

Setting supported countries

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Standard Plans are limited to address capture for one country only.
Plus and Enterprise plans support address capture for over 250 countries.

Click on *Settings* for your Integration, go to the *General* tab and scroll down to the Supported countries section.

By default, all countries are selected. If your service only requires specific countries, you can select/deselect from the list as necessary. Some countries also support excluding sub regions, for example in the UK you could choose to exclude Northern Ireland.

Supported countries ⓘ

Select the countries you support in your integration.

Filter

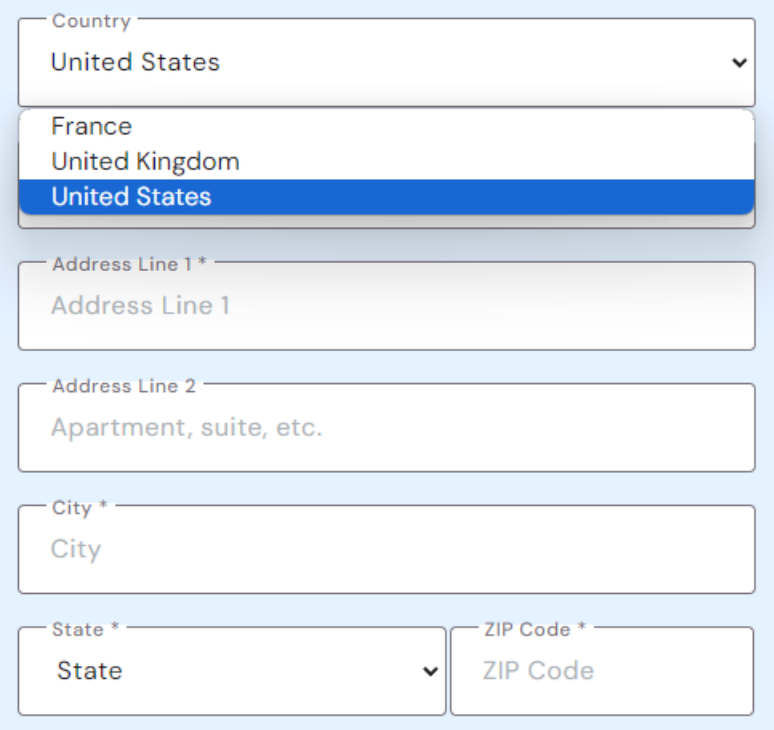
All

- Slovakia
- Slovenia
- Spain
- Svalbard and Jan Mayen
- Sweden
- Switzerland
- Turkey
- Ukraine
- United Kingdom
 - England
 - Scotland
 - Wales
 - Northern Ireland
- North America
- South America

How will the integration support a visitor from a country that has been deselected?

There are two scenarios that you will need to be aware of, which is explained in the table below:

USER LOCATION	SCENARIO
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USER LOCATION	SCENARIO
<p>In a selected country</p>	<p>A user based in the United States starts typing a German address → This will not return any Autocomplete suggestions for Germany as it is not a selected country.</p> <p>If this same user decides to enter their address manually in the Autoaddress Form, only the selected countries are displayed in the Country dropdown selector.</p>  <p>The screenshot shows an address form with the following fields: <ul style="list-style-type: none"> Country: A dropdown menu with 'United States' selected. A list of suggestions is open, showing 'France', 'United Kingdom', and 'United States' (highlighted in blue). Address Line 1 *: A text input field with the placeholder 'Address Line 1'. Address Line 2: A text input field with the placeholder 'Apartment, suite, etc.'. City *: A text input field with the placeholder 'City'. State *: A dropdown menu with 'State' selected. ZIP Code *: A text input field with the placeholder 'ZIP Code'. </p>
<p>In an unselected country</p>	<p>If a user is in a country that is not selected in your integration, the service will still provide the input to your user, however, the location biasing, language and address form format will prioritize the default country as set in your integration.</p> <p>A user based in Germany will be prompted for an input, however, the default country, United States, will be the priority for Autocomplete suggestions as Germany is not a selected country.</p> <p>This behavior can be overridden by calling the SetCountry function.</p> <p>Note: This is our default behaviour, we assume the user in the unselected country wants to enter their address for their country and we want to let them know this isn't possible.</p>

How do you determine my site visitors location?

We use services from Maxmind.com to estimate the location of an end user from their web browsers IP address. They claim a 99.8% accuracy in identifying the correct country for an IP address . For IPs located within the U.S.,

they estimate around an 80% accuracy at the state/region level, and a 66% accuracy for cities (within a 50km radius of that city). It is important to note that IP geolocation is never precise enough to identify or locate a specific household, individual, or street address.

For further information on this, refer to our Geobiasing article [here](#).
