When attempting to register for an iKnow Digital Library Card, some users have been encountering an error massage indicating that they are outside the Harris County Public Library service area. If you have encountered this message and believe that you have received it in error, please locate the browser you are using in the Contents section below and try the steps listed to ensure that your geolocation data is accessible and verifiable by Harris County Public Library.

Contents

For Firefox on the Desktop

1. Go to the iKnow Digital Library Card page at: http://www.hcpl.net/iknow
2. Click on "Tools" >> "Page Info." Press the F11 key if you don't see the Tools menu.
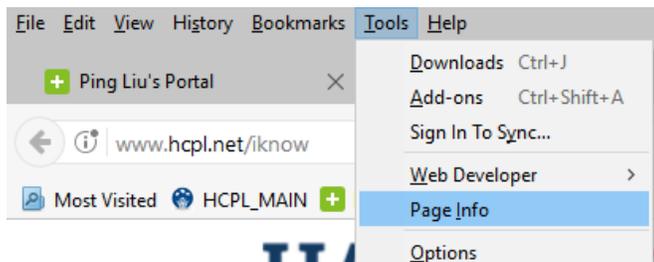
3. Click on "Permissions" >> "Access Your Location." Click on the "Allow" radio button.
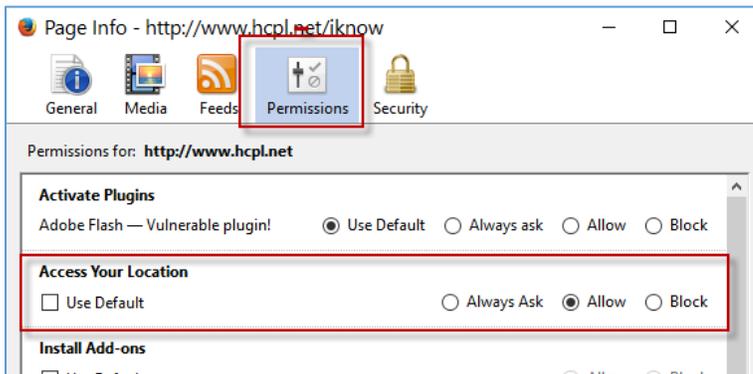
4. Close the "Page Info" pop up. Click on the link that says: "**iKnow Digital Access Card Registration Form."**

