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.

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#### For Firefox on the Desktop

- 1. Go to the iKnow Digital Library Card page at: <a href="http://www.hcpl.net/iknow">http://www.hcpl.net/iknow</a>
- 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.

Page Info - http://www.hcpl.met/iknow –		×
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General Media Feeds Permissions Security		
Permissions for: http://www.hcpl.net		
Activate Plugins		^
Adobe Flash — Vulnerable plugin!	⊖ Block	
Access Your Location		
Use Default O Always Ask   Allow	⊖ Block	
Install Add-ons		

- 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."

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$\leftarrow \rightarrow \mathbf{G}$	(i) www.hcpl.net/iknow	v					쇼 :
Apps 🛞	HCPL_MAIN 🛨 Ping Liu's	Portal 🐞 Logi	n. MicroStrategy	New tab			Ctrl+T
	HAR	RISC	COUN	New window New incogni	' to windo	w Ctrl+	Ctrl+N Shift+N
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Home	Services & Programs	Locations	Books & Me	Zoom	- 1	00% +	50
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Co	onnect with HCPL	iKnov	w Digita	Edit	Cut	Сору	Paste
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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.

Privacy
Content settings Clear browsing data
Google Chrome may use web services to improve your browsi
Content settings
Manage exceptions
Location
<ul> <li>Allow all sites to track your physical location</li> </ul>
Ask when a site tries to track your physical location (recommended)
Do not allow any site to track your physical location
Manage exceptions

- 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"

Internet Options	? ×
General Security Privacy Content Connections Pro	ograms Advanced
Settings	
Sites	Advanced
Location	
Never allow websites to request your physical location	Clear Sites
Pop-up Blocker	
✓ Turn on Pop-up Blocker	Settings
InPrivate	
Disable toolbars and extensions when InPrivate Brows	sing starts

- 6. Click "OK." Go to the iKnow Digital Library Card Page at: <u>http://www.hcpl.net/iknow</u>
- 7. Click on the link that says: "iKnow Digital Access Card Registration Form."
- 8. Click "Allow once" at the bottom of the Policy page.

ecard.hcpl.net wants to track your physical location.	Allow once	Options for this site 🔻	×
			-

# For Safari on the iPhone or iPad

1. Go to your device "Settings" and navigate to "Privacy" >> "Location Services" as shown below.

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	Wallpaper	>	1	Contacts	>
◄»))	Sounds	>	<b></b>	Calendars	>
	Siri	>	i F	Reminders	>
	Touch ID & Passcode	>	🌸 F	Photos	>
	Battery	>	<b>*</b> E	3luetooth Sharing	>
	Privacy	>	<b>!</b>	vlicrophone	>

Scroll down and find the Safari app. Make the change to allow location access
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 12:06 PM
 24% •••

<pre>     Privacy Location </pre>		Services		
💋 Safari	Websites	◀ While Using >		

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."

-	Location
回 Wallpaper	On
6 Home screen	App permissions Control which apps have permission to access and modify information on your device.
Lock screen and security	Privato modo
Privacy	Off
	Report diagnostic info

- 3. Open a browser on your Android device and go to the iKnow Digital Library Card page at: <a href="http://www.hcpl.net/iknow">http://www.hcpl.net/iknow</a>
- 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.

ecard.hcpl.net wants to use your device's location.		×
	BLOCK	ALLOW