

Updating Devices & Google Maps Location Services



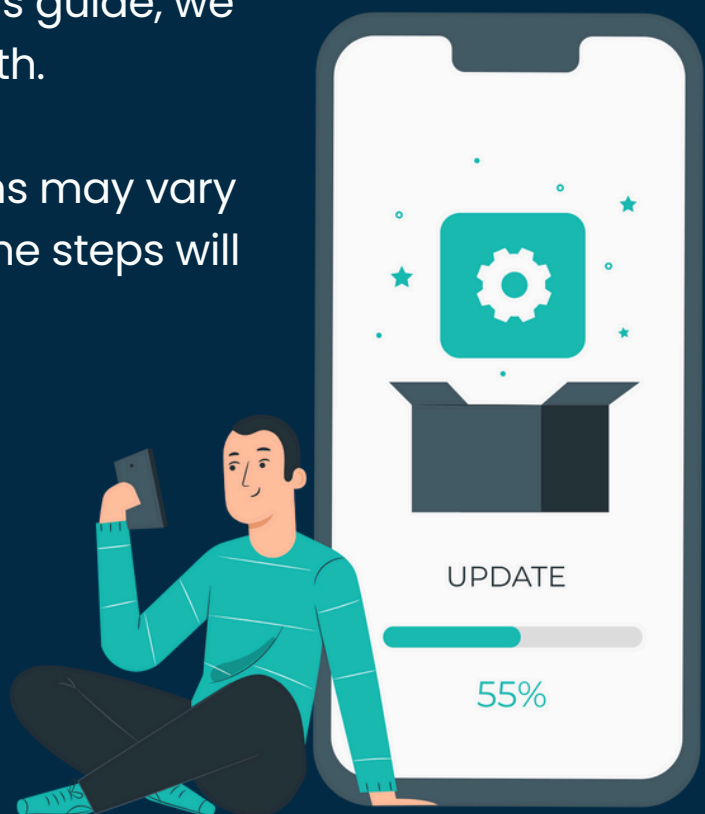
The Importance of keeping devices up to date

It is essential to keep the operating system of the devices on which you use Care Control up to date, as this will ensure the best performance of the app. For iPhones this is **iOS** and for Android this **Android version**.

Not only this, but your device will be more secure from cyber- attacks, protect your information and just run better in general.

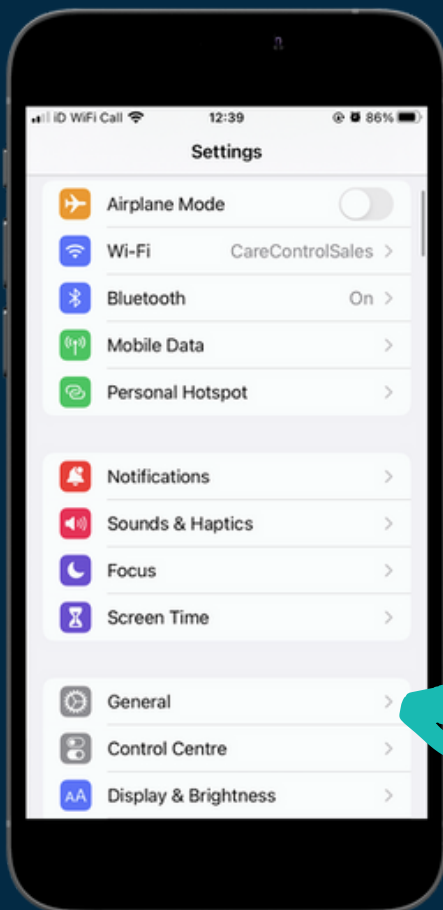
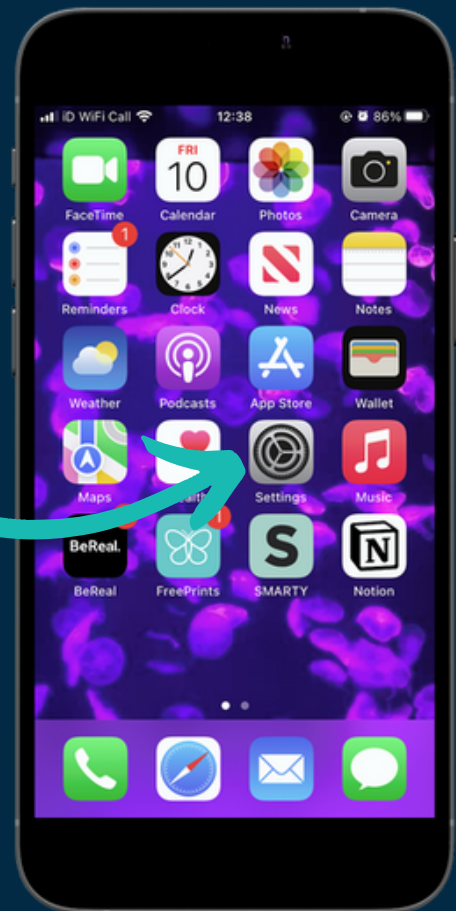
Androids and iPhones are both similar in how you update the operating system, in this guide, we will show you how to do both.

