

An intermediate guide to using apps

Helping you to do more with apps

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1. Doing more with apps

1. Introducing you to apps

Hello,

Welcome to Age UK's 'An intermediate guide to using apps'. Now that you've read 'A beginner's guide to using apps', you'll know how to search for and download apps and open them on your smartphone or tablet.

This guide will show you how to set up app notifications, delete apps to free up space on your device, and use apps when you're out. It will also introduce you to QR codes, a type of barcode which stores information, like online menus for restaurants. I know they may sound a bit intimidating but once you get the hang of them, you'll find them straightforward to use.

Learning at your own pace

You can work through the guide by yourself, with the support of an Age UK Digital Champion, or friends, family and carers. It's best to work through it at your own pace, repeating any sections you want to focus on. Try to take the time to reflect on what you've learned and make notes, as this will help you to become more confident using apps and QR codes.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area/

Enjoy exploring the world of apps.

Elsie, 82

2. Using this guide

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Before reading this guide, you should:

- feel comfortable using a smartphone or tablet
- have an internet connection
- know how to connect your device to WiFi or use an alternative, like mobile data
- know how to search for, download and open apps.
- have a device with an in-built camera (if using QR codes)

If you're not comfortable with how to do this, you can read some of our other guides which will help. These include: 'A beginner's guide to apps', 'A guide to choosing a device' and 'A beginner's guide to connecting to the internet'.



3. Understanding key terminology

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We've put together a list of terms that you may come across when using apps. These are in alphabetical order so you can refer to them when working through the guide:

Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

App Store: An official, pre-installed program on all Apple devices, like iPhone and iPads, which gives you access to apps

Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, laptop, smartphone or tablet when you visit a website or app. They allow the website to track information about your activity, such as how many times you have visited and how long you spent on the website or app. Websites use this information to improve your experience but your personal information won't be shared with anyone. You don't have to accept cookies, but it might mean that you can't access some websites. You can find more information about cookies at <https://accessibility.campaign.gov.uk/cookies-and-privacy/>

Copy and paste: This is a way of replicating text so that it appears in exactly the same way in another place. For example, you might replicate a phone number from a document in an email. There are different ways to do this on different devices.

Device: A general term for a smartphone, tablet, laptop or computer.

Download: To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, you might download a picture that a friend has emailed to you, a document to read from a trusted website or an app from the online app store.

Encrypted: If an app or a website is encrypted, it means all the communication between you and the website is secure and can't be read or heard by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure. A web address is at the top of the screen.

Icon: An image or symbol which represents an app or function on your phone, tablet, laptop or computer screen. You usually 'tap' (see definition below) on an icon to open an app.

3. Understanding key terminology

Internet: Also known as the worldwide web, this is a large network that connects computers and devices around the world through which you can access information. You'll see the abbreviation 'www' at the beginning of web addresses. For example, our website is www.ageuk.org.uk.

Mobile data: This is what you use to access the internet on your phone. It's measured in megabytes (MB) and gigabytes (GB). Most phone and tablet contracts have monthly allowances for how much data you can use. Once you use up your allowance, you may get charged for any extra data you use. Or your amount might be capped to prevent you from overspending, and you won't be able to use the internet until your allowance renews the next month. You can also pay for more data just for that month.

Play Store: An official, pre-installed program on Android devices which gives you access to apps.

QR code: A type of barcode which stores information in a series of dots in a square grid. You can scan it with a smartphone or tablet that has a built-in camera. You may see them on tables in restaurants and cafes so you can read menus online.

Screen: This is where information or pictures are displayed on a laptop, computer, smartphone or tablet. Some devices have touch screens which allow you to interact with them using your finger or a special pen called a 'stylus'.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Software: This is a catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'programs'.

Swiping: Moving your finger across the screen of a smartphone or tablet. You can read more about this in 'A guide to making your device easier to use'.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus' rather than using a keyboard and mouse.

Tap: To quickly touch and then lift your finger off the touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a 'mouse' on a computer. You can read more about this in 'A guide to making your device easier to use'.

Web/internet browser: A program that runs on your device. It allows you to access web pages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks, for example when out and about, or arrange a contract with an internet provider so you can use WiFi at home.

4. Using apps and QR codes when you're out

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QR codes can be really helpful for accessing information when you're out and about. These are a type of barcode which store information online. For example, you may see QR codes on tables in restaurants and cafes which you can scan with your device to read menus online.

