



Click it or Tap it!

2020 Lockdown Edition

Adult Learning



Hi

Welcome to this learning pack which is yours to keep and is aimed at people who are new to using digital devices and have limited or basic digital skills. We've included lots of pictures along with step by step instructions and hope that you'll be able to follow this guide.

Here's a wee list of things in the pack-

Background	Page 3
Understanding some of the Language	Page 4
How to get online	Page 8
How to get a new Apple ID (iPad users)	Page 10
How to get a Gmail (email) account from Google (Chromebook users)	Page 12
How to send an email (Gmail)	Page 25
Make sure your password is safe and secure.	Page 29
Keep safe online	Page 30
Get social on Facebook	Page 31
Be a right little messenger!	Page 35
What's WhatsApp all about!	Page 36
Are you a Keyboard warrior?	Page 38
Learn on YouTube	Page 39
Wi-Fi in public places	Page 40
Get Zooming!	Page 42
Adult Learning-digital courses	Page 49



The Connecting Scotland initiative from the Scottish Government aims to connect people on low incomes who are considered clinically at high risk so they can access services and support along with connecting with friends and family during the pandemic. (information from <https://connecting.scot/>)

If you received a Chromebook or an iPad (along with a Mi-Fi) through one of our local organisations in West Lothian which are all supported by the Scottish Council for Voluntary Organisations (SCVO) then this learning pack is just for you to help support your learning.



Chromebook



iPad



(Example of portable MiFi by Vodafone)

MiFi (Mobile WiFi)

This is a portable and powerful mobile WiFi router that taps into 3G, 4G or 5G mobile phone networks and uses this connection to create a mini wireless broadband hotspot for fast access to the internet. You may also be able to connect extra devices such as smartphones, laptops, tablets and even games consoles — that are within range of its signal at the same time and enjoy fast download speeds depending on the service providers' mobile plan.

Understanding some of the Language

Android - an operating system (**OS**) for **smartphones**, similar to the way in which **Windows** is an **OS** for **Computers (PC's)**

Apple's iPhone and iPad uses its own operating system: **iOS**

Computer viruses - malicious programs designed to damage your computer or put your security at risk. Better safe than sorry - **make sure that your computer is protected** by antivirus software before using the internet. Without it, it's quite easy to download a virus unintentionally. In computers, the virus spreads by infecting files on a shared space like a network file system or by email, downloaded from the internet or from a removable medium like a USB stick, CD or DVD.

Antivirus software - will **protect your computer** by **preventing an attack** by or **detecting and removing any viruses**. Some antivirus software can be downloaded for free from the internet – e.g. AVG and Windows Security Essentials .

Other types - Norton or McAfee antivirus software - have to be paid for with an annual subscription.

All antivirus programs have to be regularly updated, as new viruses appear on the scene.

Spyware - software that collects information about the user, such as which websites they've visited. Some antivirus protects against this.

Downloading - basically this is **copying data** (facts/figures e.g. music, text, images or other information from a source on the internet and saving it to your computer. Usually involves clicking on a link and following instructions.

Search Engine - e.g. Google is a search engine that can be used to find a variety of information such as websites, pictures, maps etc, Google uses a computer program called a 'web crawler' that looks at the billions of websites available on the **World Wide Web** and examines their content to find 'keywords'. It then indexes these keywords to make the websites easier for the search engine to find. Type in the word 'holidays' in the search box, for instance, and Google will then show you all the websites with holiday information.

Home page - is the initial page of a website, i.e. the 'point of entry' to all the information stored there. It's similar to the front page of a newspaper, but a home page contains links to a selection (or, in some cases, all) of the available content.

The term 'home page' is also used to refer to the page you first come across when connecting to the internet. It is often the main page of your search engine.

HTML - 'Hyper Text Mark up Language' which is a computer language that's used to build websites. Basically, HTML is the 'interpreter' between the computer's own language and codes and the end result that you see on your screen.

Hyperlink - more commonly known as a 'link'. This allows you to navigate your way around a website. It can be a graphic or piece of text that links you directly to another web page or related information source.

A Hyperlink is usually underlined, highlighted or coloured to distinguish them from the rest of the text displayed, allowing you to click on them with your mouse to access this new page or additional information.

IM - Instant messaging, is what it says - a form of instant text communication between two or more people in 'real time' while online. It's similar to email but has the speed of a phone conversation. It's also similar to a chat room, but has greater privacy. You can select those to be involved in the text conversation by creating a list of contacts and you'll be alerted when they're online at the same time as you.

IP address - is an '**Internet Protocol address**'. Each computer linked to the internet has a unique number, or address, assigned to it. As a person needs your address to send you a letter, a computer needs one to send and receive data across the internet to and from a specific computer.

ISP - 'internet service provider' – Basically a company that provides 'mainstream' internet connections to home and/or business users.

Malware - short for 'malicious software', and like 'spyware', is a term to describe unauthorised programs that are downloaded to your computer and cause disruption or damage to software or hardware. Sometimes, malware is designed to use your computer's 'resources' (such as memory) and other times it is simply designed to create an unpleasant experience. Malware can be accidentally downloaded through spam emails, or when downloading files from untrustworthy websites, such as file-sharing websites.

'Online' - means that your computer or hand-held device is connected to a network, usually the internet. The opposite is 'offline', which means that a computer is disconnected from the internet or other network.

A '**pop-up**' or '**pop-up window**' - a small screen that pops up, or opens automatically, over the top of your browser. It can happen when you're on a website and roll your mouse over something. Also, the website may simply detect that you're present and open the pop-up. Clicking on the small cross found in the top right-hand corner of the window will usually close it.

They are **often a form of online advertising** sometimes by legitimate companies, but frequently part of fraudulent activity to obtain your personal or financial details. It is **therefore**

important to exercise caution. Not all pop-ups are bad. Sometimes they are an important feature of a website as they give you further information or instruction.

A router - sends information, such as email and the content of web pages, between your computer and the network server. It connects networks and acts as a filter at a 'gateway' between them, channelling information to the correct IP address, unique to each computer. **A router** is also the **device** that keeps **single computers**, or **entire networks**, **connected to the internet**.

It can be connected to your computer by wires (or cables but these days, routers are mainly 'wireless', allowing several wireless-enabled devices to access the internet at any one time and enabling users to use the devices in various locations within range of the router.

A **search engine** enables you to find specific information within the immense mass of data stored on the internet. Usually a dedicated website, it can take the form of an 'app' on a hand-held device or simply be a 'search window' on a website that can be about almost anything.

By typing words into the box on the home page of a search engine such as Google and clicking **Search**, a page will be displayed containing results – that is, links to web pages – related to the search terms (also known as 'key words') you've entered. These results, commonly known as 'hits', will usually be listed in order of relevance to the exact terms entered. Some search engines even display results that are tailored to your previous search activity.

Social networking refers to the use of online social networks such as Facebook to communicate with other people. It can include blogs and other ways to share text and ideas, groups that you can join, private messaging, a chat facility and file- or photo-sharing functions.

Online social networking sites such as Facebook allow individuals to communicate with one another wherever they are in the world. They also let you connect with people with similar interests or relationships and share things, including websites, photos, likes and dislikes.

Each user on a social networking site will have a profile page and will usually have some control over what they allow people to see. Some people share with everybody, while others take advantage of privacy settings and allow access only to those known to them.

'Streaming' is the display of a form of multimedia – text, images, audio, video or animation – to a viewer via the internet. Watching television or listening to a radio programme on the internet are common examples of 'streamed media'.

'Live streaming' would, for example, enable a person who wasn't able to attend a family wedding in Australia to watch it live on their computer screen.

The web – or the **'World Wide Web'** – a system of interlinked documents or web pages accessible via the internet. Using a web browser, you can access these documents and then navigate between them by clicking on highlighted bits of text known as 'hyperlinks'. To clarify:

the web is a part of the internet. They are often considered interchangeable terms, but this is not the case.

A **web page** is what you see on your screen when you access the internet via a browser. There are billions of web pages on the internet that are connected by hyperlinks to other relevant pages or information resources. Web pages can be accessed by entering terms into a search engine, which will produce relevant highlighted links for you to click on. When you click on such a link, the page should subsequently be displayed on your computer screen.

A **website, or 'site'**, is simply a collection of web pages that relate to each other and sit within the same internet domain. The main, or initial, page is known as the 'home page' and here you'll find hyperlinks (or 'links') to all the other 'subpages' contained within the website. These links are usually highlighted or made distinctive in some way, allowing you to find them easily so that you can click on them to get to another part of the site.

A *web browser* is a program on your computer that allows you to access websites on the internet.

The web is written in a computer language called HTML (HyperText Mark-up Language). Browsers translate this so that we can read it easily.

There are many browsers available. If you're using a Windows PC, your machine probably came with the browser Internet Explorer. If you are using an Apple Mac, you'll have been supplied with Safari. No matter which browser you're using, you'll find that they all do more or less the same job.

Here are the most popular browsers:

- **Internet Explorer (Microsoft)**
- **Safari (Apple)**
- **Firefox (Mozilla)**
- **Chrome (Google)**

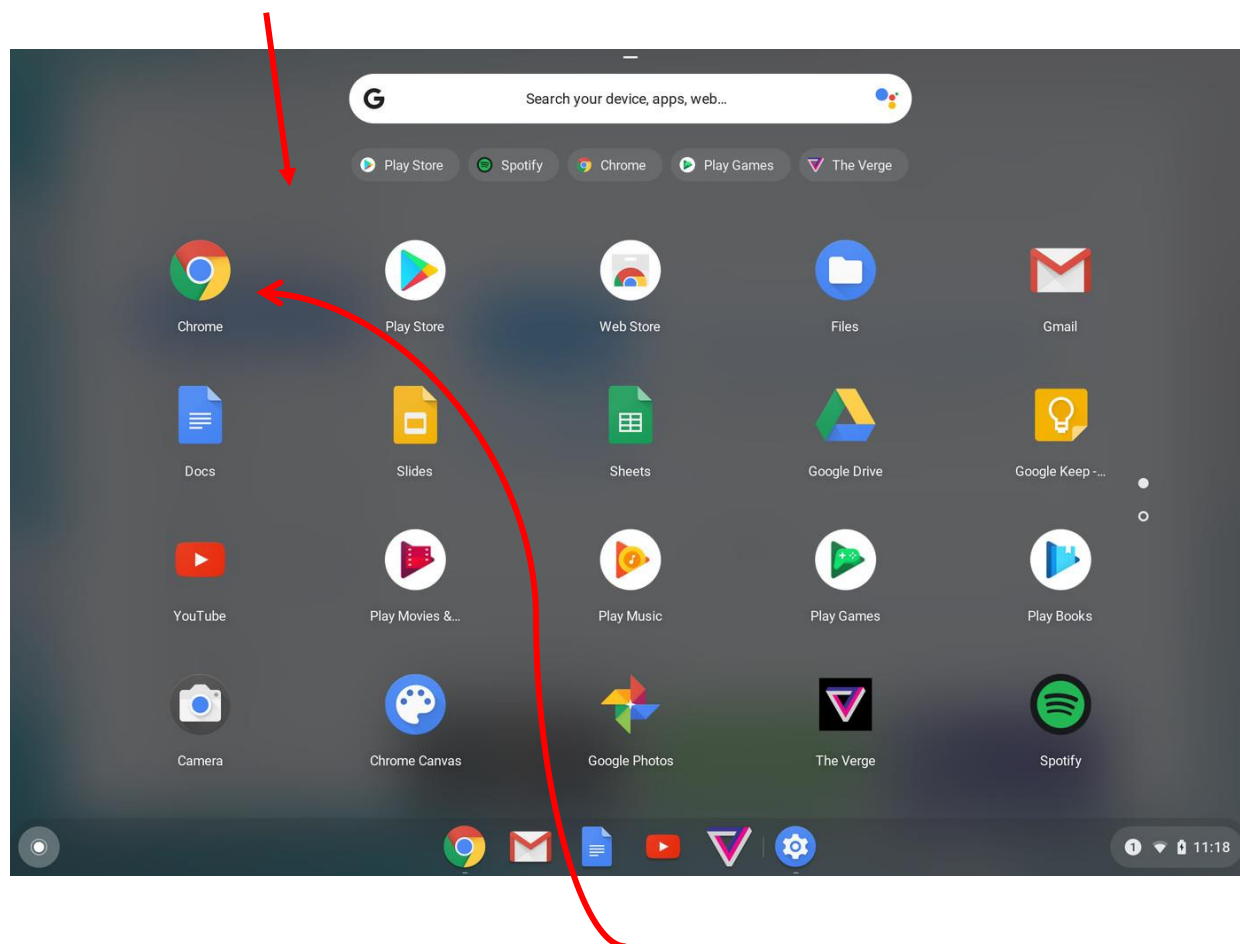
Browsers' benefits and key features

- They're free to download.
- You can have more than one on your computer.
- They all work in a similar way.
- They allow users to explore websites anywhere on the internet.
- Can be personalised by allowing users to add favourites or set a different home page (the first page that you see when you open your browser).

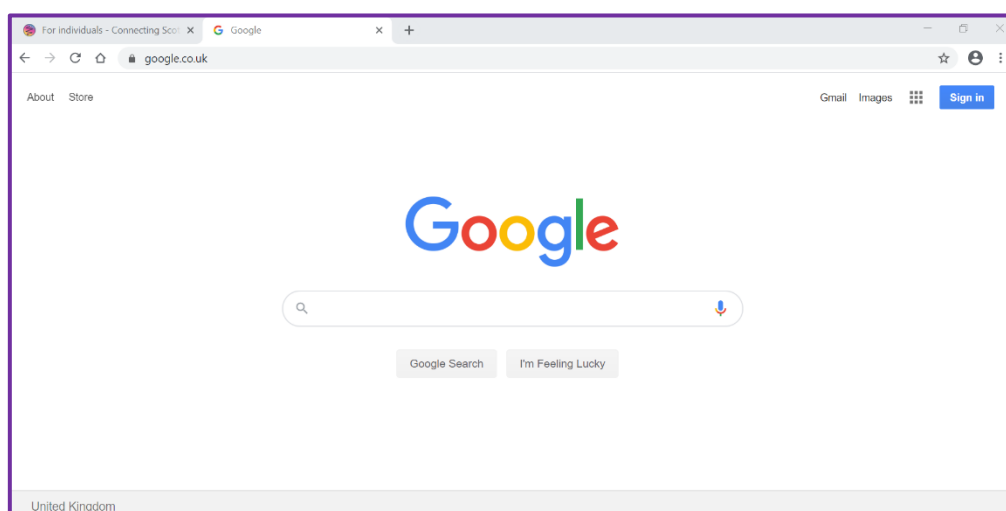
Once you've got your device all set up and linked to your MiFi. It's time to get online! Just use the mouse and move the pointer to 'Chrome' and Click the icon once. If you have a "touch screen" just gently tap the icon. (app)

Chrome is an internet browser (it gets you online!) and is part of the Google 'family'. (Other web browsers are Internet Explorer, Firefox, Safari, Opera etc that are available on other devices.)

