Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



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Bitesize Training

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, KaiOS, Android, Assistive Technology and Safety and Cost. Each session focuses on providing an explanation of the service and practice on the phone.

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

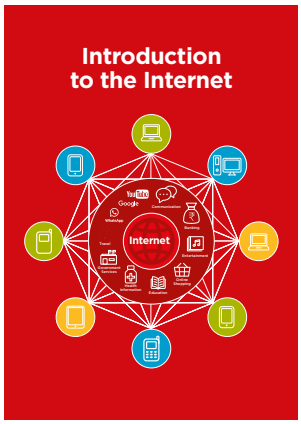


Practice!

Practice, with examples relevant to audience

This page is designed to help trainers answer more general questions that trainees may have about the mobile internet. It gives simple explanations to some questions that people often ask about the internet. It might be helpful to print this sheet off. You will also find these examples embedded within the modules of this toolkit.

What is it?



Show the 'Internet Poster' (p.172) "The internet is a network of millions of computers around the world connected to each other with phone lines, satellites and cables. It gives you access to a huge range of information and services and it is growing all the time. The internet is for everybody. There are no restrictions on who can use it. You just need a computer, mobile phone or tablet and a data connection."

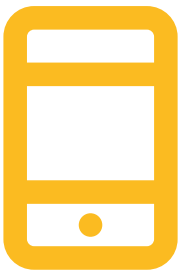
What can you use it for?

"The internet will help you to do many things. For example, you will be able to send messages or speak with friends and family, send photos, watch videos, listen to music, buy and sell things, transfer money. It will also help you find information on nearly any subject, including news, weather, entertainment, transport timetables, religion, or sport. It can also help you if you are looking for a job, need health advice, or want to learn a new skill."

Trainer to include their own personal examples of how the Internet has helped them. **Make it relevant** to the trainee: discuss how it can be beneficial in the trainee's own life.

How does it work?

"There are two kinds of mobile phone which you can use to access the internet

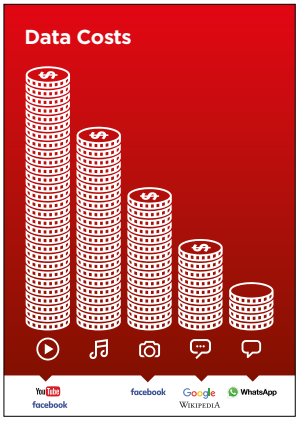


1. A smartphone: these phones are like mini computers. Normally you control them by touching the screen rather than using buttons. They can take photos, play music and videos and have 'apps' that can quickly take you to an internet service.



2. A feature phone: these have less features than a smart phone. They don't have a screen you can touch but you can play music and take photos. You can access the internet on a browser to use the online services you want.

Data Costs



"To access the internet via your mobile phone, you can either use a mobile data connection or a Wi-Fi connection." **Show the 'Data Poster'** (p.174).

"Normally, when you use the internet on your phone, you are using mobile data. You will need to buy this from your local mobile network agent or a shop that sells phone credit. Some things you do on the internet, like watching videos or listening to music, use more data, so will cost you more money."

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."

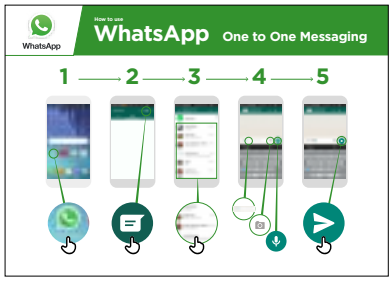
"You can also use it for connecting with big groups of business people / colleagues / classmates / customers: advertising products, sharing advice, discussing notes or assignments from class."

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.

What is it?

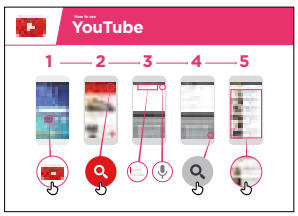
Show YouTube on the phone

"YouTube lets you watch videos, like TV, but you have more videos to choose from, and you can also choose what videos to watch and when to watch them."

"You tell YouTube what kind of videos you want to find, and it will search through all the videos that people have put on YouTube, to find the kinds of videos that you want."

Materials you will need

Smartphone Handsets



YouTube Poster

What can you use it for?

"You can watch lots of different videos, movies, songs, news, sports, recipes, educational ones. There are also lots of 'how to' videos e.g. how to learn a language, how to do a dance, how to cook a recipe or how to fix a tyre on a bicycle."

