

## Updating the MedicineWise app to the latest version

Instructions for devices running an **Android** operating system

June 2019

### **What is the MedicineWise app?**

If you manage medicines and health information for you or someone you care for, then the free MedicineWise app can help. With this app you can easily keep track of medicines and access important health info any time and anywhere.

### **New update to keep your data safe**

The latest release of the MedicineWise app includes an important security update so that we can continue to keep your data safe from cyber-attacks or malicious data breaches.

Security updates are being enforced globally across the health industry to keep personal data safe over the internet.

### **It's important to update now**

From Wednesday 26 June, the MedicineWise app will not work unless you upgrade to the latest version.

You can update the MedicineWise app in [Google Play](#) (for Android devices) or the [App Store](#) (for Apple devices).

## Supported Android Devices

**Note!** If you are using a device with an Android operating system older than version 5, then you will also need to update your operating system before upgrading the MedicineWise app. To do this:

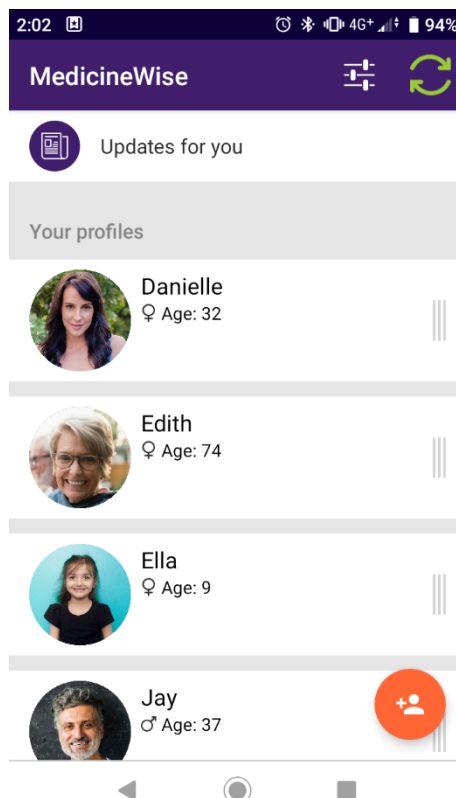
1. Check the Android version running on your device via your phone settings
2. If your Android version is below 5.0, update it to the latest version available to you.

## Updating to the latest version of MedicineWise app

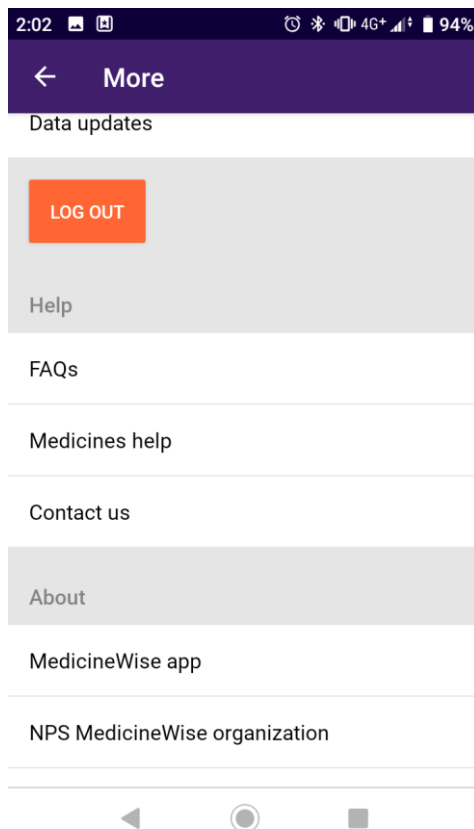
Check the app version you are currently running. If you are running Version 3.2.3, your app has been auto-updated and you are running the latest version. You can continue to use the app as per normal.

