Location Troubleshooting

Please ensure you have not enabled any pop-up blocker or ad-blocker on your browser. This prevents the message for allowing location services to be activated.

iOS Mobile Devices
Check if Location Services is turned on
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."
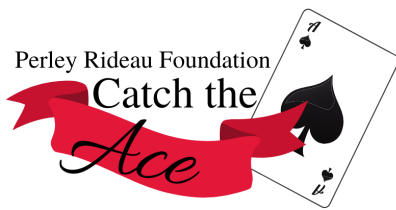*Chrome has the same setting if you are using that app instead

Android Based Smart Phones
Check if location services are 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 https://perleycatchtheace.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 Perley Rideau Foundation
8. If it appears in the search results click it
9. Click the 'Clear & Reset' button that appears
10. Retry your purchase on https://perleycatchtheace.ca/

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 that Chrome will not show up here, but Safari and Firefox will.

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

Mac Safari
1. Go to https://perleycatchtheace.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 https://perleycatchtheace.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
6. On the window that opens, click the 'Clear these settings for future visits'
7. Click 'Done'
8. Go to https://perleycatchtheace.ca/
9. Click 'Buy Now'

Mac Firefox
1. Go to https://perleycatchtheace.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 https://perleycatchtheace.ca/

Windows Desktop
Chrome
1. Go to https://perleycatchtheace.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
6. In the window that opens, click the 'Clear these settings for future visits'
7. Click 'Done'
8. Go to https://perleycatchtheace.ca/
9. Click 'Buy Now'

Microsoft Edge
1. Go to https://perleycatchtheace.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 perleycatchtheace.ca and select it
6. Click 'Clear Permissions'
7. Retry your purchase on https://perleycatchtheace.ca/

Windows Firefox
1. Go to https://perleycatchtheace.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 https://perleycatchtheace.ca/