If you have a device with an in-built camera and an internet connection, you can scan QR codes. Or you may need to download an app to your smartphone or tablet, to access the information stored in QR codes.

There are also apps which you can use in public places. For example, when you're booking tickets for attractions, like museums, you may see a note on the website about downloading an app to look at information about exhibitions.

Your local library may also have an app for you to check books out and renew them and some restaurants have apps for customers to pay for their meals online. You need to download them first. See 'A beginner's guide to using apps' for a reminder of how to do this.

How to use QR codes on an Android and iPhone

Using the camera on your phone:

1. Open the 'Camera' icon on your phone.
2. Point your device at the QR code as if you're taking a picture of the QR code, making sure the code is in the white square on the phone and not cut off.



3. A message will come up at the bottom or top of the screen saying that your device has read the content of the QR code. Tap on the message to access the information stored in the QR code, such as an online restaurant menu. In this case, you will need to be connected to the internet (using public WiFi or mobile data).

4. Using apps and QR codes when you're out

TOP TIP

Make sure you hold your phone steady when scanning a QR code with your camera. You could use a PopSocket to help you hold your phone. This is a plastic circle that you attach to a flat phone or case with a sticky adhesive. Have a look at 'A guide to making your device easier to use' to find out more.

TOP TIP

Free apps to scan QR codes on Androids and iPhones

Some devices can't recognise a QR code. Instead, you can use a free app to scan QR codes on your smartphone. You'll need to download them onto your device. These include Google Lens, Kaspersky's QR Scanner and NeoReader.

TOP TIP

Scammers can sometimes use QR codes, for example by placing them on parking meters, to direct people to fake websites designed to get bank account, credit card or other personal information. When using QR codes, do not provide any personal or financial details if requested.



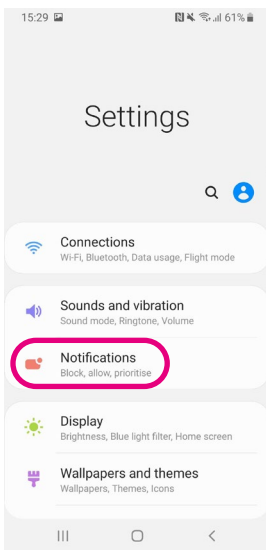
5. How to set up app notifications

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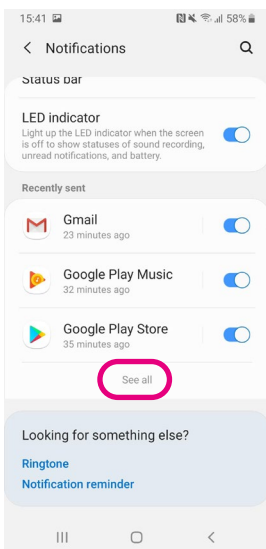
An app notification is a message or alert sent to the user. For example, when someone sends you a message on WhatsApp. These notifications appear on the top of your screen or lock screen.

How to turn app notifications on and off on an Android

1. Tap on the 'Settings' icon on your device.
2. Then tap 'Notifications'.

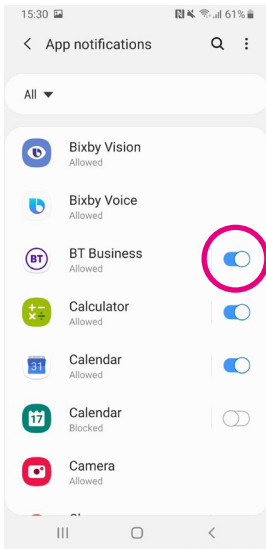


3. Next, scroll down the screen. You'll see a list of apps under a heading called 'Recently sent'. Under some of the apps you have on your device, there is a 'See all' button. Tap on this.

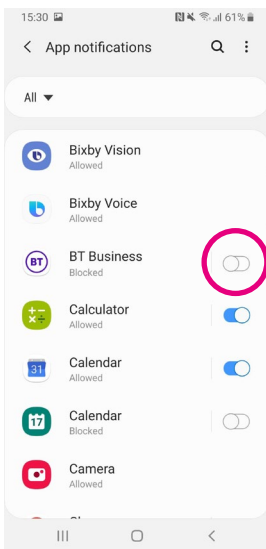


5. How to set up app notifications

4. On the next screen, you'll see a list of apps. At the top, you can tap on the downward arrow next to 'Most recent' to search by 'All'. You can then choose which apps you want to have notifications on for. Tap on the white icon next to the app to turn on notifications. When notifications are on, the icon will turn a different colour, for example blue.



