**Apps**

**This document will provide you with the following information:**

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* What can I do with an app?
* Where do I get apps?
* How can I be safe with apps?
* How much does an app cost?
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* How to get apps for Android devices
* How do I close an app?
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# **What is an app?**

Apps are little computer programs for your smartphone that help you to get things done. Your device comes with some apps that are already pre-installed, while others need to be downloaded.

Most apps are easy to use.

* An app is designed to work well on the small screen of your device.
* Apps are represented by an icon on the screen of your device.
* An app might perform a specific task, or a small number of related tasks. For example, a weather apps will tell you the weather forecast.
* There are millions of apps, all designed to do different things.
* Many apps use data from the internet, while some don’t.

# **What can I do with an app?**

Apps allow you to perform many different tasks using your device. With millions available to download, there is an app for nearly everything.

* Apps like Blind Square, Transit, Google Maps can help you travel around.
* Apps like Seeing AI can help identify objects.
* Apps from retail stores can help you buy things online, or just see what’s in stock at your supermarket.
* Facebook, SMS and email apps can help you stay connected and meet new people.
* Calendar and Clock apps can help you stay organised.
* And there are thousands of games apps for everyday fun.

# **Where do I get apps?**

It’s easy to search and download new apps onto your device from the Apple App Store and the Google Play Store, depending on which device you are using.

* If you have an iPhone, the only place you can get apps is in the App Store.
* If you have an Android device, the only place you should get apps is in the Play Store.
* In both stores you can search for apps by name, type, or by the company or organisation that created them.
* Most apps are free. Many of these apps are funded by advertisements inside the app.
* Apps from the App Store and Play Store are almost always safe to use.
* Apps for Android phones from elsewhere may not be safe and should not be used unless you trust the source (i.e. the app is made available from a business that you often use).

# **How can I be safe with apps?**

It’s important to take reasonable care to make sure they are also safe, and that your personal information and device are protected.

* Remember, only use apps from the App Store (for Apple devices) or the Play Store (for Android devices). For banking services, only use the official apps issued by the bank.
* You can search for official apps by searching for the name of the department or bank in the App Store or Play Store.
* Think carefully before entering personal details into an app. Does the app or service need it?
* If the app asks for permission to do something strange like make phone calls, do not give it that permission.
* Pay attention to regular news, which will usually report security breaches in online companies.
* Never use free public Wi-Fi to enter personal details or passwords into an app.

# **How much does an app cost?**

Most apps are free to download onto your smartphone, but there are some apps you do have to pay for before you can download them.

It is important to remember though, that apps use data to run. If you use an app to help you get around, for example way finding, you will likely want the app to access data. However, you can take step to avoid apps using your mobile data. You can switch off mobile data use by apps in the **Settings** menu of your device.

Other important things to consider:

* To avoid mobile data expenses, make sure you are connected to Wi-Fi when installing and updating apps.
* Prices for most paid apps range between one and ten dollars, but some apps for specialised functions cost more.
* Sometimes both paid and free versions of the same app are available.
* Free apps often contain advertisements.
* The paid version of an app doesn’t have advertisements, and sometimes has more features.
* Some apps include “in-app purchases”, which might remove advertisements or add features. With some apps, you can buy additional content or services within the app. In-app purchases will cost money. You can restrict in-app purchases in the **Settings** menu of an iPhone and the **Settings** menu in thePlay Store app on an Android device.

# **Will an app use my mobile data?**

Depending on the type of mobile plan you have, it’s a good idea to make sure your smartphone isn’t using your monthly mobile data allowance without you knowing.

* 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 device is using in the section of the **Settings** app labelled **Wireless & Networks** or something similar.

# **How do I choose apps?**

If you are looking for a specific accessibility-related app you should look for recommendations from trusted organizations or friends. Online websites often publish lists of Best Apps for particular tasks. They can also be a good guide to help you choose.

The App Store (for iPhones) and Play Store (for Android devices) have star ratings and reviews of apps by users.

You can search both stores by category, such as games, family apps and more.

# **How to get apps for iPhone**

Here’s a quick guide to help you:

* Tap the **App Store** icon to look for apps.
* If it’s your first time, you will need to sign up to the App Store using your Apple ID and password.
* You’ll have to agree to terms and conditions, and you may be asked to enter payment details. You won’t be charged unless you buy an app.
* Next, search for an app. You can search for the name of the app, the type or the publisher.
* From the list of seach results, tap on an app of interest.
* From there you can install it. Tap **Get** if it’s free, or the price if it’s paid.
* After the app is installed, you can find the app icon at the end of the last screen on your iPhone.
* Some apps will have advertisements. Sometimes you can remove an ad by tapping a small cross in its corner, but another is likely to soon replace it.

# **How to get apps for Android devices**

Here’s a quick guide to help you:

* Tap the **Play Store** icon to look for apps.
* You will be asked to enter payment details, but you will not be charged unless you buy an app. You can skip this if you want to get only free apps, but if you choose a paid app you will have to provide payment details to complete the purchase.
* Next, search for an app. You can search for the name of the app, the type or the publisher.
* From the list of search results, tap on an app of interest.
* After it’s installed, you can usually find the app icon in the first available space on the first available page of your device.

# **How do I close an app?**

Apps often operate in the background quietly, ready to be used again when you need them. Sometimes, however, you might want to close an app completely so that it does not run in the background.

* 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 device’s **Home** button twice quickly, then swiping up on the app you want to close.
* With an Android device, 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 device.
* There are some apps that you should always close. For example, 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.

# **How do I delete an app?**

If you don’t use an app that you downloaded, or that was already on your device, you can delete it. If you delete an app, you’ll release storage space on the device for other things. If you delete an app, it may delete all data associated with the app.

* 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 device, 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.
* Some apps are **system** apps, which are important parts of the device. They cannot be deleted.

# **Do I need to update my apps?**

Apps need to be updated in order to work properly. Often your device 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. Bugs are problems in the app that have been found and need to be fixed. Bug-free apps help ensure your device’s security.
* You can have your device update apps automatically, but this means that you may not have control over when the updates happen.
* With an iPhone, switch on automatic updates in the **iTunes & App Store** section of the **Settings** app.
* With an Android device, 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 device.

# **What are app notifications?**

Notifications are one way your smartphone 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 device, swipe it to the left or right.
* You can control notifications in the section of the **Settings** app called **Notifications**.