



Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



Module 7 - Online Safety



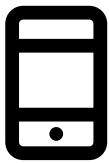
Bitesize Training

What is it?



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

Materials you will need



Smartphone Handsets



Safety Posters

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: To give their own examples for each tip (if time).

How do you stay safe?

Ask trainee which service they want to learn to stay safe on (WhatsApp, YouTube, Wikipedia, Facebook, KaiOS, Android or mobile money).

Demonstrate following the below:



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 (see p.225).



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.



WIKIPEDIA
The Free Encyclopedia

Wikipedia: “If you are on Wikipedia, all the information is from people all over the world! Remember that you should check what the source of this is to make sure it is correct.”

Demonstrate this on Wikipedia: show trainees the list of sources and references at the bottom of a Wikipedia page.



Facebook: “If you are on Facebook you can change who sees your profile and who can contact you.”

Demonstrate this on Facebook: show them Privacy Shortcuts where they can adjust who can see their profile and who can contact them with Friend requests.

KaiOS

KaiOS: “If you are using a KaiOS phone, there are a number of ways you can change your phone so that you stay safe. You can find them in the ‘privacy and security’ on your phone.

Demonstrate this on KaiOS: show trainee how to find the ‘privacy and security’ via the main KaiOS menu.



android

Android: “If you don’t use your Android phone for some time it will turn the screen off to save the battery. It is important to create a password so that other people can’t use your phone if they find it”

Demonstrate this on Android: show trainee how they can set up PIN / passcode on their device to keep it secure.



Mobile money: “Remember that your ‘PIN number’ is your own personal number. It is really important that you keep this safe as it is how you access your account. Be careful about sharing this number with anyone, even mobile money agents or customer care staff, whether in person, via SMS or the mobile internet!”

Demonstrate this on mobile money service: show trainee when a PIN is needed in a normal mobile money transaction (e.g. when sending money to a friend or family member).

What is it?

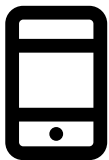


“Whenever you use the internet on your phone, you are using ‘data’. This means you need to buy data from your mobile network. Some activities on the internet use more data, so cost more to do.”

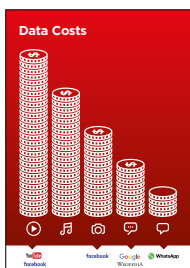
“You can buy data for the internet; it is like buying phone credit for calls and messages. Data for the internet can be bought from your local mobile network agent or phone credit seller who will top it up for you.”

“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?

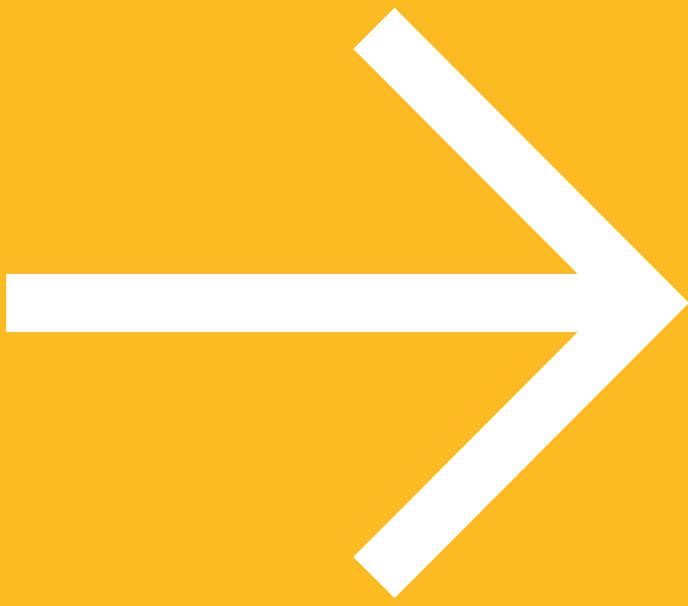
Put the phone in the trainee's hands and help them to follow the steps

"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."



