

Help Topics

What is a mobile app and what does it do?

Sometimes referred to as "web app", "online app", "iPhone app", or "smartphone app", a mobile app, short for "application", is a computer software program designed specifically for use on mobile devices such as smartphones, tablets, iPads, and laptop computers. Mobile apps allow users to have similar online experiences as they would if the using a personal computer through mobile internet connectivity (techopedia.com, 2020).

Why use a mobile app?

Mobile apps allow users to connect with many different organizations and businesses, friends and family, and offer access to entertainment, news, and shopping from wherever they are. Some advantages offered by using mobile apps include receiving special offers, tracking purchases, searching for products, using social media, and playing games (Gaille, 2014/techopedia.com, 2020).

So, you found an app that you like? Great, let's download it to your device.

The following instructions offer a step-by-step explanation of how to download a mobile app to your mobile device.

1) Turn on your device's power

Downloading mobile apps to your device can take time depending on the amount of data it uses.

- a)** Turn on your device. To do this press and hold the power button on your device.

[The power switch could be located on the side or the top of the device depending the make and model. See your device's owner's manual if you are having trouble locating the power switch]

- b)** Once the power is on check to make sure your device's battery is fully charged *[If it is not, you should connect it to the charger until it is].*

- c)** Your fully charged device is almost ready to download the desired app.

2) Connect your device to the internet

To download an app to your mobile device, the device must be connected to the internet. There are two options: Use a Wi-Fi connection or your phone carrier's internet service provider.

- a) To connect to your phone carrier's internet service provider, enter the phone's settings [use *phone settings icon*], select Wi-Fi and then it off by tapping.
- b) To connect your device to the Wi-Fi, go to phones or device settings use *device settings icon*, then the Wi-Fi on.
- Note:** *you will need to find your network, click on it, and enter your password if asked.*
- c) Once the device is connected to the internet, you are now ready download the app.

3) Downloading mobile apps

Depending on the brand of your device, you will either use the "Apps Store" for Apple products OR the "Play Store" for Android products to find and download the app.

Note: *The icon for both the Apps Store and the Play Store can be found already installed on your device.*

- a) Go to the Apps Store or the Play Store and locate the name of type of app you want to download to tie device: Do this by typing the name of type you are looking for in the search bar (*displayed by magnifying glass*).
- b) When you have located the desired app in the drop-down selections, click on it [clicking on it will open the selected app]. When the selected app opens, you will see ratings and brief description of the app.
- c) Once you decide this is the correct app, tap "GET". [Warning: the app store may ask for your phone's password]. This will download the app to your device.

Note: *While the app is downloading, you may notice the app's icon in your device is dim and contains a circle that is gradually moving. This simply means the app is still downloading. When the circle has full connected inside of the icon and The icon is no longer dim, the app has been successfully downloaded and is now ready for use. **Click on it and enjoy!***

Frequently asked questions

Q: What if I can't find my device's on/off switch?

A: Refer to the manual that came with your device.

Q: What if I can't connect to the internet or Wi-Fi?

A: Check to make sure you have turned the Wi-Fi on in the device settings. If that doesn't work, contact your service provider.

Q: What if the app takes too long to download?

A: Wait sometime to see if the issue continues. If it does, stop the process by pressing cancel and starting over. If the problem occurs again, contact your phone carrier as the app might not be compatible with your device.

For further assistance, contact app-help customer service at 1-800 123-4567 or email us at www.app-help.com/questions. You can also find answers to other frequently asked questions by visiting our website and clicking on the troubleshooting link under “main menu”