



Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



Module 2 - WhatsApp



Bitesize Training

What is it?



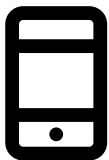
WhatsApp

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

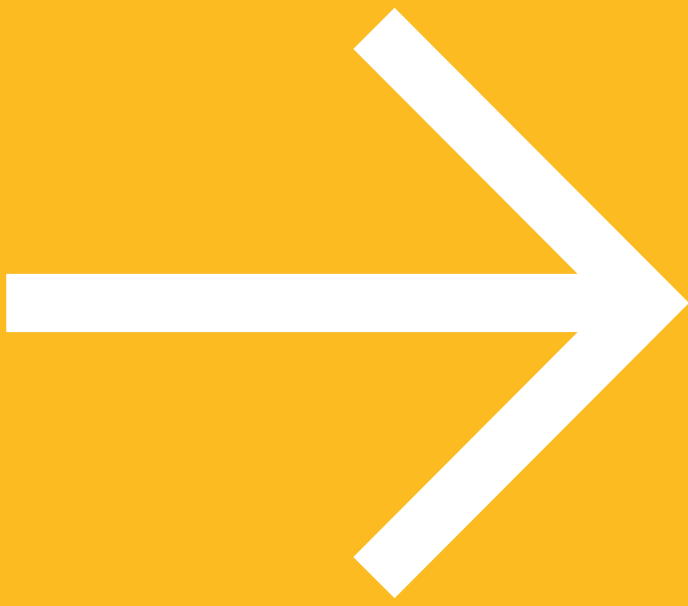
Practice!

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

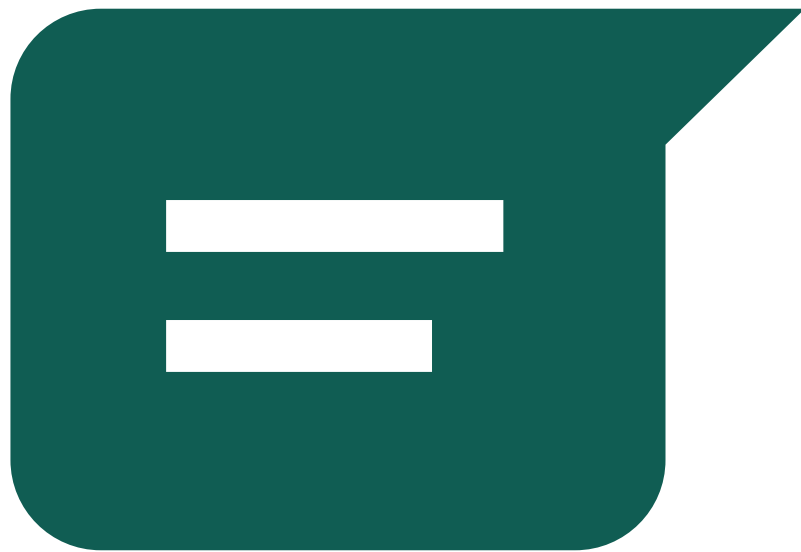
Trainer: Provide support for the trainee to send WhatsApp messages to contacts on their phone that they want to message.

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. Others include Messenger, WeChat and Viber but there are many others.