Chromebook home screen with 'apps'



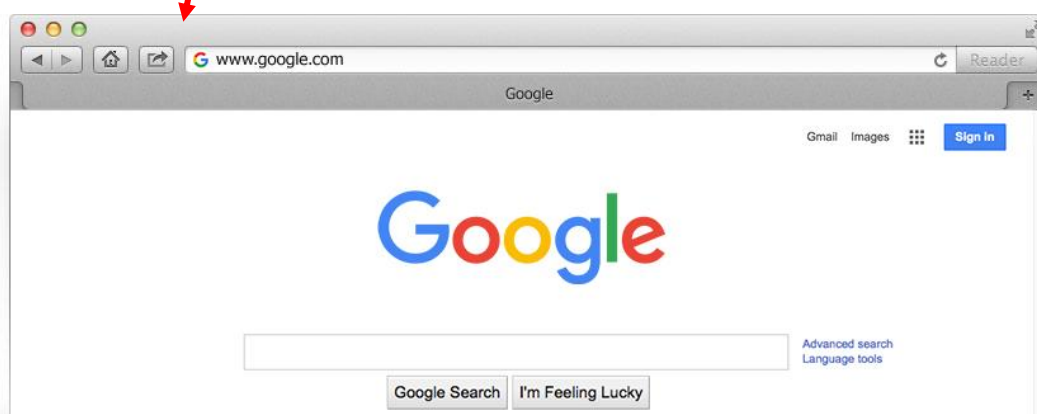
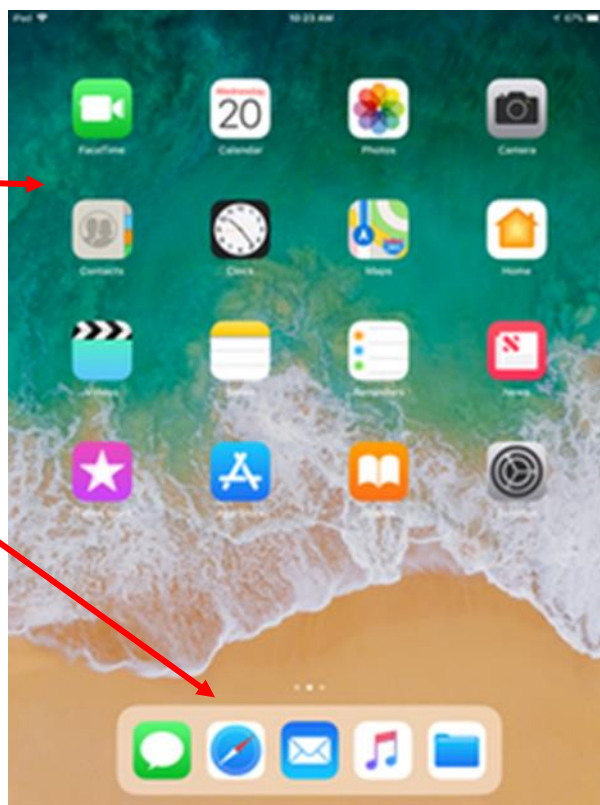
When you Click or tap on Chrome the website for Google appears. You're now online!



IPad home screen with apps

Get online with Safari (web browser)

Our example shows the homepage for Google when you tap on Safari.

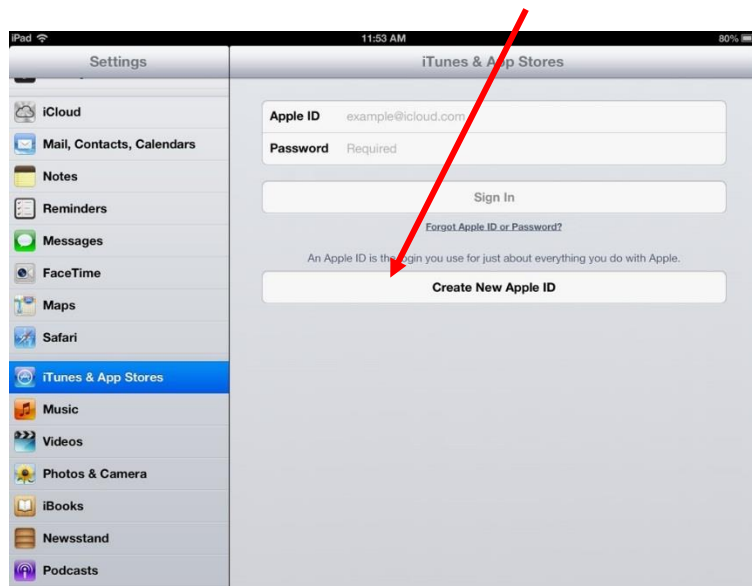




Tap once on the Settings icon (the silver wheel-like icon)

Let's get a FREE email address from Apple.

Tap on create New Apple ID then just follow the steps.



WooHoo! It's the famous App Store from Apple on an iPad

The App Store is available on all Apple devices.

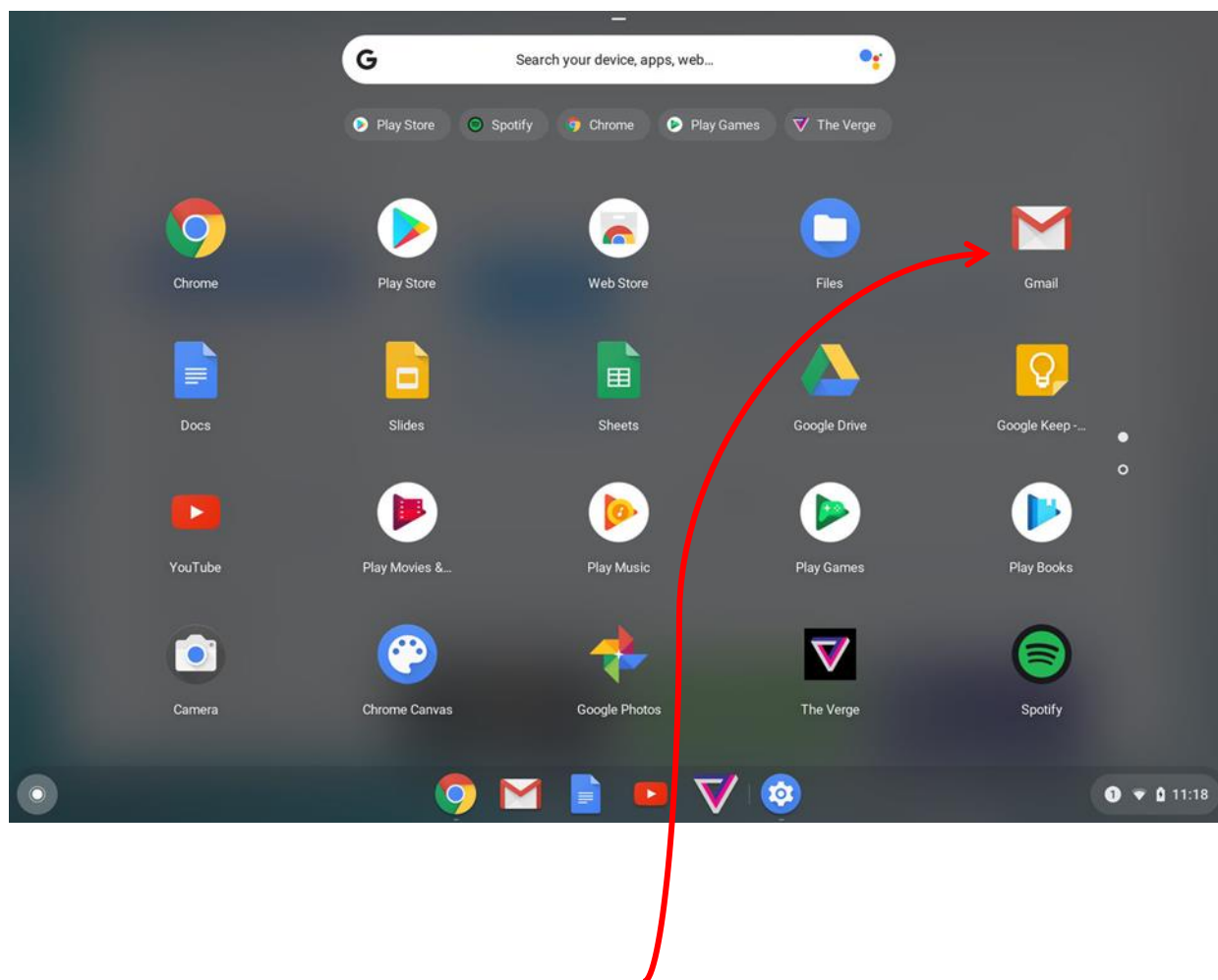


WooHoo! It's the famous Play Store from Google on a tablet.

The Play store is available for all andriod devices.

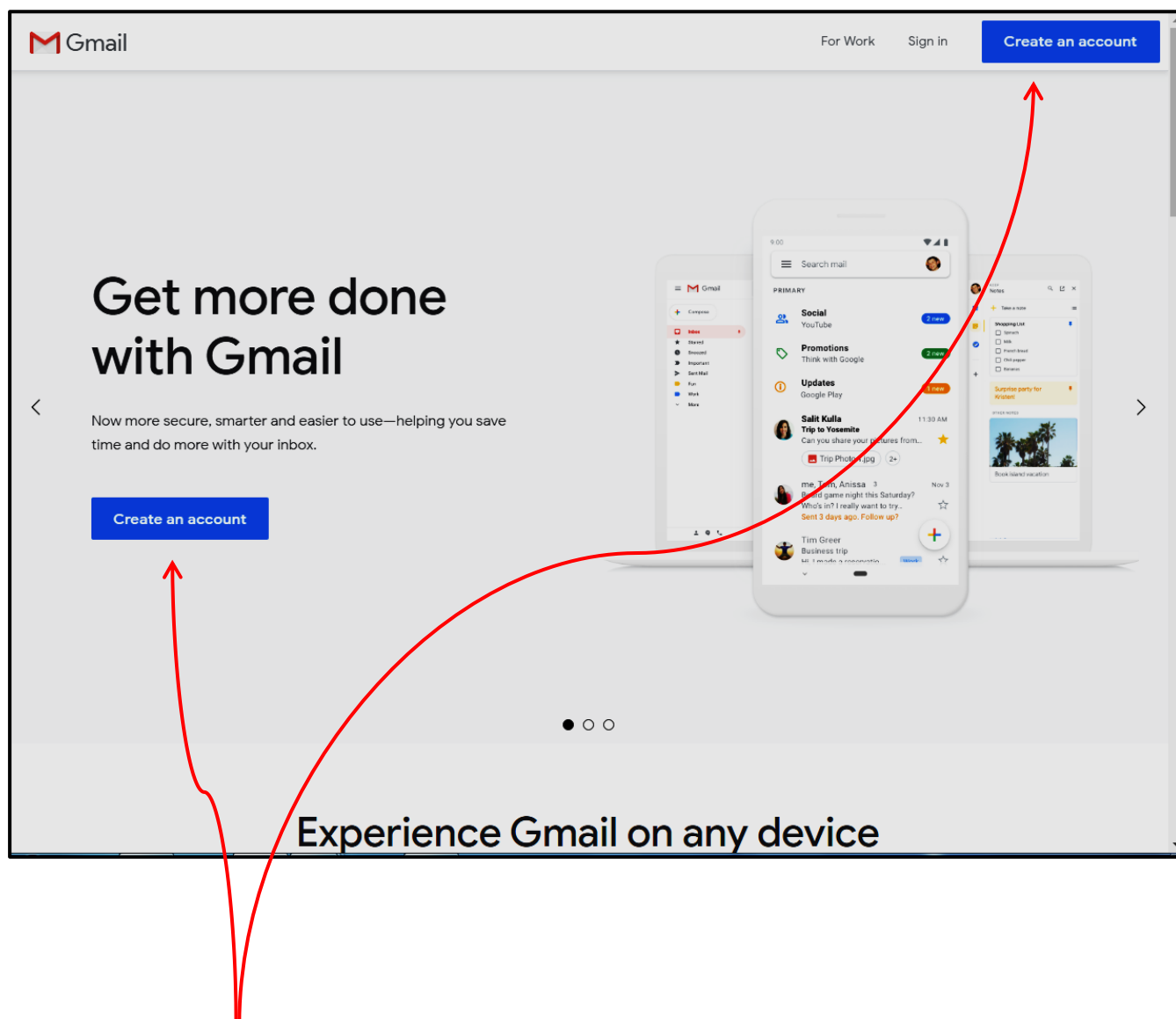
The secret to using either the App store or the Play Store is.....

.....just download the FREE apps!



Let's get a FREE email address from Google. Just click or tap on Gmail.

Welcome to Gmail. (There are other free email accounts available with other providers)



Click or tap on Create an account-You choose which one....it doesn't matter!

Let's get registered! Click or tap and type in your 'First name' in the box, then move on to 'Last name' and click or tap to enter your surname.

Google

Create your Google Account

Continue to Gmail

First name

Last name

Username @gmail.com

You can use letters, numbers & periods

Password

Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

One account. All of Google working for you.

[Sign in instead](#) [Next](#)

English (United Kingdom) ▼ [Help](#) [Privacy](#) [Terms](#)

Click in the 'Username' box and choose a 'Username'.

This is usually your name (it may have already been taken by someone with the same name). Be sensible with your 'Username' especially if you're using it for work and/or business use.

When you enter your 'Password' and retype it to 'Confirm' this is when Google will tell you if your Username is available. If not Google will suggest an email address. You may have to change your chosen 'Username' several times at this point.

Your Password should be at least 8 characters long. The longer the better! Use capitals and lower case letters along with some numbers and symbols. Mix them up! Make it hard for a hacker to hack your account. Remember; never share your Password with anyone else!

We're being a bit light-hearted with our example choice of 'Username' as we like the 'Back to the Future' movies!

Google

Create your Google Account

Continue to Gmail

First name

Last name

Username @gmail.com

You can use letters, numbers & periods

Password

Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

[Sign in instead](#) [Next](#)

One account. All of Google working for you.

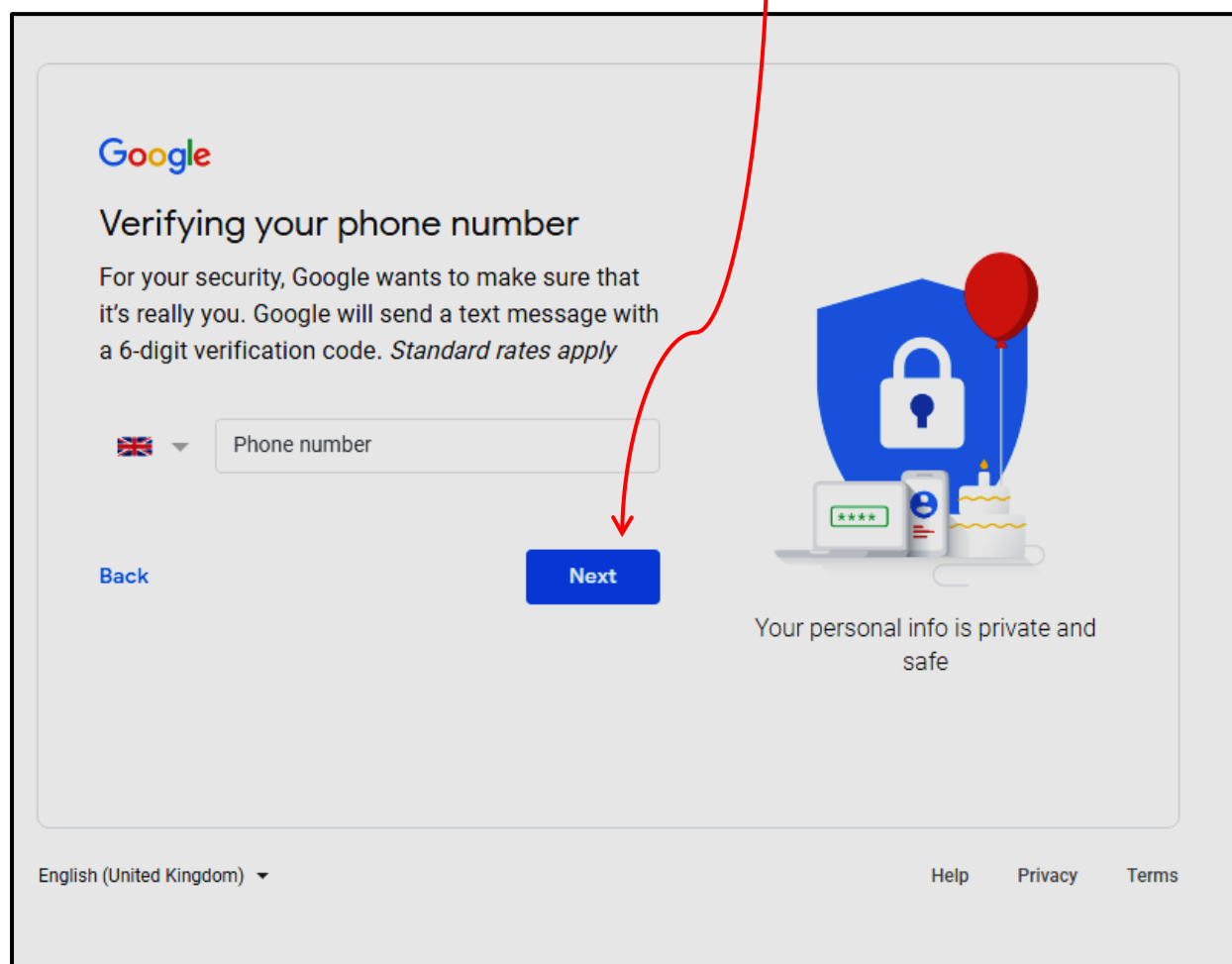
English (United Kingdom) ▼ [Help](#) [Privacy](#) [Terms](#)

So our email 'Username' with Gmail is ***`martymcflywlc@gmail.com`***

And our 'Password' is a secret so we're not telling you!

