

Communication to app users

Dear app user,

Please be aware that a new app is on the way.

We are currently in the process of moving all existing users of The Noise App to a new version of the app, The Noise App 2.0.

We are hoping to complete this process by 1st November, but ahead of that time, there are some important actions for you to take.

What do I need to do?

- Ensure that all of your cases have fully synced before this date (step by step process below).
- Once complete, logout and delete the app.
- Download the new app from your Google or App store under '**The Noise App 2.0**'.

Sync steps

1. Remain signed into the app
2. Be in a place with a good internet connection
3. Dismiss the app so it is closed (but signed in)
4. Open the app
5. View a case from the case diary
6. Return to the case diary
7. Leave for around 30 minutes with a good internet connection

Important information

We are advising users not to log in to the new app until the move has been successful. We are expecting this to be done between 30th October and 1st November 2023. **Any cases not synced before 30th October will result in irrecoverable data loss. Please make sure you have fully synced your cases.** Please do not submit any recordings during the dates above as these will not be retrievable when you move across to Version 2.

For further support, we have attached an FAQ document, user guides and the [TNA 2.0 Walk through video](#) should you require a demonstration.

We are working to ensure this process is as smooth as possible, and appreciate your help in this. For any queries, please contact our support team via support@thenoiseapp.com.

The Noise App Team