Posters Cut-outs And Info-sheets







WhatsApp

How to use

WhatsApp one-to-one Messaging

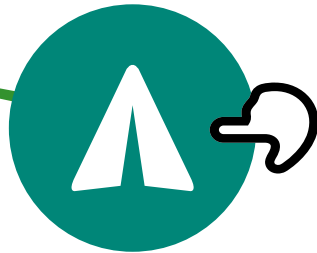
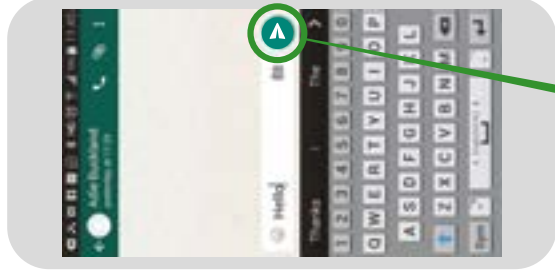
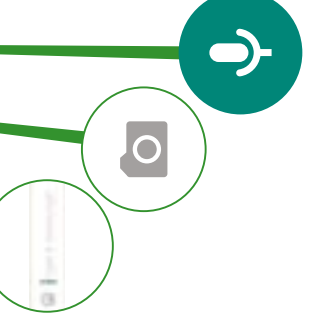
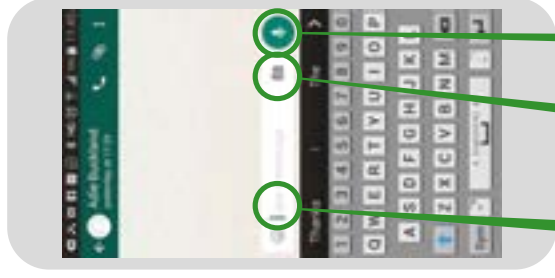
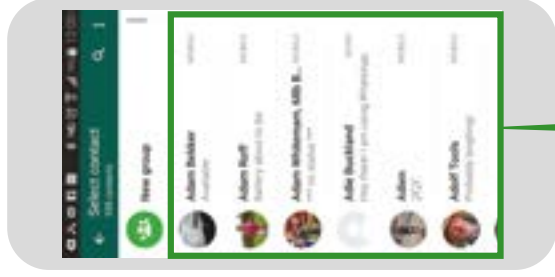
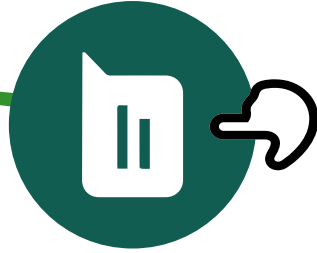
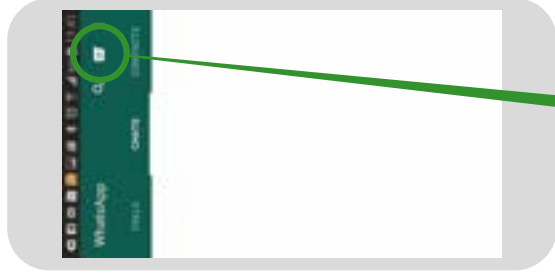
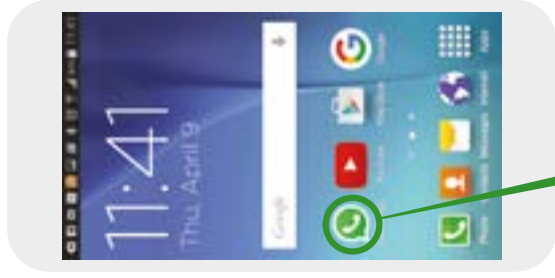
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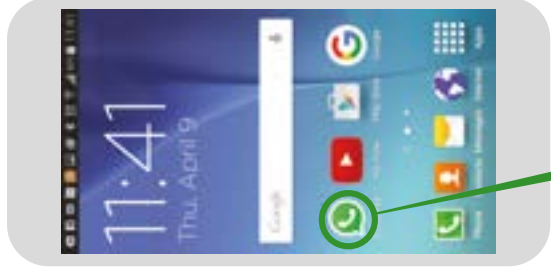


WhatsApp

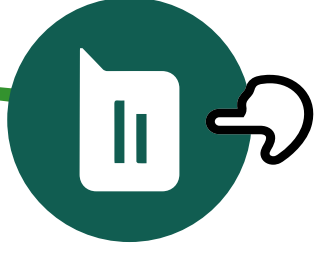
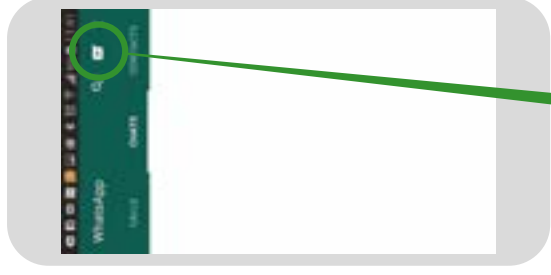
How to use

WhatsApp Group Messaging

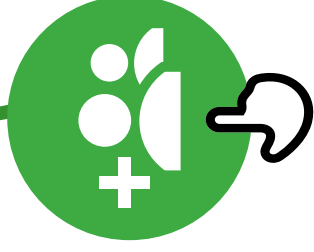
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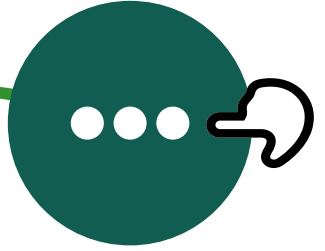
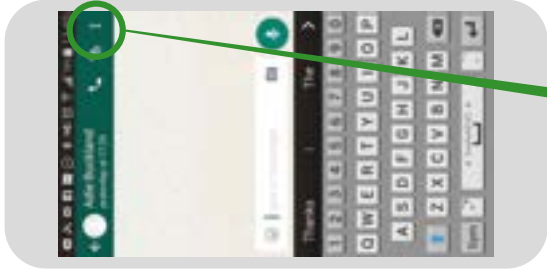