(It may be useful to note down your email address and password at this point but please don't share your password with anyone)

Click or tap in the box to add your mobile number then click next



The screenshot shows the Google 'Verifying your phone number' interface. At the top left is the Google logo. Below it, the title 'Verifying your phone number' is displayed. A paragraph explains that Google will send a 6-digit verification code via text message, with a note that standard rates apply. On the left, there is a dropdown menu showing the United Kingdom flag and a text input field labeled 'Phone number'. Below the input field is a blue 'Next' button. To the left of the 'Next' button is a blue 'Back' link. On the right side of the screen, there is an illustration featuring a blue shield with a white padlock, a red balloon, a laptop displaying four green stars, and a birthday cake. Below this illustration, the text 'Your personal info is private and safe' is shown. At the bottom left, there is a language dropdown menu set to 'English (United Kingdom)'. At the bottom right, there are links for 'Help', 'Privacy', and 'Terms'. A red arrow originates from the instruction text at the top of the page and points directly to the 'Next' button.

After you click or tap 'Next' those wonderful people at Google will send you a text with a verification code. This may take a few seconds. Probably a good time to get the kettle on!

Enter the verification code then click Verify.

Google

Verifying your phone number

For your security, Google wants to make sure that it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*

07867 106578

Enter verification code

G- 382194

[Back](#) [Call instead](#) [Verify](#)

Your personal info is private and safe

English (United Kingdom) ▾ [Help](#) [Privacy](#) [Terms](#)

Google

Welcome to Google

martymcflywlc@gmail.com

Phone number (optional)
078 731 13

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Day: 01
Month: January
Year: 1980

Your date of birth

Gender

Why we ask for this

Back

Next

Your personal info is private and safe

You can choose not to give Google a recovery email address so feel free to just leave it blank. Now it's time to tell Google when you were born (Happy Birthday!) Individually click or tap on each box and a drop down menu appears. Just Click or tap on and Highlight your day, month and year of birth.

We were born on 1 January 1980....aye right!

Now Google wants to know your Gender. Just click on the box, a drop down menu appears and highlight your choice.

Google

Welcome to Google

martymcflywlc@gmail.com

Phone number (optional)
07 36 11 11 11

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Day: 01 Month: January Year: 1980

Your date of birth

Gender: Female

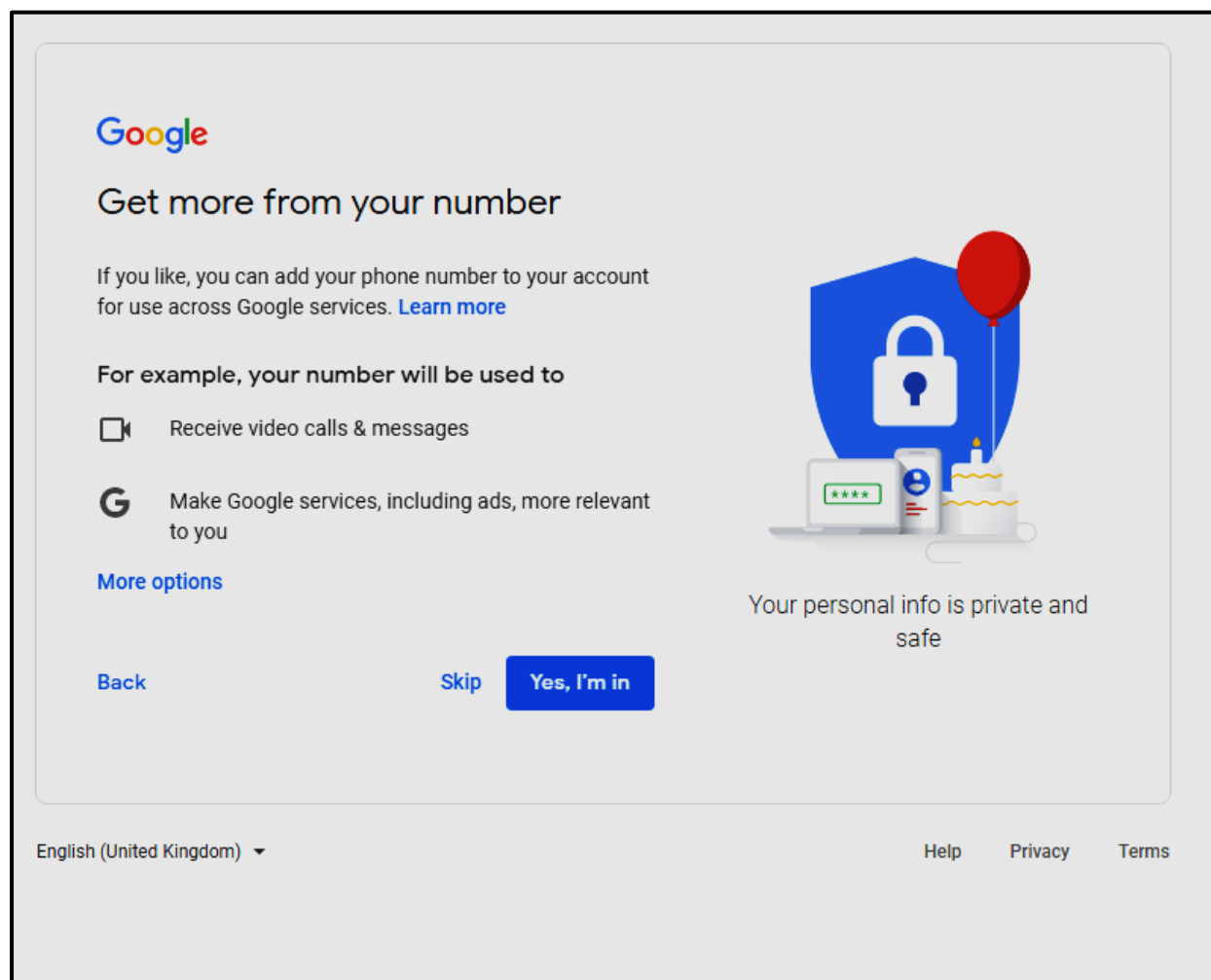
Male
Rather not say
Custom

[why we ask for this information](#)

Your personal info is private and safe

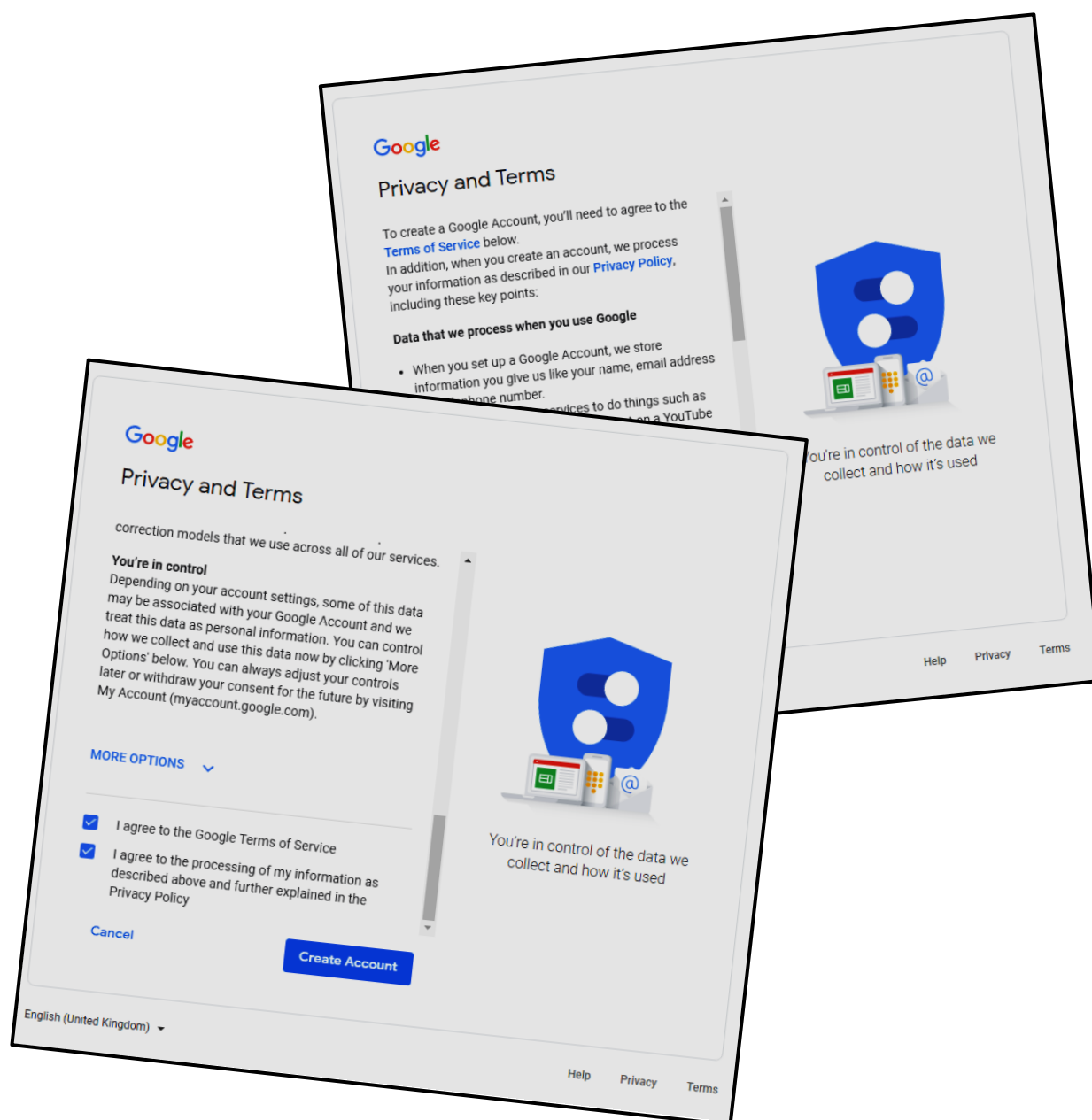
[Back](#) [Next](#)

Click or tap Next to move on



Google loves to keep in touch with you! Just click or tap- **‘Yes, I’m in’** or **‘Skip’**.

We’ll let you decide that one!

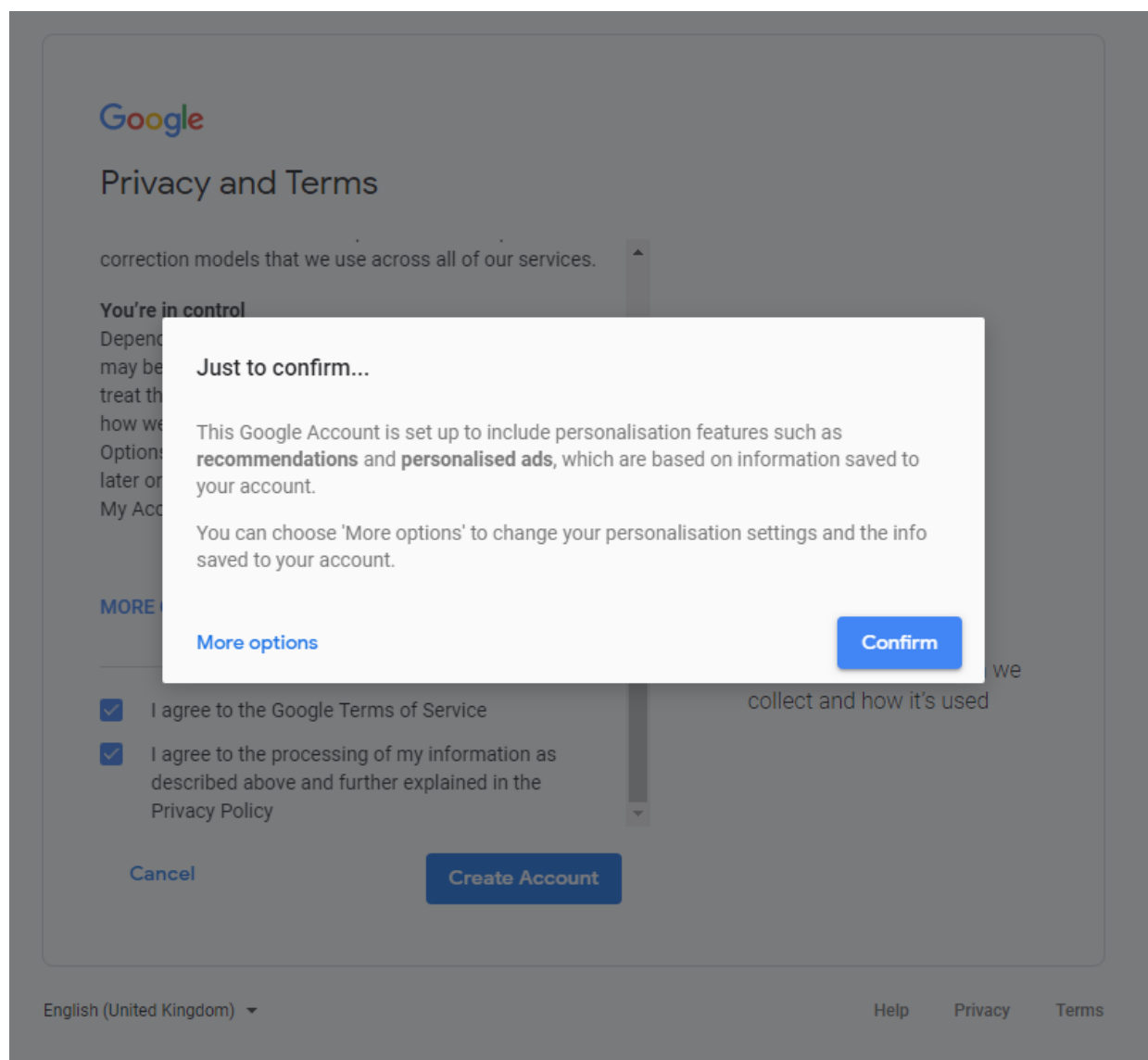


Almost there with this pesky registration process.....

What we've done here is to show you the **Privacy and Terms** from Google in 2 edited screenshots as it's a very long boring read and we don't want you to lose the will to live!

