



How do I know if I am using the most current CIBC US Mobile Banking app?

Android (Google Play)

Manually update apps

1. Connect to Wi-Fi (optional, but faster) and open Google Play Store
2. Tap your profile icon (top right) > Manage apps & device
3. Under Updates available, tap Update all or See details > tap Update next to specific apps

Turn on auto-updates

1. In Play Store, tap your profile icon > Settings > Network preferences > Auto-update apps
2. Choose Over Wi-Fi only (recommended) or Over any network > Done

Update a single app from its page

1. Search the app in Play Store
2. If an update exists, tap Update

Troubleshooting (Android)

Can't update? Check storage: Settings > Storage

Stuck updates? In Play Store > Manage apps & device > Updates > cancel/retry

App not found? It may be incompatible or region-restricted

Still failing? Clear Play Store cache: Settings > Apps > Google Play Store > Storage > Clear cache

iPhone (Apple App Store)

Manually update apps

1. Connect to Wi-Fi and open the App Store
2. Tap your profile picture (top right)
3. Scroll to Available Updates
4. Tap the Update All button or tap the Update button next to the CIBC US Mobile Bank App

Turn on auto-updates

1. Open Settings app > App Store
2. Under Automatic Downloads, turn on App Updates
3. (Optional) Under Cellular Data, enable Automatic Downloads if you want updates over cellular

iPhone (cont.)

Update a single app from its page

1. Open App Store and search the app
2. If you see Update, tap it (if it says Open, you're current)

Troubleshooting (iPhone)

Payments/Apple ID issue? Open Settings > tap your name > Payment & Shipping to fix billing; ensure you're signed in

Low storage? Settings > General > iPhone Storage to free space

Paused update? On the Home Screen, tap the app icon to resume or delete/reinstall if it's stuck

Background refresh (optional): Settings > General > Background App Refresh to allow apps to update content