WhatsApp

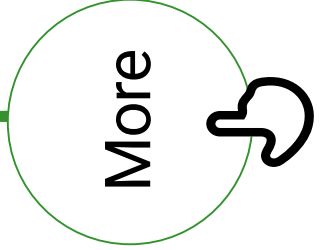
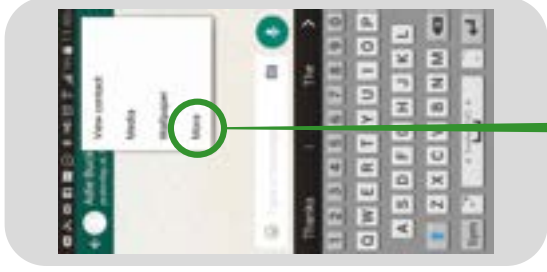
How to use

WhatsApp How To 'Block'

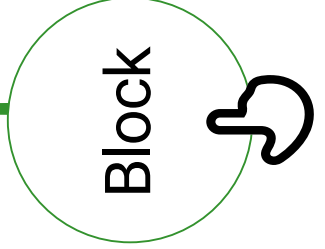
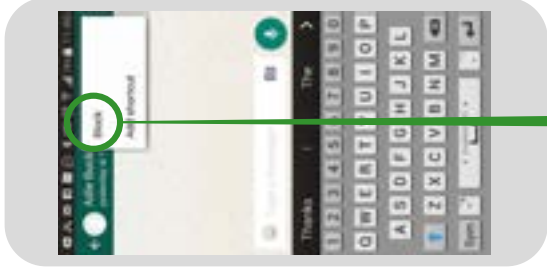
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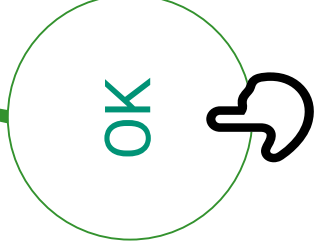
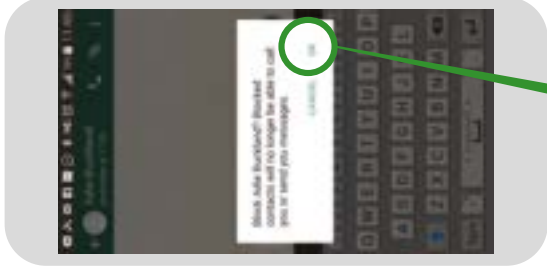
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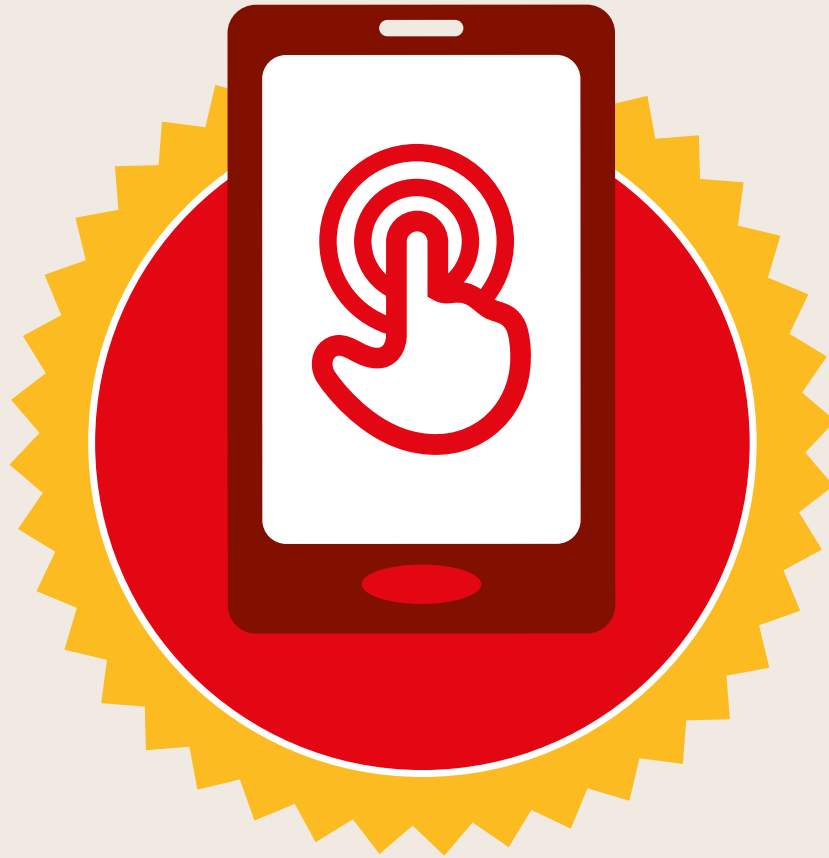


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CERTIFICATE

has completed
BASIC MOBILE INTERNET SKILLS
training



Date

Signed



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has completed
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Date

Signed