

## Install and uninstall mobile apps

### What are mobile apps?

“App” is short for application.

You download apps, so you can do specific things on your computer, tablet, and smartphone. A ‘mobile app’ is an app on a tablet or smartphone.

Examples:

- You can use an email app (like Gmail) to send and receive emails.
- You can use a patient portal app to access your health information, request a prescription refill, or send a message to your doctor.

### Are apps safe to use?

To use apps safely:

- Only use apps you recognize.
- Understand the privacy settings and how the app will use your data.
- Look at how many people have downloaded the app and read the user reviews (an app is less trustworthy if it has fewer downloads and/or bad reviews).
- Always update apps when new versions are available to fix problems and protect your privacy.
- Use healthcare apps that are recommended by a health professional.

### What are app permissions?

Apps need your permission to access specific information and features, like your camera or microphone.

Sometimes, the app will not work correctly if you do not allow access.

Only give access required for the app to work. Be careful with apps that ask for access to your location or contacts if they don’t need this information to work.



## How do I install an app on my mobile device?

1. Go to the 'Play Store' (Android) or 'App Store' (Apple)
2. Look for the search bar or search symbol  
Search symbol: 
3. Type in the name of the app you want to download
4. Tap on the app
5. Tap the 'Install' or 'Get' button (some apps cost money or require a subscription)
6. Tap 'open'
7. Allow the required permissions

## How do I uninstall an app on my mobile device?

1. Tap and hold the app icon on your device's screen
2. Tap 'delete' or 'uninstall' or 'remove app'
3. Confirm you want to delete and uninstall the app, if your device asks you to do this

Learn more about how to use apps safely:

- Android:

English- <https://edu.gcfglobal.org/en/androidbasics/downloading-apps/1/>

English- <https://www.digitalllearn.org/courses/using-a-mobile-device-android-new>

Spanish- <https://www.digitalllearn.org/courses/uso-de-un-dispositivo-movil-android-nuevo>

- Apple:

English- <https://edu.gcfglobal.org/en/iphonebasics/installing-and-managing-apps/1/>