5. Click on "Allow Location Access"
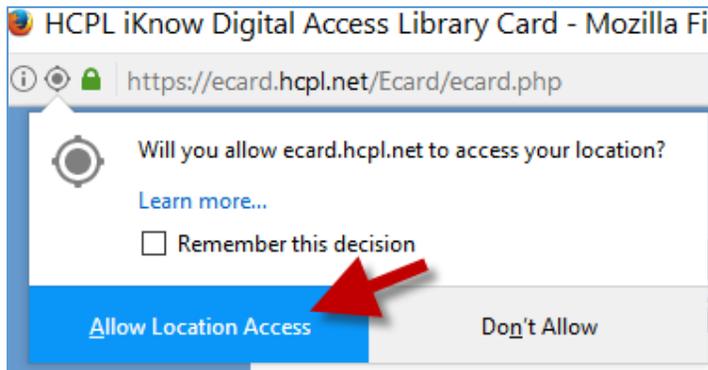
For Chrome on the Desktop

1. Click on the icon with three dots on the right and then click on "Settings."
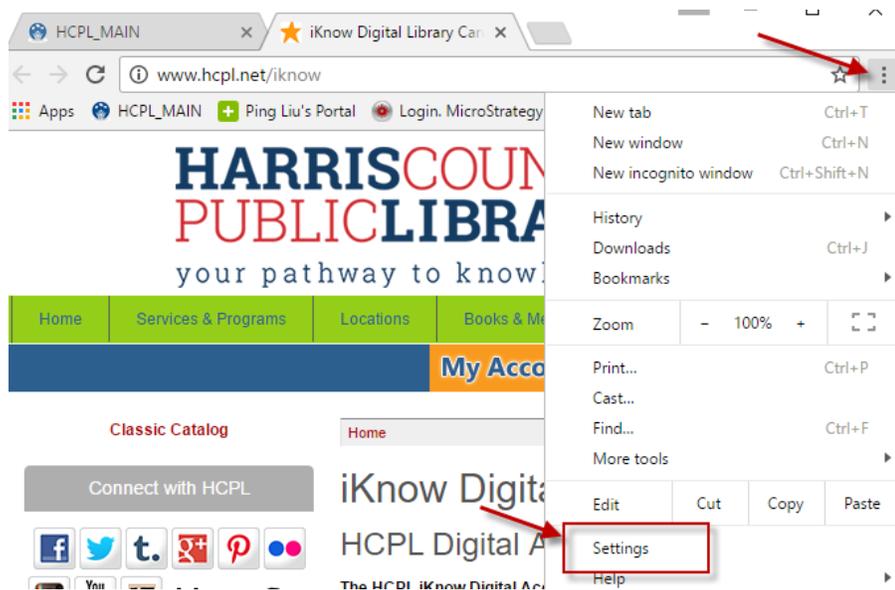
2. Click on the link that says: **"Advanced settings"** at the bottom of the page. Then click on the "Content Settings" button under the "Privacy" heading. In the pop up window, scroll down to the "Location" tab. Check mark the first or second radio button as shown below.
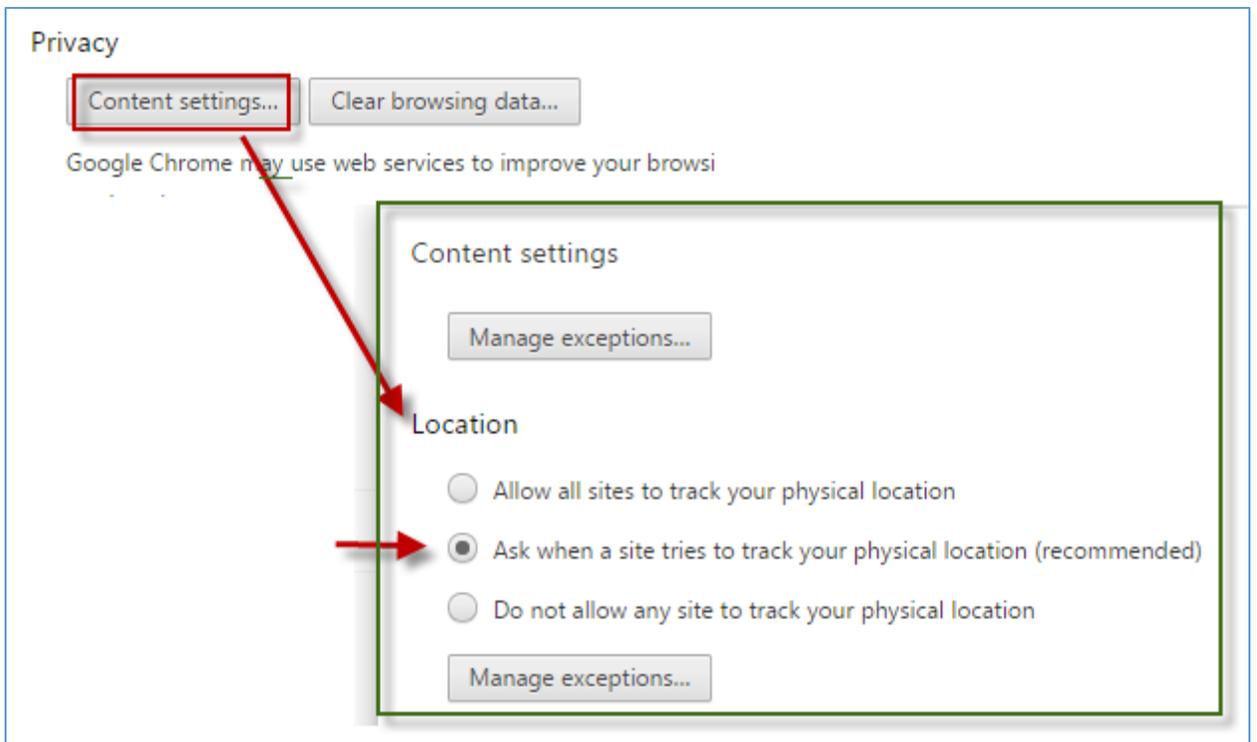
3. Click "Done" when finished. Go to the iKnow Digital Library Card page at:
   http://www.hcpl.net/iknow
4. Click on the link that says: "**iKnow Digital Access Card Registration Form.**"
5. Click the "Allow" button.
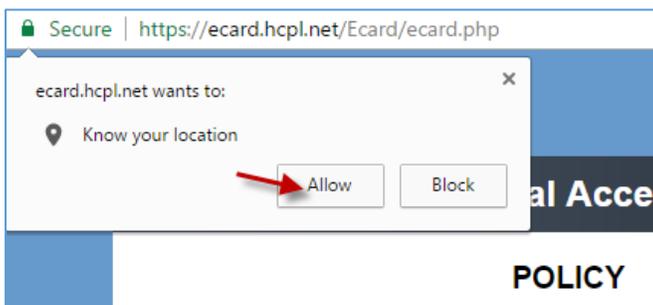
For Internet Explorer on the Desktop

