

## How to Uninstall and Reinstall the Usborne Partner Web App

Document created with ChatGPT – there may be inaccuracies, please let us know if so.

If you're having trouble with the **Usborne Partner web app** (<https://partner.usborne.com/login>), a quick uninstall and reinstall from your home screen can often fix it. Below are step-by-step instructions for the major browsers on **iPhone** and **Android**.

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### iPhone

#### Safari

##### To Uninstall:

1. Locate the **Usborne Partner** icon on your home screen.
2. Press and hold the icon until a menu appears or it starts to jiggle.
3. Tap **Remove App** or **Delete Bookmark**.
4. Tap **Delete** to confirm.

##### To Reinstall:

1. Open **Safari** and go to: <https://partner.usborne.com/login>
2. Tap the **Share** icon (square with arrow).
3. Scroll down and tap **Add to Home Screen**.
4. Optionally rename (e.g. "Usborne Partner") > Tap **Add**.

You'll now see the icon on your home screen again like an app.

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### Chrome, Firefox, and Edge on iPhone

These browsers do not currently support "Add to Home Screen" in the same way Safari does on iPhone.

We recommend using **Safari** to install and access the Usborne Partner app on iPhone.

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## **Android**

### **Chrome**

#### **To Uninstall:**

1. Find the **Usborne Partner** icon on your home screen or in your app drawer.
2. Press and hold it.
3. Tap **Uninstall**, or drag to **Remove/Uninstall**.

#### **To Reinstall:**

1. Open **Chrome** and go to: <https://partner.usborne.com/login>
  2. A banner should appear: “**Add to Home screen**” or “**Install app**” — tap it.
  3. Confirm by tapping **Install**.
  4. If you don’t see the prompt:
    - Tap the **three dots menu** (top-right).
    - Choose **Add to Home screen**.
    - Tap **Add** to confirm.
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### **Firefox**

#### **To Uninstall:**

1. Locate the **Usborne Partner** app icon.
2. Press and hold it.
3. Tap **Remove** or **Uninstall**.

#### **To Reinstall:**

1. Open **Firefox** and visit: <https://partner.usborne.com/login>
  2. Tap the **three dots menu** (top-right).
  3. Choose **Install** or **Add to Home screen**.
  4. Confirm by tapping **Add**.
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### **Microsoft Edge**

#### **To Uninstall:**

1. Press and hold the Usborne Partner app icon.
2. Tap **Uninstall**, or drag it to **Remove/Uninstall**.

**To Reinstall:**

1. Open **Edge** and go to: <https://partner.usborne.com/login>
2. Tap the **three dots menu** (bottom or top).
3. Choose **Install app** or **Add to phone**.
4. Confirm by tapping **Install**.