

## How to add our site to your phone's home screen (Android – Using Firefox Browser)

If you regularly access the our homepage or customer portal, you can save time by adding them to your phone's home screen. This will create an icon for each site on your main phone screen, just like an app.

The instructions below will guide you through adding both our homepage and the customer portal to your home screen on Apple and Android phones (Google Chrome, Samsung internet browser and Firefox), using clear steps.

### Why should I add an icon to my home screen?

Adding a website to your home screen makes it much easier to get to your favourite or frequently used site(s). Once set up, just tap the icon to open the website right away, without needing to search or type the address each time.

### Which pages should I add to my home screen?

If you would like to make it easy to see your own customer profile and report any issues, you can add a shortcut for your profile right onto your phone's main screen. This means you just tap an icon, like you do with other apps, and it takes you straight to your information, where you can report anything you need.

To do this, follow the same instructions as below, but instead of using the homepage address, use your own customer portal link. Once you have finished, the new icon will appear on your phone's main screen. Simply tap it whenever you want to view your details or let us know about a problem. There is no need to search or type anything in; just one tap and you're there.

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## Step by step instructions

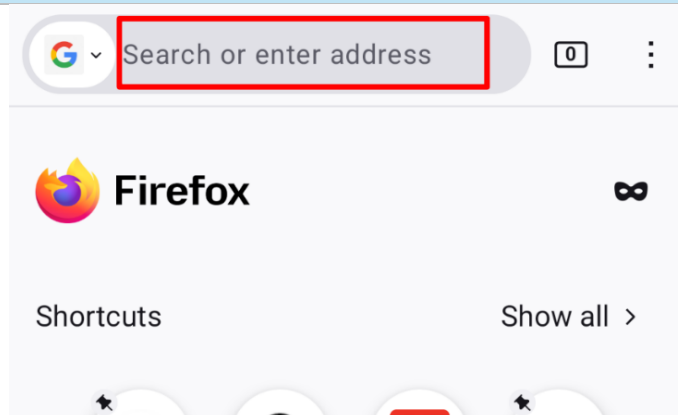
### Step one

Open the Firefox app.



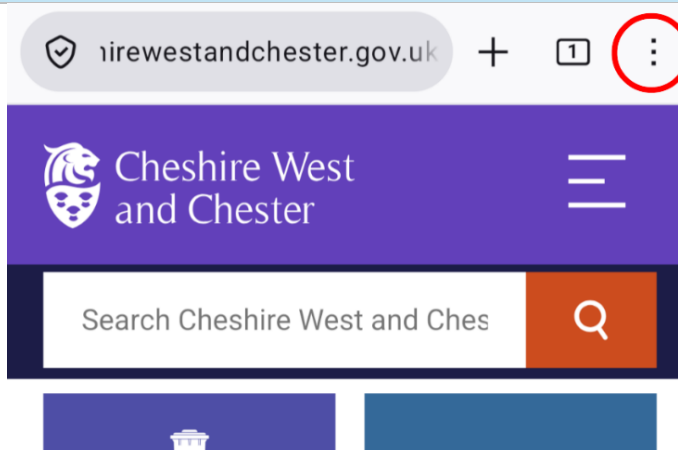
### Step two

Type in or open Cheshire west and Chester or the Customer Portal.



### Step three

Tap the three dots in the top right corner to open the menu.



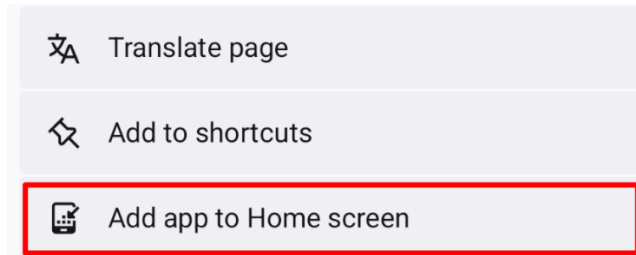
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## Step four

You will have another menu pop up. Select “Add to Home screen.”, if you do not see this, you need to tap "More", then the "Add to Home Screen" option will appear.

