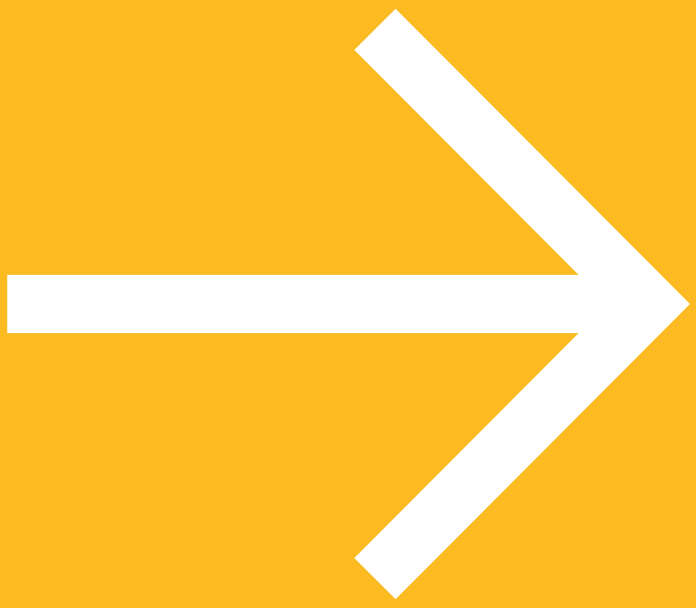
Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



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Posters Cut-outs And Info-sheets

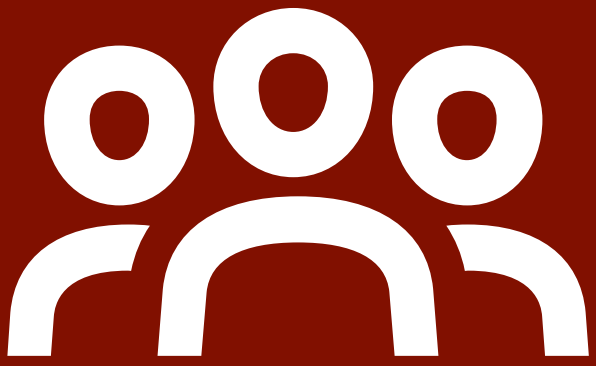
Session Ground Rules

This space is:



Safe

Keep all information in this training confidential. We suggest you don't share personal numbers with the other members of group.



A shared community

There are people with different backgrounds, knowledge and opinions. This is our shared space, so respect and support everyone.



Positive and open

Please be respectful and positive in your opinions and discussions. There are no right or wrong answers and we are not here to test you.



Fair

We will work in small groups and we will provide you with shared phones. We would like to give everyone an equal chance to be heard and to take turns using a phone.

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

Definitions

Trainers can add to this section to include local relevant information on the mobile internet

2G / 3G / 4G

The internet can run at different speeds when you use it. 2G internet is the slowest, 3G internet is faster and 4G internet is the fastest.

App



An app gives you a shortcut to a service on your phone. For internet services e.g. WhatsApp, Facebook, Google, apps provide a quick and easy way to get onto the internet to use that service.

Address bar



The address bar shows you what website you are on.
In the address bar there will always be the address of the website e.g. www.google.in

Advert or Ad



An ad is a piece of information that is trying to sell you something. It is good practice to avoid clicking on ads.

- Ads can be videos or images that pop up on your screen
- Ads can also be the links at the top of Google results and on the right side of the screen

Browser



A web browser, or simply "browser," is an application used to access and view websites. Common web browsers include;


Google Chrome


Mozilla Firefox


Opera


Microsoft Internet Explorer

Data



Whenever you use the internet on your phone, you are using data. You can buy data from your mobile network provider, just like you do with phone credit.

Feature phone



A feature phone is a mobile phone that has the ability to access the internet and store and play music but lacks the advanced functionality of a smartphone.

Google



Google is an internet service that makes it easy to find any information that you want to find on the internet.

Definitions

Trainers can add to this section to include local relevant information on the mobile internet

Internet



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.

Link



A link connects you from one website to another. To go to the other website, you can touch the link and this will connect you and take you to that other website.

Megabytes and Gigabytes

Megabytes (MB) and Gigabytes (GB) are units of data that you use when using the mobile internet. GB are 1000 x bigger than MB. If you download or stream a song, that will use approximately 5MB (1MB per minute).

