

App tips and tricks

As with everything, a few tips and tricks can help you get the most from your apps.

Organising your apps?

Apps are fun and easy to download but the more you have the harder they can be to find on your phone or tablet. Organising them helps you find the app that you are looking for quickly.

- The two main ways to organise apps is to group similar apps together on pages, or in folders. For example, you might put all your games on one page and transport apps on another.
- To move an app to a different page, you drag it to the new page.
- To create a folder, drag one app onto the top of another.
- To drag an app on an iPhone, tap and hold an app icon until a menu appears. Take your finger off and tap **Edit Home Screen**. All the app icons will wiggle and you can tap and hold the app icon again, then use your finger to slide it to the new place.
- To drag an app on an Android phone, tap and hold an app icon until the screen changes, then just slide your finger to move the app to where you want.
- To go to a new page, drag the icon to the edge of the screen. After a moment, the page will turn, and you can keep dragging.



Create folders for similar apps that can be grouped together

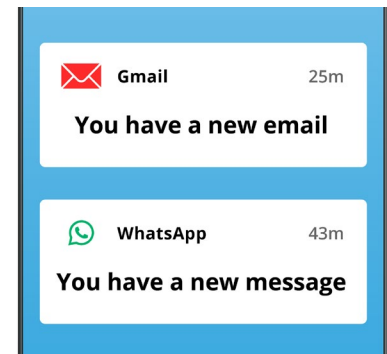
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What are app notifications?

Notifications are one way your smartphone or tablet communicates with you. Often, your device will make a sound to let you know you have a new notification.

- A notification may be an app telling you something. For example, it may alert you to a new email, or be an alarm or reminder that you set in an app.
- You can see notifications by swiping down from the top of the screen.
- Tap on a notification to go to its app.
- To delete a notification on an iPhone, swipe it to the left and tap **Clear**.
- To delete a notification on an Android phone, swipe it to the left or right.
- You can control notifications on Android and Apple devices in the section of the **Settings** app called **Notifications**.



Notifications appear when apps want to tell you something

Managing your app costs

Apps can cost you money, but they don't have to. There are also ways to control app costs and make sure that you know what you are paying for.

- You can sign up to the App Store or Google Play without giving payment details, so you can download free apps.
- If you want a paid app, you will have to provide payment details.
- If you provide payment details, you won't be charged unless you purchase something.
- To avoid mobile data expenses, make sure you are connected to Wi-Fi when installing and updating apps.
- In-app purchases will cost money. Consider whether you need to make these purchases.
- Sometimes you can buy App Store or Google Play gift cards at a discount in supermarkets. They can save you money when you buy apps.



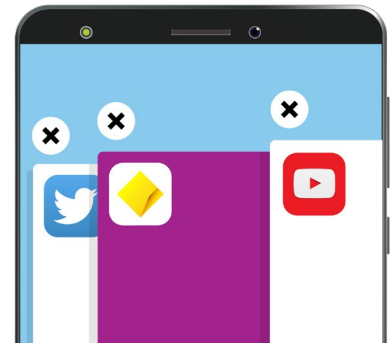
Connect to Wi-Fi when installing apps to minimise mobile data costs

App tips and tricks

What if an app stops working?

Most apps will work well all of the time, but sometimes things just go wrong and an app can stop working properly. When this happens, there are some simple steps to take to get the app back up and running.

- An app is just a computer program, and any computer program can sometimes play up.
- When something goes wrong, try closing the app and starting it up again.
- To close an iPhone or iPad app, push the **Home** button twice and swipe the misbehaving app up off the screen.
- To close an Android app, tap the **Overview button** next to the **Home** button and swipe the misbehaving app to the right off the screen.
- If closing the app hasn't worked, try restarting your smartphone or tablet by switching it off and back on again.
- If switching your device off and on doesn't work, try deleting the app and then reinstalling it.
- If none of the above steps work, leave a low star rating in the App Store or Google Play and describe the problem. The developer may respond and fix the issue.
- Lastly, you can try downloading a different app.



Closing an app and starting it again can sometimes fix the problem

If closing the app hasn't worked, try restarting your smartphone or tablet by switching it off and back on again.