Connected Society

Mobile Internet Skills Training Toolkit

Bitesize Training: WhatsApp

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How to use bitesize training

This section is for trainers who only have 2-3 minutes to work with their trainees. It can also be used as a refresher, for trainees who have already completed training, but would like a brief recap on what they have learned.

Each session covers one topic and there are six topics to choose from: Introduction to the Internet, WhatsApp, YouTube, Google, Safety and Cost. Each session focuses on providing an explanation of the service and practice on the phone.

MOBILE INTERNET SKILLS TRAINING TOOLKIT (MISTT)

Each bitesize session follows a similar structure:

What is it?

Give a short explanation of the service. **“Quotation”** marks suggest what trainers could say

What can you use it for?

Briefly explain the benefits of the service. **“Quotation”** marks suggest what trainers could say

How does it work?

Get practical!

Use the ‘How To Use posters’ to help trainees use the service on a phone. This can be one you provide, or the trainee’s own phone

Practice!

Practice, with examples relevant to audience

BITE SIZE TRAINING

BITESIZE - WHATSAPP

What is it?

WhatsApp

Show WhatsApp on the phone

"WhatsApp is a messaging service, a bit like SMS, where you can also send voice messages, photos and message groups of people."

"WhatsApp uses internet data so it can be cheaper to send messages, and the distance of the person you are messaging does not change the cost. For example, if you have a family member or friend who has moved to another country, you can message them on WhatsApp and it will not cost any more to message than if they were next door to your home"

Materials you will need

Smartphone Handsets

WhatsApp Posters

What can you use it for?

"You can use it for staying in touch easily with family and friends"

"You can also use it for connecting with big groups of business people / colleagues / classmates / customers: advertising products, sharing advice, discussing notes or assignments from class"

Trainer to include their own personal examples of the benefits of WhatsApp and what they use it for.

Make it relevant to the trainee: discuss how it can be beneficial in the trainee's own life

How does it work?

Put the phone in the trainee's hands and help them follow the steps

How to use WhatsApp - 1-to-1 messaging
Show the poster and go through the steps for sending: text / photo / voice message

How to use WhatsApp - group messaging
Show the poster and go through the steps for starting a group chat

Practice!

"Now you know how to use WhatsApp, what do you want to use it for?"

Trainer: Provide support for the trainee to send WhatsApp messages to contacts on their phone that they want to message

Tip: "WhatsApp has many features. For example, you can call people through WhatsApp, or share your location on a map with your contacts on WhatsApp so that they know where you are"

Explain: that there are similar messaging services to WhatsApp. Hike is a popular service in India, that is similar to WhatsApp but allows you to send graphical stickers