Please note Android screens may vary from phone to phone but the steps will be the same



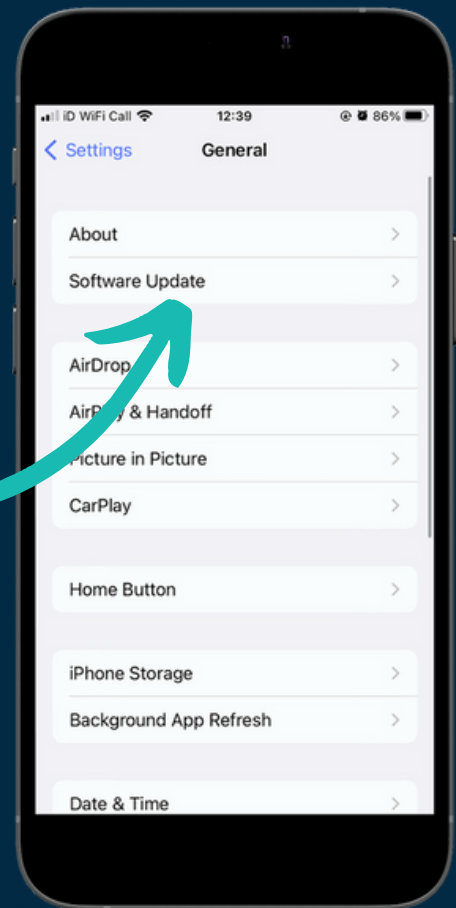
Let's get your iPhone updated

1 | Open up **Settings** on your iPhone.



2 | In settings scroll down to **General**.