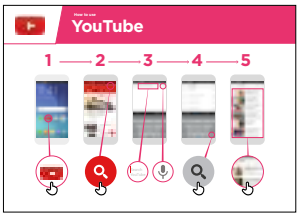
"You can also create your own videos and share them on YouTube."

The trainer can include their own personal examples of the benefits of YouTube and what they use it for.

Make it relevant to the trainee: discuss how YouTube 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



Show the poster and go through the steps for a simple video search (e.g. search a popular local song).

"The microphone can be used to do voice searches. You do not have to type in any text."

Demonstrate the microphone: where it is and how to use it.

Practice!

"Now that you know about YouTube, what are you interested in using it for?"

Give the trainee keywords to search for, according to their interest (try to keep the search simple, use only 1-2 words).

Tip: YouTube is great for videos, but the internet is bigger than YouTube! There is a lot more information on the internet. If you want to search the whole internet, you can try using 'Google search'.

Explain: that there are other similar services to YouTube, which allow people to upload and watch videos. Some examples of this are Daily Motion and Vimeo.

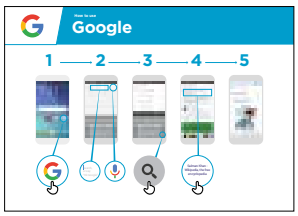
What is it?

Show Google Search on the phone

"Google Search helps you to find information that you want. You tell Google what information you want to find e.g. 'what is the population of the world' and it will search through all the information that people have put on the internet, to find what you want"

Materials you will need

Smartphone Handsets



Google Poster

What can you use it for?

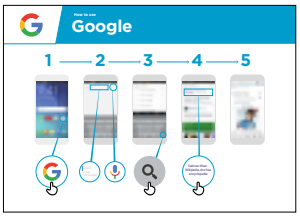
"You can get information on jobs, cooking recipes, movies, songs, news or information for school and college, exams."

"You don't have to go anywhere to find the information, it is all available on the internet on your phone"
Trainer to include their own personal examples of the benefits of Google and what they use it for

Make it relevant to the trainee: discuss how Google Search 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



Show the poster and go through the steps for a simple search
e.g. search for a famous local landmark or a celebrity

Explain: "The microphone can be used to do voice searches. You do not have to type in any text"

Demonstrate the microphone: where it is and how to use it

Practice!

"Now that you know about Google, what are you interested in using it for?"

Give the trainee keywords to search for, according to their interest (Try to keep the search simple, use only 1-2 words)

Tip: "There is a lot of great information on the internet, but also some that is not so great, and some that is not truthful. It is always best to look at a minimum of 2-3 results to get the best answer to what you are looking for."

Explain: that there are other similar services to Google, which allow people to search. Some examples of this are Yahoo and Bing

What is it?

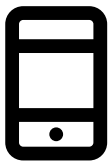


Show Wikipedia on the phone

"Wikipedia is a free internet reference (or encyclopedia), which provides neutral, factual information about educational topics. It is often the first site to appear when you do a Google search, or you can type the word "wiki" along with the words you are searching for."

"Wikipedia is written by ordinary people, all over the world. People make changes to the site every hour. You can make sure the information you find is reliable by looking at the bottom of every page, where the sources of information are listed."

Materials you will need



Smartphone Handsets



Wikpedia Posters

What can you use it for?

"You can use Wikipedia to search many different subjects. For example, you can search for information about sports, music, history, other countries or science."

"Wikipedia is available in almost 300 languages. Each is written by people who speak that language, so some Wikipedias have more articles than others. For example, French Wikipedia has 2 million articles, but there are more than 5 million articles on English Wikipedia."

Explain: Trainer to include their own personal examples of the benefits of Wikipedia 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 Wikipedia
Show the poster and go through the steps for searching for a Wikipedia article (e.g. 'Africa', 'music' or 'World Cup').

Practice!

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

Trainer: Provide support for the trainee to search for a Wikipedia article on their phone.

Tip: "Wikipedia is available in almost 300 languages. Each is written by people who speak that language, so some Wikipedias have more articles than others. For example, French Wikipedia has 2 million articles, but there are more than 5 million articles on English Wikipedia."

Explain: You may find that Wikipedia appears when you use another service, like Google or Yahoo, to search the internet. Often Wikipedia is the first result of a search. You can often look at Wikipedia first to get an overview of a topic, and then explore through the references to find more reliable information."

What is it?

