

MyABDR App Reinstall Instructions Tip Sheet

Purpose

This tip sheet provides instructions on troubleshooting the MyABDR app on a mobile device.

Important: Before you Begin

1. If you have any data in the MyABDR app on your mobile device that has not been synchronised to the MyABDR website, please either:
 - a. enter it into the MyABDR system (via the website), or
 - b. record it elsewhere to input once you have the upgraded app on your mobile device.

Otherwise, this data may be lost.

2. The operating system on your mobile device needs to support and be compatible with the newest version of the MyABDR app.

Note: If your mobile device does not meet the above requirements, you must either update the operating system of your device, or access MyABDR through a website browser, available here [MyABDR - Login](#).

Reminder: It is important to ensure that the operating system on mobile devices are kept up to date to ensure compatibility with updates to the MyABDR app. Ensure that your operating system has been updated prior to any future updates to the MyABDR app.

Please also note that your device should be online while recording treatments to allow the data to sync to your MyABDR account.

Click for detailed instructions on page two if you use an [Apple device](#).

Click for detailed instructions on page three if you use an [Android device](#).

Instructions for users of Apple devices

Important: Read '[Before you Begin](#)' before following these instructions.

Users must first **uninstall** the MyABDR app from their mobile device and then **reinstall** the MyABDR app.

To do this:

Step 1 Uninstall the MyABDR app on your mobile device.

- a. Navigate to the MyABDR app logo on your phone.
- b. Hold your finger down on the MyABDR app until pop up options display.
- c. Select **Delete App** from the pop up options.
Result: A prompt displays, asking you to **delete** the app from your home screen.
- d. Select **Delete**.
Result: The MyABDR app has been deleted from your mobile device.

Step 2 Reinstall the MyABDR app on your mobile device.

- a. Navigate to the **App Store** app on your mobile device and click on it to open it.
- b. In the search bar, type **MyABDR** and click **Search**.
- c. Click on the **MyABDR logo**.
- d. Next to the app, look for a small could icon with a downward pointing arrow and click this icon.
Result: The MyABDR app will reinstall to your phone.
- e. Once the MyABDR app has reinstalled, click **Open**.
- f. Log in to your MyABDR account, and attempt to save a treatment.
Result: You will now be able to save a treatment successfully.

Instructions for users of Android devices

Important: Read '[Before you Begin](#)' before following these instructions.

Users must first **uninstall** the MyABDR app from their mobile device and then **reinstall** the MyABDR app.

To do this:

Step 1 Uninstall the MyABDR app on your mobile device.

- a. Navigate to the MyABDR app logo on your phone.
- b. Hold your finger down on the MyABDR app until pop up options display.
- c. Select **Uninstall** from the pop-up options.
Result: A prompt displays, asking you to confirm you want to uninstall the app.
- d. Select **OK**.
Result: A pop up displays, confirming the MyABDR app has been uninstalled from your mobile device.

Step 2 Reinstall the MyABDR app on your mobile device.

- a. Navigate to the **Play Store** app on your mobile device and click on it to open it.
- b. In the search bar at the top of the screen, type **MyABDR** and click the **Search** logo on your mobile device keyboard.
- c. Tap on the **MyABDR** logo.
- d. Click **Install**.
Result: The MyABDR app will reinstall to your phone.
- e. Once the MyABDR app reinstall is complete, click **Open**.
- f. Log in to your MyABDR account and attempt to save a treatment.
Note: If you are not able to save a treatment successfully, complete the steps in Troubleshooting on the next page.

Support

Phone: 13 000 BLOOD (13 000 25663)

Email: support@blood.gov.au

Fax: 02 6151 5210

Troubleshooting for Android

If you have completed steps 1 and 2 above, and this has not resolved the problem, complete the following steps:

1. Navigate to the **Settings** app on your phone.
Note: It will likely appear as a cog symbol.
2. Click on the search logo, located on the top right-hand corner, type in **MyABDR** and click the search icon on your mobile device keyboard.
3. Click on **MyABDR**.
4. Scroll down and click **Storage**.
5. Click on **Clear data** located on the bottom left-hand corner.
Result: A pop-up displays, stating that the app's data will be permanently deleted. This will not delete any of the information specific to your account within MyABDR, however it will remove any saved passwords.
6. Click **OK** on the pop up displayed.
Result: The number next to **data** is **0**.
7. Navigate to the **MyABDR** app and open it.
8. Log in to your account and attempt to save a treatment.
Result: You will now be able to save a treatment successfully.

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