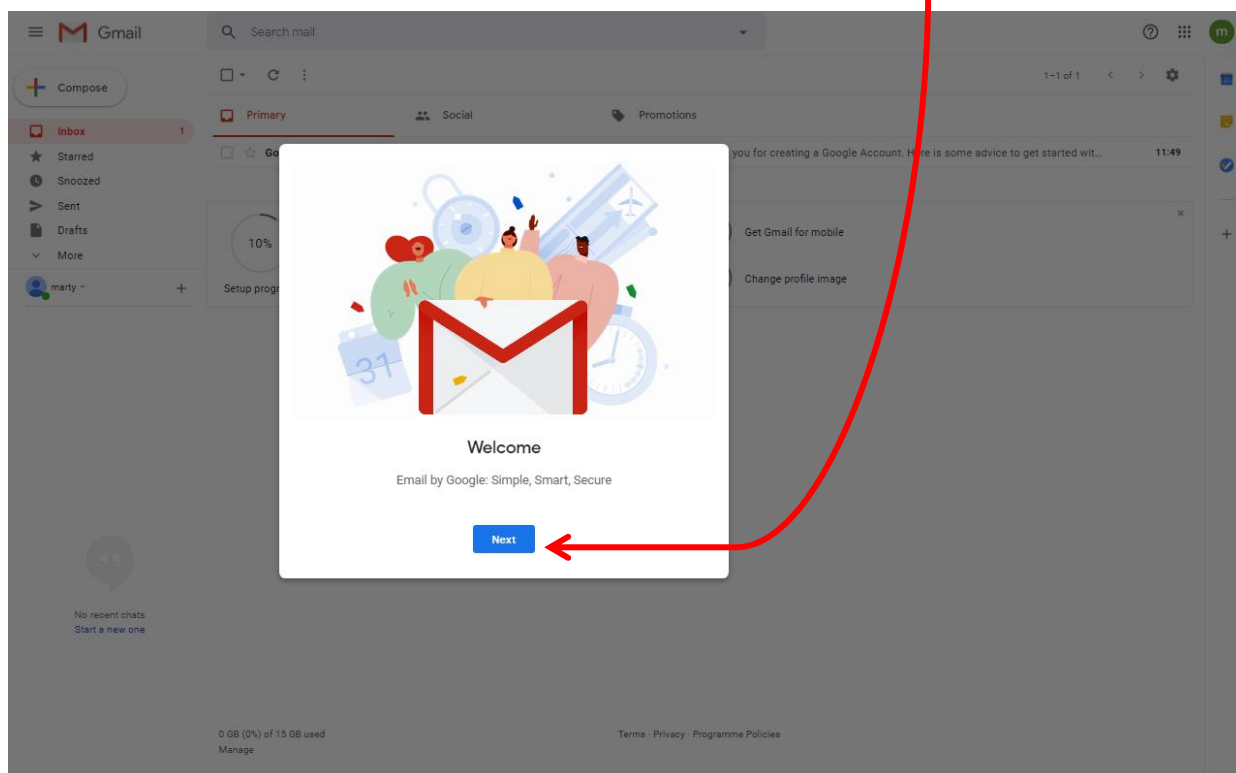
You have to accept the Terms of Service and the Privacy Policy by checking the boxes. Then click or tap 'Create Account'.

After clicking 'Create Account' Google just wants you to confirm that you are happy to accept their conditions. Just click or tap to Confirm.

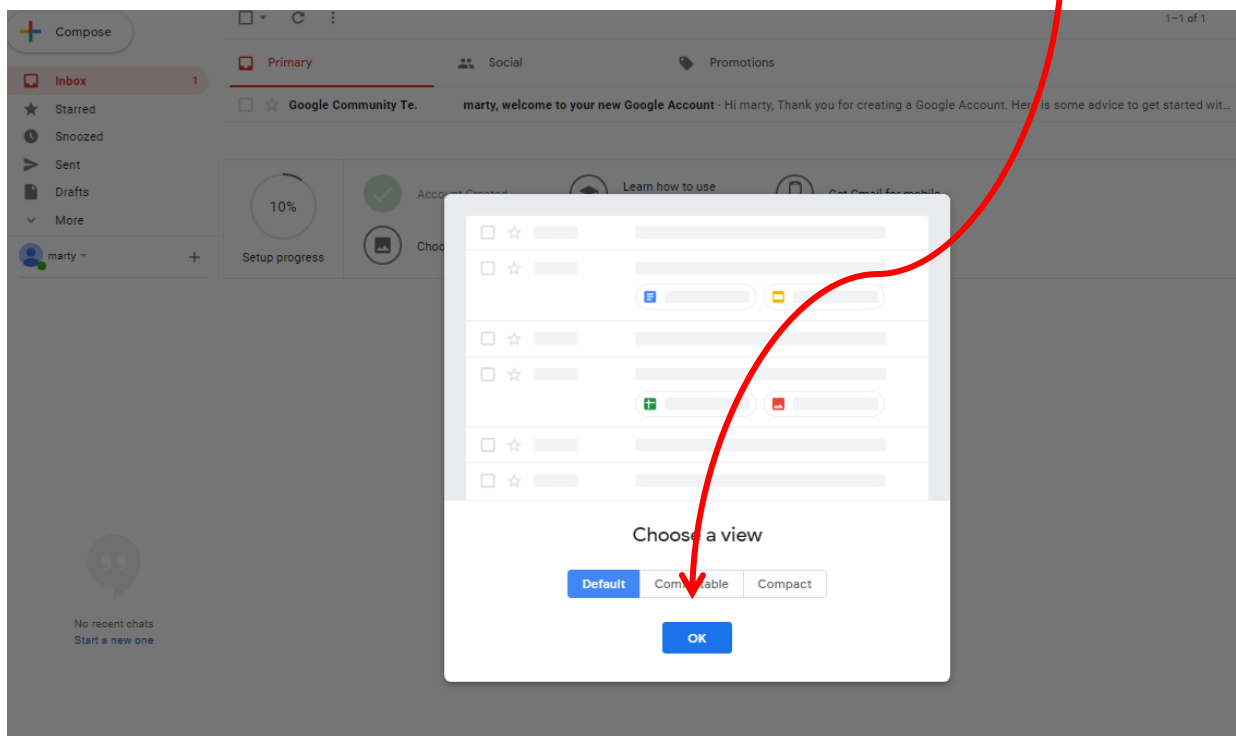


Phew! We're almost there.

Congratulations, you now have a Gmail account. Just click or tap next on the screen.

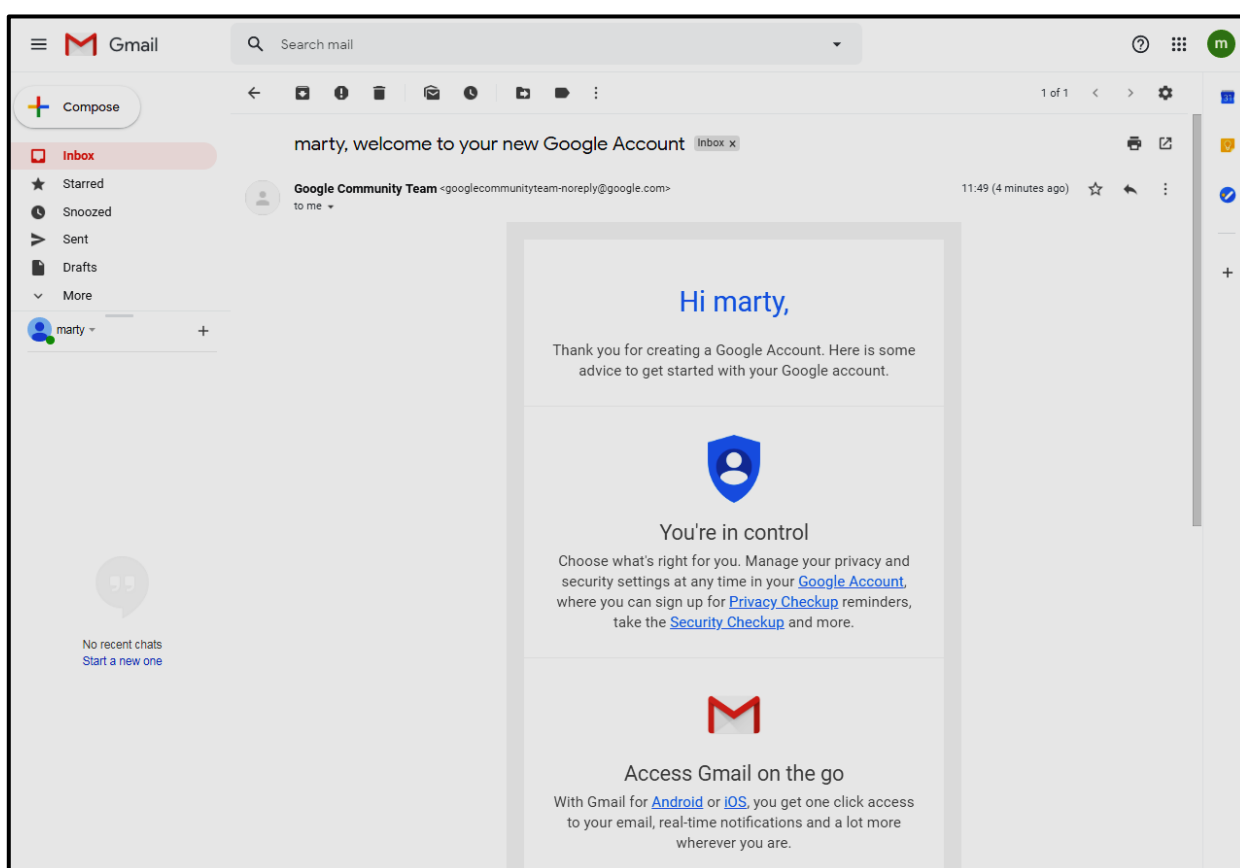
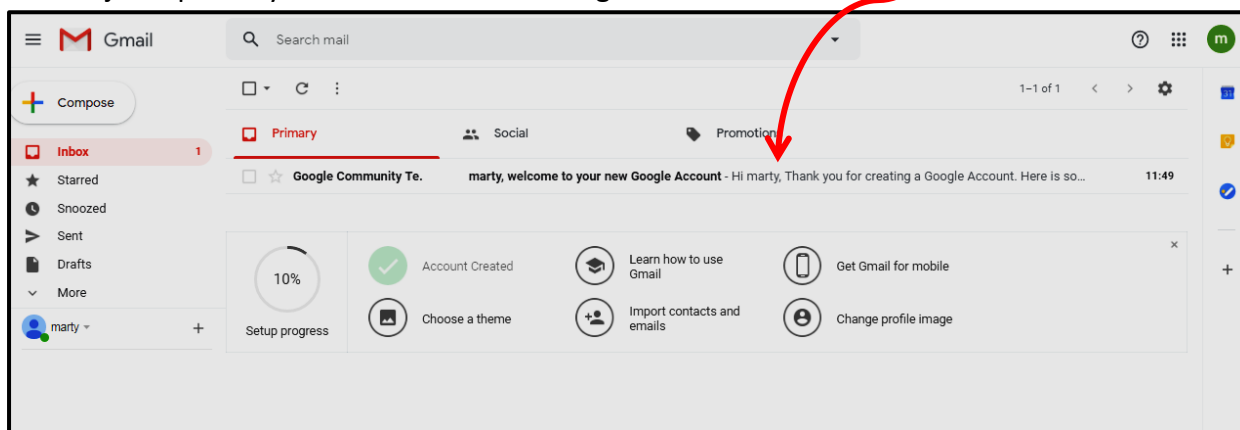


You can customise your view of your Gmail account, if you prefer. We'll just keep the default setting. Default is already highlighted so just click or tap on OK.



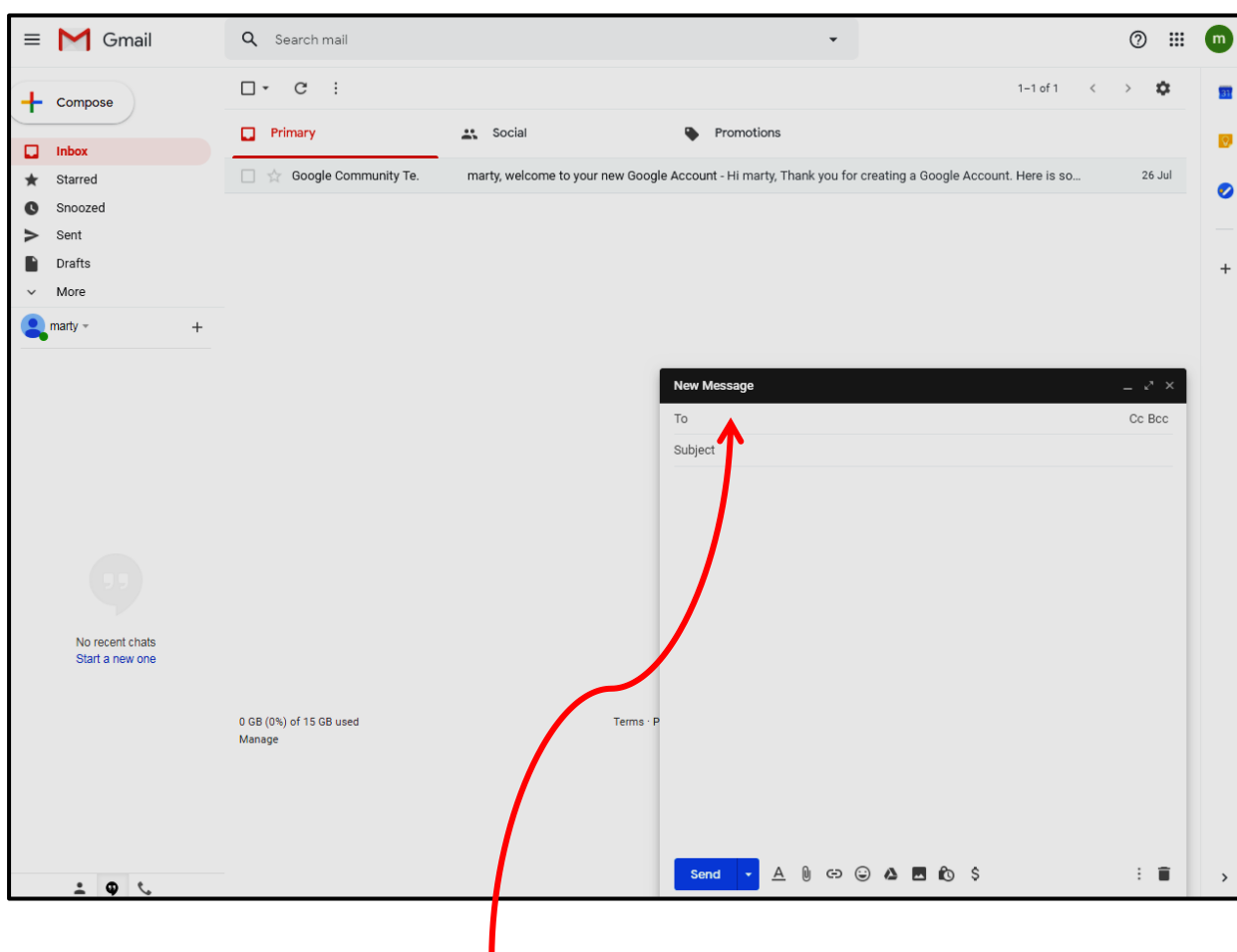
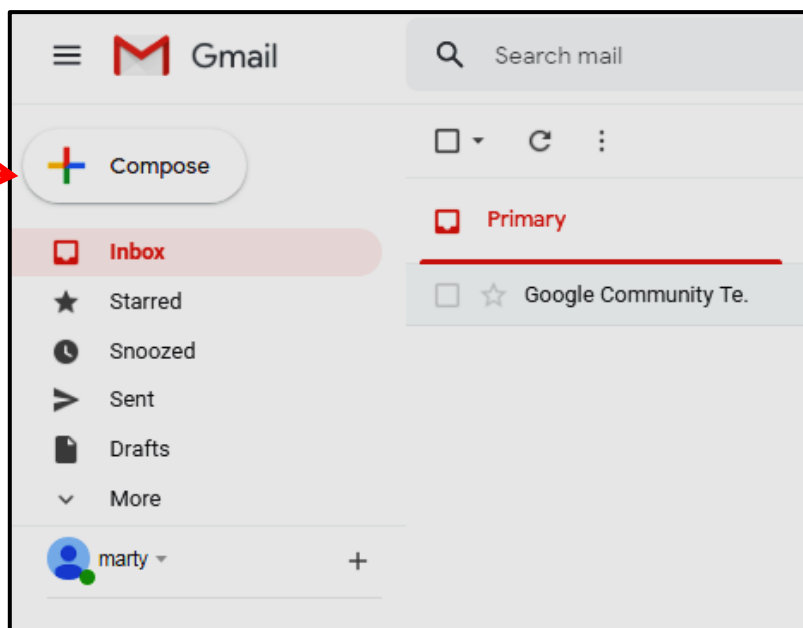
Welcome to your Inbox. This is where all your incoming emails are. Google has sent you an email to welcome you to Gmail. Move the mouse (the pointer looks like a little hand) or tap to your first email and click to open it

You've just opened your first email from Google. Well done



It's time to send an email!