To check what version you are on:

1. Login to the MedicineWise app
2. Tap on the **Menu icon** displayed on the top right



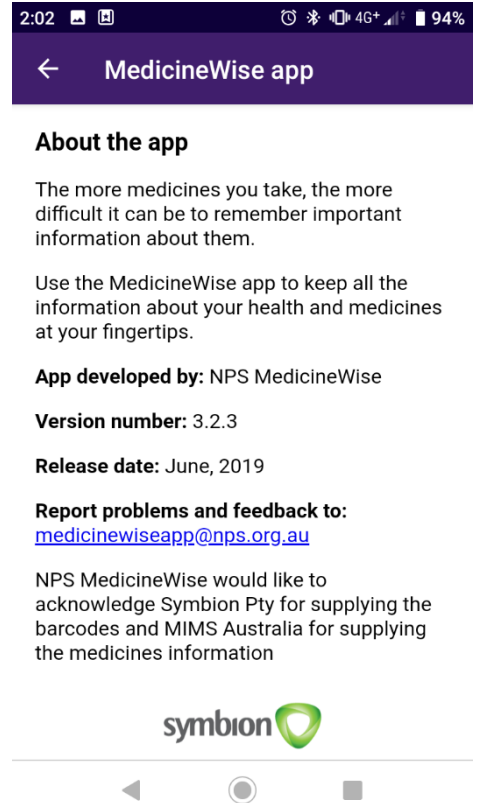
3. Under the **About** section, tap on the heading **'MedicineWise app'**



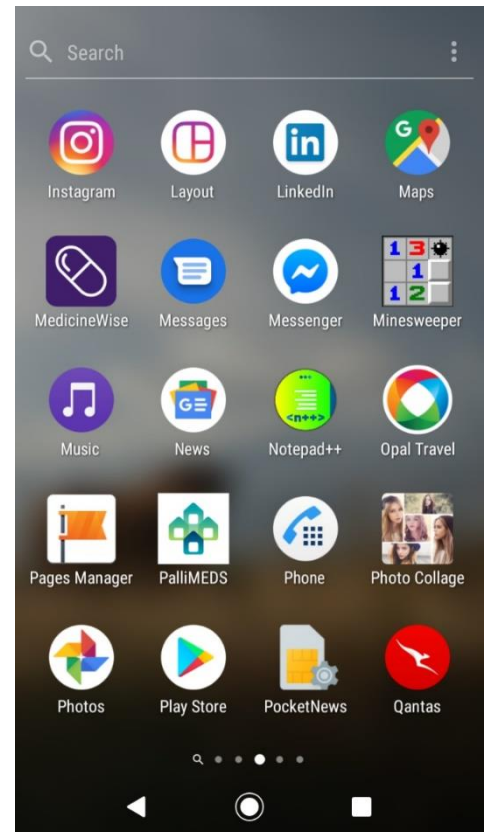
4. Version number is listed as seen below under the title **'Version Number'**.

If your Version Number is 3.2.3, you are already on the latest release of the MedicineWise app. You can continue to use your app, receive reminders and access your medicines data.

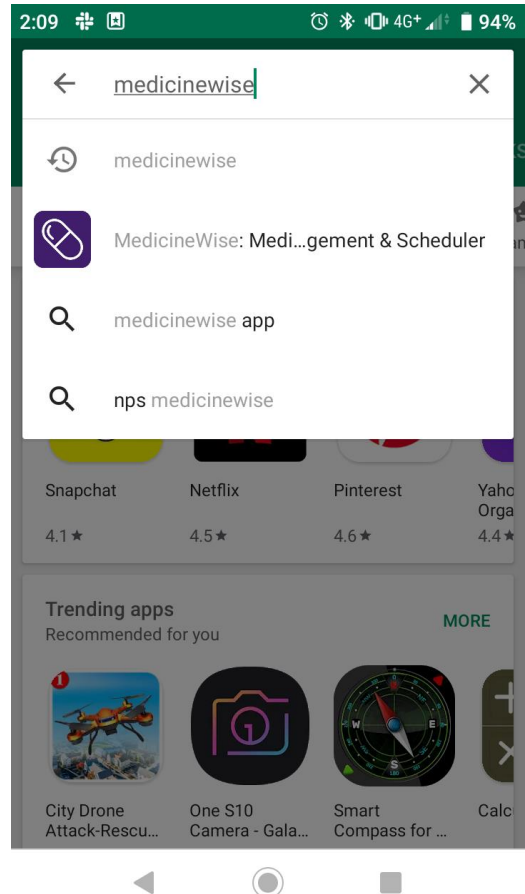
If you are on versions below 3.2.3, please update to the latest version by following the instructions below.