Posters Cut-outs And Info-sheets

Easy tips for internet safety



**'Block' or ignore people
you don't know, or who
are bothering you**



**Keep your personal
information private**



**Tell someone you know
and trust if you feel
uncomfortable about
anything you see
or experience**



**Be polite and
respectful to
people**

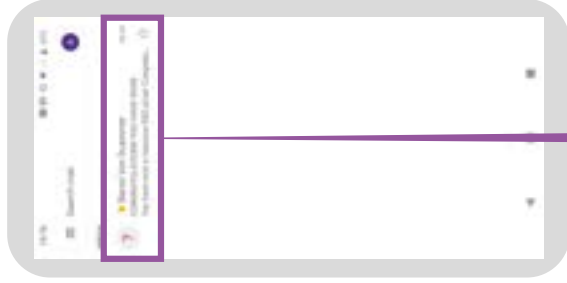




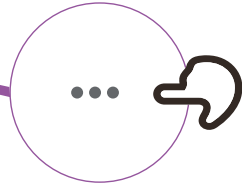


How to 'block' on Gmail

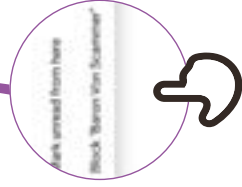
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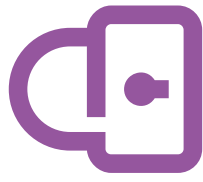


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Accessing 'search history' in Chrome

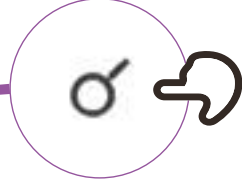
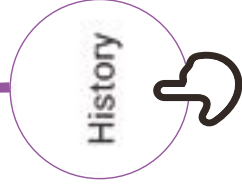
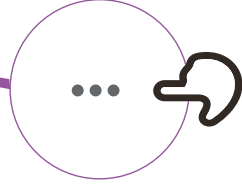
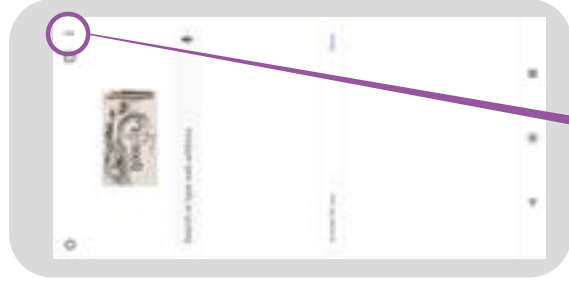
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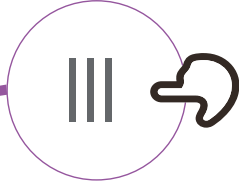
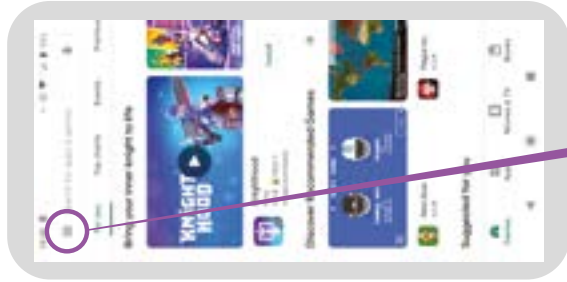
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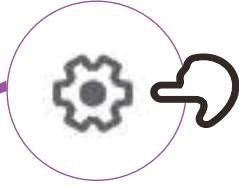
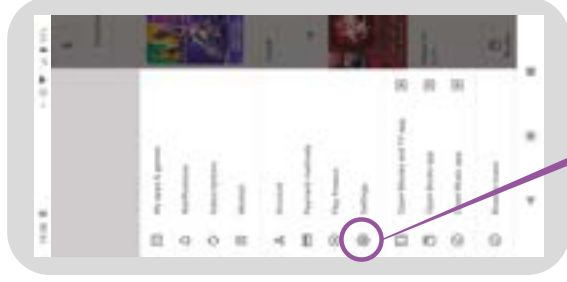


