

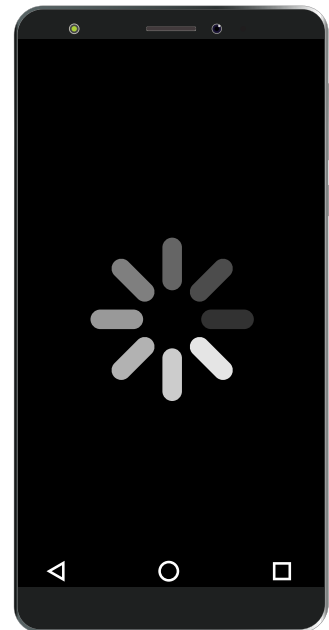
Managing and deleting apps

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.

- Sometimes apps misbehave, and 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 a sensitive app, such as one for your bank, or some billing service, you should close it to make sure the password has to be entered again the next time you use it.



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 your device for other things.
- If you delete an app, it may delete all data associated with the app, so think twice before doing so.
- To delete an app on an iPhone, tap and hold the app's icon until a menu appears. Next, tap the **Delete App** option. A message will ask if you wish to delete the app and its data – tap **Delete**.
- 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 Google Play 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. You cannot delete those apps.

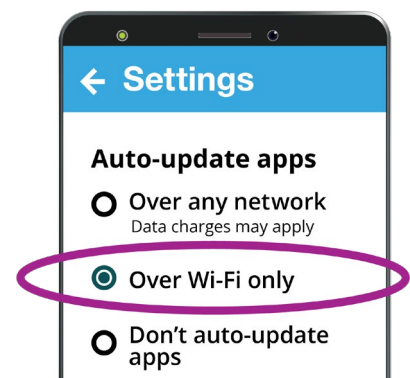


Deleting an app frees up storage space for other things

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 **App Store** section of the **Settings** app.



Set apps to auto-update over Wi-Fi in Settings

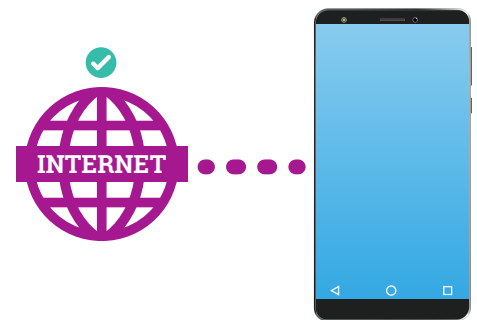
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- With an Android phone, switch on automatic updates in the **Settings** section of the Play Store app.
- You can make sure updates do not use mobile data in the same **Settings** menus of both types of phone.

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 apps on an iPhone are using in the **Mobile** section of the **Settings** app.
- You can check how much mobile data apps on an Android phone are 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.