App Store Navigation

On iPhone it is called the **App Store**. On Samsung and other Android phones it is the **Play Store**.

Finding and installing an app

iPhone: Open the **App Store** and tap **Search** at the bottom of the screen. Type the app's name, tap **Get** next to it, then confirm the way your phone asks — usually by double-clicking the side button. **Android:** Open the **Play Store** and tap the **search bar** at the top of the screen. Type the app's name, tap the app in the results, then tap **Install**.

Updating your apps

iPhone: Open the **App Store** and tap your **profile picture** at the top right. Tap **Update All**. To let the phone do it by itself: **Settings** → **App Store** → turn on **App Updates**. **Android:** Open the **Play Store** and tap your **profile icon** at the top right. Tap **Manage apps & device**, then **See details** under "Updates available" and tap **Update all**. To let the phone do it by itself: **Play Store** → profile icon → **Settings** → **Network preferences** → **Auto-update apps** → **Over Wi-Fi only**.

Deleting apps you do not want

iPhone: Press and hold the app's icon until a menu appears. Tap **Remove App**, then **Delete App**, then **Delete** to confirm. "Remove from Home Screen" only hides the icon — the app is still on your phone. **Android: Press and hold** the app's icon, then tap **Uninstall** and confirm.

Before you tap Install

- **Read the reviews, not just the stars.**
- **Check the developer name.**
- **Watch what it asks for.** If the permissions do not match what the app does, skip it.
- **Compare download counts.**

Subscriptions: the charge that repeats

Deleting the app does not stop the charges.

iPhone: Settings → tap **your name** at the top → **Subscriptions**. Tap the subscription, then **Cancel Subscription**. On older iPhones, the auto-update switch lives under **Settings** → **iTunes & App Store** instead. **Android: Play Store** → profile icon → **Payments & subscriptions** → **Subscriptions**. Tap the subscription, then **Cancel subscription**.

When to call Sean instead

- You see a charge you do not recognize — sort it out before disputing anything.
- An app you never installed keeps appearing on your phone.

Call Sean at (813) 770-6082.