Clearing Data on Cheetah Mobile App and the Mobile Device

The following document was put together to assist **with Cheetah Mobile App crashes.** Before following the steps below, please sure that you are running the latest version of the Cheetah Mobile App (version 2024-07-18-0) using this link for instructions.

After you have completed the steps, if driver's phones continue to crash, step four below will assist you on next steps to submit a ticket under Cheetah/Mercury Gate Support.

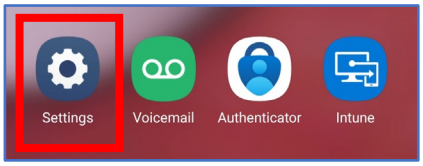
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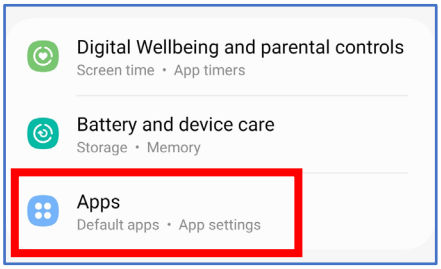
1. **Solution: Clear Cache on Cell Phone**
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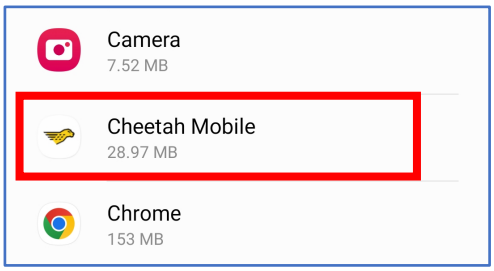
Solution: Clear Cache on Cell Phone

