

How to install previously downloaded apps that are no longer available on the App Store

Users who have already downloaded the apps and made in-app purchases should be able to re-download the apps on newer devices when utilizing the same Account that was used to originally download the app.

Below are some helpful links with step-by-step instructions across the different Operating Systems.

iOS

Reference Support Article: <https://support.apple.com/en-us/HT211841>

Please note, operating systems have changed over the life cycle of this product so the direction used may vary.

To install a previously downloaded app onto your iOS device, make sure you are logged in with the same iTunes/iCloud account that was used to originally download the app.

- Open the App Store and tap on the Account icon in the upper right.
- Tap on the Purchased menu.
- In the search bar, type in the name of the app you are looking to install, for example: Smart Cycle Tech City. Once located, tap on the Cloud icon to download and install the app.

Google Play

Reference Support Article:

<https://support.google.com/googleplay/answer/113410?hl=en-CA&co=GENIE.Platform%3DAndroid>

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- Click on the Google Play Store icon.
- Make sure you are logged in with the same Google Play account that was used to originally download the app.
- Tap on the account button (usually the first letter of the account holders name, or a user supplied photo within a circle), then tap on Manage apps & device.
- Tap on “Manage”, then the drop-down menu for Installed, and select Not installed.
- In the list of apps, locate the one you wish to install, and tap the checkmark next to it.
- After selecting the app in the list, tap on the Download button.

Amazon

Reference Support Article: <https://www.amazon.com/gp/help/customer/display.html?nodeId=G89P5HPD7RQFPB2A>

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To install a previously downloaded app onto your Amazon Fire, make sure you are logged in with the same Amazon account that was used to originally download the app.

- Open the Appstore app.
- Tap on the 3-line icon in the upper left, then Library.
- Under Apps, there should be a list of all previously downloaded app. Tap on the Download icon to download and install the app onto your device.