

IMPORTANT NOTICE 034/18

LEVEL 2 ACCREDITED SERVICE PROVIDERS

ENOSW APP UPDATE (APPLE DEVICES ONLY), AND ENOSW OUTAGE

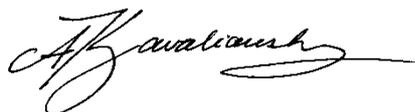
The eNOSW app update announced in IN032/18 (dated 15/08/18) was only successful for Android devices. The update for Apple devices was delayed and eventually rolled out on 7 September 2018. It is now available for download from the Apple App Store.

The previous Apple eNOSW app version will cease to operate and become redundant on 17 September 2018.

Apple users should ASAP, uninstall the existing version and install the new version from the Apple store. Please refer to attached App Installation Guide. The old version of eNOSW App for IOS will cease to be useable on 17 Sept 2018.

Users must complete all “in progress” eNOSW jobs using the previous version or make submissions in the new version. Users must avoid items pending in submission queue during this time. *Any work left pending in the queue in the previous app when deleting the app from the device will be lost. If this happens the ASP will then need to resubmit the job through the new app version.*

In addition, an **outage** for eNOSW is scheduled on 14 September 2018, between 6:00pm and 8:00pm. The outage is necessary for planned database maintenance activities.



Anthony Kavaliauskas
Manager Network Connections
10 September 2018

Apple app Installation Guide

eNOSW App Upgrade – Available from 7 September 2018

Importantly, you must have successfully submitted all current NOSW's prior to deleting the previous app version as all pending submissions will be lost.

If your device supports the current eNOSW App it will continue to support our new App.

The App supports Apple devices from **iOS 10.3.2** up to **iOS 11.0**.

To access this update you will first need to uninstall the current version and then download the new version. To uninstall the current version, please follow these instructions.

Uninstalling the eNOSW App

To uninstall the iOS App, press and hold the NOSW App icon until it starts to shake. Next press the cross icon on the top-left corner of the NOSW App icon and finally press the "Delete" option on the pop-up window to confirm the delete. Press the Home button to exit out of icon edit mode.

Download the eNOSW App



For Apple iOS
This is the icon for the Apple App Store

App Store

The App is called "eNOSW". Search for the word "eNOSW in your App store.



The Free eNOSW App is available for download via Apple App Store.



This is the icon for the eNOSW App. Select the eNOSW App from the App store to install it.