



Updates - Apps

Your phone should check for updates periodically. If Apps or the phone operating system require updating a notification should display on the lock screen.

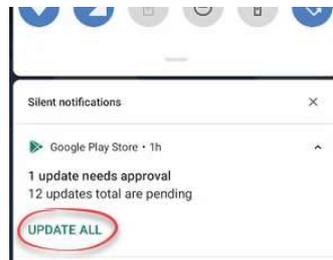
You can also run manual checks. Always install updates as they become available.

Before you begin to download the update please ensure you are connected to WiFi rather than using a 3/4G data connection.

How do I update Apps?

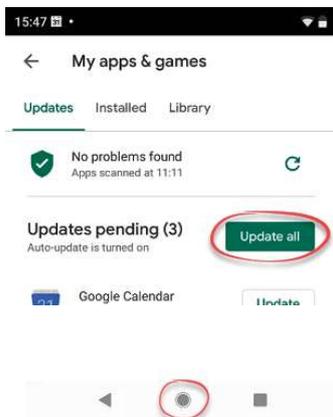
Method One: Notification of updates

1. Swipe from the top of the screen down.
2. Click the 'Update All' in the 'Google Play Store' section of the notification bar.



3. Click the 'Update All' option.

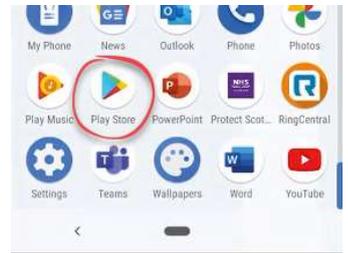
The update(s) will download and install in turn. You can continue to use your phone while this happens.



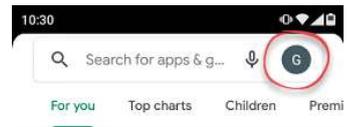
4. Click the 'Home' button at the bottom of the screen to return to the main screen.

Method Two: Manual check

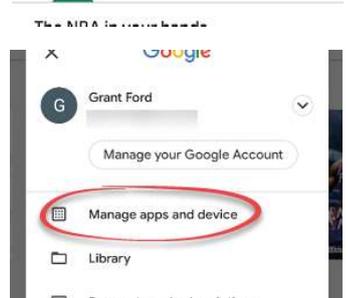
1. Swipe from bottom of your screen upwards to display all the apps installed on your phone.
2. Click the 'Play Store' icon.



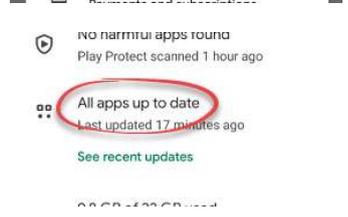
3. Click the circle with your initial in the top right corner.



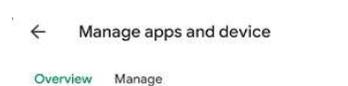
4. Click 'Manage apps and device'.



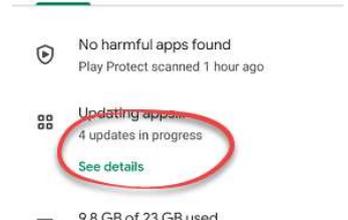
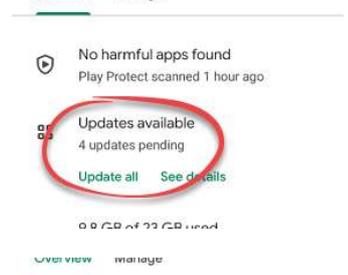
5. If no updates are required you can close the 'Play Store' app.

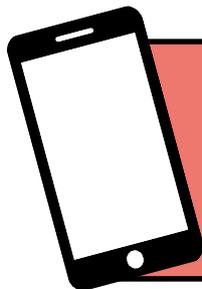


Otherwise, click the 'Update All' button.



Updates will download and install. You can close the 'Play Store' app and continue to use your phone while this happens. Click 'See details' to find out which apps are being updated.





For help and assistance,
call the ICT Helpdesk
0141-342 1570

Available during office hours. For critical support
at other times refer to the out-of-hours phone list.

Part of the 'How do I...' series of helpsheets. For more, visit ictsupport.key.org.uk