Click or tap on Compose

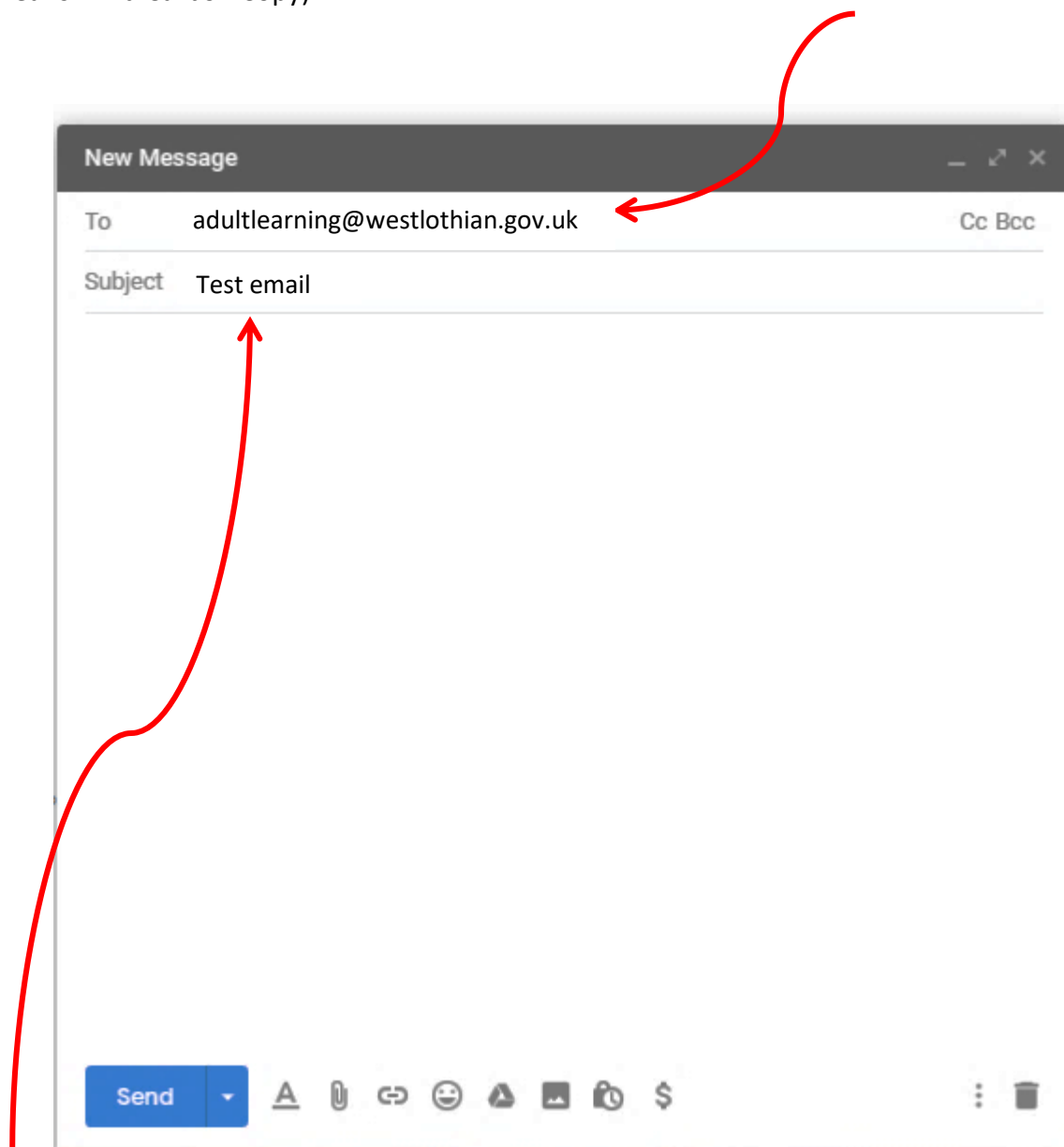


A 'New Message' box appears this is where you can compose and send an email.

So....how do you send an email?

You'll need the person's/business email address. Click or tap in the 'To' line and enter the email address. Type in adultlearning@westlothian.gov.uk

You can 'copy' other people into your email by clicking Cc or Bcc (Cc means carbon copy and Bcc means Blind Carbon Copy)

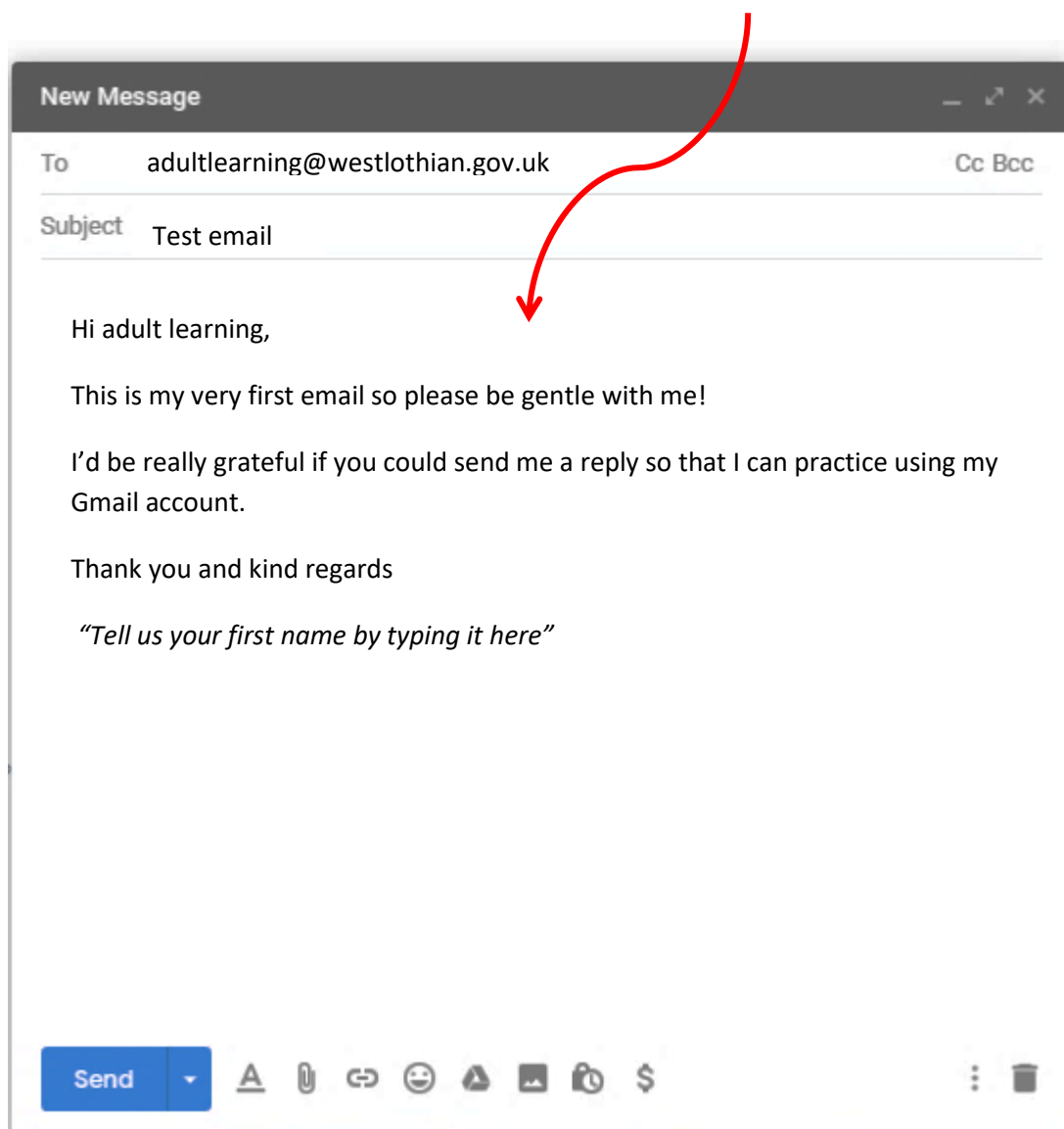


The 'Subject' heading is what you want to tell them you are emailing them about.

Now click or tap in the 'Subject' line and add in your heading. Type in 'Test email'

You're now ready to start your electronic 'letter'

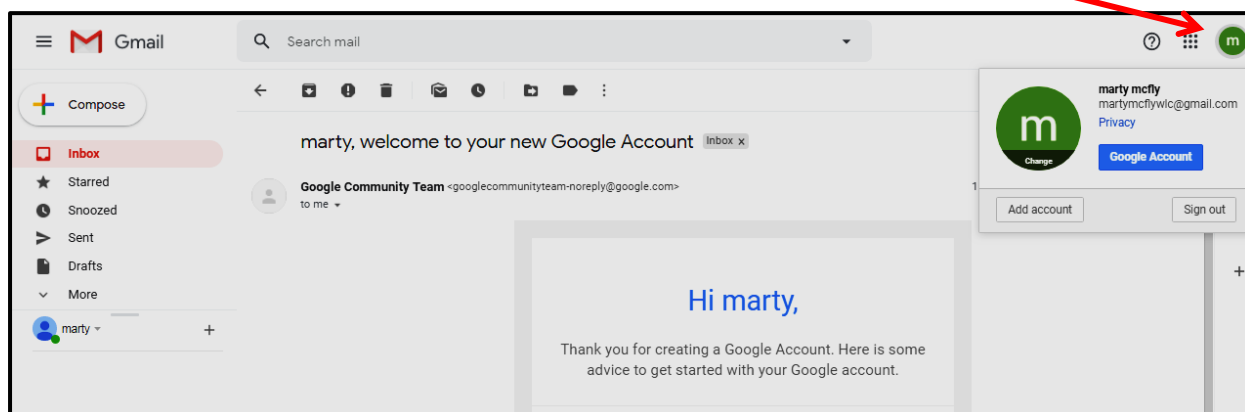
Click or tap in the 'blank' section and start typing your email



This is the exciting bit! Let's get ready to send your email to those wonderful people at adult learning! It's a good idea to reread it and check the spelling before clicking 'Send'.

Happy? Just click or tap on 'Send'

When you're finished using your email account it's really good practice to sign out if you don't want anybody to see your emails. Just click on the 'initial' icon at the top right hand side and click or tap 'sign out'



Why not practice sending and receiving emails by contacting family and friends?

The more you practice the easier it gets!



How safe is your password?

Let's get online and check how safe and secure your password really is! We're using the Open University password checker as it's free and safe. Please note this website will not send or record your password in any way.

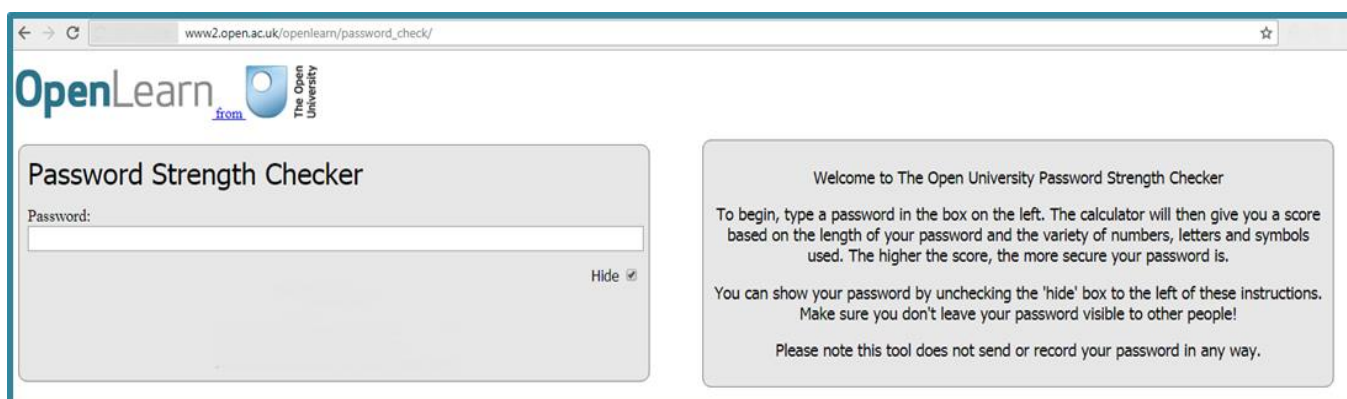
What to do-

Click or tap to Open Chrome (Chromebook users) or Safari (iPad users)

In the address bar type the following and press the enter or return on your keyboard –

www2.open.ac.uk/openlearn/password_check/

Now just type in your password and let the Open University score your password



The screenshot shows a web browser window with the address bar displaying www2.open.ac.uk/openlearn/password_check/. The page features the OpenLearn logo and a 'Password Strength Checker' section. On the left, there is a text input field labeled 'Password:' and a 'Hide' checkbox. On the right, a grey box contains the following text:

Welcome to The Open University Password Strength Checker

To begin, type a password in the box on the left. The calculator will then give you a score based on the length of your password and the variety of numbers, letters and symbols used. The higher the score, the more secure your password is.

You can show your password by unchecking the 'hide' box to the left of these instructions. Make sure you don't leave your password visible to other people!

Please note this tool does not send or record your password in any way.



STAYING SAFE ONLINE

Internet security is something we should all take seriously and a little knowledge is all it takes to stay safe online.

Almost anything can be done online nowadays at the click of a button - banking, shopping and communicating. Criminals love the internet – it allows them to pry into the lives of the unwary, steal information, and even commit fraud and empty bank accounts.



It's fairly easy to be tricked by scammers and Internet hackers who can gain access to your personal information in a few ways so: -

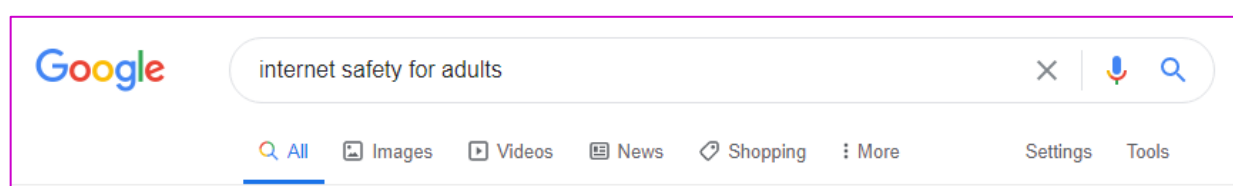
Here's some online safety information-

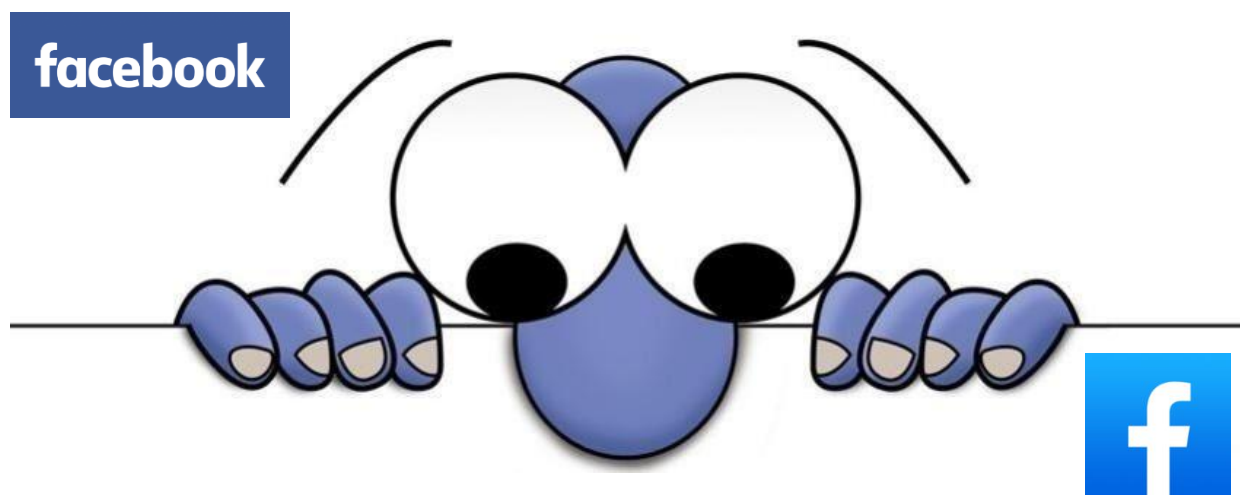
- Do not open emails sent by email addresses you don't know or trust.
- Never reply to phishing emails or click on the links as you are simply informing the sender (scammer) that your email is legitimate.
- Don't click on suspicious links in emails.
- Do not open unsolicited email attachments.
- Always scan for viruses and malware on your device
- If it looks too good to be true.....then it probably is, especially on the internet!
- Be careful and take your time. Don't rush!
- Online shopping-Be cautious when entering your credit card details and personal information on a shopping website. Look for the padlock!