1. Click on the button for "Tools" on the upper right corner of the browser or press Alt +X. Click on "Internet Options."
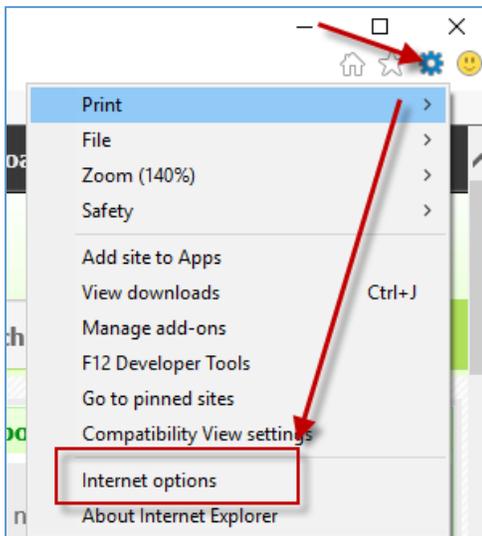
2. Under the Privacy tab, uncheck "Never allow websites to request your physical location"
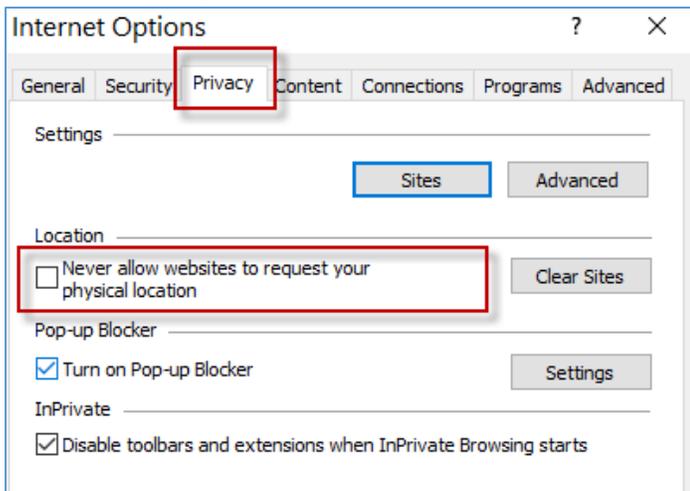
6. Click "OK." Go to the iKnow Digital Library Card Page at: http://www.hcpl.net/iknow
7. Click on the link that says: "**iKnow Digital Access Card Registration Form.**"
8. Click "Allow once" at the bottom of the Policy page.