3 Within General select **Software Update**.



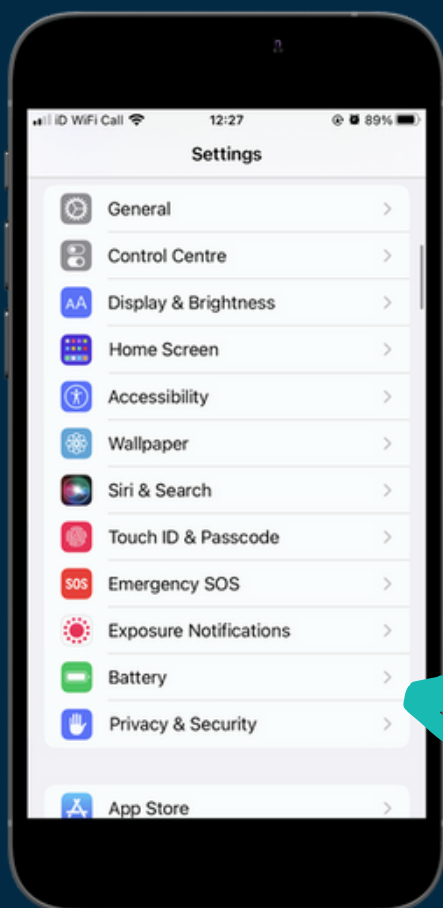
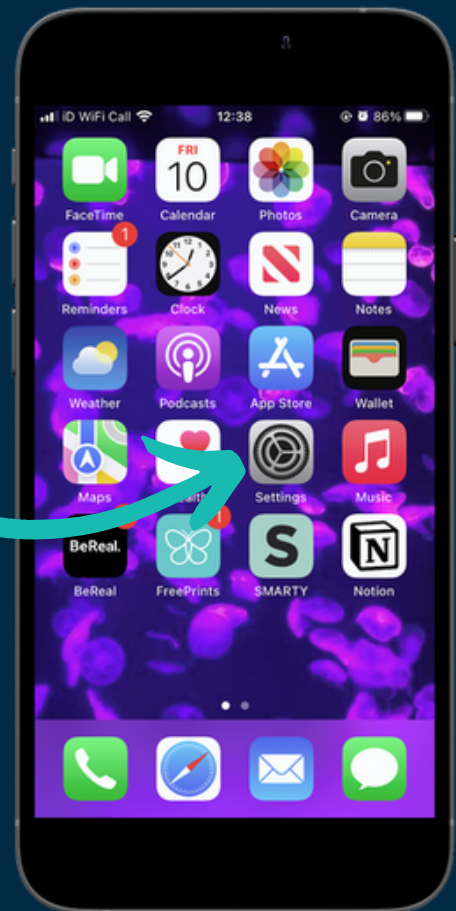
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If there are any software updates it will tell you. Press **Download and Install** and your phone will update.

If your phone is up to date there will be no updates here. You can also turn Automatic Updates on to keep up to date.

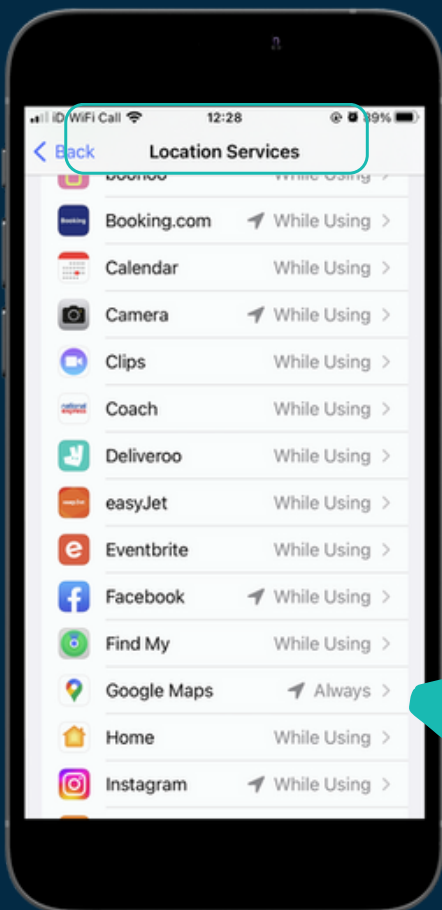
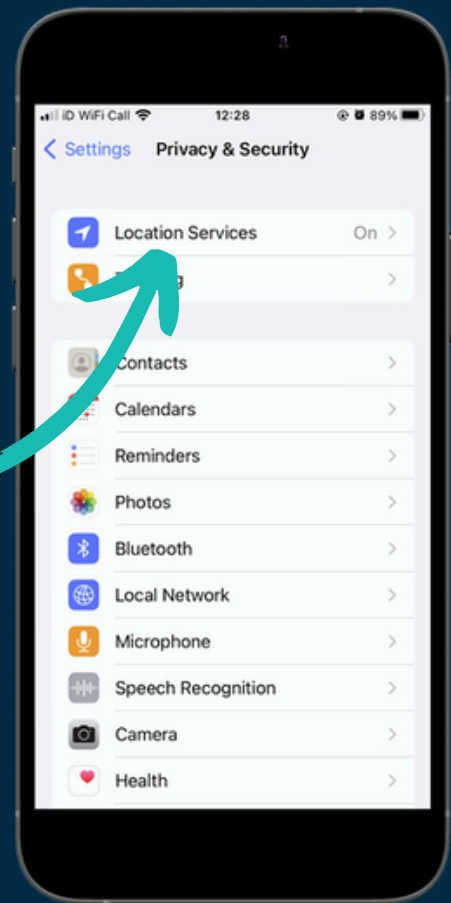
Location Services on iPhone

1 | Open up **Settings** on your iPhone.