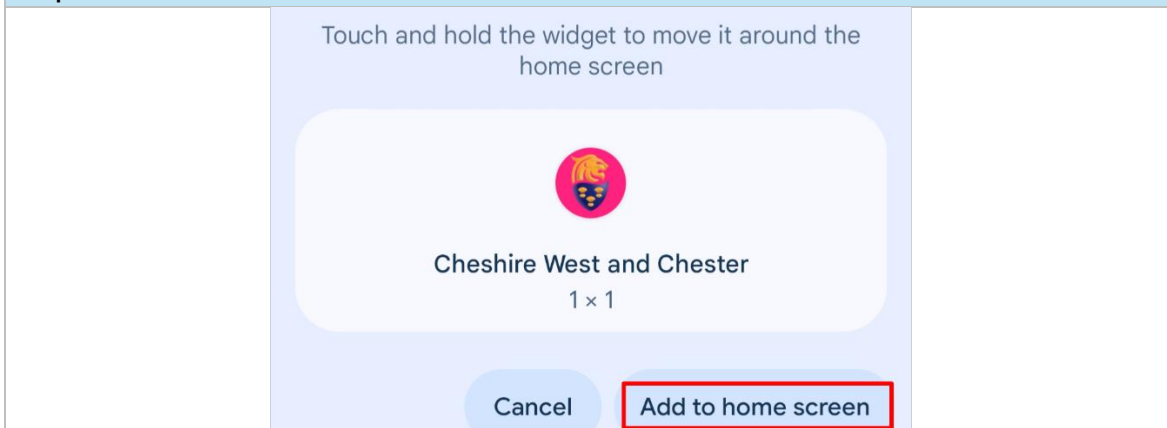


After opening 'More':



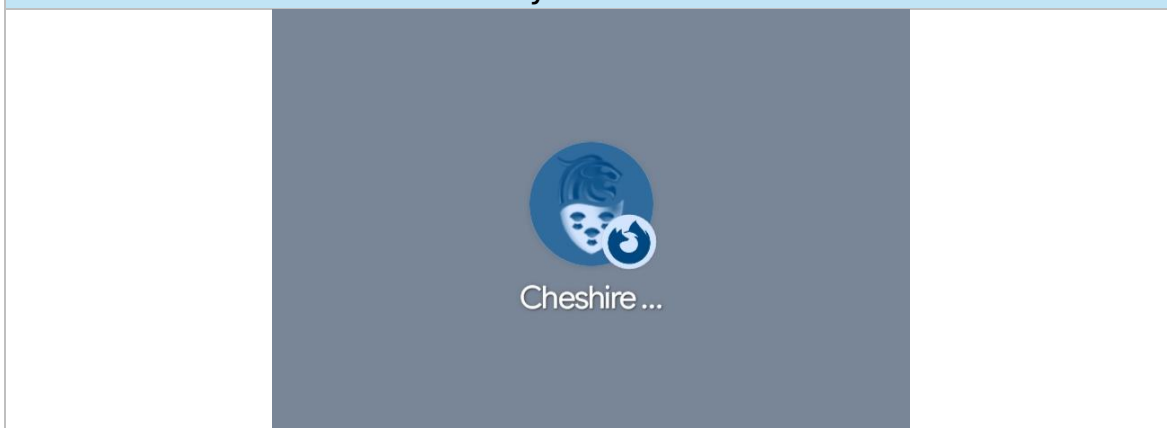
## Step five

Tap “Add to Home screen”.



## Step six

The website icon will now be on your home screen.



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## Extra tips:

- you need to be connected to the internet when you first set this up
- if you want to remove the website icon later, press and hold it on your home screen and choose “Remove” or “Delete.”
- if you do not see these options, make sure your phone’s browser is updated to the latest version.