For Safari on the iPhone or iPad

1. Go to your device "Settings" and navigate to "Privacy" >> "Location Services" as shown below.
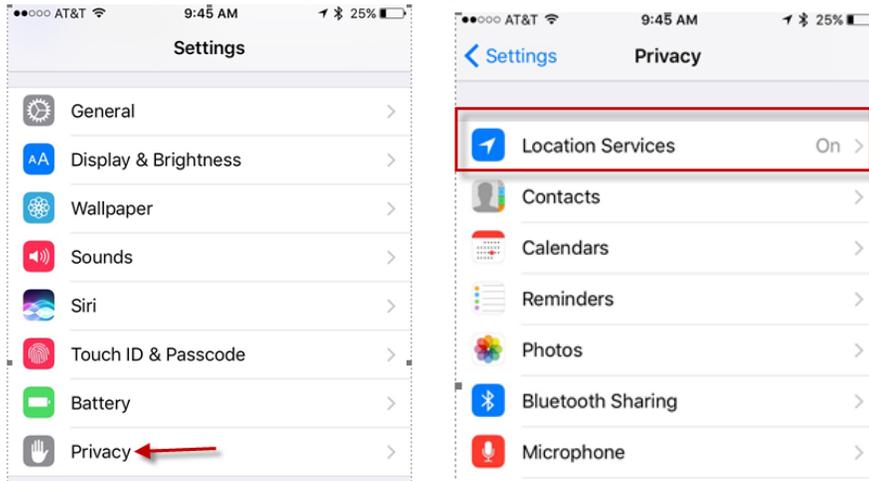
2. Scroll down and find the Safari app. Make the change to allow location access
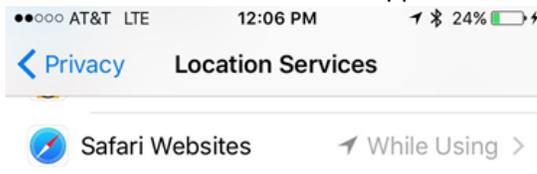
3. Open Safari the app and go to the iKnow Digital Library Card page at:
   http://www.hcpl.net/iknow
4. Click on the link that says: "**iKnow Digital Access Card Registration Form.**"
5. When the popup appears asking permission to use your current location, Click "OK."
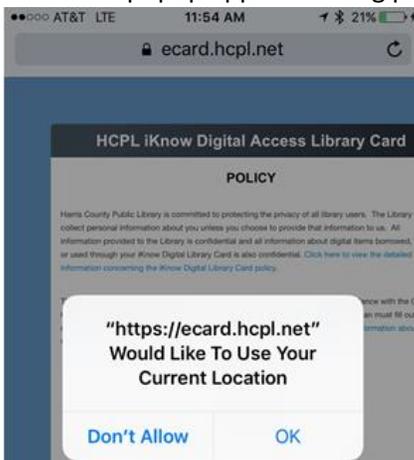
For Android devices

1. Go to your device "Settings" and navigate to "Privacy" >> "Location" as shown below.
2. Make sure that "Location" is turned "On."
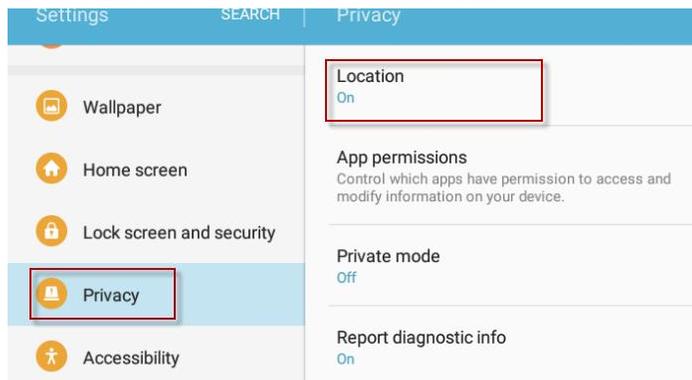
3. Open a browser on your Android device and go to the iKnow Digital Library Card page at:
   http://www.hcpl.net/iknow
4. Click on the link that says: "**iKnow Digital Access Card Registration Form.**"
5. Click "Allow" at the bottom of the Policy page to allow HCPL to verify your location.