Search



The search function helps you find what you are looking for. You type the words to what you are looking for into a search box and then you will see a list of links to potential answers.

Smartphone



A mobile phone that has the ability to access the internet, store and play music and videos, and run 'apps'. These phones typically also have a touchscreen.

YouTube

YouTube is an internet service that makes it easy to find, watch and listen to videos on the internet (and only videos).

Website

Information on the internet is kept on different websites. There are lots of separate and different websites on the internet e.g. Google is a website, YouTube is a website.



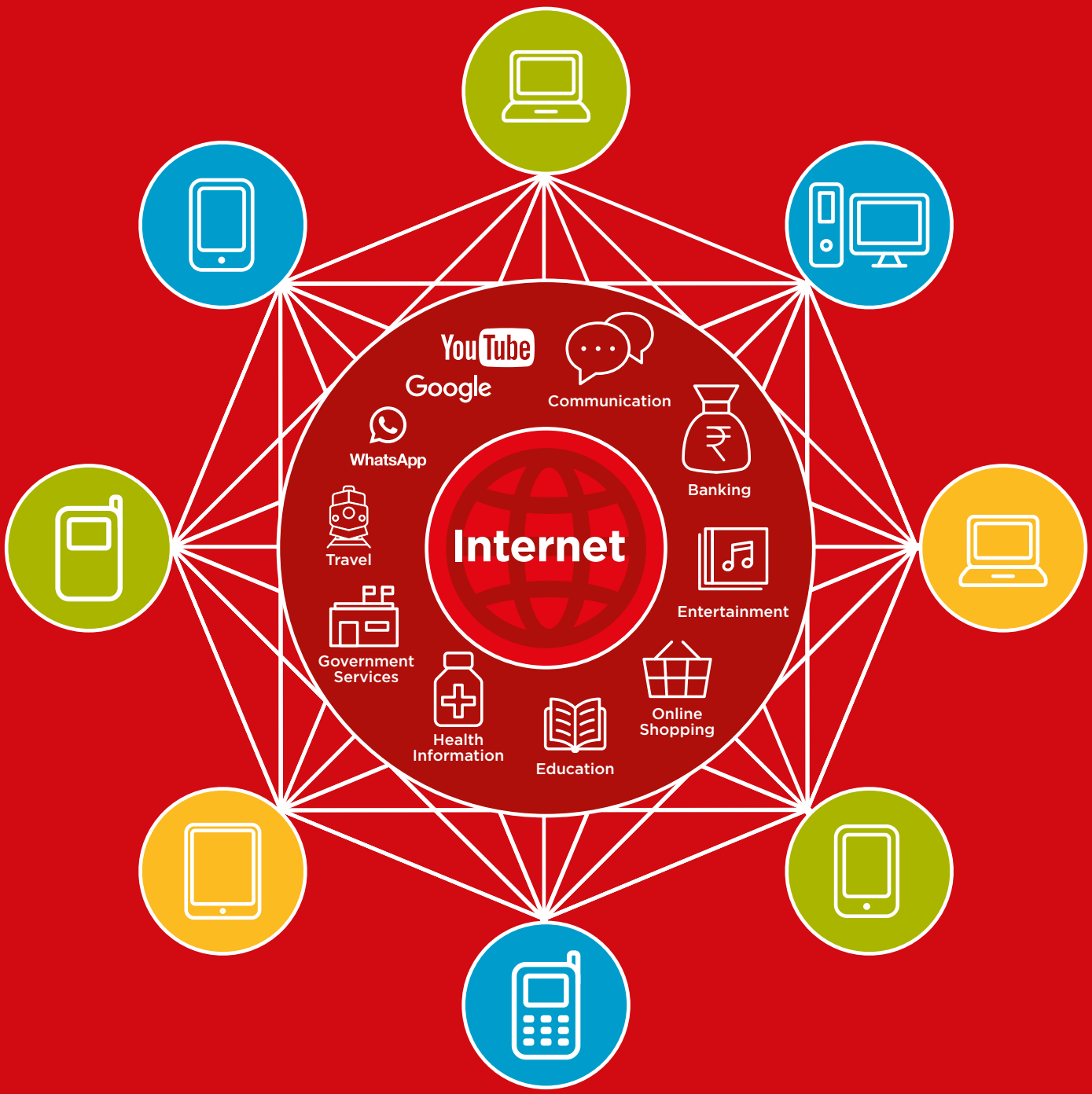
WhatsApp is an internet service that makes it easy to connect and communicate with people that you know; family, friends and colleagues.

