

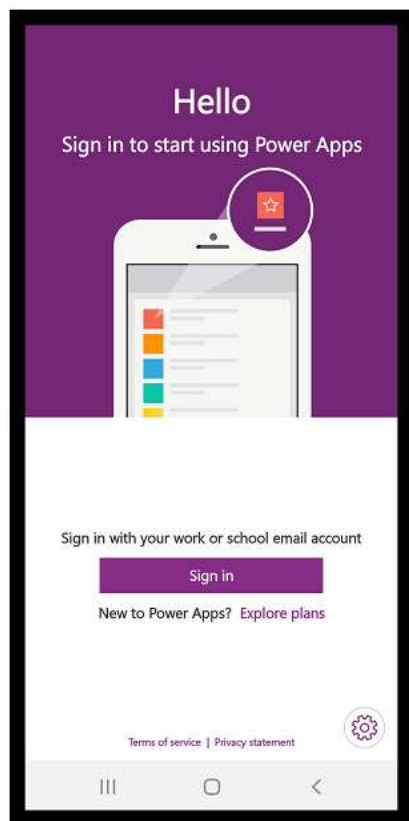
Dynamics 365 for phones and tablets will be deprecated for online users and replaced by Power Apps

For anyone using Dynamics 365 for phones and tablets app this will be deprecated in **January 2024**. Online users must move to the new Power Apps mobile app. The Power Apps mobile app provides updated capabilities, a modern user experience, and faster load times.

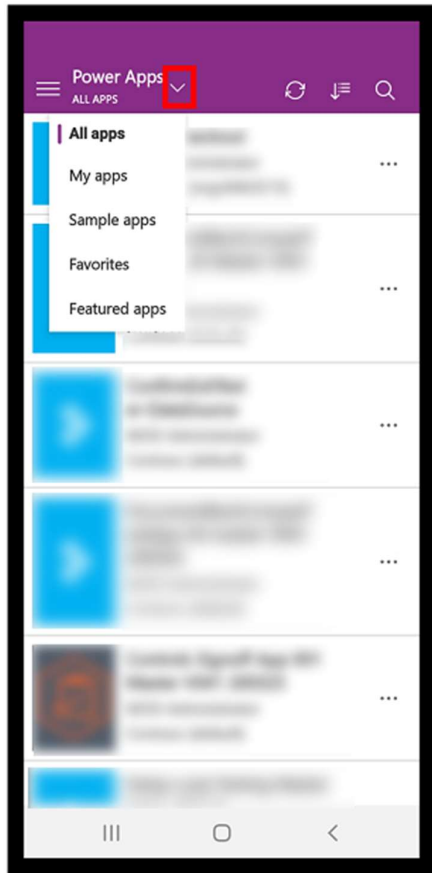
Effectively a user using the old app just needs to uninstall and download the new Power App mobile app.

Follow the steps below to ensure a smooth transition to the new app.

1. Download Power Apps from the [App Store](#) or [Google Play](#) onto an iPhone, iPad, or Android device running a [supported operating system](#).
2. Open Power Apps on your mobile device and sign in by using your Azure Active Directory credentials. If you have the Microsoft Authenticator app installed on your mobile device, enter your username when prompted, and then approve the notification sent to your device.



- When you sign-in to the app, the **My apps** filter is set by default. If you can't find the app that you're looking for, open the **Power Apps** menu, and then select a different filter.



- To run your app, select the app tile. Then test your app and make sure everything is working. For more information on how to use Power Apps mobile, go to the [User guide for model-driven apps running on the Power Apps mobile app](#).

Something to be aware of is the behaviour of the Dynamics 365 phones and tablets app was such that it automatically launched the most recently used app. In contrast, the Power Apps mobile app operates differently by presenting users with a list of accessible apps, allowing them to choose the specific app they wish to use. Best practice is for the user to pin their frequently used app to their home screen for convenient access.