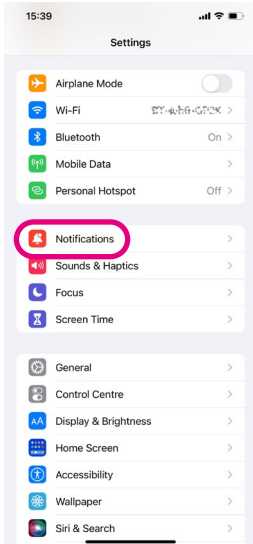
5. To turn app notifications off, tap on the icon next to an app. It will turn white.



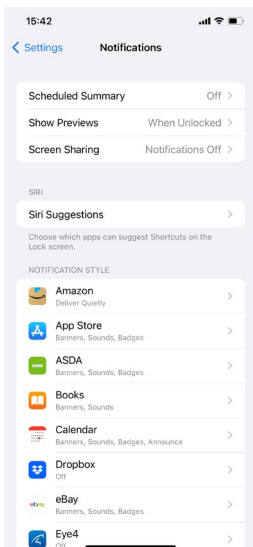
5. How to set up app notifications

How to turn app notifications on and off on an iPhone or iPad

1. Tap on the 'Settings' icon on your device.
2. Then tap 'Notifications'.

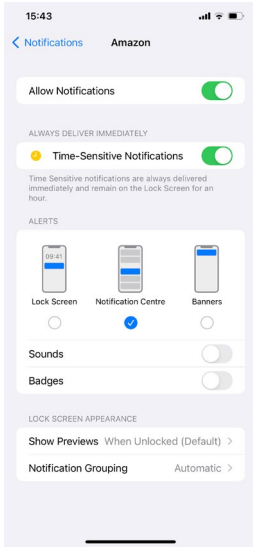


3. On the next screen, you'll see a list of apps. Each has a right-pointing arrow next to it. Tap on the app to view or change its notification settings.

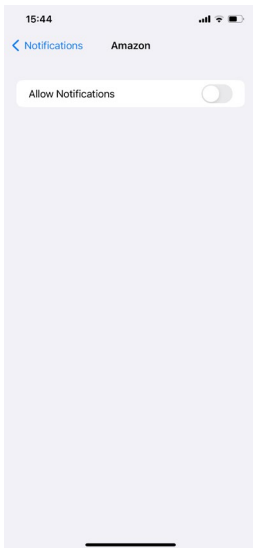


5. How to set up app notifications

4. On the next screen of the app you selected, you will see 'Allow Notifications'. Drag the slider to the right to turn notifications on for this app. The space next to the slider will turn green when you turn them on.



5. To turn off app notifications, move the slider to the left. It will turn white or grey when you turn them off.



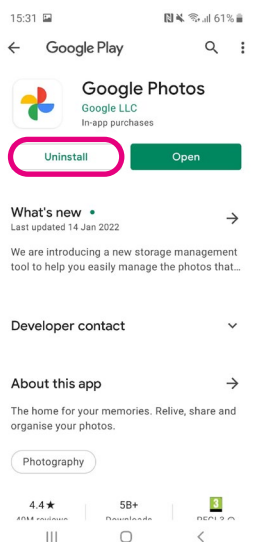
6. How to free up space on your device and delete apps

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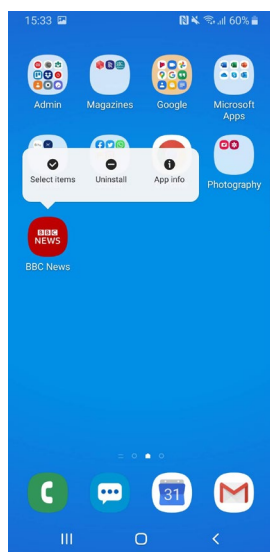
Apps take up space, and some phones and tablets have limited amounts of storage space. If you run out of storage space on your phone, you won't be able to download any new apps. Delete apps you don't use regularly to create space:

On an Android device

Go to the app in the Play Store and tap 'Uninstall' underneath the name of the app you want to delete.



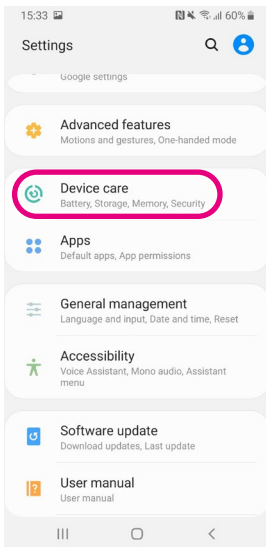
Or you can find the icon in the menu, tap and hold it, then a box will appear with four options. Tap the option on the right 'Uninstall'.