WiFi

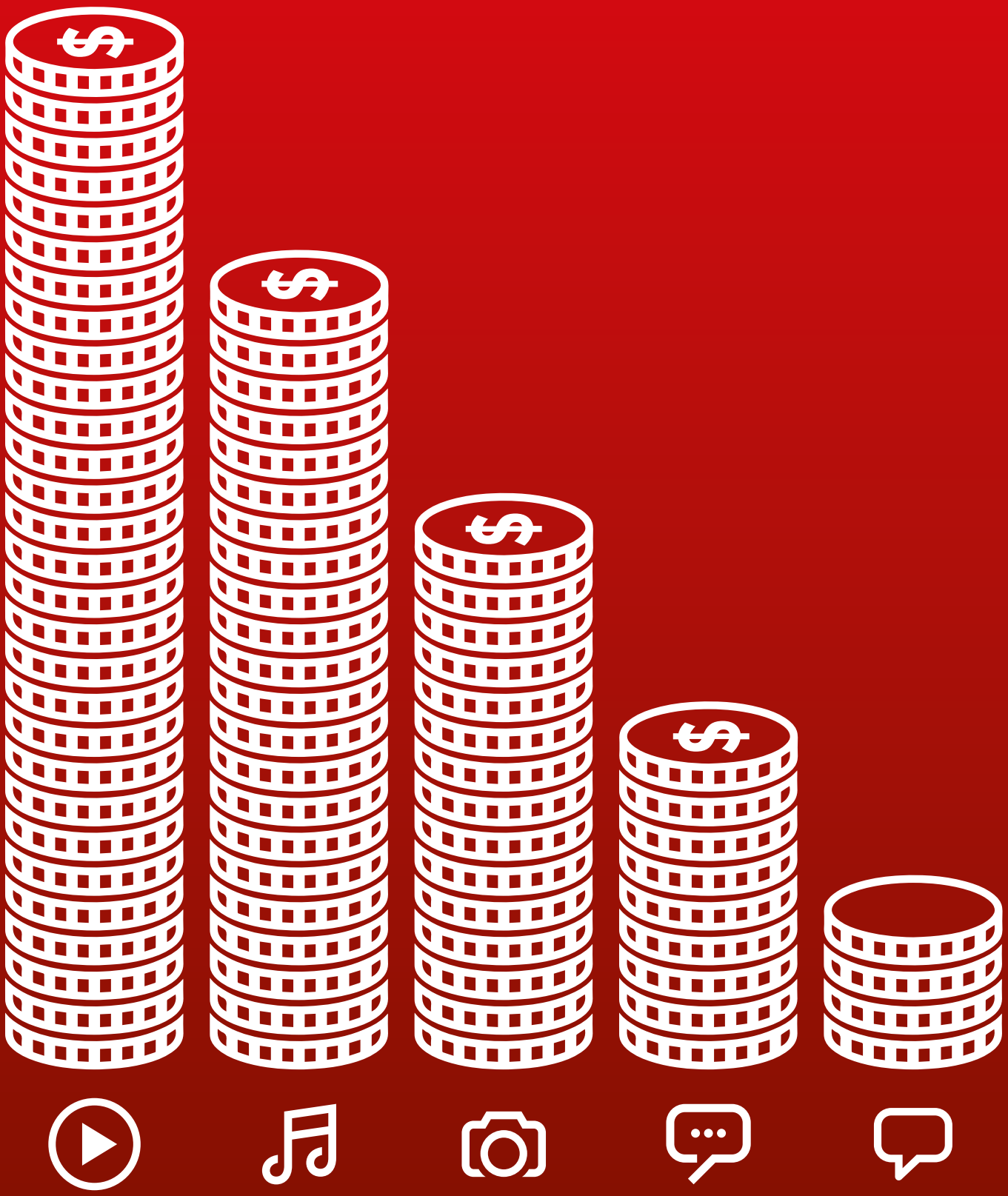


A WiFi zone is an area where you do not have to use your own data to access the internet on your phone; you can connect to the internet for free. WiFi zones are available in some public places such as coffee shops and cafes.

