If there are problems accessing the Citizen Access Portal via a smart device (Android, iPhone, iPad, Android Tablets etc.) then make sure the device is up to date on patches and/or updates. You will need the most recent ISO or android updates available for your device. If not, then you might not be able to access the site correctly. After you have made sure all updates are applied and if there are still issues with the Citizen Access Portal, you will need to clear search history and temporary browsers.

Android or devices that use Google Chrome

Chrome Browser – Android – Clear Temporary Internet Files

1. Apps icon. (Google) Chrome. ...
2. Tap the. Menu icon. (upper-right) then tap. ...
3. Tap. Clear browsing data. ...
4. From the 'Time range' dropdown, choose the range to clear (e.g., Last hour, All time, etc.).
5. Select from the following: Selected when a checkmark is present. ...
6. Tap. Clear Data.

https://www.verizon.com › ... › How to Use   ⋮

Chrome Browser - Android - Clear Temporary Internet Files

ISO devices

In the Chrome app

1. On your iPhone or iPad, open the Chrome app .
2. At the bottom, tap More .
3. Tap History. Clear browsing data.
4. Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
5. Tap Clear browsing data.

https://support.google.com › accounts › answer › co=GE...   ⋮

Clear cache & cookies - iPhone & iPad - Google Account Help

Sometimes **Safari** caches can cause strange browser behavior like displaying a "Can't **open page**" error message. ... On iOS, you can empty **Safari** browser data by going to Settings app > **Safari** > "Clear History and Website Data" and confirm that you want to remove and clear website data.
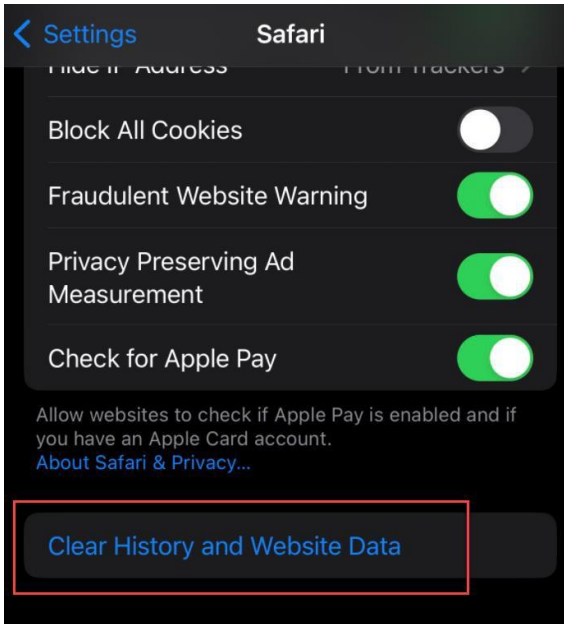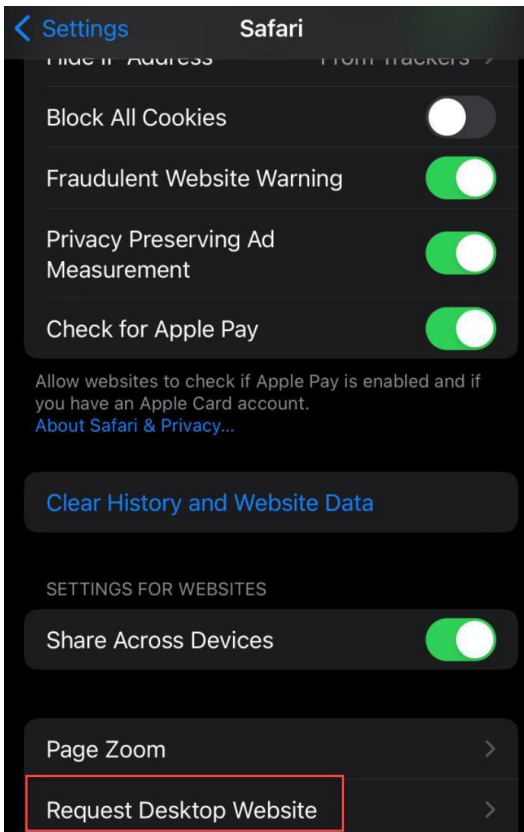
How to view the site in desktop mode

Safari –

1. Go into settings > scroll down Safari > select arrow to open
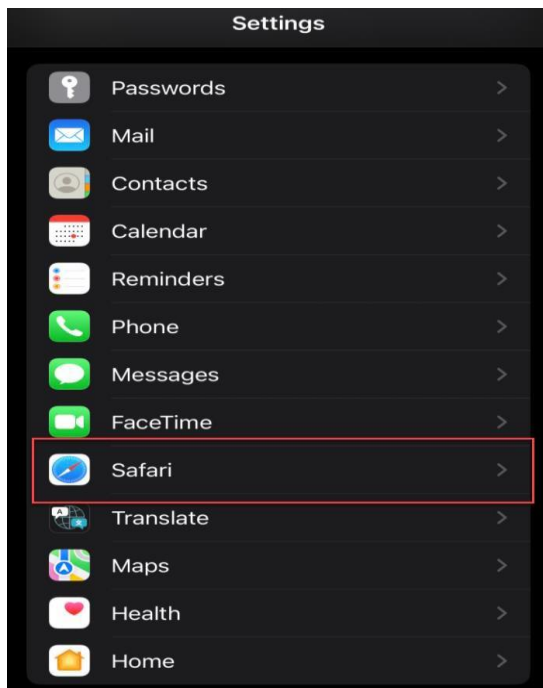
2. Select clear history and website data

3. On that same setting screen scroll down *to Request Desktop website* > select the arrow to open

4. All website > swipe to turn on setting