

Having problems accessing Citizen Access Portal via Smart Devices

i.e Android, iPhone, iPads or Android Tablets

Clark County has security rules in place. If your smart device is not up-to-date on patches or updates, you may not be able to access the site correctly. First, please make sure you have the most recent IOS or android update available for your device.

After you have made sure all updates are applied and you are still having trouble accessing the Citizen Access Portal, you'll need to clear your search history and temporary browsers.

Depending on the type of smart device you have; we have provided some helpful instructions.

Android or devices that use Google Chrome

Chrome™ Browser - Android™ - Clear Temporary Internet Files

1. From a Home screen, navigate: Apps icon > (Google) > Chrome
2. Tap the Menu icon. ...
3. Tap Settings.
4. From the 'Advanced' section, tap Privacy.
5. Tap **Clear** browsing data.
6. From the '**Clear** browsing data', tap the Advanced tab.
7. Select from the following: ...
8. Tap **Clear** Data.

www.verizon.com > Support > LG > LG Optimus Zone 3 ▾

[Chrome Browser - Android - Clear Temporary Internet Files ...](#)

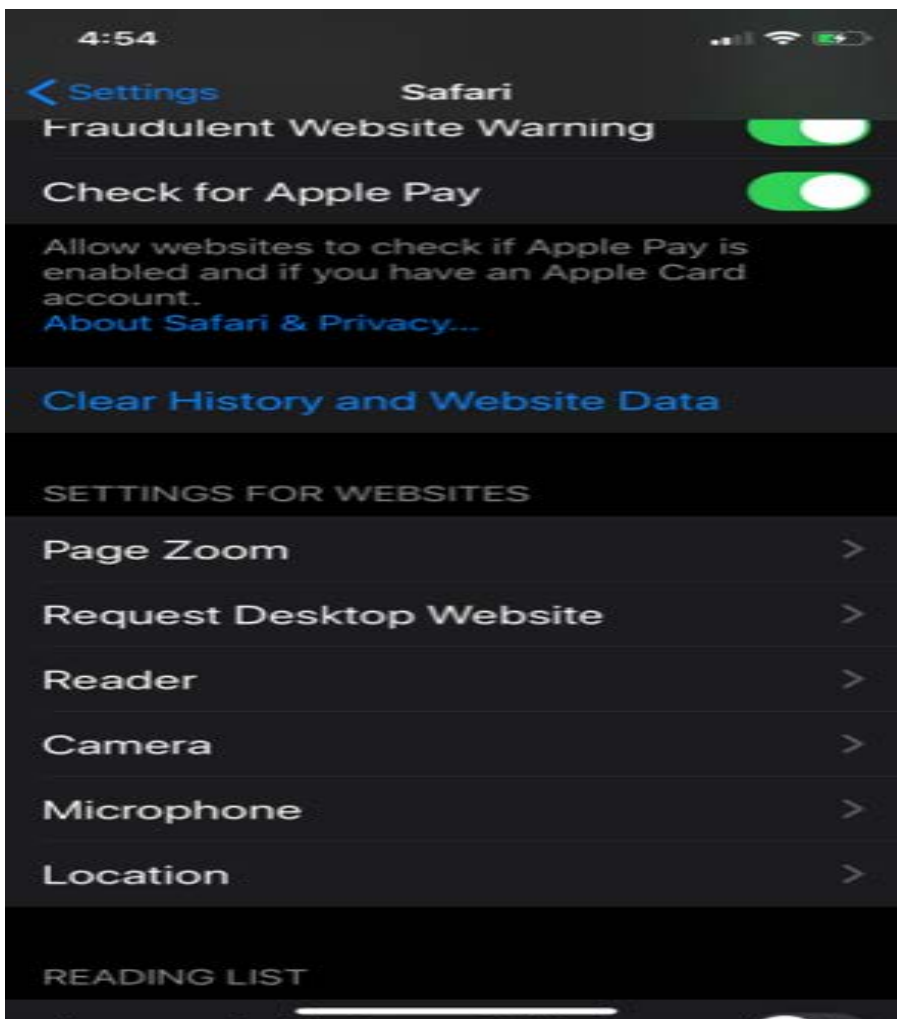
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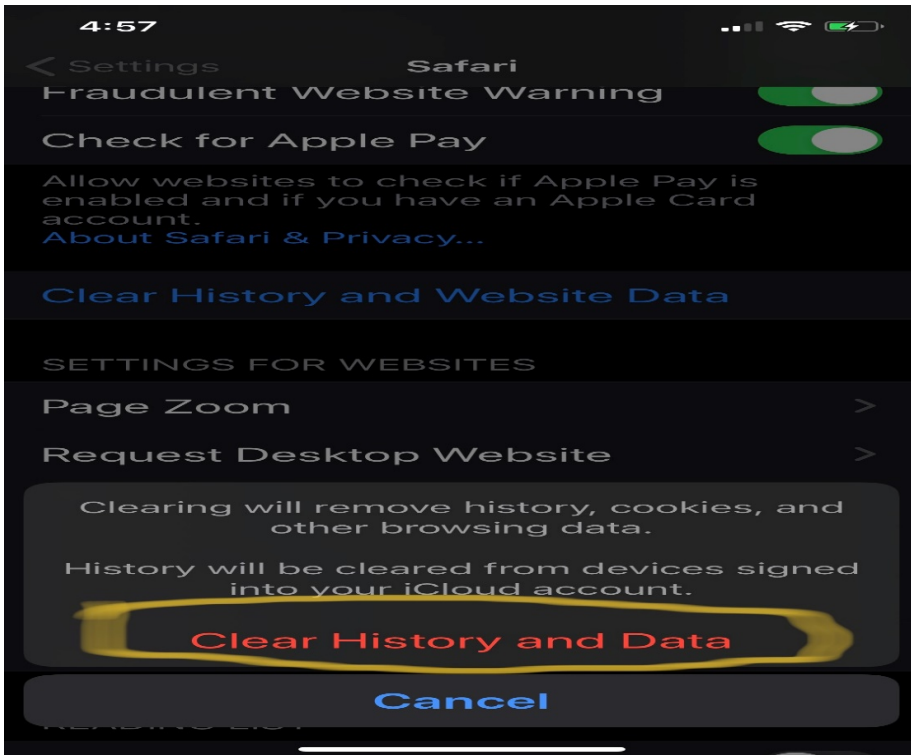
IOS Devices