Introduction to the Internet



Data Costs



YouTube
facebook
facebook
Google
Wikipedia
WhatsApp

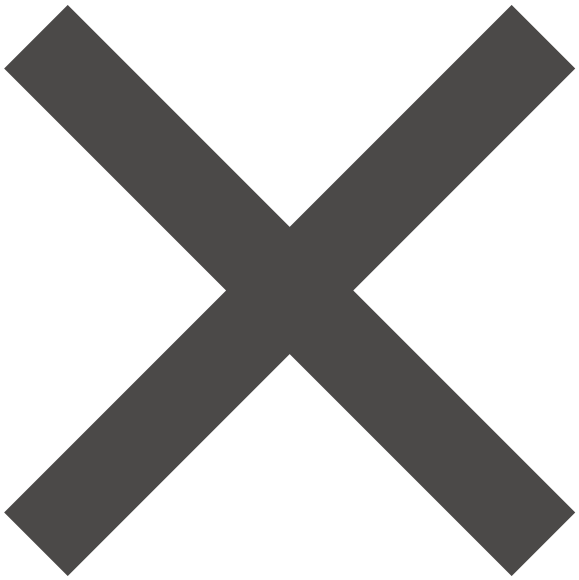








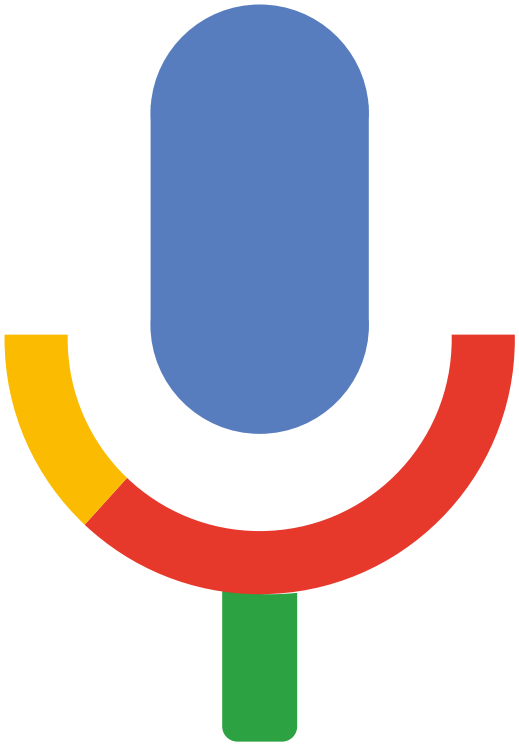