Spam email - Where millions of unsolicited emails are sent from an unknown source, in the hope that out of these a few will fool some people. If you receive an email asking for any kind of personal details, mark it as spam and never respond as that will flag up your account as active. Phishing (pronounced fishing). A phishing email is when hackers pose as a legitimate website and ask you for your personal details. These emails usually take the form of such as a trusted service like a bank but legitimate services will never ask for your personal information by email.

Virus protection-Free Malware, antivirus and spyware software is available to download online, but should be regularly updated. To ensure you have the latest version, choose a program that automatically updates itself.

Still not sure? Use Google to search for 'internet safety for adults'. There are many trusted websites that offer lots of good advice about keeping safe online.





Created in 2004, originally as a way for students at Harvard University to get to know each other, Facebook is probably the best known of the social networking sites.

Anyone over the age of 13 can use the site. Users create a free account which is a "profile" of them self in which they share as much or as little information about themselves as they wish. Profiles can be created using a real name (and can include a nickname) and are often accompanied by a photograph.

Facebook - It's free to join and use

It can be used by anyone wherever they are in the world as long as they have internet access to share messages, videos links, photographs and websites.

Users can -

- Keep in contact with friends and family around the world
- Join groups or follow people/hobbies that interest them
- Search by name or email to find people
- Choose to allow access to their information or deny it.
- Set Privacy settings to only communicate with people they have agreed to allow access with and it is available 24 hours a day so people can communicate without timelines causing a problem.

How to join



The Facebook app may already be pre-installed on your device if not, just go to the Apple or Google Play Store and search for 'Facebook'. Download the app and install.

Like most social networking sites, users are asked to create a user profile to join. As already said this is free and can contain as little or as much information as you want. Once you have created your profile you can also adjust the privacy settings to specify what details you want to be made public.

1. Under Sign Up type your information into the boxes.

- Name
- email address or mobile phone no
- choose and enter a password
- Date of birth
- Gender

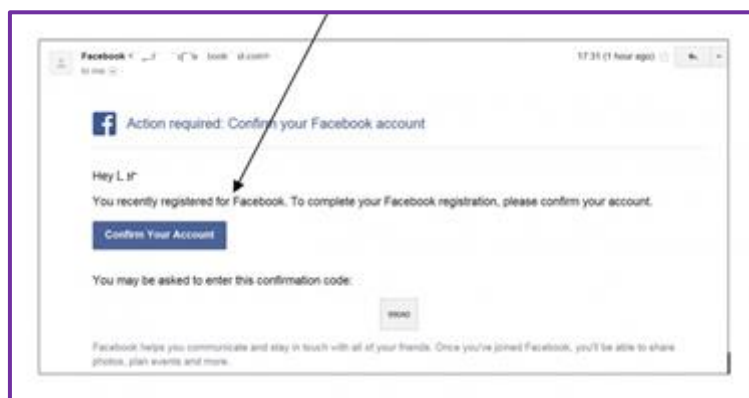
Click or tap on sign up

Birthday boxes have the information in drop down boxes and, when you click or tap on the arrows, they will display a list for you to select the correct dates. You should also click or tap on the round button next to either male or female. When you have completed these boxes click or tap on the green button to Sign Up.

2. Facebook will now send an email to the email address you provided to ensure it is a real email address and one that you genuinely have access to.

Click or tap on the button Confirm Your Account.

A numeric confirmation code is provided and you may be asked to type this in.

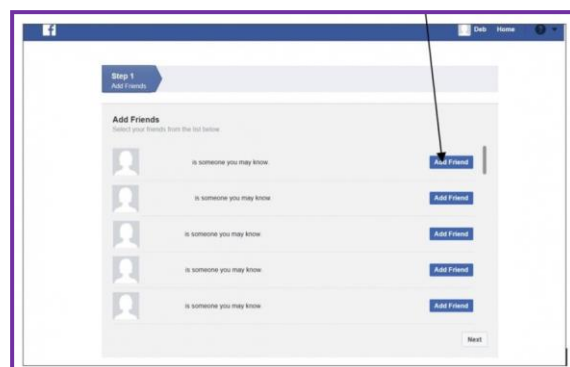


3. Facebook will now open your profile and ask you a series of questions to help you get started. Step 1 is to help you find friends who are already using Facebook.

Facebook will suggest people it thinks you may know and give you a list along with profile photos so you can recognise them. If you would like to connect with someone on this list click or tap on the Add Friend button.

This will send a Friend Request to them – it is their choice whether or not to accept your request.

Click or tap on the Next button if you do not recognise or wish to connect with anyone in this list.



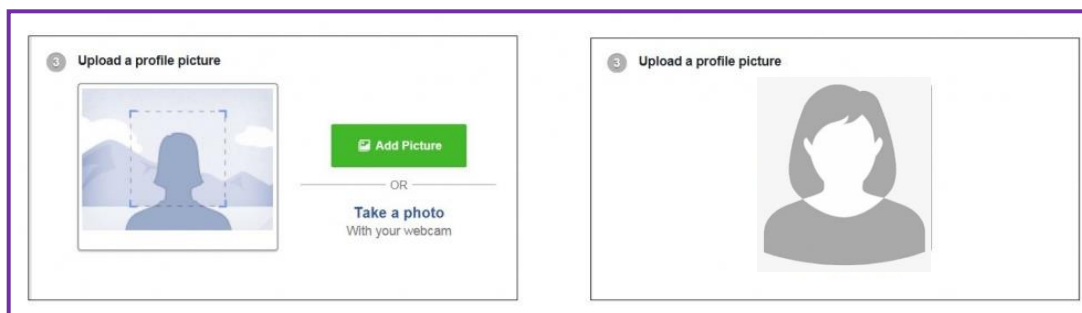
4. Welcome Page of Facebook gives you the opportunity to connect with people in your email address book/contacts by taking the email address that you used to create your profile. If you want to see who it suggests click or tap on Find Friends and it will access your email contacts to match them up with Facebook users.



5. Next the Welcome page suggests that you get to know your privacy settings. We recommend keeping your Privacy settings at 'friends and family' so we saylock down your profile and be safe!

6. Add a Profile Picture. You can use either a photograph that is on your computer or can be accessed from your computer from such as a USB stick, or, if you have a webcam that takes still photos, then you could take a new photo of yourself.

Many people choose to put a picture of something other than themselves for their profile, e.g. a pet or scenery. If you choose not to use a photo at this point, your profile will appear with a head and shoulders outline (see below). For further information on uploading photos, there is a guide: - How to upload photos to Facebook.



7. Add people you know

Facebook is all about connecting with people so step 4 allows you to search for people you might know by typing in their names.

Don't worry if you can't think of many people at this stage you can always look for people later, and continue to add to your friends list for as long as you have a Facebook account!

Facebook Profile

Once you have done all of this your new Facebook page will open.

You will now see an option to change what is known as your cover photo. This is a large image that appears at the top of your personal page and is different to your profile photo. It can be of a scene that you like or anything else that you feel is important to you...or even just looks nice.

To add your own photo click on OK



You have two choices either upload a photo or choose from photos that you have already put in Facebook. If this is a new Facebook account then you will not yet have any so you will need to upload a photo.

When you click on Upload photo a window opens allowing you to navigate to where you keep your photos on your device, for instance in Pictures or Gallery.

Click on the image that you would like to appear and then click on Open.

Your new image will appear with a message telling you to “Drag to Reposition Cover”. By clicking on the image and holding the mouse button down you can move your picture up and down so the most important part of the image is clear.

Once you are happy with the way the image looks click on Save Changes.



Messenger

Allows Facebook users to connect with each other and send instant messages, emoji, photos, videos and perform other light tasks. The Messenger app is a separate app to Facebook. However, users' profiles can be set using their Facebook account or telephone number.

What are the main functions?

- Instant messaging
- Photo/video sharing
- Group chats – users can chat with their Facebook friends and phone book contacts
- Ability to record voice messages
- Live video chat /video calling

Messenger can be used in conjunction with Facebook by using the mobile Messenger app on smart phones and Android and iOS devices.

Messenger is easily accessible through the Messenger website, your Facebook account on your computer and the mobile apps.

Send Text, Pictures, and Video

Messenger is a texting app for both one to one and group messaging. it can also send images such as emojis, stickers, and GIFs (which are built in to Messenger). Simply search through to find exactly what you want. Video clips can also be sent.

Messenger has a typing indicator so you can see when a person is writing something, a timestamp to show when the message was sent and the most recent message was read.

Like Facebook, Messenger lets you react to messages.

If you're using Messenger with your Facebook account, any private Facebook message is shown in Messenger. You can delete these texts as well as save and unsave them at any time to hide or show them from constant view.

Make Voice or Video Calls

With Messenger, audio and video calls can be made and received from the app. The phone icon is for audio calls, and the camera icon for making face-to-face video calls.

Important to note is that if you are using Messenger to call on Wi-Fi, you can use the app or website to make free internet phone calls. If you are NOT using Wi-Fi, (Mi-Fi) any calls will be chargeable - i.e. will use up your mobile data!

Want to use it?

If it's not already pre-installed-just download the app, install, open it.....and get messaging!



What's WhatsApp all about!

It's a free Chat App for iPads, iPhones, Chromebooks, Android smartphones, Windows Phone and Mac laptops and Windows PC. It allows you to make: one to one chats, group chats and video calls.



- is one of the most widely used messaging apps
- Has over 1billion users
- It's owned by Facebook
- It doesn't cost anything for users to install
- It has "end-to-end encryption" to ensure that your messages are private and secure
- It lets you send messages, pictures, videos and voice recordings
- It lets you make voice and video calls over the internet for free if you are using your Wi-Fi at home
- No Wi-Fi at home or are out an about, it will use your mobile network which will cost you money in terms of using your mobile data

(iPhone owners can do this already with other iPhones, iPads and Mac computers using iMessage and FaceTime)

As stated, if you're not connected to Wi-Fi, WhatsApp uses your mobile data connection and a 10-minute video call uses approximately 5MB of mobile data.

Getting Started

The first thing you have to do is install WhatsApp - doesn't take long to do! It's completely free and only needs a phone number to let you sign up.

How do I install it?

- Install the app from the PLAY STORE (Android) or APP STORE (IPad).
- Launch (start) the app which will request certain permissions which you will need to approve
- Enter your mobile phone number and tap Confirm.
- You will receive a verification code by text and you will now need to enter it. (WhatsApp may do this automatically).
- Import (enter) existing contacts you have into the app (optional).
- You're now ready to start chatting with any of your contacts who have WhatsApp installed on their device. You can add contacts to WhatsApp manually if you don't want to import your entire contact list.



Setting up your own WhatsApp profile

Creating a profile will help your contacts recognise you, even if they don't have your number saved in their contacts. You can add a picture, name, and a short bit of information about yourself. So, before you start chatting:-

- Tap the three dots in the top right of the app and tap Settings.
- Tap your name at the top of the screen.
- To change your picture, tap the camera icon and select a photo.
- To change your name, tap the pencil icon next to Name.
- To change your information, tap the pencil icon next to About.

You can also change your phone number from this screen, and the process is the same as when you first set up your account. It will send a verification code via text, and once confirmed all of your chats and contacts will be transferred to that number.

Starting a chat

Now your profile has been set, it's time to get chatting! When you open the app for the first time you won't have any chats open. You can start a new chat by tapping on the chat bubble down the bottom right hand side.

Now select from the list the contact you want to chat to. (If you have already had a previous chat with that contact, it will open that instead of a brand new chat).

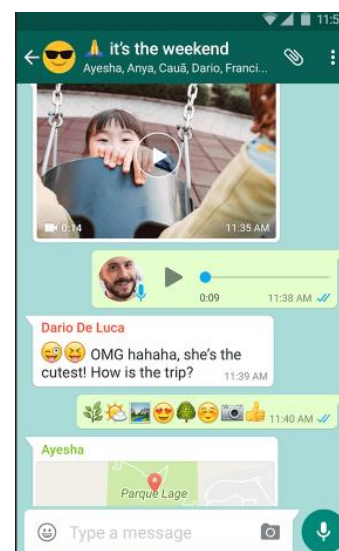
Type your message at the bottom of the screen.

After entering your text, tap the arrow icon that appears alongside the text box to send it.

Pictures or files can be sent on WhatsApp by tapping the paperclip or camera icons at the bottom of the screen if you have pictures saved on your phone.

To attach a Picture. Type your message, click on paper clip, Gallery, select picture and hold until a tick appears, click OK at top of screen, click Green arrow to send.

To attach a Document. As above but after clicking the paper clip, select document and follow procedure as above.



Start a voice call or video call

Select Contact and tap the video camera or telephone icon at the top right of the screen. Both use your mobile phone data, and there's no extra charge for international calls.

Start a group chat

Tap the same chat bubble as before

Tap New Group

Now select the members you want to invite by entering a name/s

Start chatting!

Get your **FREE** Keyboard Warrior badge!

A keyboard warrior acts tough and aggressive online, on a forum, on social media or in the comments section of a post or video. (The term is derogatory). So if you're someone who loves to post angry messages or likes to get into arguments with people on the internet then we'll send you a free keyboard warrior badge. Just get in touch. (only kidding!)

Being a keyboard warrior requires you to deliver opinions over real checkable facts to anyone that will 'listen' to you.



Please enjoy being on social media but don't be a keyboard warrior!

Don't engage in any defamatory, insulting or offensive comments or posts

Report any and all abuse by clicking or tapping the 'Report' button

Report This Page

All reports are strictly confidential. What best describes this?

- ☐ Spam or scam
- ☐ Contains hate speech or attacks an individual
- ☐ Violence or harmful behavior
- ☐ Nudity, pornography, or sexually explicit content
- ☐ Duplicate, fake, or miscategorized Page

Is this your intellectual property?

Submit
Cancel



gonnae no dae that.

YouTube is a great place to discover new things, learn about something that interests you and watch all sorts of entertainment. You can even create and upload your own videos to share with others. Originally created in 2005, YouTube is now one of the most popular sites on the Web, with visitors watching around 6 billion hours of video every month.

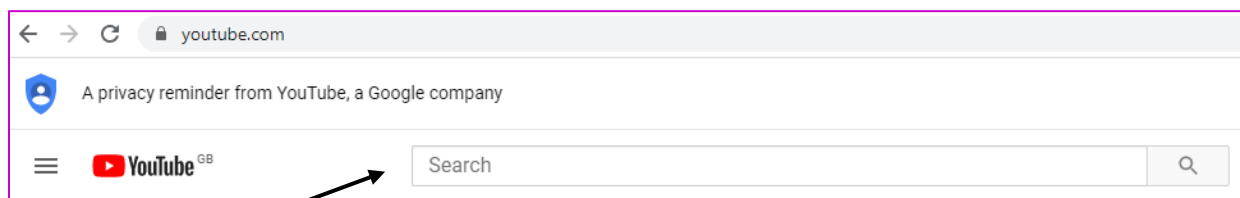


If you've ever watched a video online, there's a good chance it was a YouTube video. If the app is not already installed on your device just go to the Apple App Store or Google Play Store and search for 'YouTube'. Download the app and install.



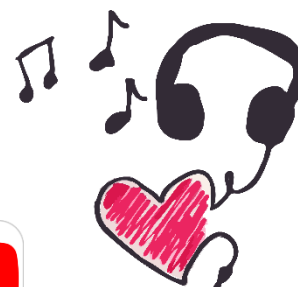
Why use YouTube?

One reason YouTube is so popular is the sheer number of videos you can find. On average, 100 hours of video are uploaded to YouTube every minute, so there's always something new to watch! You'll find all kinds of videos on YouTube—adorable cats, quirky cooking demos, funny science lessons, quick fashion tips and a whole lot more.



