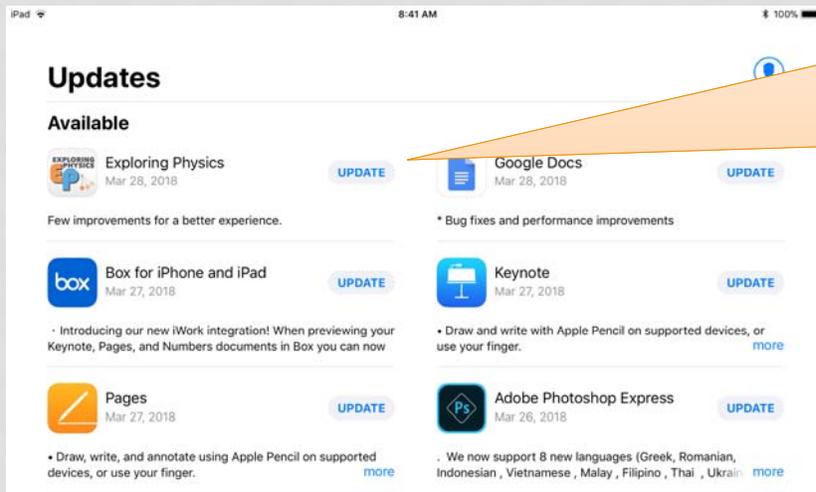# INSTALLING UPDATES AND TROUBLESHOOTING

WWW.EXPLORINGPHYSICS.COM

UPDATES FOR THE APP

- Three kinds of updates:
  - **Exploring Physics App** updates
  - **eUnit** updates
  - **Plugin** updates
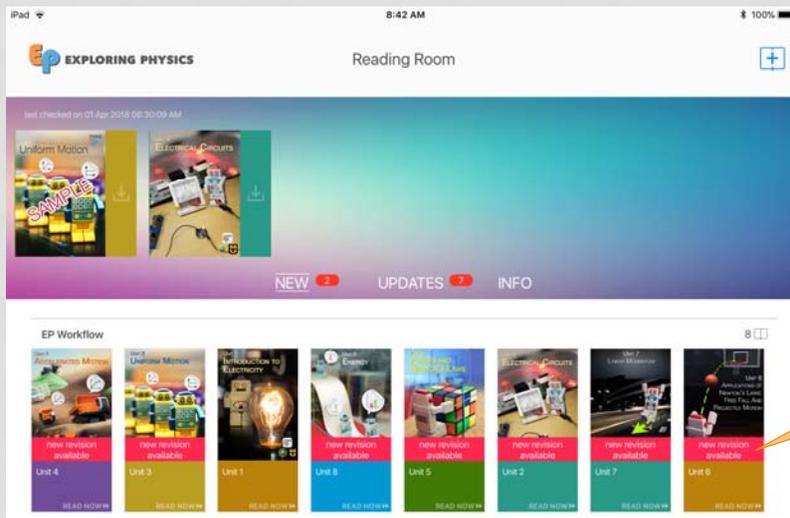 - **Library** updates

UPDATE THE APP FROM THE APP STORE

Go to the App Store on the iPad, and tap "Updates."

If an update is available for the app, you will see it here.

Tap "Update."

UPDATE THE eUNITS

In the Reading Room, eUnit updates appear as a banner on the specific eUnit.