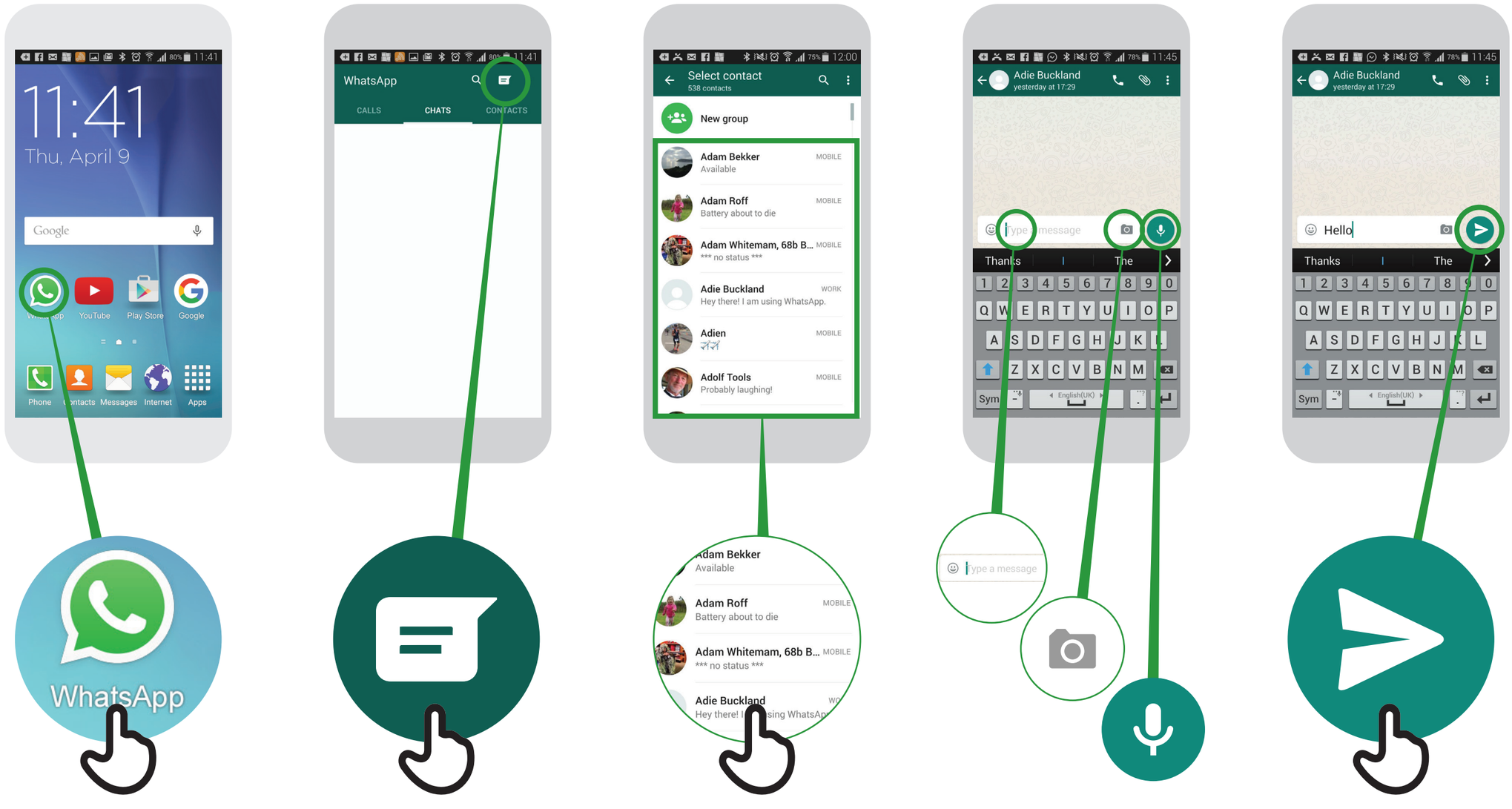
BITESIZE - WHATSAPP

WhatsApp

How to use

WhatsApp One-to-One Messaging

1 → 2 → 3 → 4 → 5

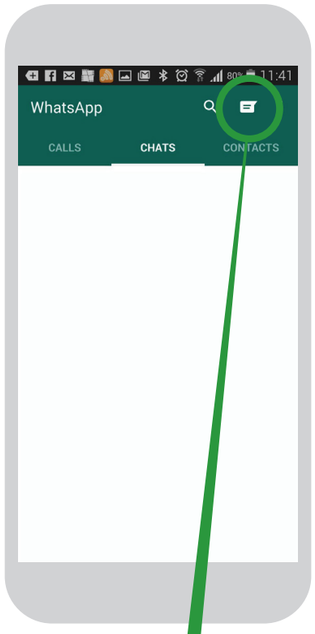


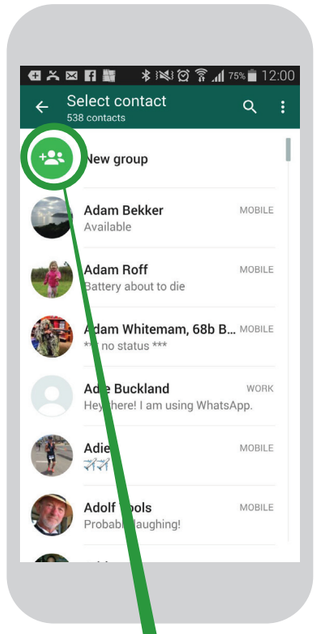
WhatsApp