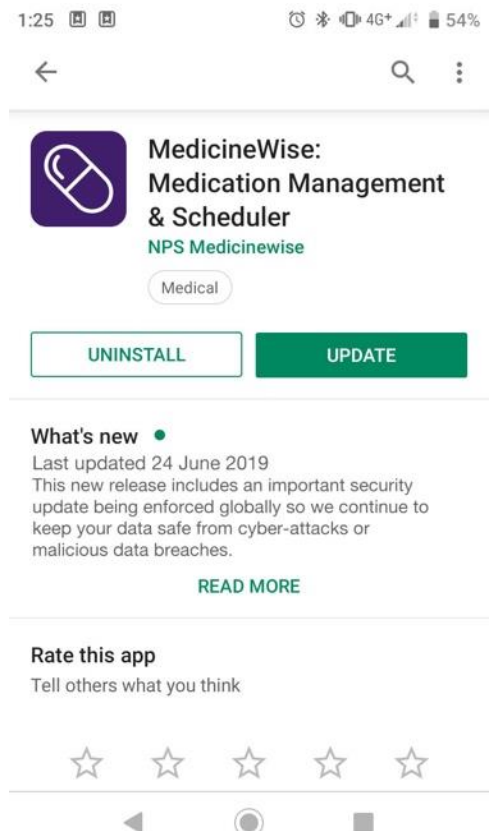
5. To update your app please access **Google's Play store**.



6. Search for 'NPS MedicineWise' or just 'medicinewise' on the search bar.



7. Tap on the 'Update' button to get the latest release.



8. Once you have updated to the latest release, you will have to sign back in to the MedicineWise app using your email address and password. Upon initial sign in, if you were previously using the PIN login facility, this will be enabled and you can subsequently log back in to the app via your 4-digit PIN code.

### **What if I cannot update the app before 26 June?**

If you are unable to update the MedicineWise app on time, we advise you to email your list of medicines and activity log to yourself. You should do this before Wednesday 26 June, so you still have access to your information until you get a chance to update your app.

Instructions on how to do this are available [here](#).

### **I can't login or reset my password.**

A short outage on 25 June meant some users weren't able to login to the app or reset their password. This is now resolved, so please try again.

### **I can find the app in the Store, but it isn't prompting me to update it.**

Try searching in the App store or Google Play for 'MedicineWise 3.2.3'.

If the store only gives you the 'Open' option, check the version history to see if it states 'Last update 24 June 2019'. If so, you are already using the latest version of the app.

### **Further questions or concerns?**

If you have any queries or need assistance with this update, please contact customer support by emailing [medicinewiseapp@nps.org.au](mailto:medicinewiseapp@nps.org.au) or calling us on 02 8217 8700 (9am-5pm AEST, Monday to Friday).

### **How we can best support your use of the MedicineWise app**

NPS MedicineWise is committed to delivering quality apps that meet a high standard of security. We are also committed to giving you the best possible support for all platforms.

As new app versions become available it gets more difficult to keep older versions secure. As a result, it's important that you regularly update the MedicineWise app so that we can continue to protect your information.

We may not be able to support old Android operating systems that are no longer widely used. If you would like further information, please email us at [medicinewiseapp@nps.org.au](mailto:medicinewiseapp@nps.org.au).