Setting up Parental Controls on Play Store

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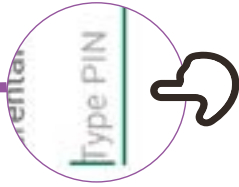
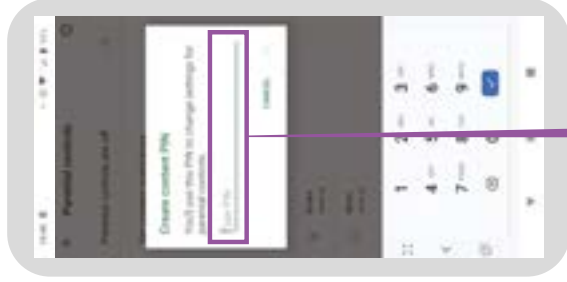
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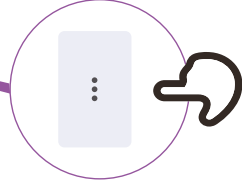
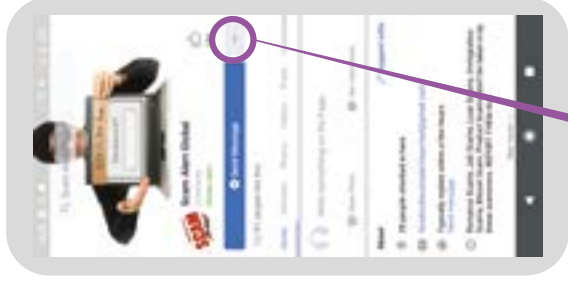
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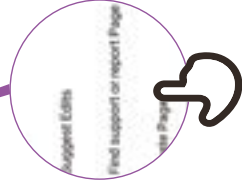
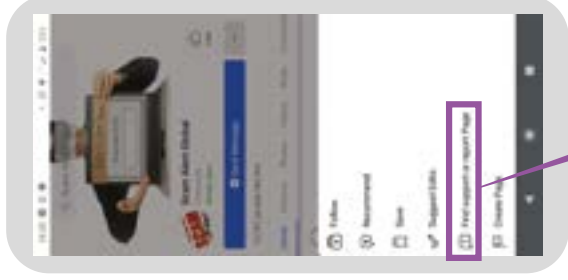


Reporting a page on Facebook

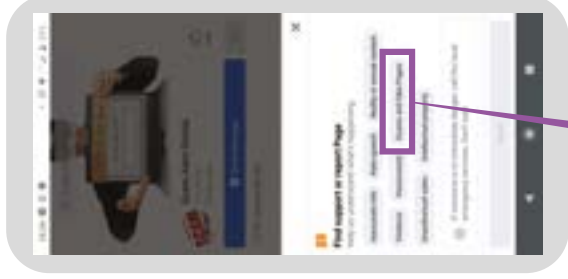
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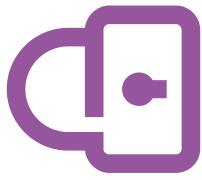


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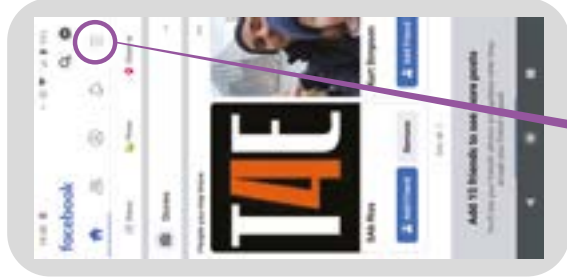
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How to 'block' on Facebook