1. Go to **Settings** and then **Apps**

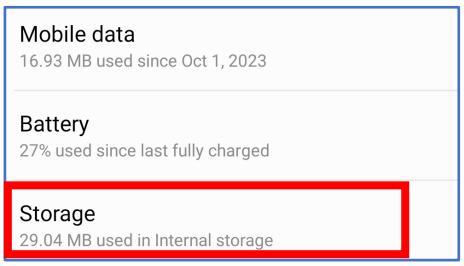


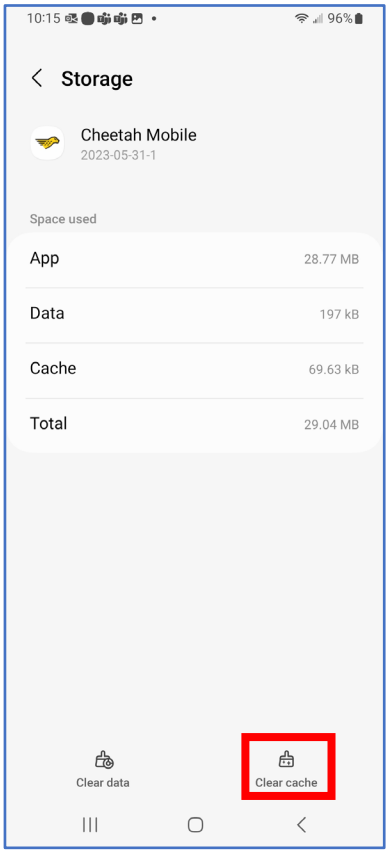


2. Find **Cheetah Mobile** App



3. Go to **Storage** and click on **Clear Cache**



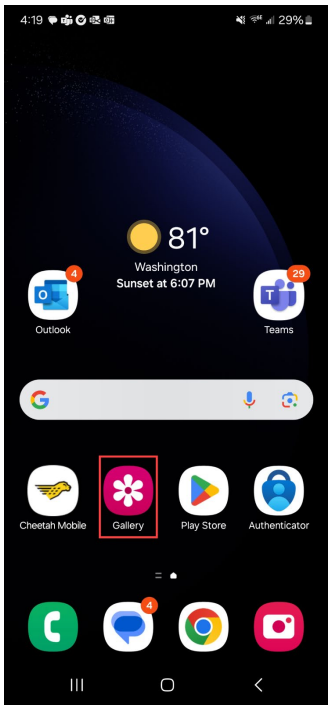


4. Restart the phone

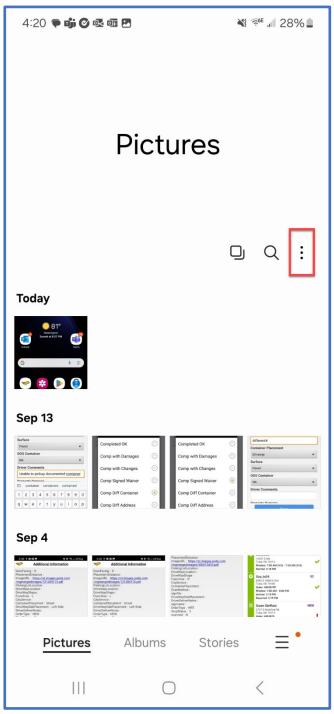
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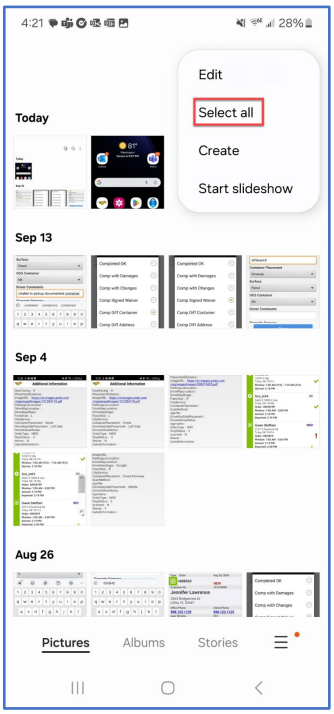
How to Delete All Photos

1. From the desktop, select **Gallery**



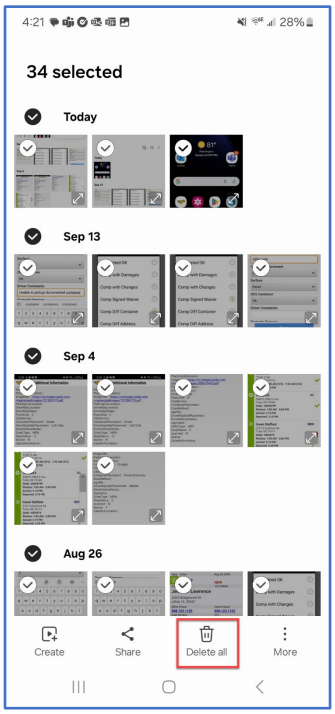
2. From the Gallery click the **ellipses (...)**, then **Select All**

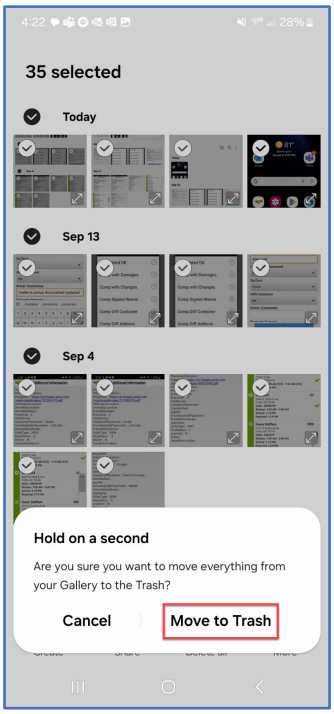




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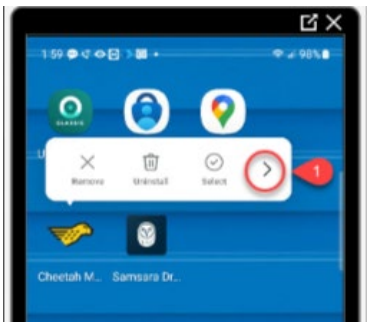
3. Click **Delete all**, then move to **Trash**

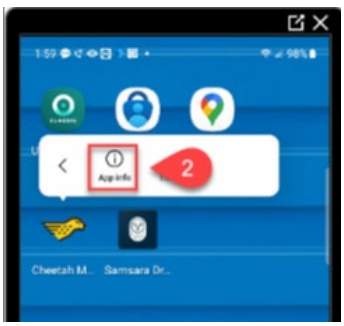




How to Clear App Data

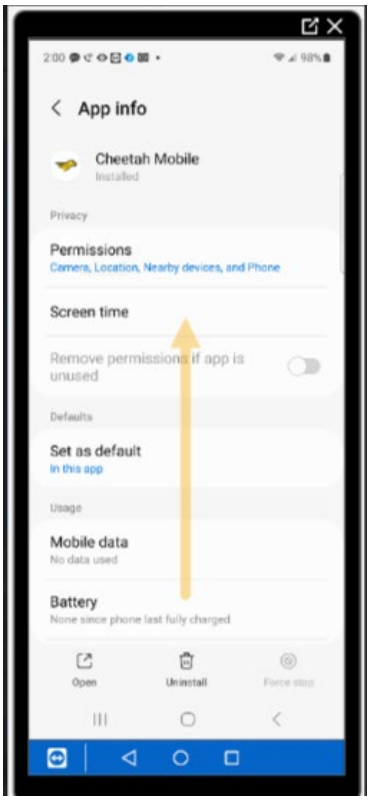
1. Exit the Cheetah app on each market phone
2. Clear Cheetah app data

