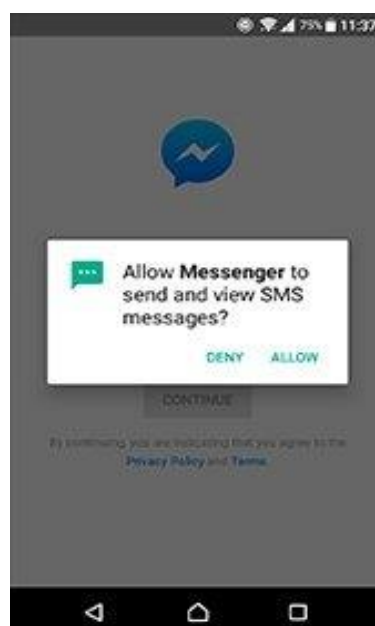## Troubleshooting Pop-Up Messages

Below, you will find a list of common messages when installing or opening new apps on your phone, as well as ways in which you can fix this.

App Permissions – When opening an app for the first time or installing a new app, you may be asked to allow the app to access different elements of your phone. For example, when opening a messaging app, you may be asked to allow the app to access your contacts to transfer over numbers you already have on your phone. It is up to you whether you want to allow apps to access different areas of your phone. However, some apps may not run without allowing these permissions. When installing messaging and video calling apps, the most common permissions you will be asked to allow include:

- Microphone
- Camera
- Photo gallery
- Contacts
- Location
- Emails
- Calendar

By denying these permissions, e.g. microphone and camera when opening Zoom, you will find that you cannot hear or see the person you are calling, and they will not be able to hear or see you. Consider what the app is asking permission to access and whether you feel it is necessary. If you are unsure, go to the App Store or Google Play Store and search for the app you are using. There will be a section on the permissions that the app requires to run properly. It is good practice to check this before installing an app. You can also change app permissions in the phone settings.

Storage Full – Your phone will tell you when you have reached the maximum storage capacity. This is when to delete any apps or photos/videos that you no longer need. Hidden files such as downloads and background data may take up storage on your phone, however the largest amounts will come from apps and your photo gallery. Follow the instructions on how to create storage space to delete unwanted items from your phone.

Update Available – Some apps require the latest updates to run properly. If you are notified that there is an update available for an app, you should accept it. To check for the latest updates or to commence with an app update you already know about, go to the App Store or Google Play Store and select "My Apps and Games". Here, you will find a list of all the apps installed on your phone and any updates available.