2 | In settings scroll down to **Privacy & Security**.

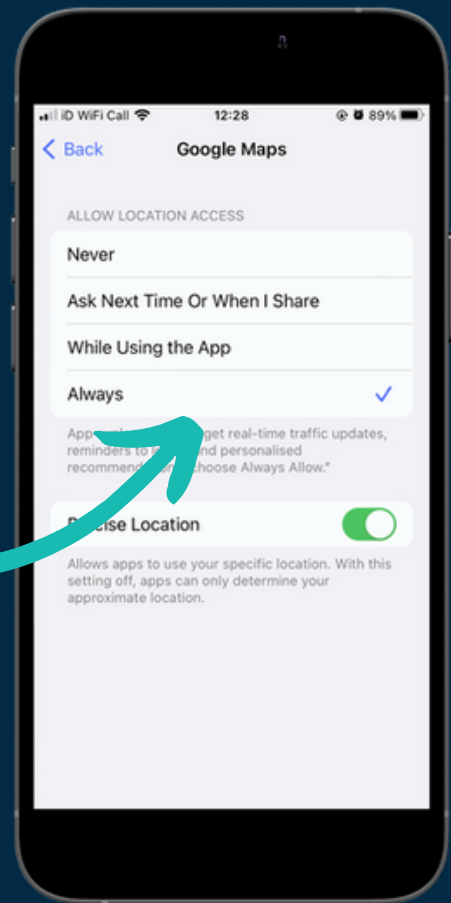
3 Within General select **Location Services**.



4 Within Location Services scroll down to **Google Maps**.

5

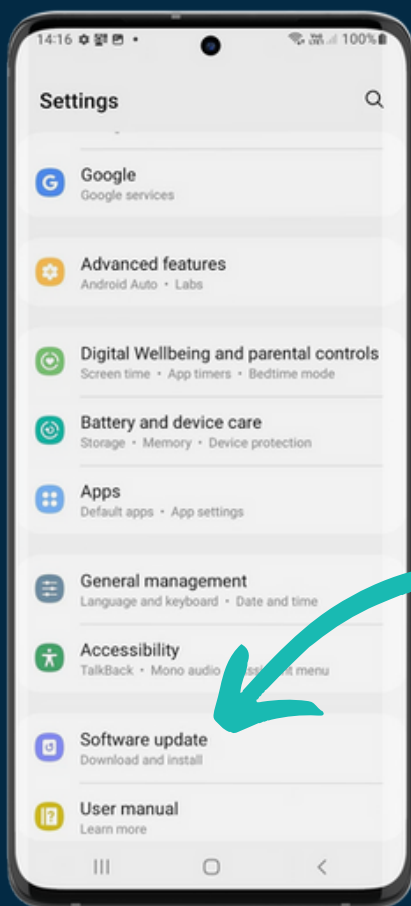
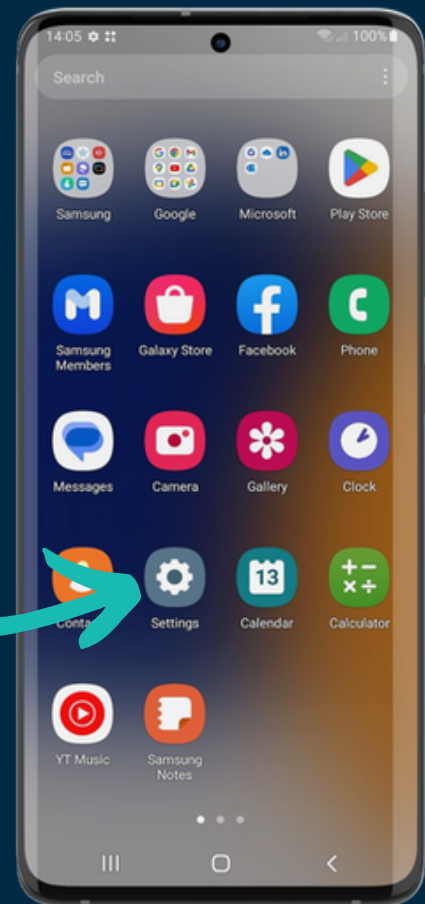
Choose **Always** and your Location Services are set up for iPhone