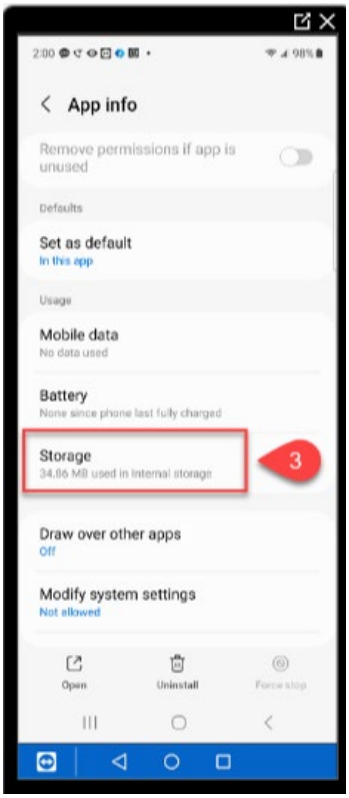




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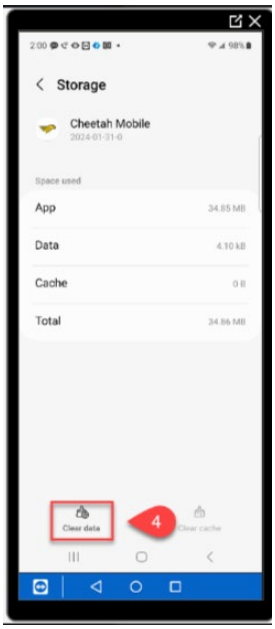
3. Go to Settings > Apps > Cheetah Mobile
4. Scroll down and select **Storage**



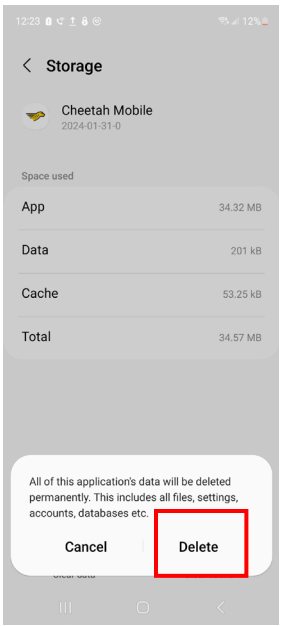


Clearing Data on Cheetah Mobile App and the Mobile Device

5. Select **Clear data**



6. On the pop-up screen, select **Delete**



7. Press **Back**

Clearing Data on Cheetah Mobile App and the Mobile Device

If your phone continues to crash after completing the previous steps, please submit a SNOW Ticket

1. Submit a SNOW ticket
    a) Fill out the form above to inform IT that you're seeking a new mobile phone due to Cheetah app crashing.
2. When the above steps are completed, IT will work with you on next steps to replace the device.

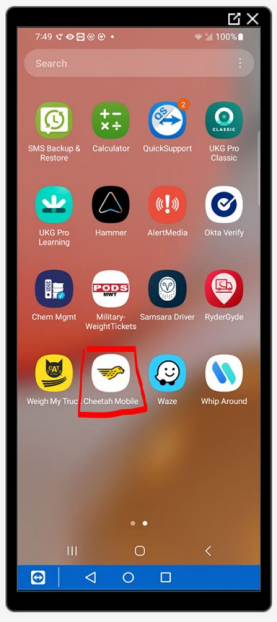
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Downloading the Cheetah Mobile App if it's Not Present

1. Drag up from the bottom of the screen to view the app drawer

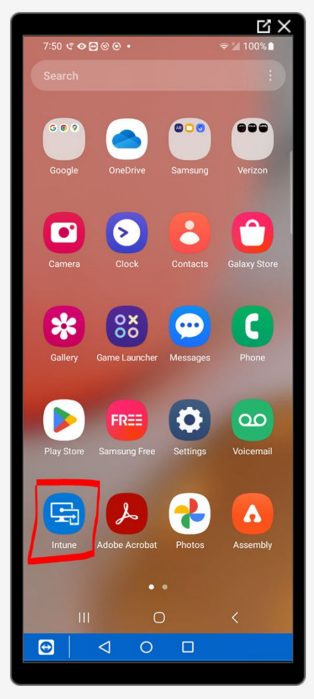


2. Swipe to the left to confirm the Cheetah App is present

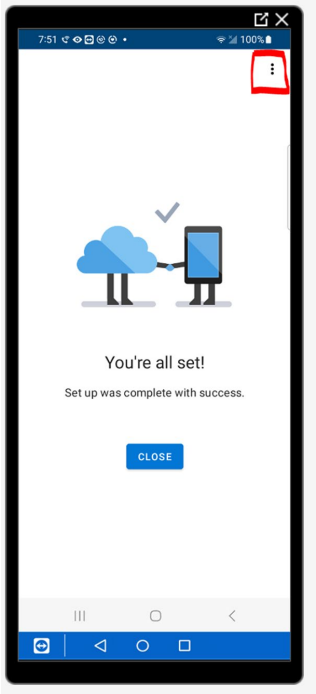


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4. If it is not present locate and launch the **Intune** app



5. Press the 3 dots in the upper right corner



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6. Press **Sync** to initiate the download of missing apps