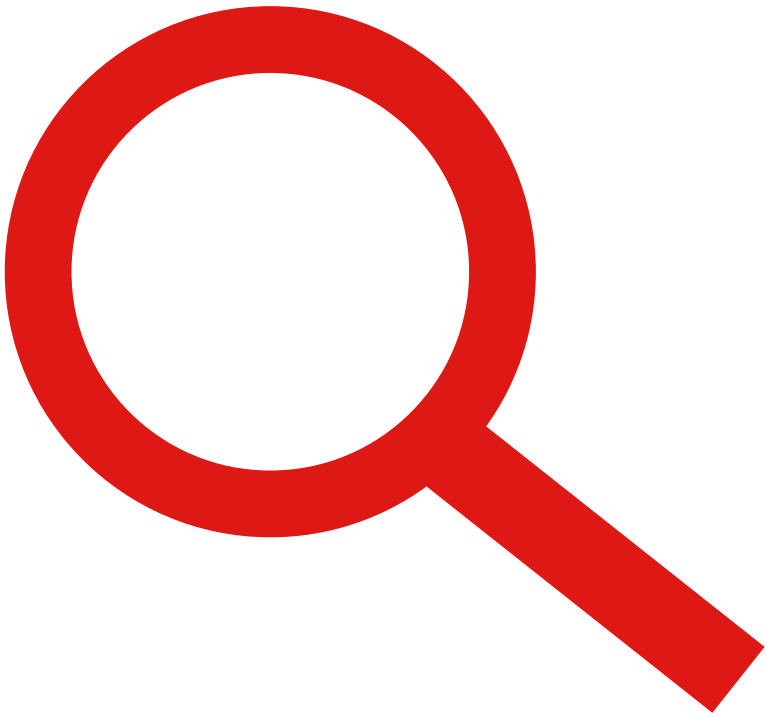
Icon Cutouts - Google



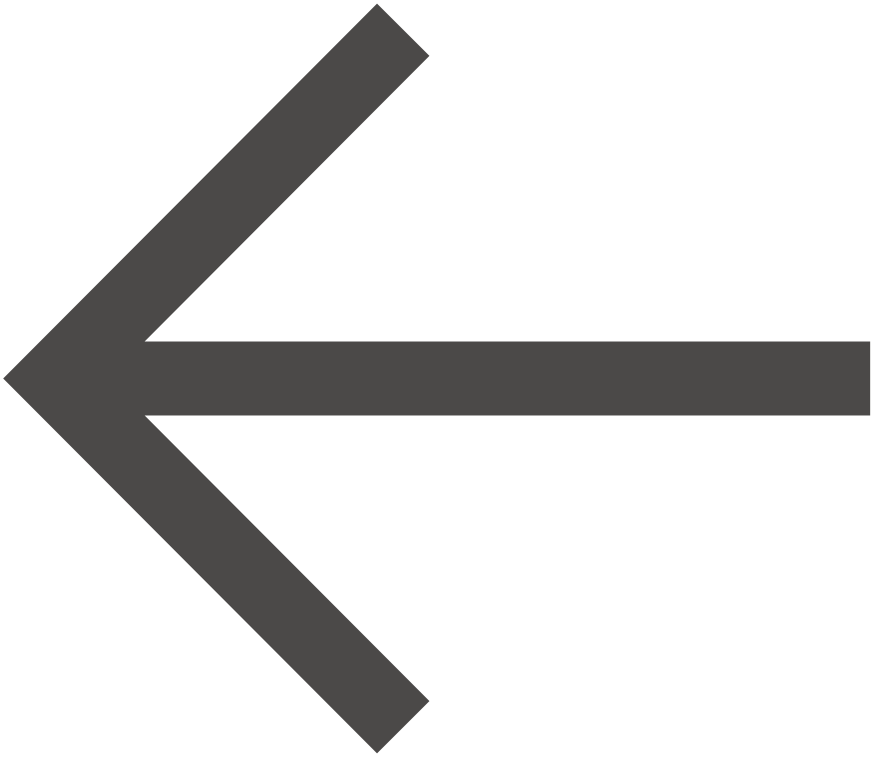












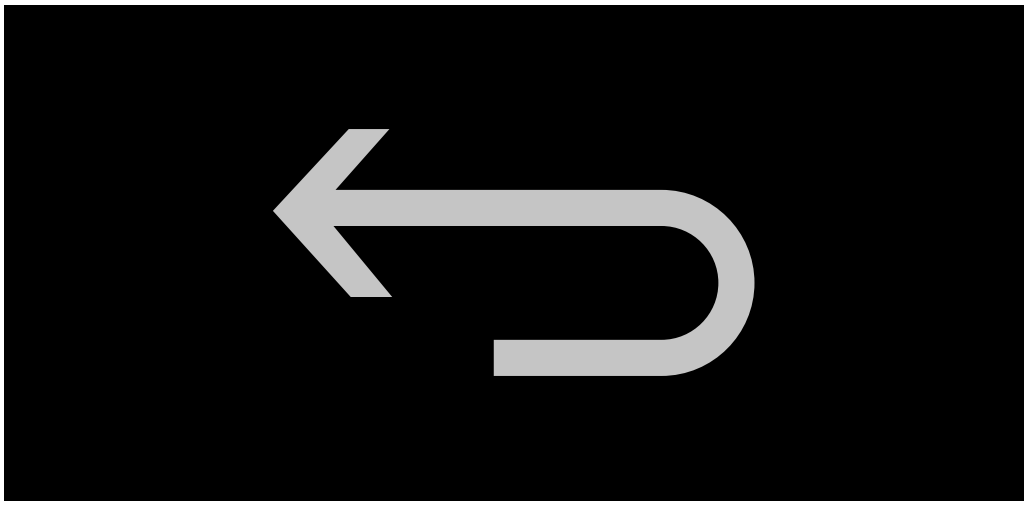
















Icon Cutouts - Wikipedia