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.

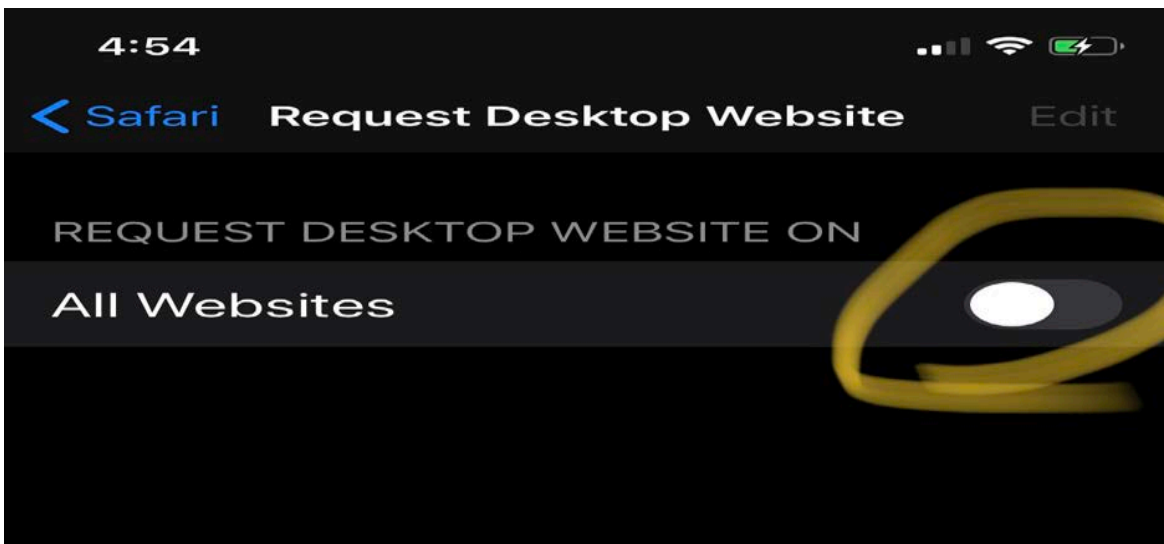
If you do not want to update your security level on your smart devices besides clearing your browsers, you will need to also view the site in desktop mode.

Go to Settings on your phone and scroll down to Safari – and **“Clear History and Website Data”**





Next on that same setting screen under **REQUEST DESKTOP WEBSITE ON** – Go to **ALL Websites** and turn the dial to be **green**.



4:54



[< Safari](#) Request Desktop Website

Edit

REQUEST DESKTOP WEBSITE ON

All Websites

