

# Troubleshooting Tips for Mobile Devices - Agvance SKY Analytics

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Testing was performed with an iPhone 13 on iOS 18.0. Only Chrome and Safari were used for testing as they are the browsers supported for SKY.

1. Be sure both the device iOS version and browser applications are updated to the latest versions.
2. Be sure a previously existing Tableau session does not exist. If either the site or user is different, this could prevent a dashboard from loading. This can be verified by [logging into Tableau](#) and signing out.

After addressing device/browser updates and ensuring no conflicting Tableau session exists, note that it does not matter whether a normal or private browsing window is used. Testing proved results on both sides to be the same.

3. Chrome (version 129.0.6668.69) was successful in all test cases on mobile and is the recommended browser when using Analytics.

**Note:** If using a desktop, [third-party cookies](#) must be enabled. This setting does not exist in the same way on mobile.

4. Safari was only successful if both JavaScript and cookies were enabled. Otherwise, both SKY and individual dashboards may not load as expected.
  - Both Safari settings can be found on an iPhone by going to *Settings / Apps / Safari / Advanced*. Make sure *Block All Cookies* is disabled and *JavaScript* is enabled.
5. For any Safari settings changed, the application must be closed by double-tapping the **Home** button (or swiping up depending on the iPhone) to actually close it. Leaving the app is not enough.