Type in your favourite band or singer and this should give you a good idea of the wide range of content available on YouTube.

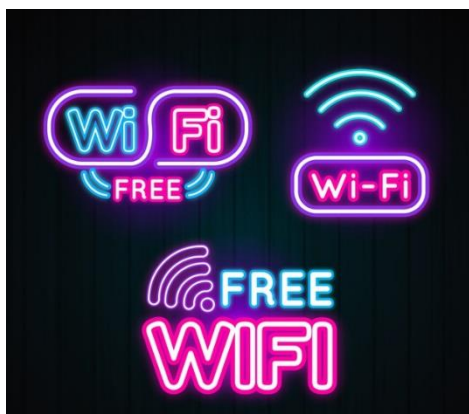
Remember to plug in your headphones, turn the volume up, sit back and sing-a-long!



Please-No Westlife!



PUBLIC WI-FI



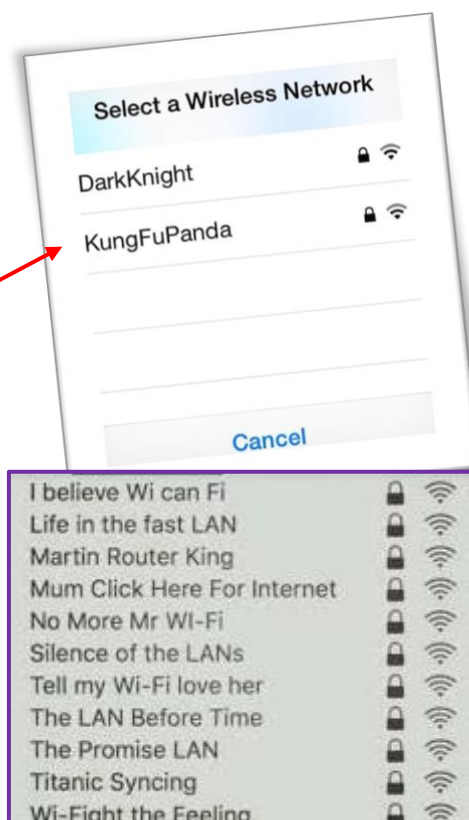
Free Wi-Fi is almost everywhere – in your Local library, community centres, partnership centres, medical centres, hospitals, train stations, cafes, coffee shops, supermarkets, public transport etc. Being able to connect your laptop, smartphone or iPad to a free public Wi-Fi network can keep you online while on the go.

Fake Wi-Fi networks with convincing names can be set up easily by criminals who are always on the lookout for the unwary. Connecting to a free public Wi-Fi network without security can leave you vulnerable to scams, hackers and viruses.

Use recognised Wi-Fi networks. Know the actual name of the genuine network you want to connect to in order to avoid fake ones.

Real or Not? Would you trust these networks?

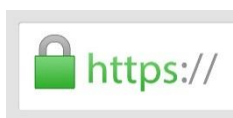
Here are some funny examples of wi-fi network names



No public Wi-Fi network is absolutely secure

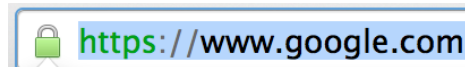


Be careful what sites you visit and the data you send over public Wi-Fi. Avoid using public Wi-Fi for banking, email, photos or any data sharing, or anything that requires you to enter a password.



Always use secure sites if you do need to log in to an online account using public Wi-Fi, always type the URL directly into the web browser address bar and ensure the connection is encrypted. **Look for a padlock** in the web

browser address bar and a **web address** beginning with the prefix **'https'** to be sure. The **s** in **'https'** means secure! When you're finished visiting a site that requires your password, remember to log out of your account.



Use two-step authentication for logging into your account – as offered by Gmail, Twitter and Facebook. This typically involves a code sent to your mobile phone that you need to enter to log into the account. That way, even if someone hacks your password, the extra security layer will prevent them from opening your accounts.

Don't download software - as tempting as it is to download applications, for maximum security avoid doing this on public Wi-Fi. It's harder to be sure of the source of the app, which could hide a virus or spyware. Always use the App store (iPad) or the Play Store (Google)

Keep up-to-date - make sure your operating system, web browser and anti-virus programs are up-to-date with the latest versions - but only download and install updates when on your home or work network.

Set up a virtual private network (VPN) - Although It may sound technical, it's possible to create your own private virtual network. Called a VPN, this routes your data through an encrypted private network, keeping your activity and data safe even when using public Wi-Fi.



Check out if there are any free VPN apps at the Apple App Store or Google Play Store. Download the

app of your choice and install.





Information and screenshots courtesy Mark Coppock/Digital Trends

<https://www.digitaltrends.com/>

Video-conferencing is a tool that is consistently growing. Whether you need to join a video call with your co-worker, or want to connect with family members who are far away. Zoom is a great option that's easy to use.

Zoom allows you to set up a video call with many participants, and it allows you to be virtually present even though you are not physically there. This tool is valuable when you are working remotely.

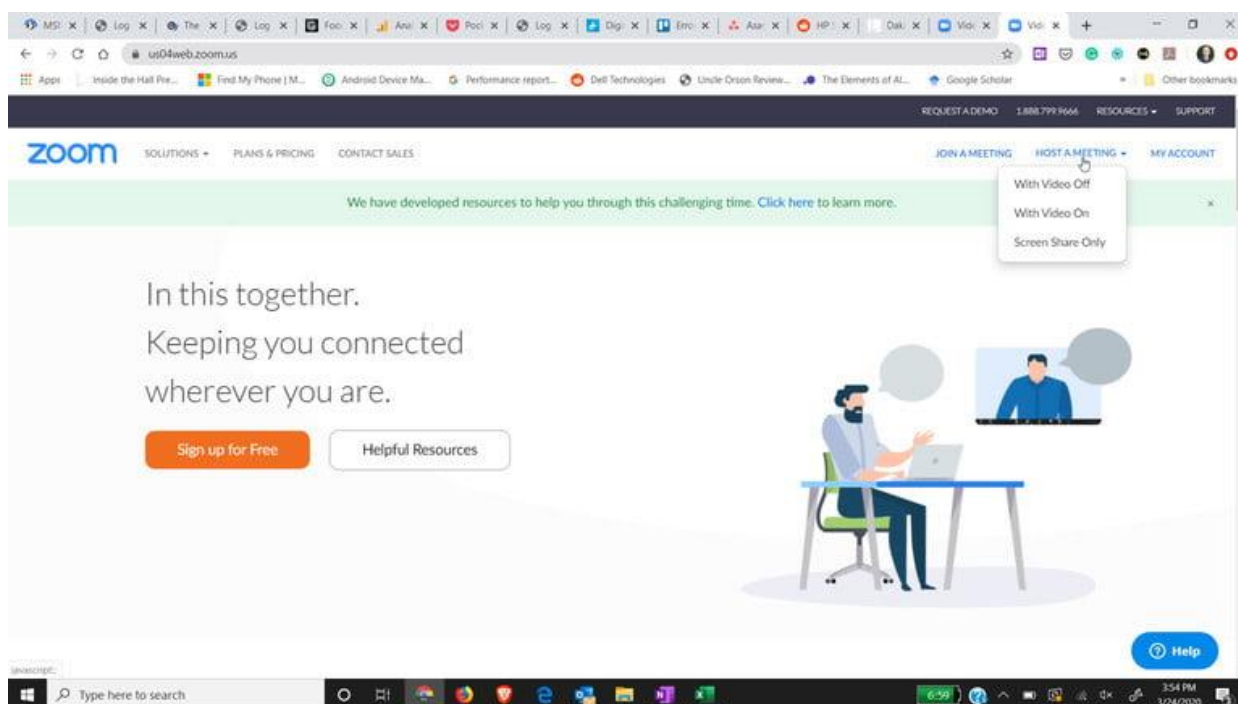
In this guide, we show you how to get started.

How to set up a Zoom meeting

Zoom is free to use with some limitations, specifically that meetings are limited to 40 minutes for groups of three or more attendees.

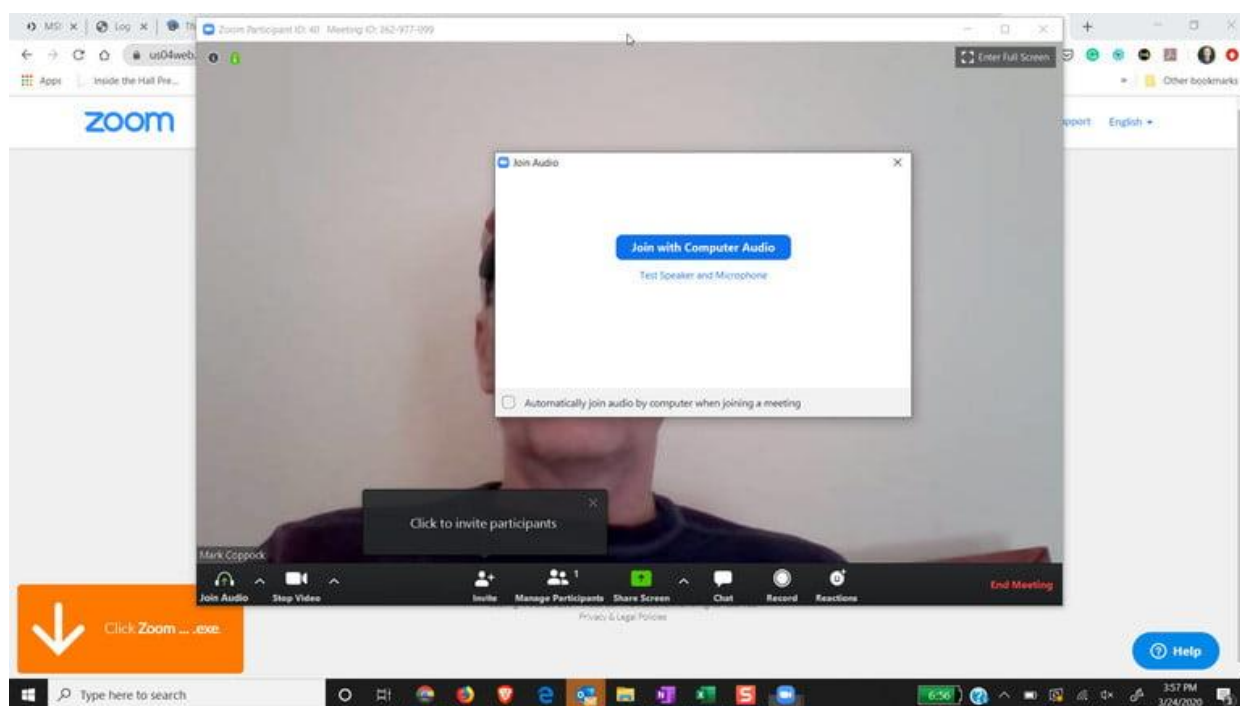
Initiating a Zoom meeting is easy enough. The first thing you need to do is to install the Zoom client on your device.

Step 1: Go to the Zoom web site and sign in to your account. If you don't yet have an account, follow the steps to create one. Once you're signed in, hover over Host a meeting and then choose to create a meeting with video on, video off, or screen share only.



Step 2: Once you kick off your first meeting, the Zoom client will download. Open the installer and follow the installation instructions. In this example, we chose to host a meeting with the video on.

Step 3: Another important first step is to test your audio and video. You'll have this option each time you start a meeting. Click on "Test Speaker and Microphone" to kick off the process.



You'll have the option to test and configure your speakers and your microphone. If either doesn't work immediately, select the proper speakers and/or microphone from the drop-down menu.

Once you've confirmed that your audio is working, you can join the meeting.

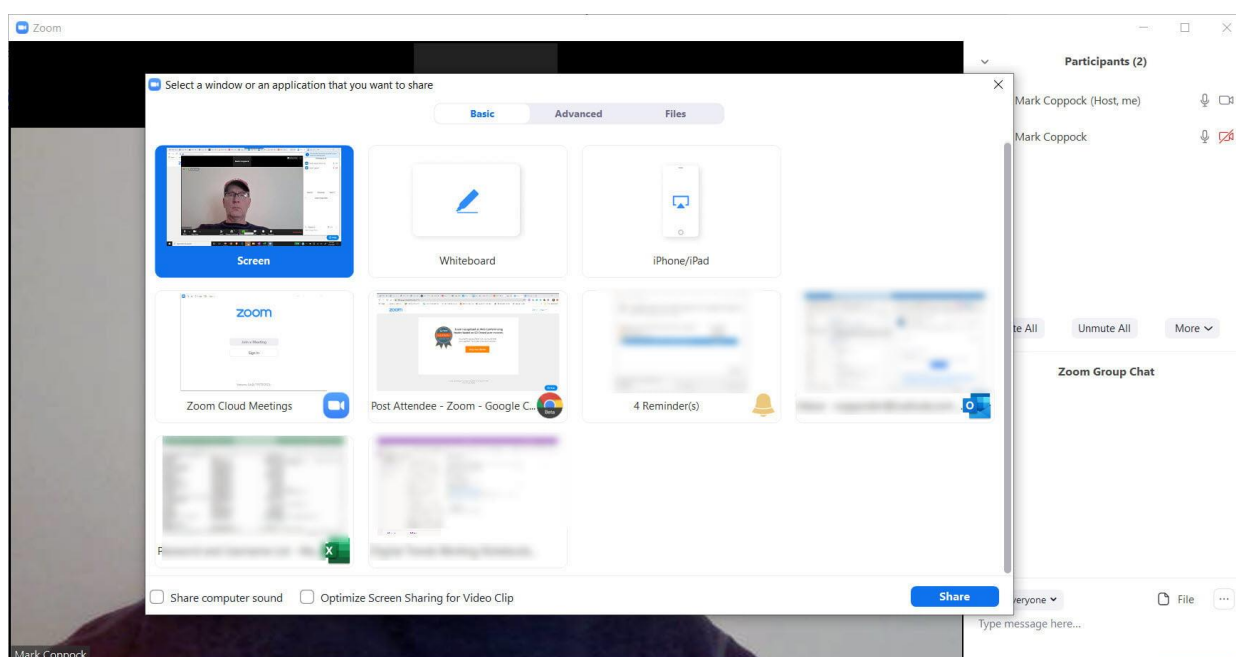
How to mute, stop video, and chat in Zoom

All the most important controls of Zoom can be found in the toolbar at the bottom of your screen. Need to mute your audio? Just click Mute in the bottom-left corner. Next to that you'll find Stop Video, which will turn off your webcam.

If you click on the Chat button, it'll pull up the text chat for the meeting, where you can group message the other meeting attendees.