Show Facebook on the phone

"Facebook connects you to people in your community and around the world. You can use it to correspond with business contacts, receive news, stay in touch with family and friends or follow your favorite celebrities and sports teams."

"Using words, photos and videos, you can communicate with one person, a specific group of people or people around the world."

Materials you will need

Smartphone Handsets



Facebook Posters

What can you use it for?

"You can use it to stay connected with family and friends, in any town or village, read local and global news and stay up to date or get updates on your favorite celebrities or sports teams."

"You can also share your own photos, videos and thoughts with everyone, your friends or just a few friends."

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

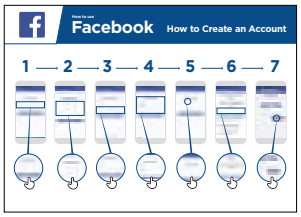
Example: Sharing pictures with friends, finding news or connecting with new people for business.

How does it work?

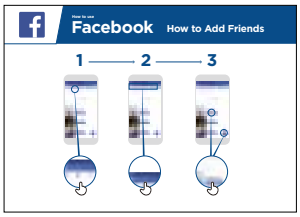
Put the phone in the trainee's hands and help them follow the steps



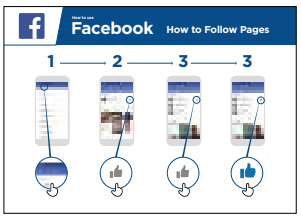
1) Access Facebook



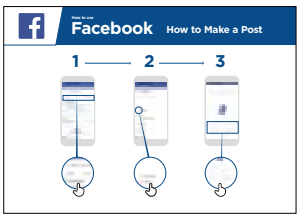
2) Create an Account



3) Add Friends



4) "Like" Celebrities, Sports and News



5) Post text or photos.

Help the trainee download Facebook and register for an account.

Ask them what they care about most – e.g. something they want to learn about, job opportunities, sports/ entertainment or their business — and focus your limited time on what is most important to them.

Practice!

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

Trainer: Provide support to user to run through one of the above posters.

Explain: "You control who can see the information you put on Facebook.

You can have a post appear to the public (everyone using Facebook) or only to specific friends."

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: "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: "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: "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?

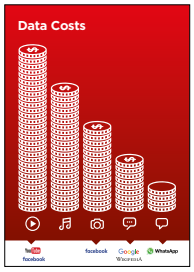
"Whenever you use the internet on your phone, you are using 'data'. This means you need to buy data from your mobile network. Some activities on the internet use more data, so cost more to do."

"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."

What is it?

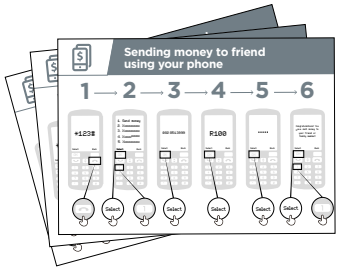


Show a basic mobile phone with a mobile money service, ensuring the menu is open showing key functions.

What you'll need



Mobile phone



Mobile money posters

What can you use it for?

Explain:

"A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone - without having a bank account! Depending on your mobile operator, you can also do lots of other things like pay your bills, and save or borrow money."

Share examples from your own (the trainer's) life about how mobile money has been useful.

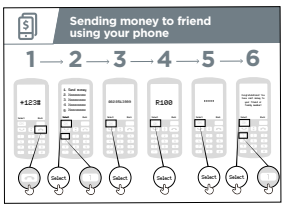
Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

How does it work?

Place the phone in the trainees' hands (or use the trainees' phones) and help them follow the below steps

Demonstrate how the trainee can send money to a friend using the steps on the poster

Tip: At the beginning of the training session check who already has a mobile money account. If there are trainees without a mobile money account take them through the registration process (see 'In Depth' section for details). Show the "Sending money to friend using your phone" poster



Show the "Sending money to friend using your phone" poster

Explain: "I will now show you how you can send money to a friend using your phone!"

Ask: "If you want to send money using your account for real, we can do this! Or if you don't have money in your mobile money account or don't want to send it right now, I can demonstrate how it is done so that you know for the future."

How does it work?

