

# General

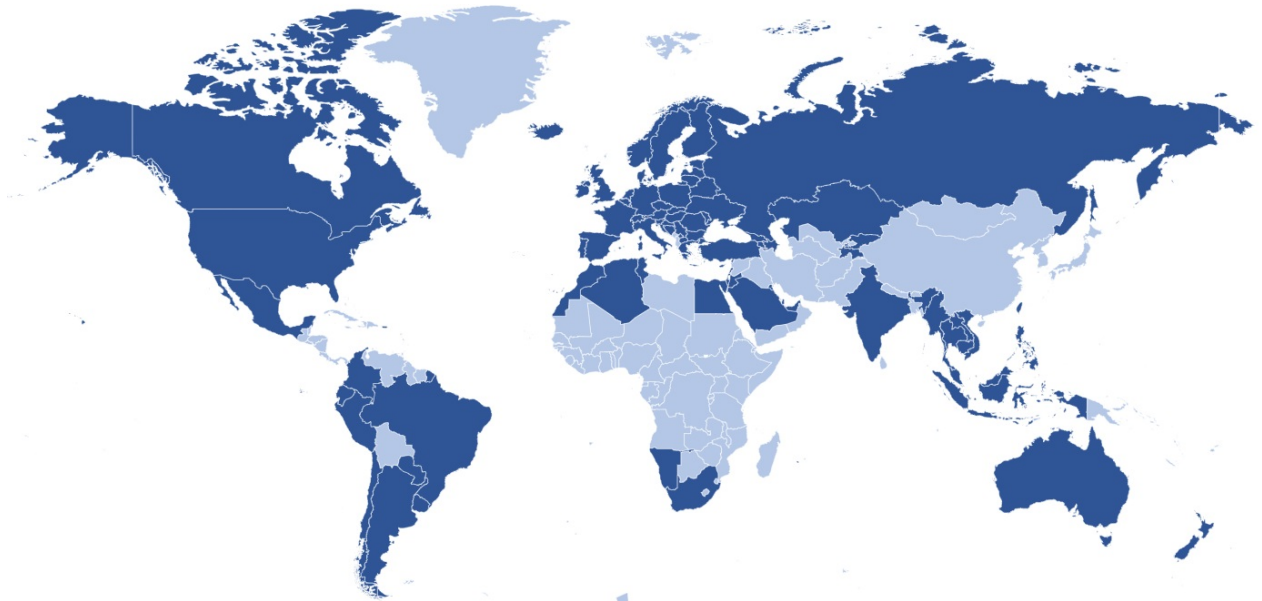
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## Can I trial the service for free?

Yes, Autoaddress offers a 14-day free trial and a small amount of credit to test the full functionality of the platform.

## What countries do you support?

We can capture addresses for over 250 countries and territories. We work with leading data providers including USPS, Royal Mail, Eircode, and TomTom to source address and location information. We have detailed building level information for over 100 countries, shown in dark blue in the map below. We update our data in-line with our data providers releases, for example our UK data is updated daily.



For countries with only city and postcode data or lacking building-level details, we opt not to provide our address Autocomplete. Unlike our competitors, we make this choice to reduce friction during address entry.

However we can still capture addresses in their local format and ensure the information is compatible with your address form via our unique [Autoaddress Form](#) feature.

A full list of our supported countries and their features is provided in the table below.

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Afghanistan	✓	
Åland Islands	✓	✓
Albania	✓	
Algeria	✓	✓

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
American Samoa	✓	
Andorra	✓	✓
Angola	✓	
Anguilla	✓	
Antarctica	✓	
Antigua and Barbuda	✓	
Argentina	✓	✓
Armenia	✓	✓
Aruba	✓	
Australia	✓	✓
Austria	✓	✓
Azerbaijan	✓	✓
Bahamas	✓	
Bahrain	✓	✓
Bangladesh	✓	
Barbados	✓	
Belarus	✓	✓
Belgium	✓	✓
Belize	✓	
Benin	✓	
Bermuda	✓	
Bhutan	✓	
Bolivia, Plurinational State of	✓	
Bonaire, Sint Eustatius and Saba	✓	
Bosnia and Herzegovina	✓	✓
Botswana	✓	
Bouvet Island	✓	
Brazil	✓	✓
British Indian Ocean Territory	✓	
Brunei Darussalam	✓	✓
Bulgaria	✓	✓
Burkina Faso	✓	
Burundi	✓	
Cabo Verde	✓	
Cambodia	✓	✓
Cameroon	✓	
Canada	✓	✓
Cayman Islands	✓	
Central African Republic	✓	
Chad	✓	
Chile	✓	✓
China	✓	
Christmas Island	✓	
Cocos (Keeling) Islands	✓	
Colombia	✓	✓
Comoros	✓	
Congo	✓	
Congo, Democratic Republic of the	✓	
Cook Islands	✓	

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Costa Rica	✓	
Côte d'Ivoire	✓	
Croatia	✓	✓
Cuba	✓	
Curaçao	✓	
Cyprus	✓	✓
Czech Republic	✓	✓
Denmark	✓	✓
Djibouti	✓	
Dominica	✓	
Dominican Republic	✓	
Ecuador	✓	✓
Egypt	✓	✓
El Salvador	✓	
Equatorial Guinea	✓	
Eritrea	✓	
Estonia	✓	✓
Eswatini	✓	
Ethiopia	✓	
Falkland Islands (Malvinas)	✓	
Faroe Islands	✓	✓
Fiji	✓	
Finland	✓	✓
France	✓	✓
French Guiana	✓	✓
French Polynesia	✓	
French Southern Territories	✓	
Gabon	✓	
Gambia	✓	
Georgia	✓	✓
Germany	✓	✓
Ghana	✓	
Gibraltar	✓	
Greece	✓	✓
Greenland	✓	
Grenada	✓	
Guadeloupe	✓	✓
Guam	✓	✓
Guatemala	✓	
Guernsey	✓	✓
Guinea	✓	
Guinea-Bissau	✓	
Guyana	✓	
Haiti	✓	
Heard Island and McDonald Islands	✓	
Holy See (Vatican City State)	✓	
Honduras	✓	
Hong Kong	✓	✓
Hungary	✓	✓