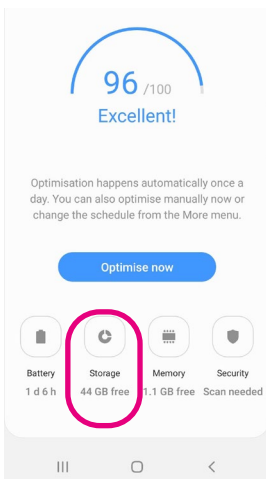
6. How to free up space on your device and delete apps

To check how much storage your apps are using:

1. Go to 'Settings'.
2. Then go to 'Battery and device care' or 'Device care' depending on your device.

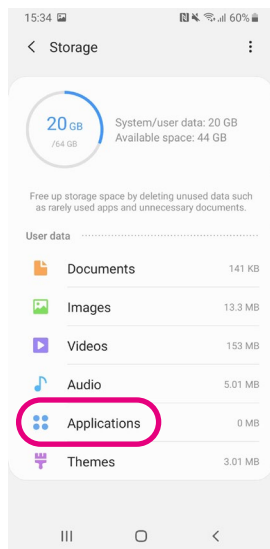


3. Tap on 'Storage'.

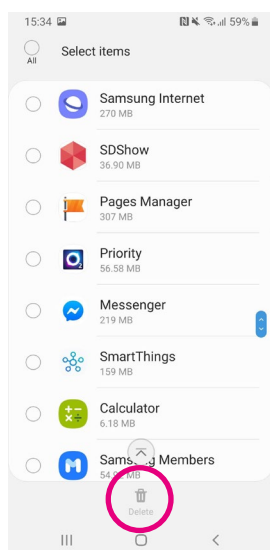


6. How to free up space on your device and delete apps

4. Next, tap on 'Apps' or 'Applications'.



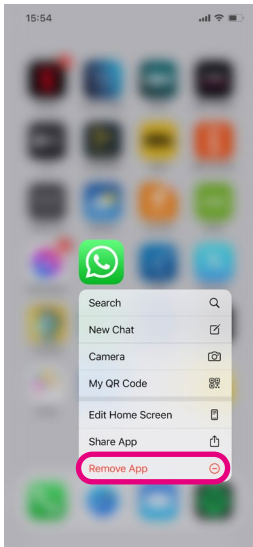
5. On the next screen, you can see how much space each app is taking up. If you want to delete apps you don't use very often, click on them and then click 'delete'.



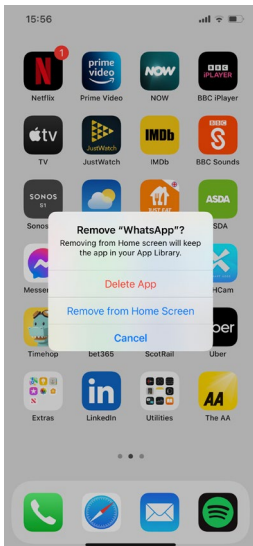
6. How to free up space on your device and delete apps

On an iPhone or iPad

1. Hold down the icon of the app you want to delete on the home screen. The option 'Remove app' will come up. Tap on this.



2. Next, you will be asked if you want to delete the app from the 'App Library' or remove the app from your home screen. If you want to delete the app completely, choose 'Delete App'.

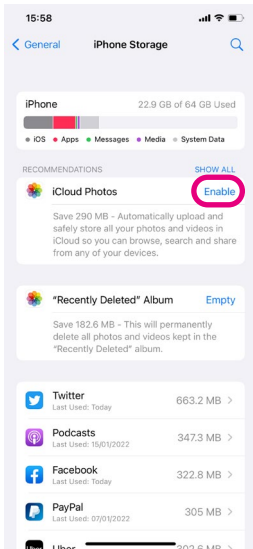


3. You will be asked again if you want to delete the app you have chosen and reminded that this will delete the data stored in it. Tap 'Delete' if you still want to delete it.

