

Topic: Handheld Devices and Online Filing

Question by: Julia Dale

Jurisdiction: Michigan

Date: September 15, 2011

Jurisdiction	Question(s)
	<p>In the past month it has come to our attention that customers who are attempting to file online using a handheld device (Smartphone, iPad, tablet, etc.) believe that they have successfully submitted their document/form; however, often times there appears to be problems with how the handheld device interacts with our Java script. What we have noticed is that we are able to collect the payment but often times the image is not created; as a result we have added a warning to our website cautioning customers against the use of handheld devices when submitting documents online to our office.</p> <p>Unfortunately, my technical explanation of this is pretty low-level; I am curious though if any of you are experiencing similar difficulties?</p>
Manitoba	
Corporations Canada	<p>As you may know, Corporations Canada is responsible for incorporating businesses and not-for-profit organizations that choose to incorporate federally, rather than provincially or territorially, in Canada.</p> <p>Clients using handheld devices may experience difficulties when using our online filing system as our services have not yet been thoroughly tested in regards to their compatibility with operating systems that are commonly used on mobile devices.</p>
Alabama	
Alaska	
Arizona	
Arkansas	
California	
Colorado	<p>We have had similar issues occur occasionally, but we have not tracked whether the person was using a handheld device when the issue occurred. We are going to start asking if they were using a handheld.</p>
Connecticut	
Delaware	

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District of Columbia	<p>In the District of Columbia we have had a number of issues where customers have complained about the fact that our website and online service are only configured to work with Internet Explorer but not other web browsers.</p> <p>We are in the process of enhancing our system so that it will be compatible with all major web browsers – Firefox, Safari, etc. The emphasis was on the browser rather than device that customer was using.</p>
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
Iowa	
Kansas	<p>Great question Julia and Kansas is finding we may have a similar issue. We have requested some testing be performed as we have had similar concerns from our clients.</p>
Kentucky	
Louisiana	
Maine	
Maryland	
Massachusetts	
Michigan	

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Minnesota	
Mississippi	
Missouri	Missouri has not experienced this to date.
Montana	We have not heard of any complaints or problems from our customer regarding the use of handheld devices when filing their annual reports online.
Nebraska	
Nevada	Nevada is not experiencing these difficulties.
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	I have not heard of any complaints or problems from customers in regards to using a handheld device.
Ohio	
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	At this time, Rhode Island is not experiencing any problems.
South Carolina	

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South Dakota	
Tennessee	
Texas	Texas is not aware of any similar difficulties with SOSDirect.
Utah	Utah has had no problems...in fact, we've had over 300 renewals from iPads in the last several weeks
Vermont	In Vermont, we have basic online filing scripts and have not experienced this issue with people filing online (We have limited functions) through the web browser of a Smartphone or IPAD.
Virginia	
Washington	We have not any complaints about handheld devices and our system.
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

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Julia Dale, Director

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