How to download an app

These instructions will tell you how to download an app on your device.

You can download apps from Google Play.

Google Play is sometimes also called the Play Store.

Google Play is like an online shop where you can purchase different apps for your phone, computer or tablet.
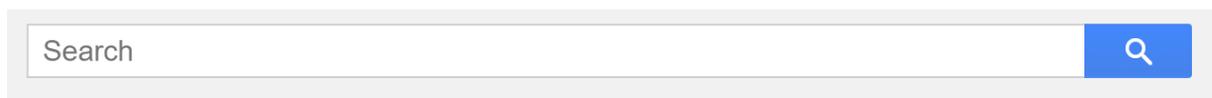
The Google Play icon looks like this:

Google Play is also an app.
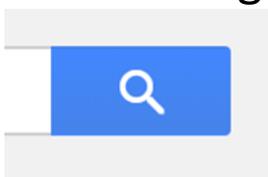
Instructions

1. Turn on and unlock your device.

2. Tap on the Google Play app icon or open the Google Play web page on the internet.

3. You will see the 'search' bar at the top of the page.

4. You can type in the name of the app in the search bar. Let's download Zoom as an example.

5. Type in 'zoom' into the search bar.

6. Press the magnifying glass icon.

7. Tap on the Zoom icon. Usually the first app on the left-hand side will be the app you are looking for.

8. Click on the Install icon.

9. The app will install automatically onto your device and appear on your homescreen.

10. To use the Zoom app, tap on it and it will open.

Things to know!

Apps and Storage Space

Every app you download uses up a certain amount of internal storage space on your device. When storage space is low, your phone or tablet can start having issues.

To check storage space, open your phone's Settings by clicking on the Settings icon.

Then tap Storage.

To 'uninstall' an app, you can 'tap and hold' the apps icon and press Uninstall. It looks like a bin.

Further support

Telephone support from Manchester Digital Champions

Got a device that connects to the Internet? Need help using it? We have a team of digital champions who offer telephone support to Manchester residents. Calls can be made in 15 languages.

Text **07860 064128** or email **digitalinclusion@manchester.gov.uk** leave your name and we'll call you back and help!

Stay connected through COVID-19

If you need help and support to get online, call the Community COVID-19 Support Helpline on **0800 234 6123**, or email us at **digitalinclusion@manchester.gov.uk**

Find out more at:
https://www.manchester.gov.uk/downloads/download/7239/stay_connected_through_covid-19_leaflets

This guide was produced in partnership with the following groups, networks and organisations:

All information provided at time of writing and distribution is true and correct but may change without notice. We will endeavor to keep information updated each month. Please check out the website for the latest downloadable version: https://buzzmanchester.co.uk/

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