How to use

WhatsApp Group Messaging

1 → 2 → 3



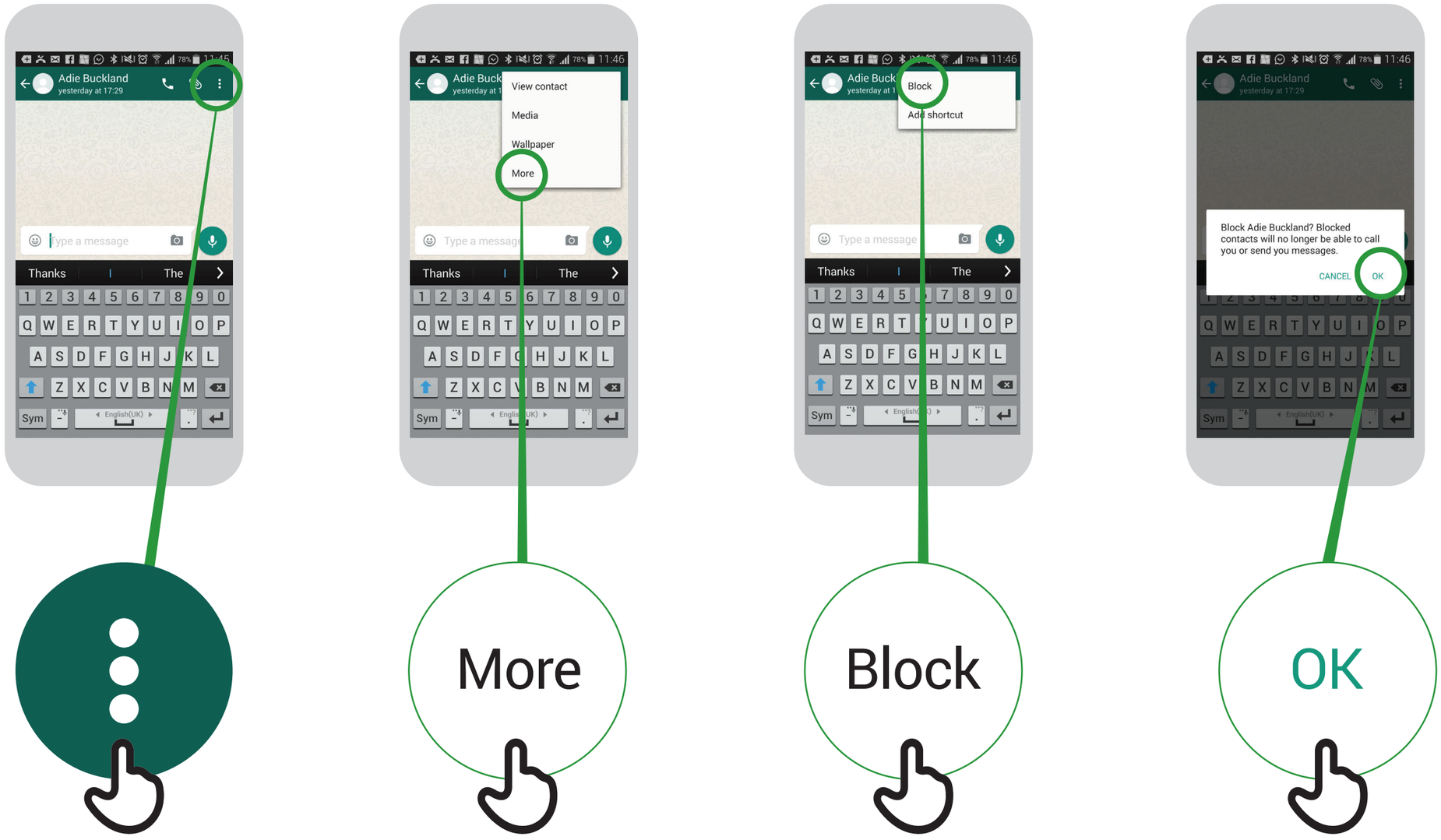


WhatsApp

How to use

WhatsApp How To ‘Block’

1 → 2 → 3 → 4

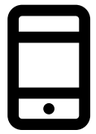


BITESIZE - SAFETY

What is it?

