

# How to Request an Update on an EMDM Device

## Android

Tap **Settings-->Software Update-->Download Updates Manually**

If there are no updates to download, your device is up to date with the latest OS version and no further action is required.

If you receive a prompt to download and install OS Updates, you don't have the latest OS version.

### To Install:

1. Tap **install now** to update your device to the latest OS version
2. Redo these steps until you receive the following screen (**Software update... The latest updates have already been installed**)

## iOS

Tap **Settings -->General -->Software Update**

If there are no updates to download, your device is up to date with the latest OS version and no further action is required.

If you are prompted to download and install the latest OS update, you do not have the latest OS.

### To Install:

1. Tap **Download and install**
2. Redo these steps until you receive the following display on your screen (**Your iPhone is running the latest software update allowed by your administrator**)

If an OS update cannot be downloaded on the cellular network due to size, find a WiFi connection and try again.