

**Issue:** Currently viewing the full desktop version of ACA from a mobile device (iOS, Android) is not fully supported.

When viewing Citizen Access (ACA) from a mobile device, some navigation buttons including the global search option may not work as intended.

Even though the mobile browser may be displaying the full version of ACA, it is not always using the full desktop browser functionality ACA may require.

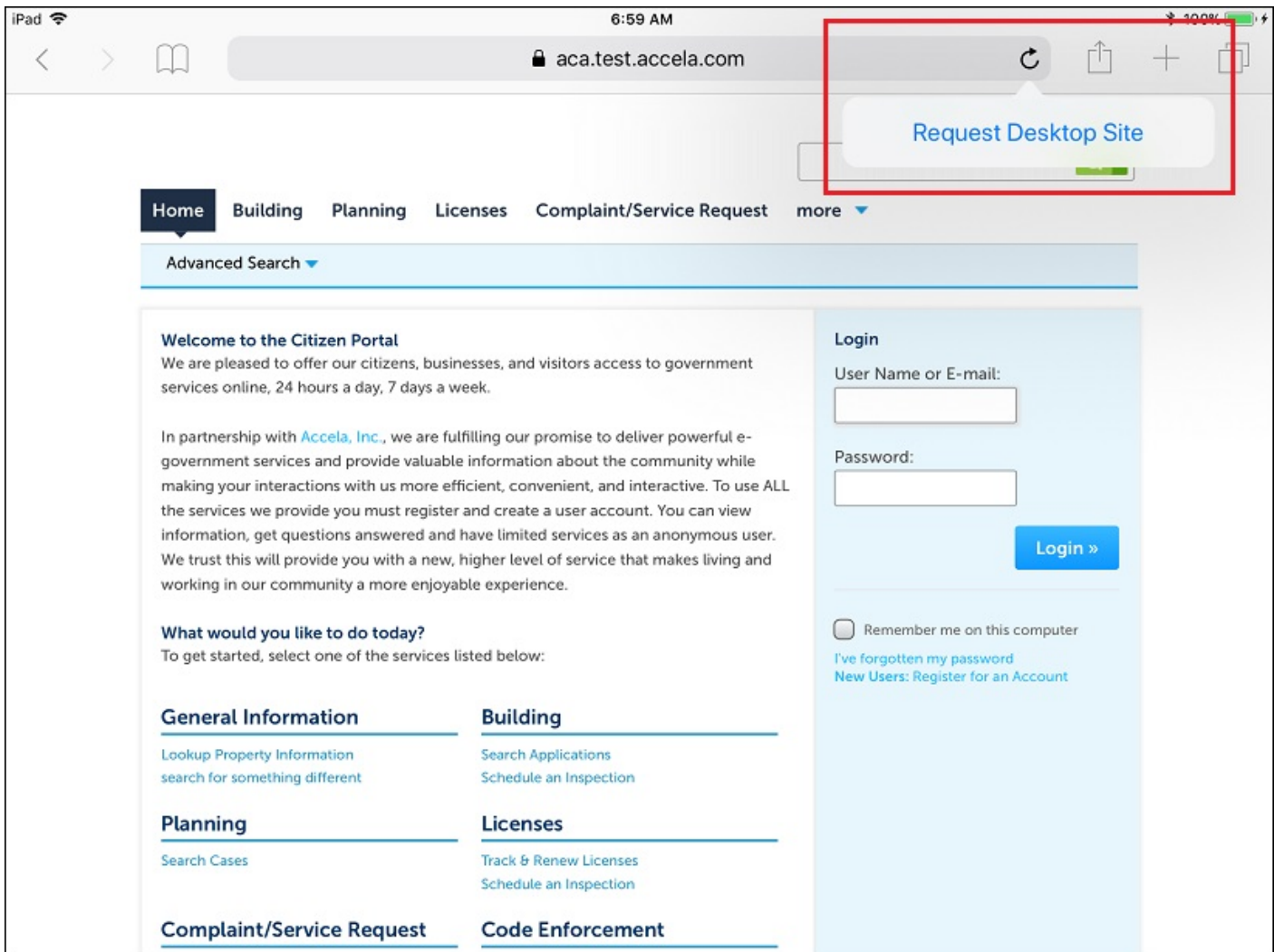
### Resolution

Most mobile browsers such as Safari, Chrome, and Firefox have options to "Request Desktop Site". This allows the mobile browser to act like its desktop counterpart, and returns button functionality.

