

# Unable to Access ServiceMobility

## Problem

In situations where users are unable to log into ServiceMobility, clearing cache and optionally removing the home screen icon is a great way to help solve problems.

## Solution

Please make sure the Safari browser cache has been cleared



### To clear Safari browsing cache

- Go to iPhone Setting
- Scroll to safari application
- Scroll to bottom of the options
- Select Clear History and Website Data.

<https://support.apple.com/en-gb/HT201265>

Optionally, remove the App Icon from the Homescreen



### If you touch and hold an app from the Home Screen and the apps start to jiggle:

- Tap the Remove icon in the upper-left corner of the app.
- Tap Delete App, then tap Delete to confirm.
- Tap Done.

To Re-Add:

- Go back into the Library, Search for the application and readd the icon.

## Related articles

- [Unable to Access Web Gantt / ServiceEmpowerment](#)
- [Unable to Access ServiceMobility](#)