



INFO SHEET N°15

Google Play, App Store & Samsung Store

Downloading apps safely — understanding official stores and avoiding pitfalls.

An app store is the official place where you download applications on your phone or tablet. It is like a large online shop, but for apps — and access is free. This sheet explains how to use these stores safely.



The 3 main stores



Google Play Store

The official store for all Android phones — Samsung, Huawei, etc. Over 3 million apps available.

Android / Samsung



Apple App Store

The exclusive official store for iPhone and iPad. All apps are verified by Apple before publication.

iPhone / iPad



Samsung Galaxy Store

Supplementary store on Samsung phones. Offers exclusive apps and themes for Samsung. Less used than the Play Store.

Samsung only



How to download an app — step by step

On Samsung (Google Play Store)

1

Open the Play Store

Look for the coloured  icon on your home screen or in your apps. If you cannot find it, search for "Play Store" in your phone's search bar.

2

Search for the app you want

Type the app name in the search bar at the top — e.g. "WhatsApp", "TWINT", "Teleboy". Results appear immediately.

3

Check it is the right app

Look at the developer name (e.g. "WhatsApp LLC", "Google LLC") and user reviews. Official apps have millions of downloads.

4

Tap "Install"

If the app is free — it installs directly. If it is paid — you will see the price and must confirm with your Google account.

5

Wait for the download

A progress bar appears. Once done, tap "Open" to launch the app, or find it on your home screen.

★ Essential apps for seniors



WhatsApp

Free messages & calls



Google Maps

Free GPS navigation



Google Photos

Photo backup



TWINT

Swiss mobile payment



Teleboy

Swiss streaming TV



RTS Play

Free RTS replay



Gmail

Free Google email



CFF Mobile

Train timetables & tickets



Météo Suisse

Official Swiss weather



Comparing the 3 stores

Feature	 Google Play	 App Store	 Samsung Store
Compatible with	Android (Samsung, etc.)	iPhone / iPad	Samsung only
Number of apps	3+ millions	2+ millions	~50'000
Free apps	✓ Very many	✓ Very many	~ A few
Security	✓ Verified	✓ Very strict	✓ Verified
TWINT available	✓ Oui	✓ Oui	✗ Non
Account required	Google account	Apple account (ID)	Samsung account

Understanding app prices

Free

The button shows "Install" — the app costs nothing. Most useful apps are free.

Paid

The button shows a price (e.g. "CHF 2.99") — you must confirm the purchase with your account.

Freemium

The app is free but offers optional purchases for extra features. You can use the free version without paying.

Subscription

The app is free but requires a monthly or annual subscription for all features (e.g. Netflix, Canal+).



Tip: Before paying for an app, check whether a free version exists or whether a free alternative does the same thing.

SeniorPhone tips

- Download **only from official stores** — Play Store, App Store or Samsung Store. Never from an unknown website
- Always check **number of downloads and the reviews** — a good app has millions of downloads and positive reviews
- Apps from **official Swiss services** (SBB, TWINT, Swiss Post, banks) are all free on the stores
- To **update** your apps — open the Play Store → your account icon at the top → "Manage apps" → "Update all"
- To **delete an app** — press and hold its icon → "Uninstall". This frees up space on your phone
- If an app asks for too many permissions (e.g. contact access for a torch) — refuse and look for an alternative

Pitfalls to avoid

-  Never download an app from a link received by SMS, email or WhatsApp — always go directly to the official store
-  Beware of apps that copy the name of well-known apps — check the exact developer name before installing
-  Some free apps ask for access to your bank card "for verification" — refuse and uninstall
-  Fake stores or sites offering "free premium apps" are often malware — never go there
-  If an app asks you to enable "unknown sources" to install — this is dangerous, always refuse

Key takeaways

- Samsung → use the Google Play Store to download your apps.
- iPhone → use the Apple App Store.
- Download only from official stores — never from a received link.
- Check downloads and reviews before installing.
- Most useful everyday apps are free.

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Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank, the police and operators will never ask for them.



Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.



Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.



Fake police or fake banker — hang up and call 117

The real police and your bank will NEVER ask you to hand over money or your PIN by phone.

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