



[Portal](#) > [Knowledgebase](#) > [Thieme](#) > [New purchase is not appearing on my bookshelf](#)

## New purchase is not appearing on my bookshelf

Roshan - 2013-08-30 - [0 Comments](#) - in [Thieme](#)

To avoid logging out and re-logging in every time you make a new purchase, please go to the eBook-store Tab on your iPad app and Tap on the Sync button and ensure that there is no loss of internet connectivity when the sync takes place.



[Reference Screenshot]

This will ensure that your account gets uniformly synced and your purchases will be visible on the Bookshelf Tab ready to download.

If you are still facing issues, please uninstall and reinstall the app.

Please follow the below steps to Uninstall the **Thieme Bookshelf** app.

- Touch and hold the app icon on the Home screen until the icons start to jiggle.
- Tap the "x" in the corner of the app you want to remove.
- Tap Delete to remove the app and all of its data from your iPad.
- Click the Home button to cancel the jiggling of other apps.
- Proceed to the next step to reinstall your app.

Download the Thieme Bookshelf iPad app first from iTunes:

<https://itunes.apple.com/us/app/thieme-bookshelf/id509171227?ls=1&mt=8>

Please follow the below steps to Uninstall the **Thieme Bookshelf** app.

- Touch and hold the app icon on the Home screen until the icons start to jiggle.
- Tap the "x" in the corner of the app you want to remove.
- Tap Delete to remove the app and all of its data from your iPad.
- Click the Home button to cancel the jiggling of other apps.
- Proceed to the next step to reinstall your app.

Download the Thieme Bookshelf iPad app first from iTunes:

<https://itunes.apple.com/us/app/thieme-bookshelf/id509171227?ls=1&mt=8>