**Note:** Examples below are from an iPad, but should apply to iPhones as well as Android devices.

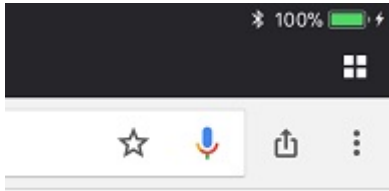
## Safari

1. After the ACA page loads, hold the refresh icon for a brief second and then let go.
2. Click the pop up text box that says "Request Desktop Site".

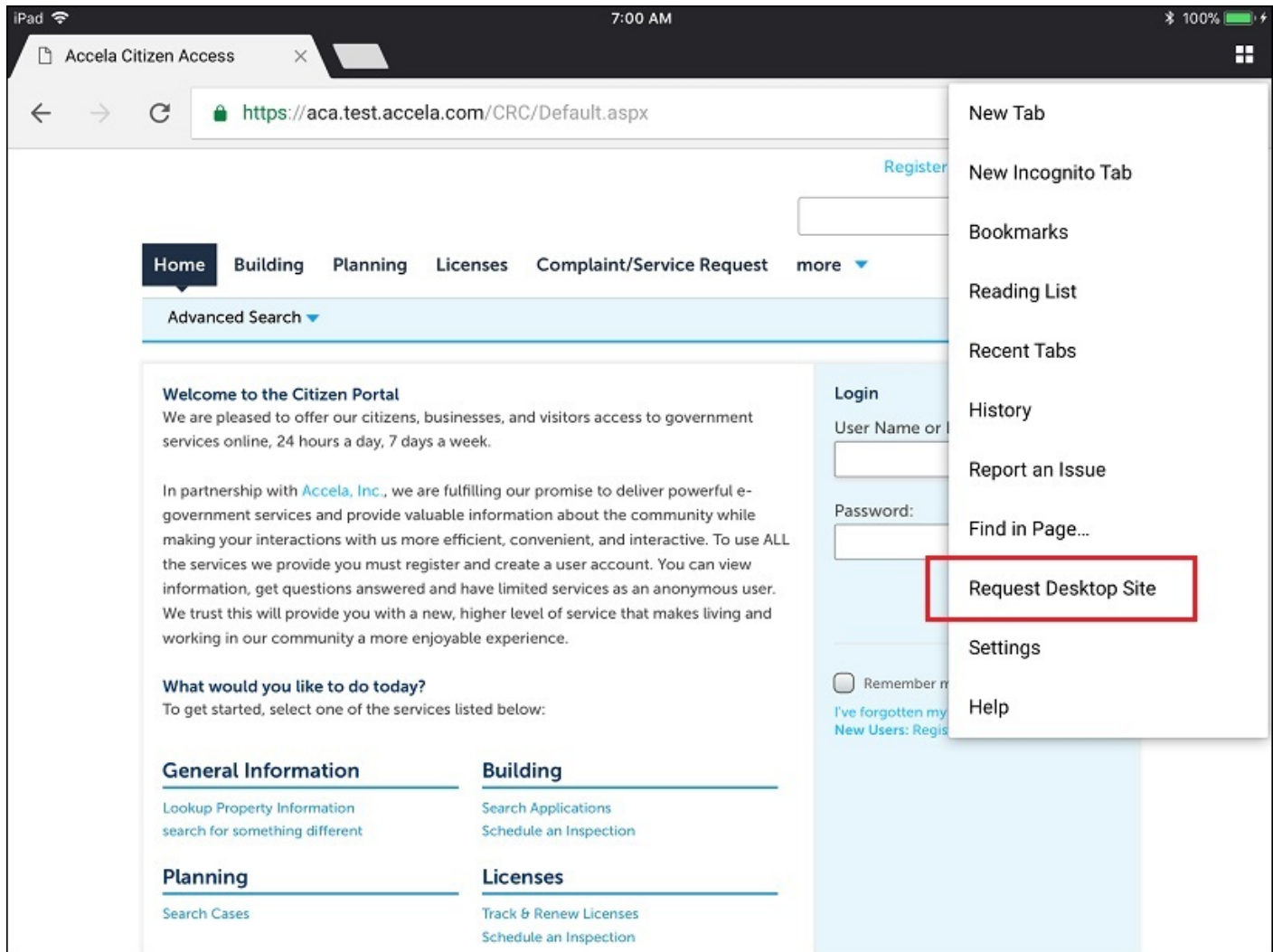


# Chrome

1. After the ACA page loads, click on the 3 vertical dots located in the top right corner of the browser.



2. In the drop down menu, select "Request Desktop Site".



## Firefox

1. After the ACA page loads, click on the 3 horizontal dots located in the top right corner of the browser.
2. In the drop down menu, select "Request Desktop Site".

