

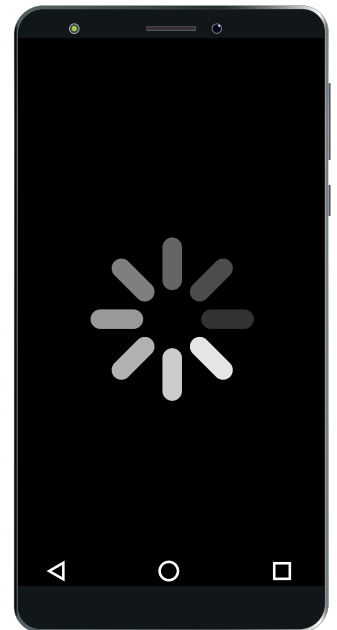
Managing and deleting apps

Apps don't always do what you want them to, but it's easy to manage them and even get rid of them.

How do I close an app?

Smartphones are designed to manage apps without you needing to worry about closing them. They often operate in the background quietly, ready to be used again when you need them. Sometimes, however, you might want to close an app.

- If an app misbehaves, closing and restarting the app can often fix the problem.
- With an iPhone, you can close an app by pressing the phone's **Home** button twice quickly, then swiping up on the app you want to close.
- With an Android phone, you can close an app by pressing the square button next to the **Home** key, then swiping to the right the app you want to close.
- If closing and restarting an app doesn't fix the problem, try restarting your phone.
- When you've finished using an app for your bank, or any billing service, you should close it to make sure the password has to be entered again the next time it's used.



Closing and restarting an app can often fix problems

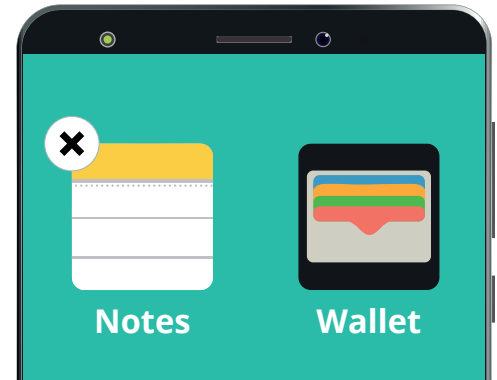
'When you've finished using an app for your bank... close it to make sure the password has to be entered again the next time you use it.'

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How do I delete an app?

Most people end up with apps on their device that they never use. If you don't use an app, you can delete it.

- If you delete an app, you'll release storage space on the phone for other things.
- If you delete an app, it may delete all data associated with the app, so bear that in mind before doing so.
- To delete an app on an iPhone, tap and hold the app's icon until all the icons start wiggling. Next, tap the **X** that appears at the icon's corner.
- To delete an app on an Android phone, tap and hold the app's icon until a delete option appears. Next, tap **Uninstall** or drag the icon to **Uninstall** near the top of the screen.
- If you delete an app you've paid for, the App Store and Play Store will remember that you've paid and let you install it again later with no further charge.
- Some apps are **system** apps, which are important parts of the phone. They will not display the **X** as you cannot delete those apps.

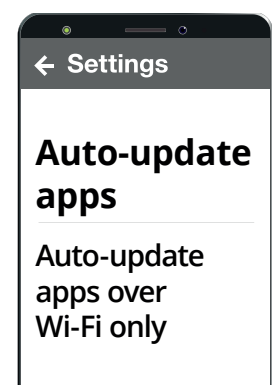


Tap and hold an app's icon to begin deleting it

Do I need to update my apps?

It is important to keep your apps up-to-date so that they work properly. Often your phone will do it for you automatically, or the app store can let you know when updates are available.

- Updates to apps may add features, but they are mostly to fix bugs. Bug-free apps help ensure your phone's security.
- You can have your phone update apps automatically.
- With an iPhone, switch on automatic updates in the **iTunes & App Store** section of the **Settings** app.
- With an Android phone, switch on automatic updates in the **Settings** section of the Play Store app.
- You can make sure updates do not use mobile data in the same **Settings** menus of both types of phone.



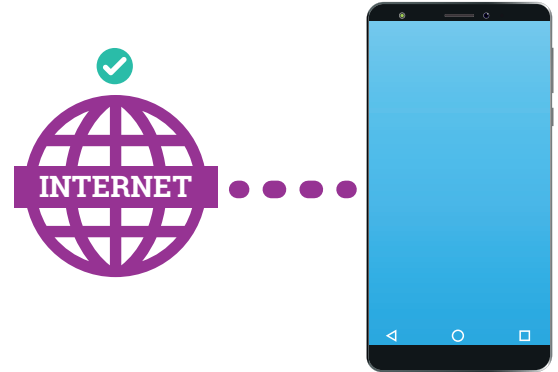
Easily set apps to auto-update in settings

Managing and deleting apps

Will an app use my mobile data?

Mobile data is expensive, so it's a good idea to make sure your smartphone isn't wasting your monthly mobile data allowance when a Wi-Fi network isn't available.

- Apps use data when they are installed or updated, and some download additional data (eg. maps for a maps app). If you are not connected to Wi-Fi, your device may use your mobile data allowance to download and update apps.
- You can check how much mobile data an iPhone is using in the **Mobile** section of the **Settings** app.
- You can check how much mobile data an Android phone is using in the section of the **Settings** app labelled **Wireless & Networks** or something similar.



Apps may use mobile data when Wi-Fi networks are unavailable

'Mobile data is expensive... Make sure your smartphone isn't wasting your monthly mobile data allowance when a Wi-Fi network isn't available.'