Let's get your Android updated

1

Open up **Settings** on your Android device.

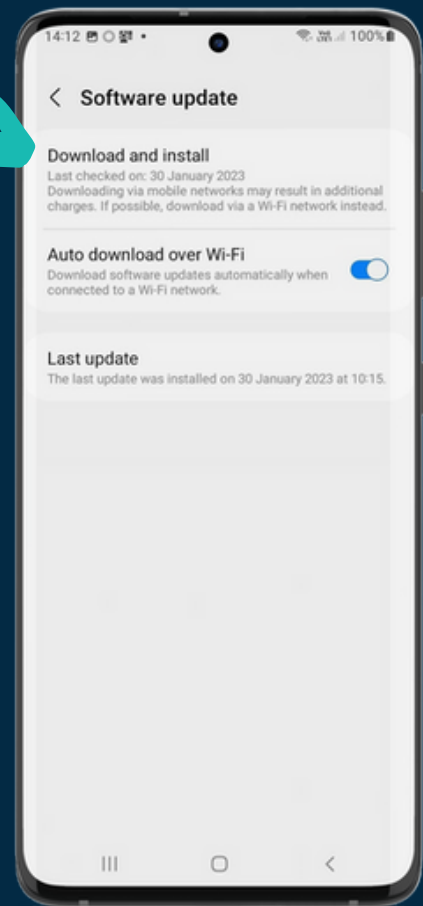


2

In settings go down to **Software Update**. Please note some androids may have a systems button before you see the software update button

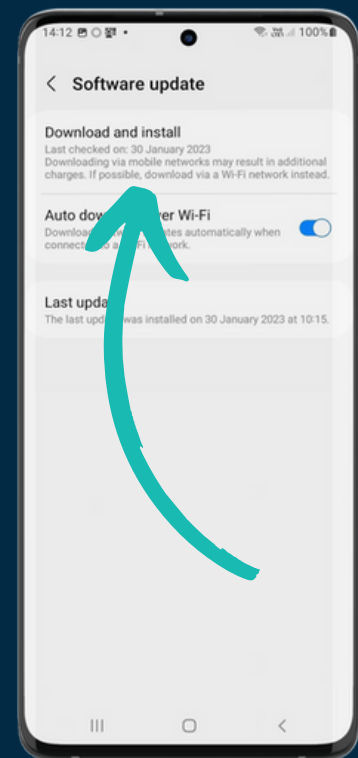
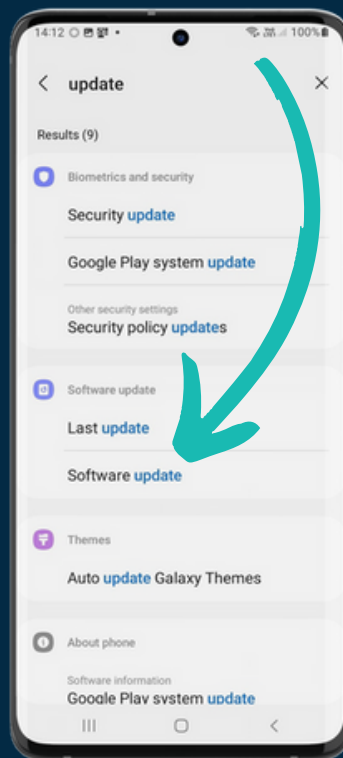
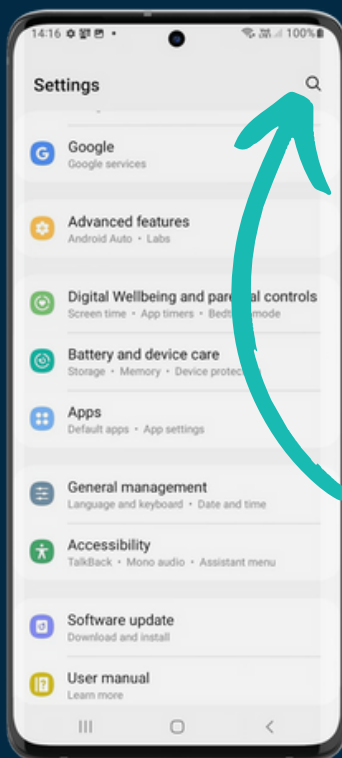
3