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Iceland	✓	✓
India	✓	✓
Indonesia	✓	✓
Iran, Islamic Republic Of	✓	
Iraq	✓	
Ireland	✓	✓
Isle of Man	✓	✓
Israel	✓	✓
Italy	✓	✓
Jamaica	✓	
Japan	✓	
Jersey	✓	✓
Jordan	✓	✓
Kazakhstan	✓	✓
Kenya	✓	
Kiribati	✓	
Korea, Democratic People's Republic of	✓	
Korea, Republic of	✓	
Kosovo	✓	✓
Kuwait	✓	✓
Kyrgyzstan	✓	✓
Lao People's Democratic Republic	✓	✓
Latvia	✓	✓
Lebanon	✓	✓
Lesotho	✓	
Liberia	✓	
Libya	✓	
Liechtenstein	✓	✓
Lithuania	✓	✓
Luxembourg	✓	✓
Macao	✓	✓
Madagascar	✓	
Malawi	✓	
Malaysia	✓	✓
Maldives	✓	
Mali	✓	
Malta	✓	
Marshall Islands	✓	
Martinique	✓	✓
Mauritania	✓	
Mauritius	✓	
Mayotte	✓	✓
Mexico	✓	✓
Micronesia, Federated States of	✓	
Moldova, Republic of	✓	✓
Monaco	✓	✓
Mongolia	✓	
Montenegro	✓	
Montserrat	✓	

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Morocco	✓	✓
Mozambique	✓	
Myanmar	✓	✓
Namibia	✓	✓
Nauru	✓	
Nepal	✓	
Netherlands	✓	✓
Netherlands Antilles	✓	
New Caledonia	✓	
New Zealand	✓	✓
Nicaragua	✓	
Niger	✓	
Nigeria	✓	
Niue	✓	
Norfolk Island	✓	
North Macedonia	✓	✓
Northern Mariana Islands	✓	
Norway	✓	✓
Oman	✓	
Pakistan	✓	
Palau	✓	
Palestine, State of	✓	
Panama	✓	
Papua New Guinea	✓	
Paraguay	✓	✓
Peru	✓	✓
Philippines	✓	✓
Pitcairn	✓	
Poland	✓	✓
Portugal	✓	✓
Puerto Rico	✓	✓
Qatar	✓	✓
Réunion	✓	✓
Romania	✓	✓
Russian Federation	✓	✓
Rwanda	✓	
Saint Barthélemy	✓	
Saint Helena	✓	
Saint Kitts and Nevis	✓	
Saint Lucia	✓	
Saint Martin (French part)	✓	
Saint Pierre and Miquelon	✓	
Saint Vincent and the Grenadines	✓	
Samoa	✓	
San Marino	✓	✓
Sao Tome and Principe	✓	
Saudi Arabia	✓	✓
Senegal	✓	
Serbia	✓	✓

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Seychelles	✓	
Sierra Leone	✓	
Singapore	✓	✓
Sint Maarten (Dutch part)	✓	
Slovakia	✓	✓
Slovenia	✓	✓
Solomon Islands	✓	
Somalia	✓	
South Africa	✓	✓
South Georgia and the South Sandwich Islands	✓	
South Sudan	✓	
Spain	✓	✓
Sri Lanka	✓	
Sudan	✓	
Suriname	✓	
Svalbard and Jan Mayen	✓	
Sweden	✓	✓
Switzerland	✓	✓
Syrian Arab Republic	✓	
Taiwan, Province of China	✓	✓
Tajikistan	✓	✓
Tanzania, United Republic of	✓	
Thailand	✓	✓
Timor-Leste	✓	
Togo	✓	
Tokelau	✓	
Tonga	✓	
Trinidad and Tobago	✓	
Tunisia	✓	✓
Turkey	✓	✓
Turkmenistan	✓	
Turks and Caicos Islands	✓	
Tuvalu	✓	
Uganda	✓	
Ukraine	✓	✓
United Arab Emirates	✓	✓
United Kingdom	✓	✓
United States	✓	✓
United States Minor Outlying Islands	✓	
Uruguay	✓	✓
Uzbekistan	✓	
Vanuatu	✓	
Venezuela	✓	
Viet Nam	✓	✓
Virgin Islands, British	✓	
Virgin Islands, U.S.	✓	✓
Wallis and Futuna	✓	
Western Sahara	✓	
Yemen	✓	

COUNTRY	ADDRESS CAPTURE	AUTOCOMPLETE
Zambia	✓	
Zimbabwe	✓	

## Can I add multiple users to my account?

Yes. When you log into your account, under *My Account* you will be able to see *Manage Users* button and from here you can add/edit users.

There is documentation [here](#) which goes through the steps for creating a new user as well as the breakdown of each role and their access rights.

## I forgot my password. Can you help?

Not a problem, go to the [Password reset page](#) and enter your login email.

## Where can I access the previous version of Autoaddress?

All documentation on this site relates to the latest version of our software, Autoaddress 3.0.

To access Autoaddress 2.0 documentation, please follow this link: <https://autoaddress2.helpscoutdocs.com/>

To access Autoaddress 2.0 Account Centre, please follow this link: <https://accountcentre.autoaddress.ie/>

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