How to share your screen on Zoom

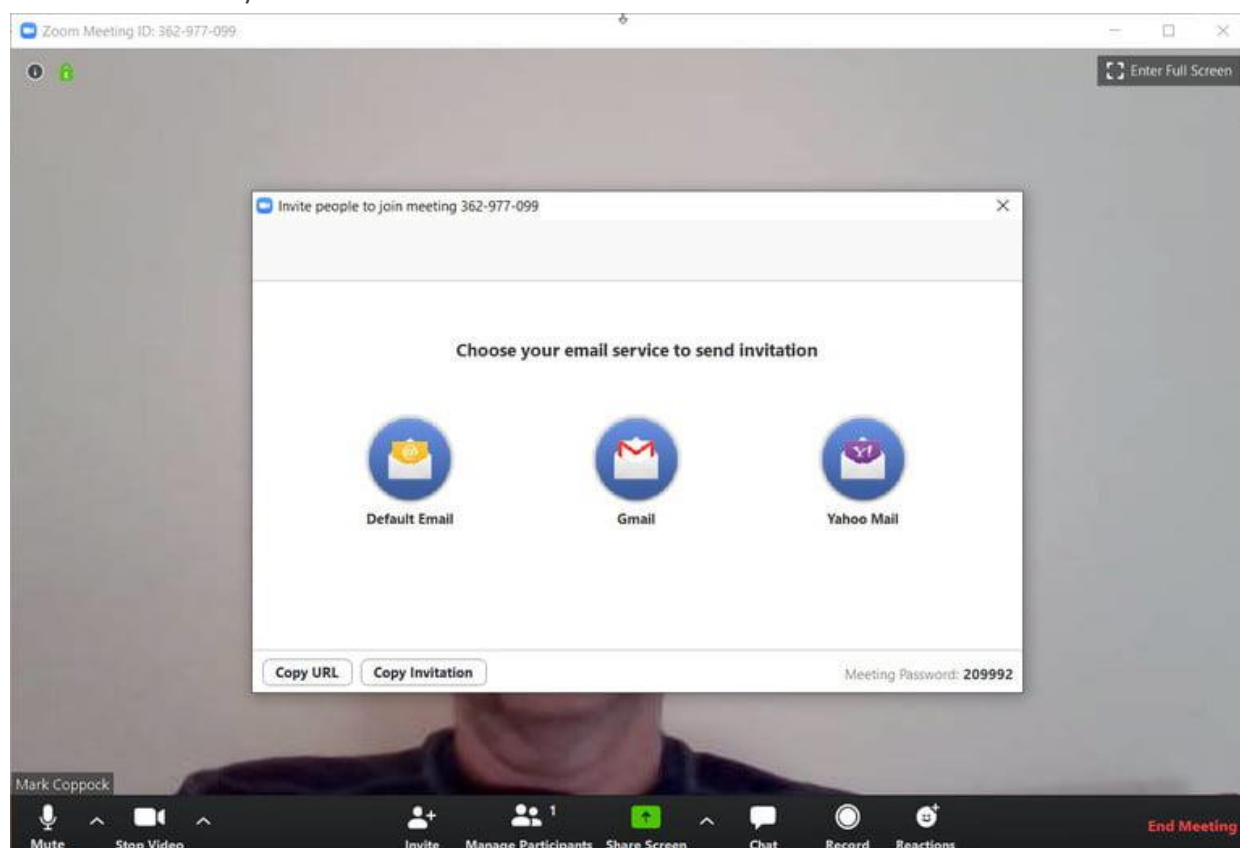
Sharing your screen is a useful feature if you're giving a presentation or providing instructions. Start off by clicking on Share Screen in the bottom toolbar. From there, you'll be given a menu of types of sharing you'd like to perform. You can share your screen, share a specific app, share your iPhone or iPad screen (if that option is configured), or create a whiteboard session. Creating a whiteboard session lets you collaborate on notes and drawings.



Note that if you choose to share your screen, it'll share your whole screen, so make sure you've tidied up your workspace a bit before showing it to the world.

How to invite people to your Zoom meeting

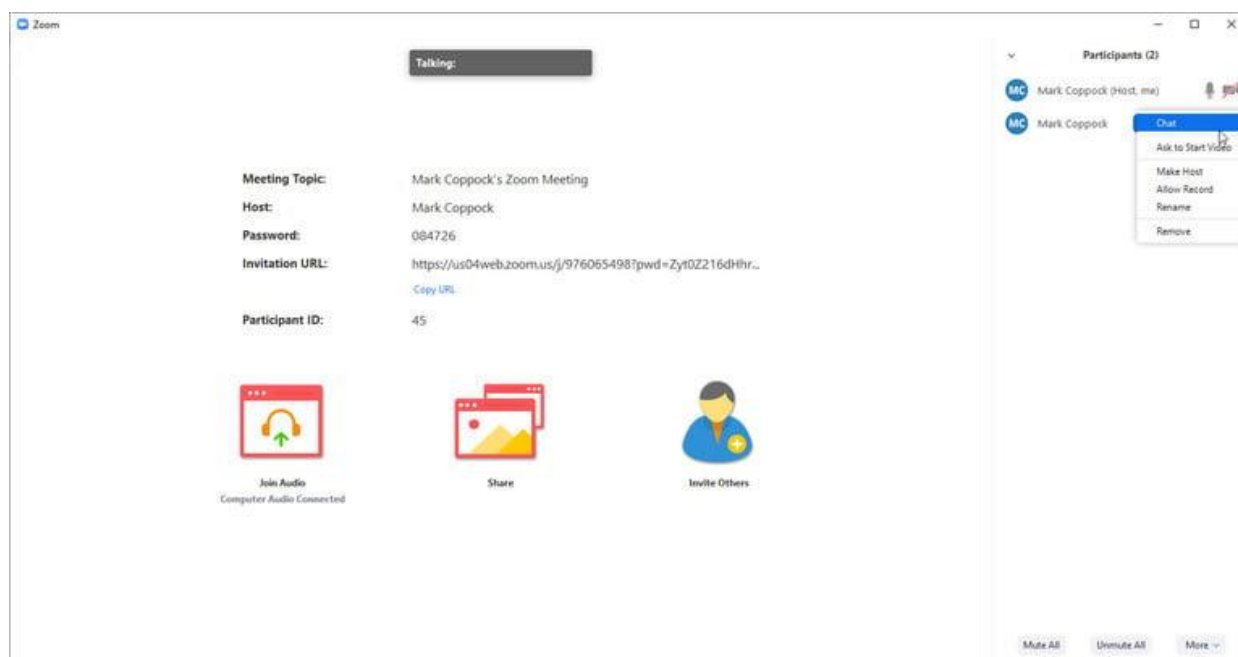
Since you created the meeting, you have control over a few features. First, you can invite participants to the meeting. To do so, click on Invite and you'll be presented with a choice of which email client/service to use.



In this case, the default client (Windows Mail) was used. An email will be composed with the meeting information. Just add your desired recipient(s).

Another way to invite people to your meeting is by sending them the meeting ID, shown at the top of the window. Look for a nine-digit code. Lastly, you can click Copy URL, which will give you the full link to share with others.

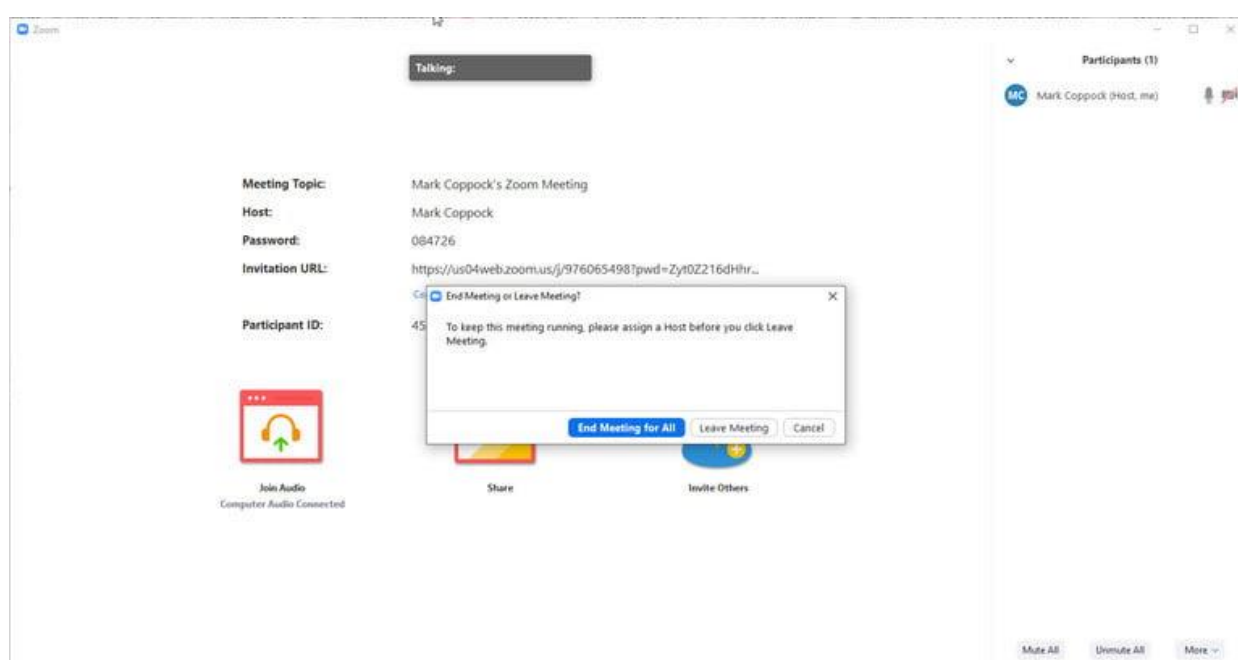
Once your meeting has started and you have participants, you can manage them. Click on More to see options for the entire meeting.



Hover over individual participants, then click on More for participant-specific options like Ask to Start Video or Make Host.

You can record your meetings as well. To do so, simply hit the record button and Zoom will start recording the meeting. A set of controls will show up on the upper-left portion of the Zoom interface. Hit the stop button when you're finished recording, then follow the instructions to save your video. (Please note-you must inform participants that you wish to record the meeting).

Once your meeting is concluded, you can end the Zoom session. If you want to leave but keep the meeting running, you'll need to assign a new host.

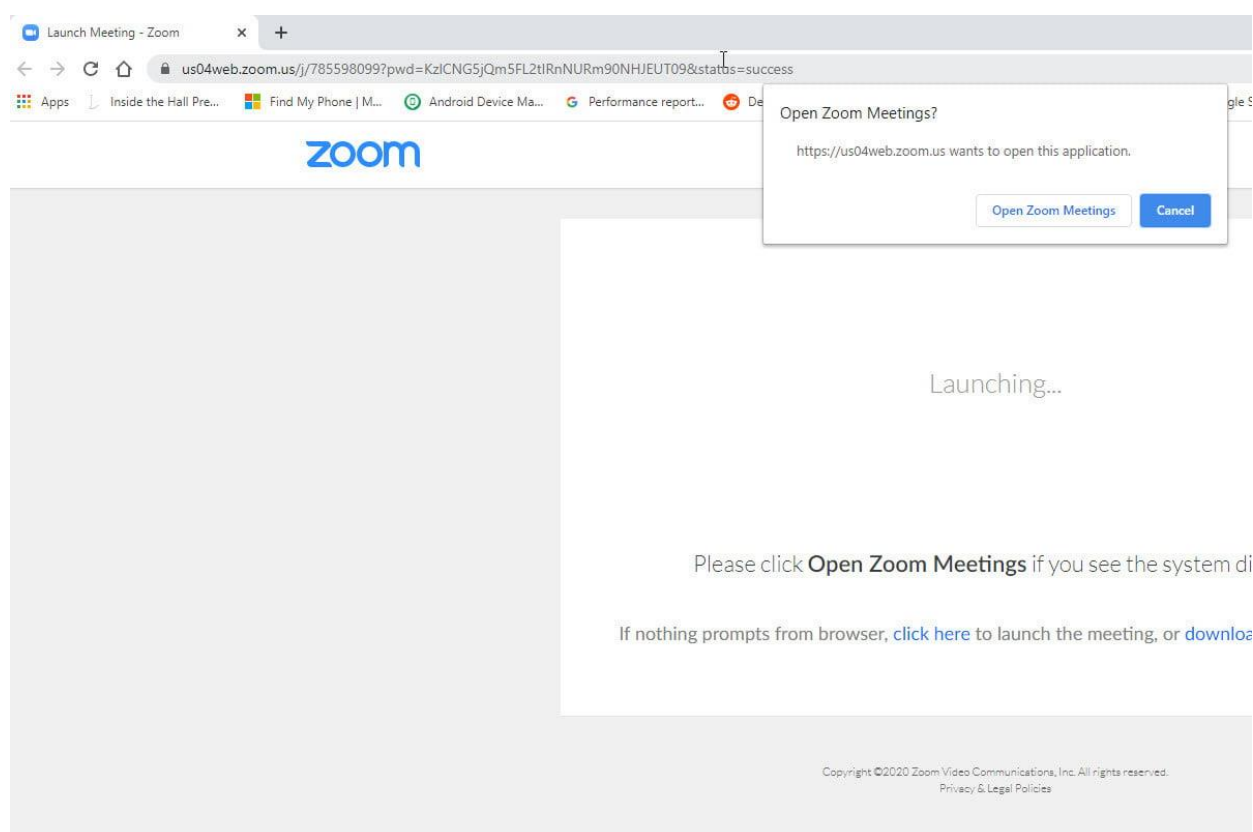


How to join a Zoom meeting

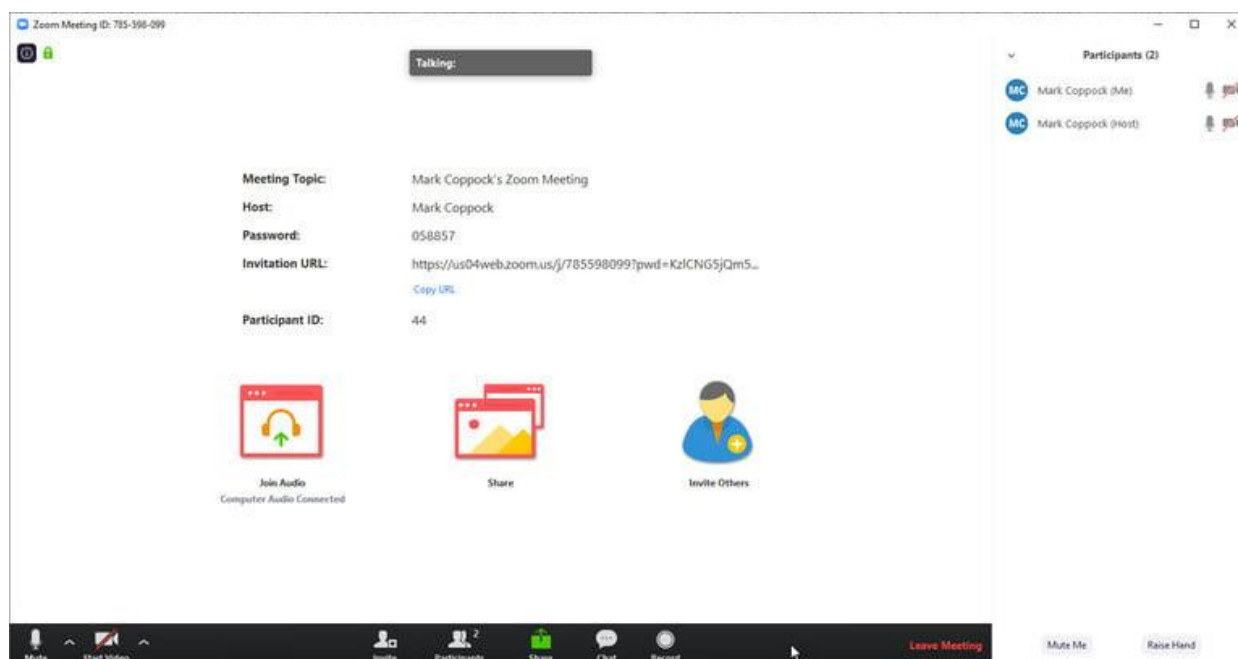
There are two ways to join a Zoom meeting. The host should provide either a link or a meeting ID. If it's the full link, just paste it in your web browser and you're on your way.

If you are provided a meeting ID, just head over to [Zoom.us/join](https://zoom.us/join). From there, just paste in the meeting ID.

If you haven't set Zoom up yet, then follow the same instructions as at the beginning of this guide. Once you're set up, you'll have the same option to join the meeting with audio and to test and configure your audio settings.



Once you're in the meeting, you'll have some of the same options as the meeting host but without the administrative functions. You can kick off a chat, record the meeting, invite other participants, share your screen, and view a list of participants. You can also mute your audio and stop your video.



When you're finished, simply click the Leave Meeting button in the bottom right.

Adult Learning



Why not 'sign up' for a FREE basic computer course with Adult Learning? Our informal and relaxed courses are offered at a venue near you. Just contact us on Freephone **0800 731 1831** for more information or send us an email after you complete this guide! Our email address is **adultlearning@westlothian.gov.uk**

We're a fully approved accredited centre for SQA (Scottish Qualification Authority) courses.

You could gain additional employability skills by achieving-

"Information and Communication Technology" (Level 3)

and/or

"PC Passport: Introduction to IT Software and Presenting Information" (Level 4)

These courses are FREE, 'employer friendly', look great on a CV and may just get you that interview! Please feel free to get in touch. Thank you.

So, if you want to learn more about using a computer and become an awesome computer whizz kid just get in touch. You're never too old to learn!