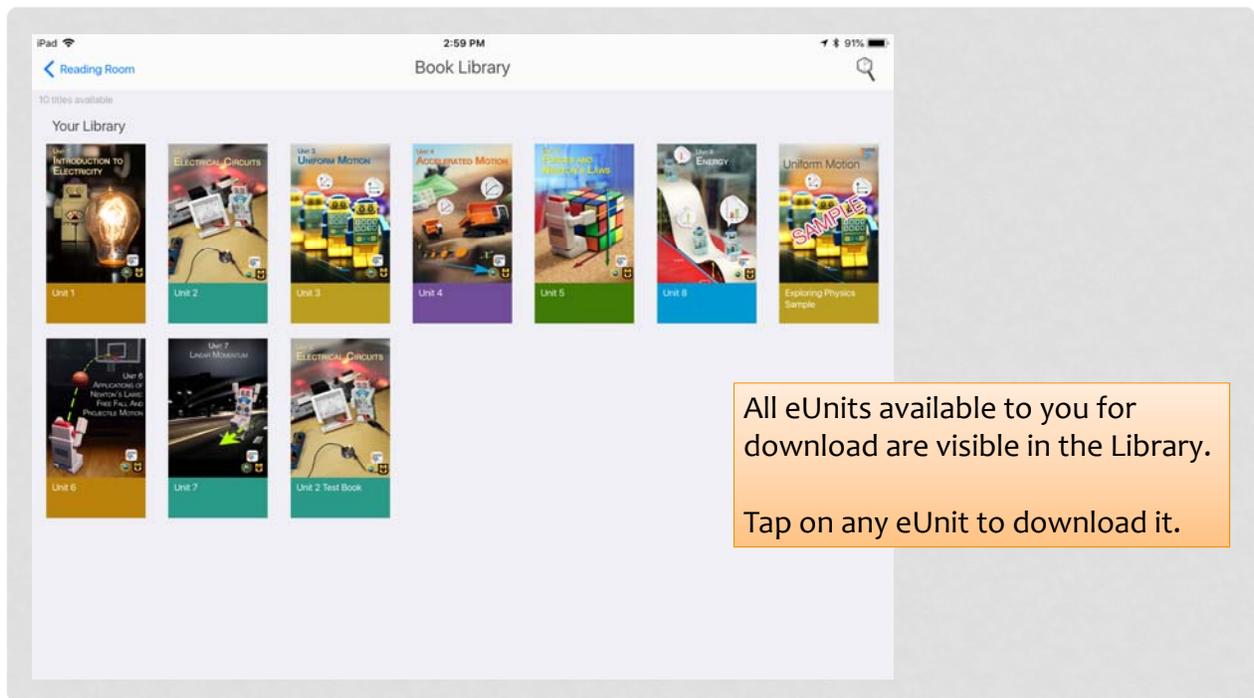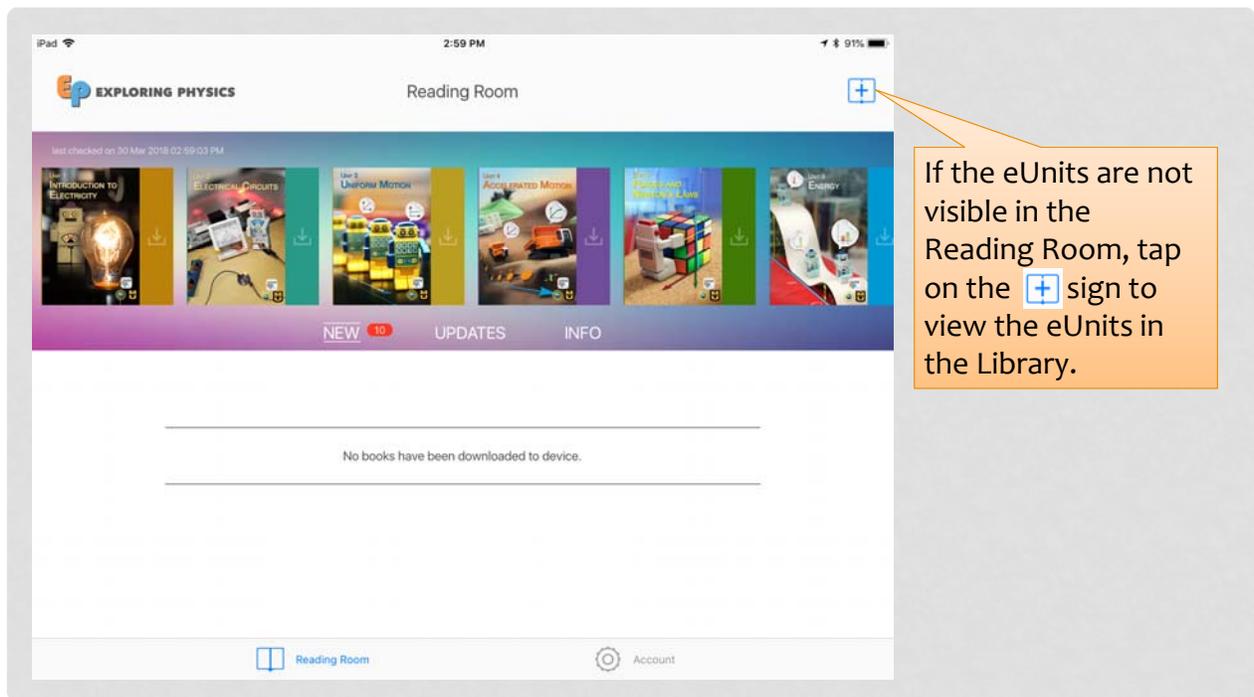Tap on the eUnit and select "Update now."

UPDATE THE PLUGINS

Updates to plugins appear here as a red banner.

Tap the INFO tab in the Reading Room to see the App version number and the Plugin version number.

TROUBLESHOOTING

- Error message when entering usernames or passwords: double check the information entered and remember that passwords are case sensitive.

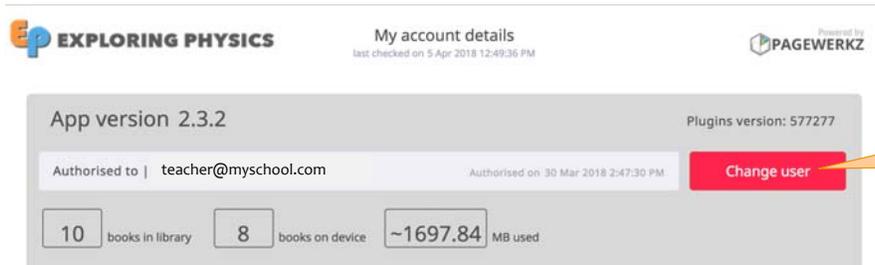- If eUnits are not visible in the Reading Room: see the next slides.

If the eUnits are not visible in the Reading Room, tap on the ⊞ sign to view the eUnits in the Library.

All eUnits available to you for download are visible in the Library.

Tap on any eUnit to download it.

LIBRARY UPDATES

Library updates are installed when you sign out and sign into the app. You need not sign out of the app on a daily basis. However, it is a good practice to sign out and sign in every month or two, so library updates can be installed.

Reading Room | **Account**

Tap the Account icon in bottom margin of the Reading Room.

EXPLORING PHYSICS My account details
last checked on 5 Apr 2018 12:49:36 PM **PAGEWERKZ**

App version 2.3.2 | Plugins version: 577277

Authorised to | teacher@myschool.com | Authorised on 30 Mar 2018 2:47:30 PM | **Change user**

| 10 | books in library | 8 | books on device | ~1697.84 | MB used |

The Account Details page appears.
Tap "Change user."

EXPLORING PHYSICS

Enter your details below:

User Name

Password

Sign in again with your username and password.

Authorize

Requires online connection