# Transcript – How to download the

# my NDIS app on your Android phone

How to download the my NDIS app on your Android phone.

This video is a step-by-step guide to download the my NDIS app on your Android phone.

To tell if your phone is an Android phone, check the back of the phone.

If your phone has an Apple symbol on the back, it's an iPhone, not an Android phone.

Android phones are different to iPhones. They use the Android operating system made by Google.

Motorola, HTC, Samsung, Sony and Google Pixel are examples of Android phones.

Please note that some of the steps we outline in this video may change depending on the type of phone you are using.

Ask someone for help if you cannot find the right setting.

Before downloading the my NDIS app, make sure your phone has enough battery power and storage space.

If your phone does not have enough storage space, your phone will prompt you to free up storage space to download the app.

The my NDIS app works best using the most recent version of the phone's operating software.

To check the software, open the Settings app and select Software Update.

Once in Software Update, select 'Download and install'.

When in the 'Download and install' screen, it may ask you to update the software or tell you that your software is up-to-date.

If it does tell you that there is a software update, then select 'Install now'.

This will install the latest software for your phone.

When you have the most recent software version on your phone, the app is ready to be installed.

There are four simple steps to download the my NDIS app.

Step 1 - Locate and open the Google Play app on your phone.

Step 2 - Search for the my NDIS app.

Type 'my NDIS' in the search bar in Google Play Store and find the my NDIS app in the results.

Step 3 - Download the app.

Select 'Install' next to the app. It may ask for a password, thumb print or Face ID verification.

After successful verification, the app will start downloading.

Step 4 - Start using your app.

When the app is installed, an 'Open' button will appear and the my NDIS app is ready to use.

To learn how to sign in to the app, watch the "How to sign into my NDIS app video".

If you need help downloading the my NDIS app to your phone, ask someone for help or contact the NDIS on 1800 800 110.

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