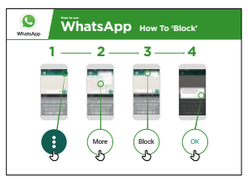
"There are many great things that you can use the internet for, but it is important to remember the internet is open to everyone around the world and so it is essential to treat it like a real-life public place (e.g. a market place) and stay safe."

Materials you will need



Smartphone Handsets

Safety Poster



WhatsApp 'Block' Poster

What can you use it for?

Give out the 'Easy tips for internet safety' sheet

"Just like in a public space, you should:

1. 'Block' or ignore people you don't know or who are bothering you
2. Keep your personal information private (e.g. who you are, where you live, passwords)
3. Tell someone you know and trust if you feel uncomfortable about anything you see or experience on the internet
4. Be polite and respectful to people and do not bother them"

Trainer: Give your own examples for each tip, if you have time

How do you stay safe?

Put the phone in the trainee's hands and help them to follow the steps

Ask which service they want to learn to stay safe on (WhatsApp, YouTube, Google)?

WhatsApp: "If someone you do not know messages you or bothers you on WhatsApp and you do not want them to, you can 'block' them so that they cannot contact you again" Show the **'How To Block'** poster and demonstrate the steps (p.116)

YouTube: "If you are looking at videos on YouTube and you see one that you think is bad or offensive, you can go back to the previous page, refine your search and continue looking at other videos"
Demonstrate this on YouTube - Press the back button, delete the keywords in your search box and change your search by using different keywords

Google: "If you are looking at information on Google and you see something that you think is bad or offensive, you can go back to the previous page, change your search, and continue looking at other information"
Demonstrate this on Google - Press the back button, delete the keywords in your search box and change your search by using different keywords

BITESIZE - SAFETY

BITESIZE - COST

What is it?

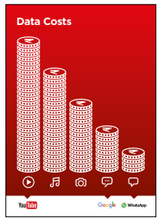
"Whenever you use the internet on your phone, you are using 'data'. This means you need to buy data from your mobile network. Some activities on the internet use more data, so cost more to do"

"You can buy data for the internet; it is like buying phone credit for calls and messages. Data for the internet can be bought from your local mobile network agent or phone credit seller who will top it up for you"

"Sometimes internet data can also be bought in 'data vouchers' or 'data cards' that you can use to top up your mobile internet yourself"

Materials you will need

Smartphone Handsets



Cost Poster

What uses data?

Show the cost poster

"Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music, stickers and ringtones also uses more and downloading and playing videos uses the most. Videos tend to use more data than other internet uses"

"Some internet services are linked to activities that use more data:

- e.g. watching videos on YouTube tends to use a lot of data
- e.g. Google costs less for looking at text and images, but will cost more if you watch videos"

Explain that "software updates also use data and so will cost money"

How do you check your data costs?