If there is an update click **Download and Install.**



4

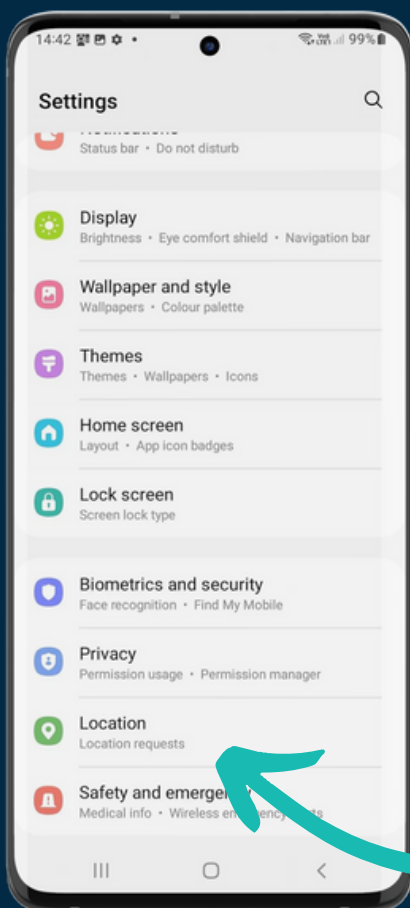
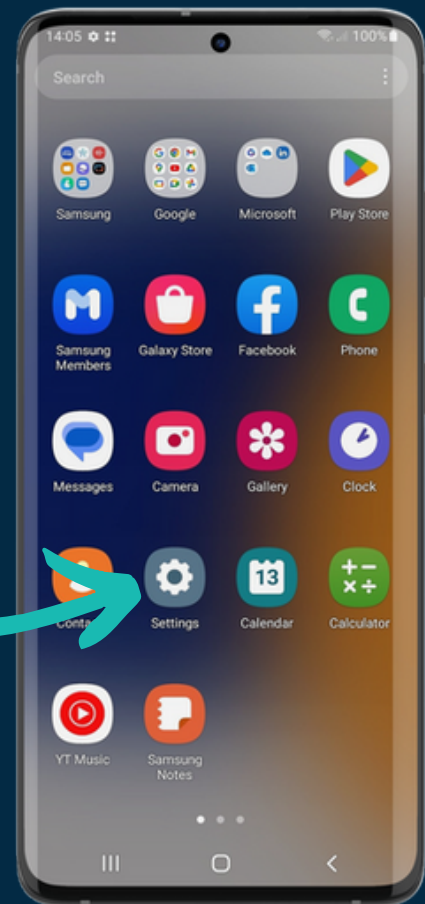
Alternatively, you can **search in the search bar** for updates, select Software update to find the latest update, and then repeat **step 3 to install it.**



Location Services on Android

1

Open up **Settings** on your Android device.

