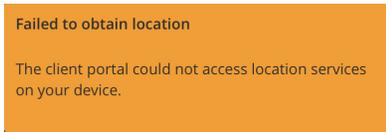# Unblocking Location in Client Portal

- When attempting to check-in to the OCSS Client Portal, your location failed to be obtained, you must enable Location Services to complete your check-in.
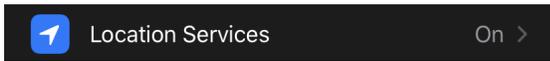

- To enable Location Services for the OCSS Client Portal website in Safari, navigate to your device's Settings application.

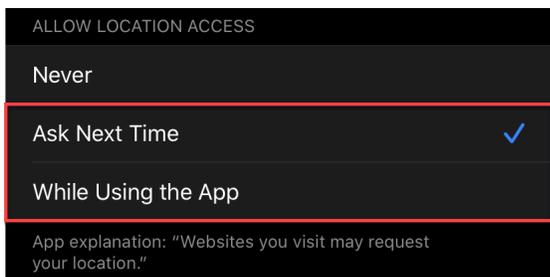- Next, locate the Privacy menu in your device's Settings application.

- In the Privacy menu, go to the Location Services settings.

- In the Location Services settings, select the Safari Websites menu.

- Select either the Ask Next Time or While Using the App options to enable Location Services for your device's Safari application.

- You will now be able to complete your check-in into the OCSS Client Portal without further issue.