Put the phone in the trainee's hands and help them to follow the steps

"It is useful to check your data to understand how much you have used, and how much different activities cost

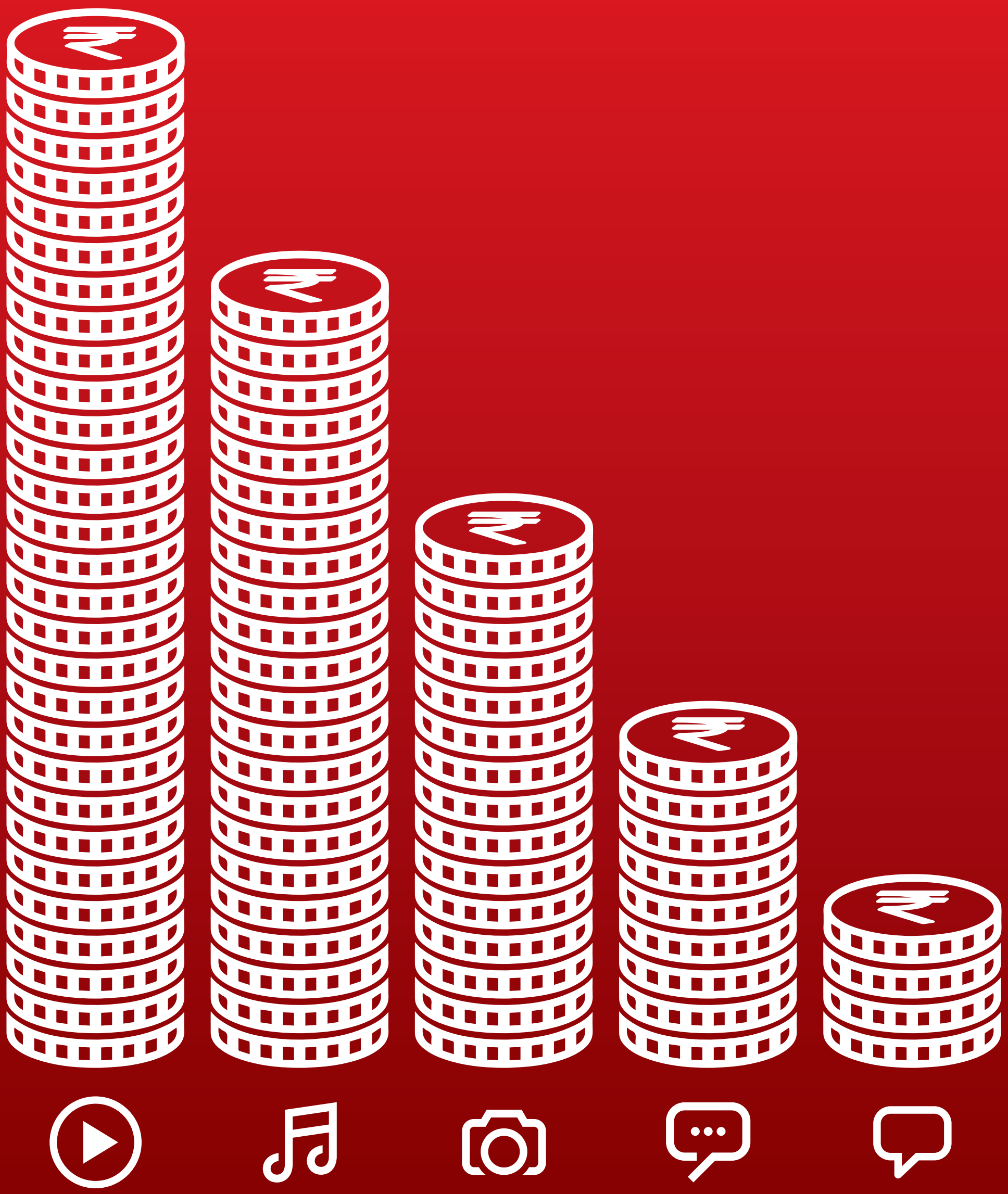
You can check how much data you have, just like when you check how many minutes or texts you have by typing in a code on your phone from your mobile network"

Demonstrate to the trainee how to check data. This is different depending on which country you are in and which network you are with. Ask a mobile agent if you need help

Tip: "You can buy data in different amounts depending on what you are going to use the internet for. Ask for advice from your local mobile agent on which amount is best suited to you."

BITESIZE - COST

Data Costs



YouTube

Google

WhatsApp