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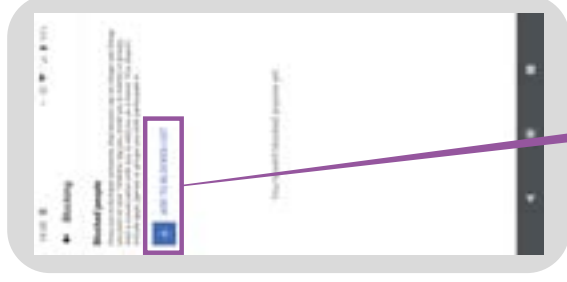
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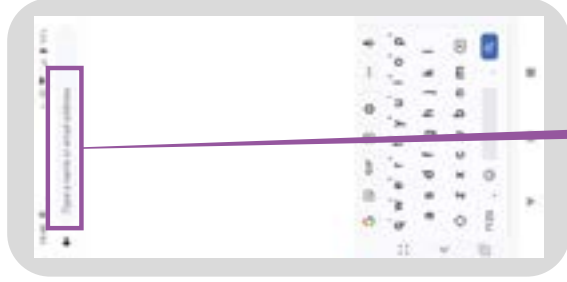
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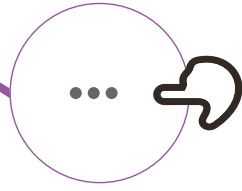
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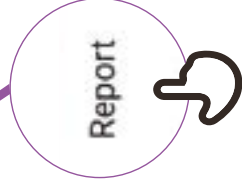


Reporting a video on YouTube

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False information

Be careful!



**If you are unsure,
ask someone
you trust!**



**Don't share
something
with other
people without
thinking first!**

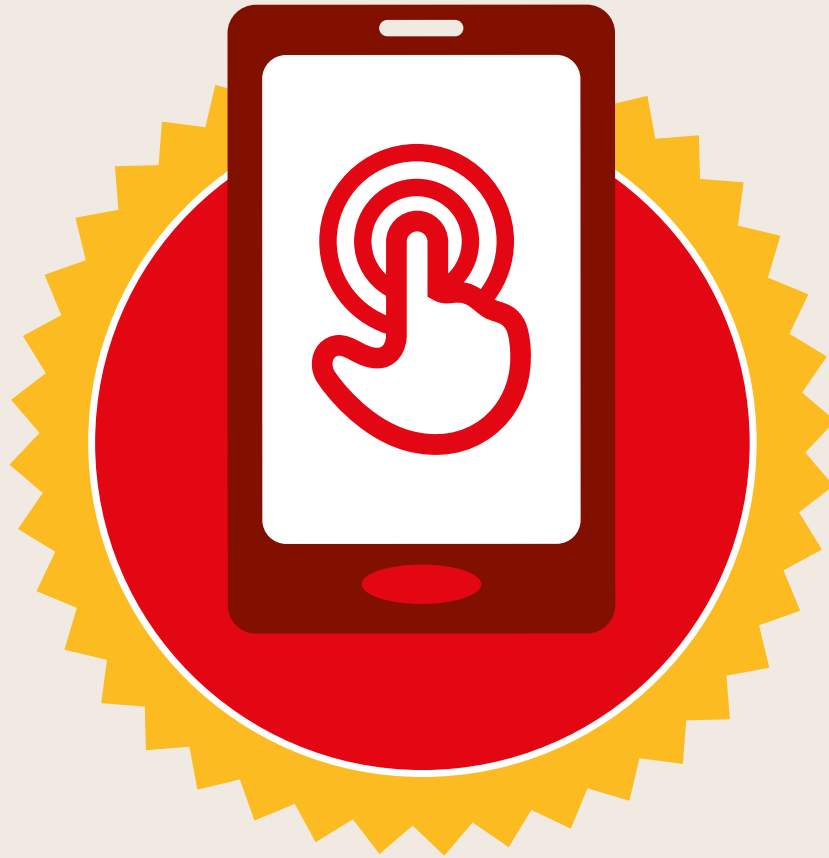


**Check
other sites**



Report it





CERTIFICATE

has completed
BASIC MOBILE INTERNET SKILLS
training



Date



Signed



CERTIFICATE

has completed
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training



Date

Signed