



Location Services Turned Off for Windows

Please Call CenPoint Support at (801) 478-6822 opt. 4 if you have any questions

Revised on November 24, 2019

If you are receiving a notification that your location services are turned off use the following steps to fix the problem:



1. On your computer click the notification icon in the lower right-hand corner



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2. Make sure Location is turned on



3. Verify Cenpoint is granted permission if you are going through your browser. Steps vary by browser, but typically follow something like the following. Go to settings

			☆) ♥ ❷
e Burst &			New tab Ctri- New window Ctri+ New incognito window Ctri+Shift+
			History Downloads Ctrl Bookmarks
	Google		Zoom – 100% + Print Cast
	UUUUU		Find Ctri- More tools
			Edit Cut Copy F
Q Search Go	ogle or type a URL	Į.	Settings Help
			Exit
enPoint Portai	CenPoint Google Images Chrome Web	Add shortcut	
	CENTER & DO	UNIT SOLUTIONS & (901) 479 6922 & CENT	



4. Go to Privacy and Security, then Site Settings.

Sett	ings	Q Search settings	
÷	People	Privacy and security	
Ê	Autofill	Sune and Georgie convices	
۲	Appearance	More settings that relate to privacy, security, and data collection	•
Q	Search engine Default browser	Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	
U	On startup	Send a "Do Not Track" request with your browsing traffic	
Adva	inced	Allow sites to check if you have payment methods saved	
0	Privacy and security	Preload pages for faster browsing and searching Uses cookles to remember your preferences, even if you don't visit those pages	-
\oplus	Languages	Marine and Andre	
<u>+</u>	Downloads	Manage HTTPS/SSL certificates and settings	ß
ē	Printing	Site Settings	
ŧ	Accessibility	Control what information websites can use and what content they can show you	,
٩	System	Clear browsing data Clear history, cookies, cache, and more	•
\odot	Poest and clean up		

5. Next, go to View permissions and data stored across sites.

Q :	Search settings	
←	Site Settings	0
All si	tes	
View	permissions and data stored across sites	•
Perm	nissions	
٩	Cookies and site data Allow sites to save and read cookie data	۲
•	Location Ask before accessing	•

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6. Find and Select portal.cenpoint.com, or portalbeta.cenpoint.com



7. Under the Location dropdown menu select "Allow."

Jsage				
12.0) MB		Clear data	
Permissio	าร		Reset permissions	
9	Location	Allow		-
	Camera	Ask (de	fault)	
٩	Microphone	Block		
(0)	Motion sensors	Allow (d	efault) •	-
	Notifications	Ask (de	fault) •	•



8. If you are running CenPoint as an installed app, click the ellipsis, and select App Info.

	v		;
	App info 🔒 portalbeta.cenpoint.c	iom 💧	=
Please specify login information below.	Copy URL Open in Chrome	÷.	
Company Code	Uninstall CP Portal		
	Zoom - 100% +	5.3	
User Name	Print Ct Find Ct Cast	·l+P rl+F	
Password 🙋	Edit Cut Copy	Paste	
Advanced			
SIGN IN			

9. Click the drop-down menu for Location and make sure "Allow" is selected.

	• : - o >
	Connection is secure ×
	Your information (for example, passwords or credit card numbers) is private when it is sent to this site. Learn more
Please specify login information below.	Location Allow
Company Code	Ask (default)
User Name	Block Block Block
	Cookies (5 in use)
Password 🙋	Site settings
Advanced	
SIGN IN	
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10. Now click "Try Again" on this page.



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