- Your mobile operator will have a short number to use their mobile money service. It will look something like *123#. Type it in and press the ‘call’ button
- You will get a list of options on screen (e.g. 1,2,3,4,5...). You need to choose ‘transfer / send’ money. This is normally number 1 (at the top). Press 1 on your phone keypad and move then ‘select / ok’
- Type in the phone number of your friend or family member that you want to send the money to. Press ‘select / ok’
- Now type in the amount of money you want to send to your friend or family member (e.g. 100). Press ‘select / ok’
- Type in your personal PIN number. This is a special number that you choose and only you will know. This helps protect your account. Choose a hard to guess PIN! Press ‘select / ok’
- Finally, you need to press 1 to ‘confirm’ that you want send this money. Press ‘select / ok’. Congratulations! You have sent money to your friend or family member!

Tip: If the trainee does not want to send any money, then show them how they can do, without sending the money for real.



Practice

Ask: "Now that we have seen how to send money using mobile money, who could you send money to?"

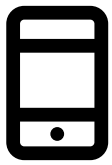
Trainer: Allow the trainee to run through the process of sending money to someone on their own. If they need help at any stage then assist them.

Tip: 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 internet!

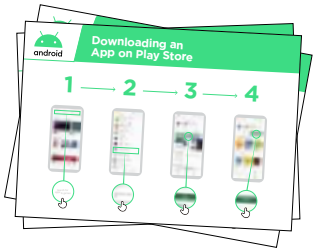
What is it?

Explain:
"A smartphone is like a mini computer that you control by touching the screen rather than using buttons. They can take photos, play music and videos and have apps that can help you enjoy the best of the internet and do more with your phone. Android enabled devices are the most popular smartphones across the world. Your Android enabled phone quickly gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos."

Materials you will need



Android smartphone



Android Posters

What can you use it for?

Explain: "An Android smartphone can help you access the internet. This means you can search for the latest news and information, share pictures with friends and enjoy your favourite music and sport. It also means you can get a map and pick the best route to your next destination with Google Maps, or learn a new skill on YouTube."

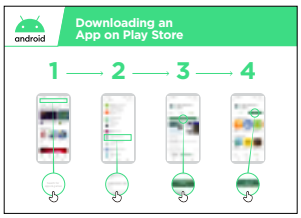
Share examples from your own life about how smartphones are useful to you.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

How does it work?

Place the phone in the trainee's hand and help them follow the steps

Demonstrate how the trainee can download an app using the Play Store



Show the "Downloading an App in Play Store" poster

Practice!

"Now that you can download apps from the Play Store, what kind of Apps are you interested in?"

Demonstrate: Help your trainee download an app from the Play Store. Then, help them use it. If they are unsure what kind of app they are interested in, give them some prompts (e.g. sport, weather, language learning, music).

Tip: Once you have an App on your phone it will stay there until you delete it. You don't need to keep going to the Play Store to get it.

Accessibility features for people with little or no vision

What is it?

Explain:
"Some people with low or no vision may find it difficult to see what is on the screen. There are features on the phone that can help them. We need to show a variety of options relevant to their needs. Often people use a combination of features."

Materials you will need

Android Phone



Accessibility Features Posters

What can you use it for?

Explain: "Your mobile phone can help you if you cannot see it. Three of these ways are:"

- **Magnification (making things bigger on the screen):** "Magnification is a function that makes everything on your phone look larger. Many people use magnification to help them view small things. For people with low vision it makes it possible for them to see whats on the screen."

"Michael uses magnification to read the news each day, he finds it easier to read stories with lots of text if the text is 3x normal size"



- **Making the phone speak aloud:** "'TalkBack' is when you can listen to your phone without needing to see the screen. When you do something on your phone it will speak to you and tell you what is happening, it will also vibrate to let you know what is happening."

"Ayesha has always used magnification (making the screen appear larger) on her phone but has found that recently this makes her eyes sore after a few hours and she uses TalkBack when this happens"



- **Changing colours and contrasts:** "Some people find it difficult to see some colours and contrasts making it difficult to read what is on the screen. You can change the way the colour on the phones look to make it easier to use."

"Susan uses high contrast display settings to easily read what she is writing, when using WhatsApp or email. She finds that she makes fewer mistakes when everything is clearer"

How does it work?

- **Ask** the person what they would like to do with their phone
- **Trainer** to check whether the trainee's phone has the accessibility features set up

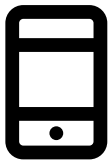
Accessibility features for people who are hard of hearing or deaf

What is it?

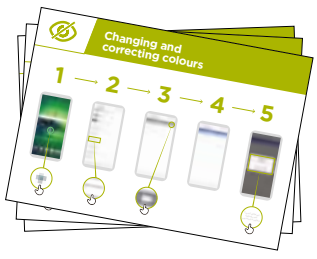


Explain:
"People who are hard of hearing or deaf can use phones like anybody else as mobile phones have features that can help."