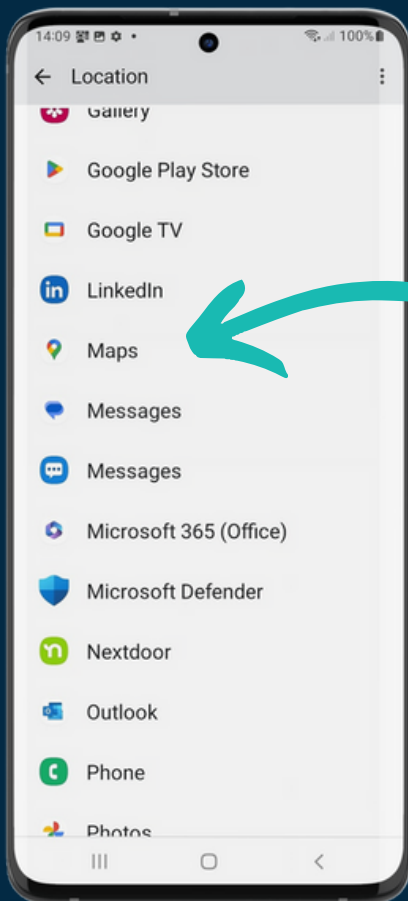
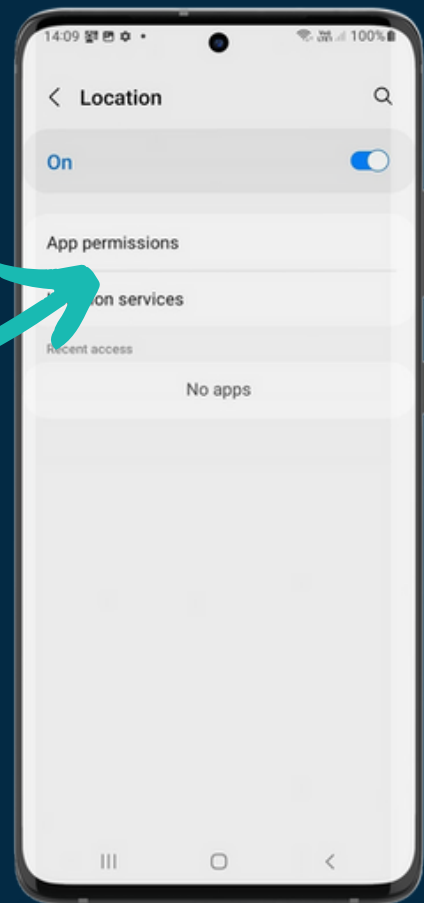


2

In settings, scroll down to **Location**.

3

Once in Location, click on **App Permissions**.

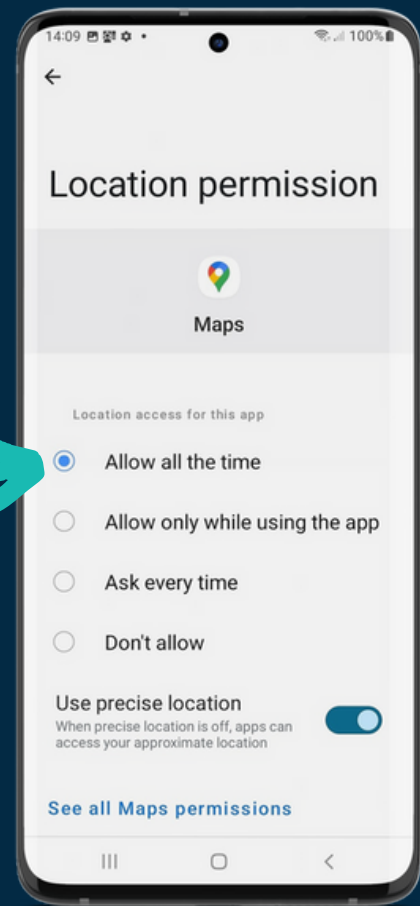


4

Within Location scroll down to **Maps**.

3

Choose **Allow all the time** to ensure your location is always on.



We're happy to help.



support@Carecontrolsystems.co.uk



01822 738100



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