

Switching to Desktop Mode for Accela Citizen Access on Mobile

Issue: Global Search does not work on mobile phone.

Resolution: In order to get the global search to work on the mobile phone with the new version of Accela (9.3.1) one needs to switch to Desktop Site.

Apple iPhone or iPad Devices

1. Method 1
 - a. Navigate to <https://epermit.myclearwater.com/citizenaccess>
 - b. Tap and hold the refresh button
 - c. Select [**Request Desktop Site**]
2. Method 2
 - a. Navigate to <https://epermit.myclearwater.com/citizenaccess>
 - b. Select the share button
 - c. Scroll and select the [**Request Desktop Site**]

Android Devices

1. Navigate to <https://epermit.myclearwater.com/citizenaccess>
2. Select the menu option button
3. Select [**Desktop Site**]