Materials you will need



Android Phone



Accessibility Features Posters

What can you use it for?

Explain: "Your mobile phone can help you if you cannot hear it. Three of these ways are:"



- **Amplification:** "If you find it hard to hear what people are saying around you, your Android phone can help. There is something called 'Sound Amplifier' that will make sounds clearer for you to hear."

"Andrew uses 'Sound Amplifier' when he is talking to people in the cafe, he finds this allows him to hear what someone is saying much more clearly as it reduces the background noise"

- **Captions:** "When your phone is playing a video or audio, you can turn on 'captions'. This means you can see the words on the screen of what is being said. It is very helpful when people find it difficult to hear a song or a video."

"Sandra uses captions in video calls. She often finds that the captions help her to pay attention to the call when the words become difficult for her to hear"



- **Transcription:** "'Live Transcribe' is similar to captions. It means that when people are talking you can see text on the screen of what they are saying. For people with a little hearing or no hearing, 'Live Transcribe' can be very useful."

"Sahid connects his hearing aid to his phone which makes speech much clearer and easier for him to understand when talking to his brother and sister through WhatsApp"

Make it relevant to the trainee: discuss how these features could be beneficial in the trainee's own life.

How does it work?

- **Ask** the person what they would like to do with their phone
- **Trainer** to check whether the trainee's phone has the accessibility features set up

What is KaiOS?

KaiOS
enable tomorrow

Show a KaiOS-enabled phone:

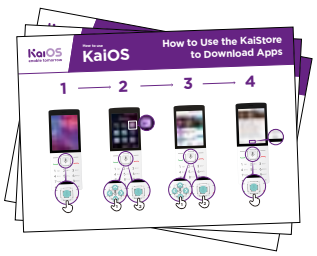
"A KaiOS-enabled phone is like a smartphone without a touchscreen. It is cheaper than a traditional smartphone. It comes with a camera, Wi-Fi, Bluetooth, GPS and apps so you can do more than calling and texting. KaiOS-enabled phones use less data and the batteries last longer."

"A KaiOS phone gives you access to the internet, so you can use it to search for information you need on Google, watch videos on YouTube, and share photos on WhatsApp and Facebook. Over 100 million people use KaiOS phones to connect to the internet and improve their lives."

What you'll need



KaiOS Phone



KaiOS Posters

What can you use it for?

"You can use your KaiOS phone to search for information, share pictures with friends and stay up to date with the news."

"You can use your KaiOS phone to do the same as you would do on a smartphone: See what your friends are posting on Facebook, message your contacts for free using WhatsApp, get a map and directions to your next destination with Google Maps, or learn a new skill on YouTube."

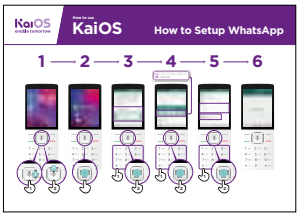
Share examples from your own life about how internet-connected phones are useful.

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life.

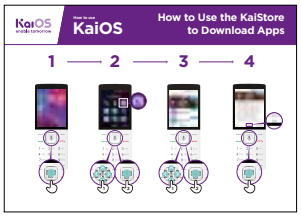
How does it work?

Place the phone in the trainee's hand and help them follow the steps

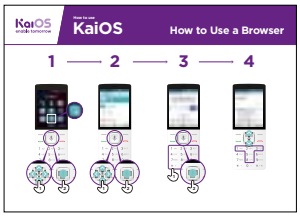
Help the trainee download their first app and perform their first search in the browser.



How to connect to Wi-Fi
Show the poster and go through the steps for connecting to Wi-Fi (Press center button > Settings icon > Wi-Fi > On > Find available network > Select).



How to download apps
Show the poster and go through the steps for downloading apps (Press center button > Store icon > Select app > Press).



How to use a browser
Show the poster and go through the steps for using the browser (Press center button > Browser icon > Select app).

Practice!

"Now that you've discovered what you can do on a KaiOS phone, what do you want to use it for? "
Trainer: Help your trainee download an app from the KaiStore. Then, help them use it.

Tip: If it's difficult to read a website, press "1" to zoom out and "3" to zoom in.

Explain: "Apps are easier to use than the browser, because they are made specifically for KaiOS."

"Visit the KaiOS website to learn more about the internet, apps and KaiOS phones: https://life.Kaiostech.com"

gsma.com