

## Information from ParentMail re iOS App Updates

### **Update regarding the issue experienced for iOS (Apple) device users with the "Update Now" button.**

Our developers have identified that there was an environment variable missing for the link in the iOS app for the "Update Now" button to link the user to the App Store to complete the app update.

This has been resolved in app version 6.0.11, however, due to the issue needing to be resolved by an app update, it is not possible to bypass the existing issue and so to get users onto the latest version of the app, this will need to be done manually from within the App Store.

The previous guidance will apply for any users experiencing the issue where they have the message that their app is out of date and the "Update Now" button does not take them anywhere. Please see below:

- Go to the App Store
- Locate the IRIS ParentMail App (either via the main app search or from your downloaded apps on your Apple Store Profile)
- Click into the App name
- Select "Update"
- Once updated from the App Store, re-open the app and this should now be updated successfully.