

**The update mechanism is dependent on device type and device settings**

**On Samsung BT tablets from Life Lines** the aTouchAway app will be automatically updated to the newest version within 24 hours of a version release providing:

1. The device is powered on and is charging
2. The device is idle (i.e. the screen is black)
3. aTouchAway is not actively being used

**On own devices e.g. iPAD** this will depend on whether your iPAD is set to auto-update apps and also depends on whether your institution’s iPADs are under a centralised device management system. aTouchAway can be manually updated in the App Store

**On smartphones used by relatives** automatic app updates may be enabled or disabled depending on the user’s settings. A banner will appear in aTouchAway on the home screen when a new update is available. Clicking this banner will link directly to the corresponding app store to initiate update.

**Tip**:

* For the app updates to occur promptly, please ensure that the Life Lines tablet devices are returned to charging status and remain powered on when not in use.
* If an update does not appear to be loading, you may manually force the application update via the app store. Open Play Store app on the device, select aTouchAway app and click update

**Updating the aTouchAway App**