets your location must be able to be determined. Please enable location services for this browser and try again."

These prompts are related to your Location setting. You may have told your browser to never share your location. You have to change that setting before continuing with your ticket order. See [Enable Device Location Services Section](#) below.

Q4. What if I purchased my tickets, but I haven't received them at my email address?

1. Please check you junkmail or spam folders in your email account. If there, select "not junkmail/spam" and for future ticket purchases, these should go directly into your main inbox.
2. Often simple spelling errors can easily occur when typing in details during the check-out process. You are responsible for entering your contact information in accurately. If you have not received your tickets within 24 hours, please contact the [CPCatchtheAce.ca](#) to retrieve your information and to send it to the correct address. Please leave a detailed message at: [613-257-2200 ext. ACE \(223\)](tel:613-257-2200) OR info@cpcatchtheace.com. Both our voicemail and email address will be checked daily by our volunteers and we will respond to you as soon as we are able.



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Enable Device Location Services

Select from the devices below, to enable your access to the E-Commerce site - iOS Mobile Device, MacOS Desktop, Windows, Android Smartphone. Instructions are provided below:

iOS Mobile devices

1. Go to the Settings App.
 2. Go to 'Privacy'.
 3. Go into 'Location Services'.
 4. Ensure 'Location Services' are on.
 5. Scroll down and click 'Safari Websites'.
 6. Make sure that Allow Location Access is set to "While Using the App."
- Chrome has the same setting if you are using that instead.

MacOS Desktop

Check if Location Services is turned on

1. Open 'System Preferences'
 2. Select 'Security & Privacy'
 3. Select 'Privacy' tab
 4. Ensure 'Location Services' is checked
 5. If it is not checked click the lock icon in bottom right corner of that window to make changes
 6. Enter in your Username and password
 7. Check The 'Enable Location Services' checkbox
 8. If it is checked look at the list of allowed applications and make sure the web browser, you are using is also checked. Note: Chrome will not show up here, but Safari and Firefox will.
- If Locations is on, you may have previously blocked the [CPCatchtheAce.ca](https://www.cpcatchtheace.ca) site from using locations. To Unblock it:

Mac Safari

1. Go to [CPCatchtheAce.ca](https://www.cpcatchtheace.ca)
2. From the Top Browser Menu select Safari-Settings for this website
3. In the Pop Up under Location select 'Allow'

Mac Chrome

1. Go to [CPCatchtheAce.ca](https://www.cpcatchtheace.ca)
2. Click 'Buy Now'
3. Received the Geolocation error
4. In Chrome address bar there is an icon that looks like a compass/target with a small red X on it
5. Click this icon



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6. On the window that opens, click the 'Clear these settings for future visits'
7. Click 'Done'
8. Go to CPCatchtheAce.ca
9. Click 'Buy Now'

Mac Firefox

1. Go to CPCatchtheAce.ca
2. From the Top Menu select 'Tools' – 'Page info'
3. Click 'Permissions' Tab
4. Under 'Access Your Location' select 'Allow'
5. Retry your purchase on CPCatchtheAce.ca

Android Based Smart Phones

Check if location services is turned on

1. Go to 'Settings' App
2. Go to 'Location' and make sure that it is on.
3. This can vary by version or smartphone model
4. On most Android Phones you can also pull down from the top of the screen to show several clickable settings, 'Location' is usually available there also.

If Locations is on, you may have previously blocked the CPCatchtheAce.ca site from using locations. To Unblock it:

1. Open Chrome
2. Click on the three vertical dots in the top right corner
3. Select 'Settings'
4. Under 'Advanced' select 'Site Settings'
5. Select 'Location'
6. Upper right, click the magnifying glass
7. Type CPCatchtheAce.ca
8. If it appears in the search results click it
9. Click the 'Clear & Reset' button that appears
10. Retry your purchase on CPCatchtheAce.ca

Windows Desktop

Windows Chrome

1. Go to CPCatchtheAce.ca
2. Click 'Buy Now'
3. Received the Geolocation error



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4. In Chrome address bar there is an icon that looks like a compass/target with a small red X on it
5. Click this icon
6. In the window that opens, click the 'Clear these settings for future visits'
7. Click 'Done'
8. Go to CPCatchtheAce.ca
9. Click 'Buy Now'

Microsoft Edge

1. Go to CPCatchtheAce.ca
2. Click on the three vertical dots in the top right corner of the web browser
3. Click 'Advanced'
4. Under 'Website Permissions' click 'Manage Permissions'
5. Locate CPCatchtheAce.ca and select it
6. Click 'Clear Permissions'
7. Retry your purchase on CPCatchtheAce.ca

Windows Firefox

1. Go to CPCatchtheAce.ca
2. Right click an empty area on the page and select 'View Page Info'
3. Click the 'Permissions' Icon
4. Under 'Access Your Location' select 'Allow'
5. Retry your purchase on CPCatchtheAce.ca

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ConnexOntario at 1-866-531-2600 or visit their website at www.connexontario.ca