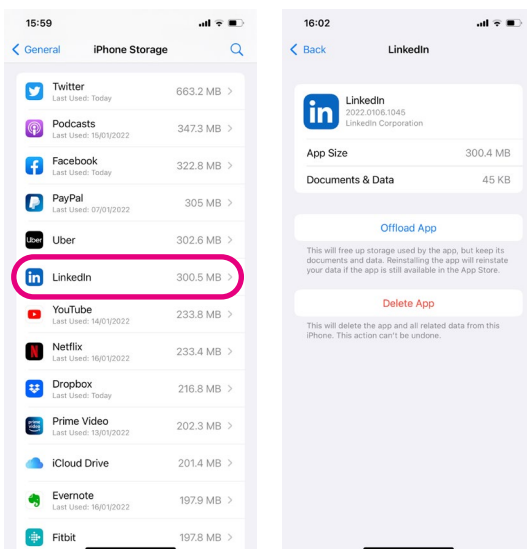
6. How to free up space on your device and delete apps

To check how much storage your apps are using on an iPhone or iPad:

1. Go to 'Settings'.
2. Tap 'General' and then 'iPhone storage'.
3. You will see a list of recommendations for optimising your device's storage. Click 'Enable' if you want to follow the recommendations.



4. You will also see a list of apps and the amount of storage each one uses.
5. To delete an app, you don't use much anymore through this menu, tap the app you want to look at. This brings up a new screen.

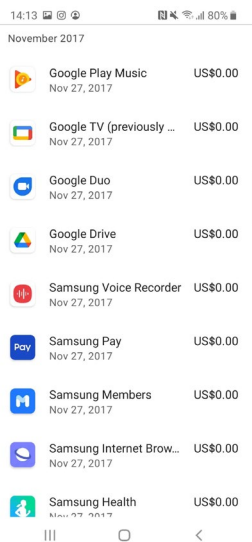


6. How to free up space on your device and delete apps

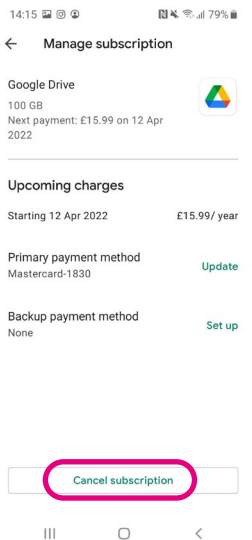
- At the bottom of the new screen is the option to 'Delete App.' Tap this if you want to delete it. You will be asked a second time if you want to 'Delete app'.

How to cancel an app subscription on an Android device

- Tap on the Play Store app on your phone or tablet.
- Tap on the menu at the top of the screen. Depending which device you have, this may be in the top left corner of the screen or the right.
- Next, tap on 'Payments and subscriptions' in the menu.
- On the screen, you'll see the apps you have subscriptions for.



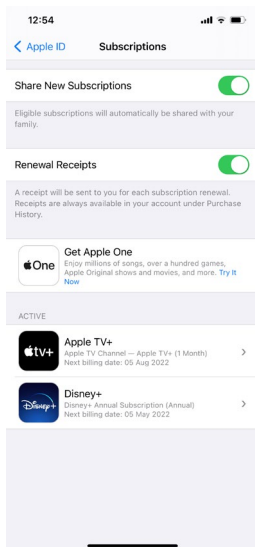
- Tap on the subscription you'd like to cancel.
- Tap 'Cancel subscription' and follow the instructions to complete the process.



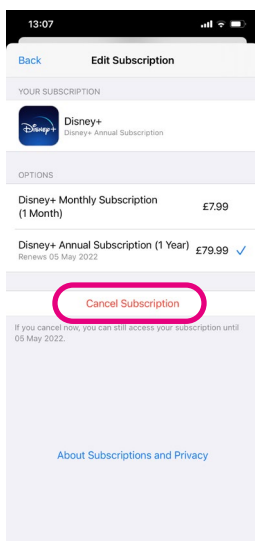
6. How to free up space on your device and delete apps

How to cancel an app subscription on an iPhone or iPad

1. Tap on the 'Settings' icon on your phone or tablet.
2. Tap on your name at the top of the screen.
3. Tap on 'Subscriptions'. This will take you to a page listing all your active app subscriptions.



4. Tap on the subscription you'd like to cancel.
5. Tap 'Cancel Subscription' and follow the instructions to complete the process.



Next Steps

If you feel confident using apps and QR codes in public places, why not look at our other guides?

These include:

- A beginner's guide to online education and hobbies
- A beginner's guide to my local services
- A beginner's guide to online shopping

We hope you've enjoyed working your way through this guide and now feel happy and confident using apps and QR codes.

My Age UK Digital Champion

Telephone number:

Notes

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.

You can find more information at **www.ageuk.org.uk**