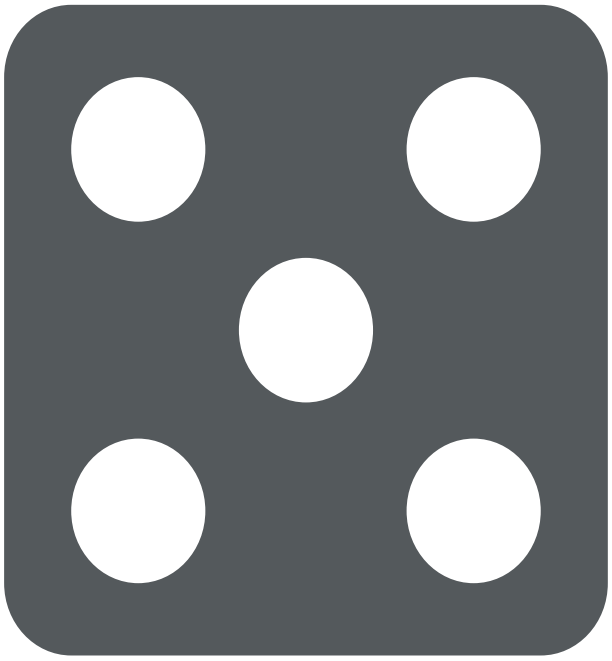


Icon Cutouts - Wikipedia



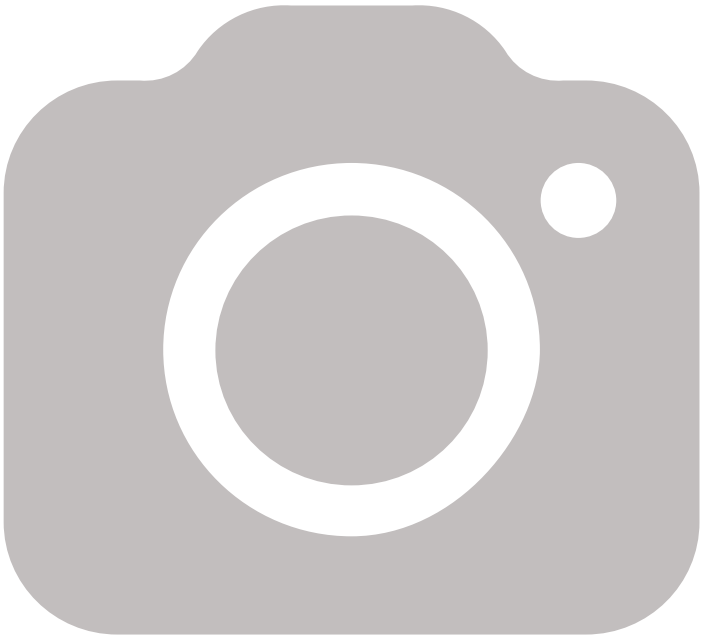








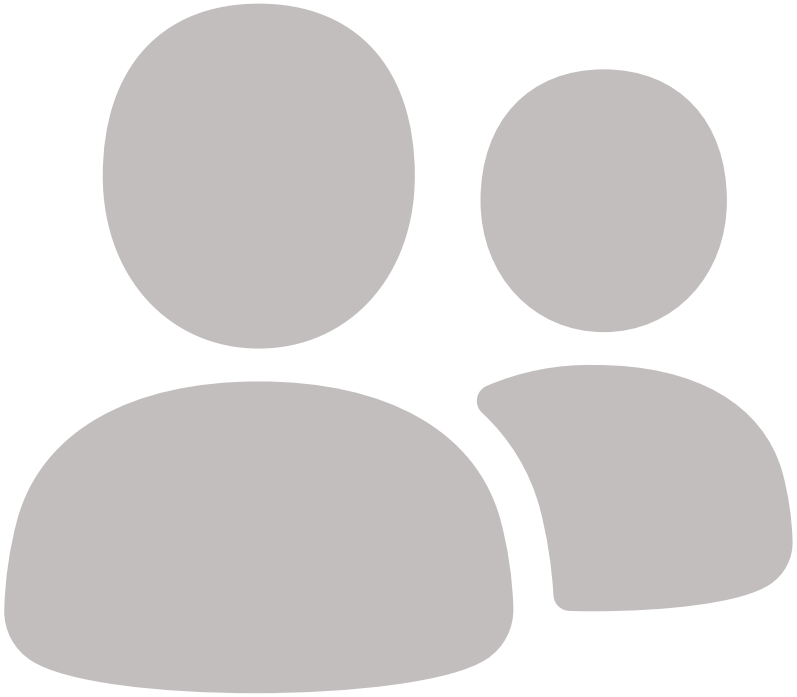
Icon Cutouts - Facebook





Icon Cutouts - Facebook



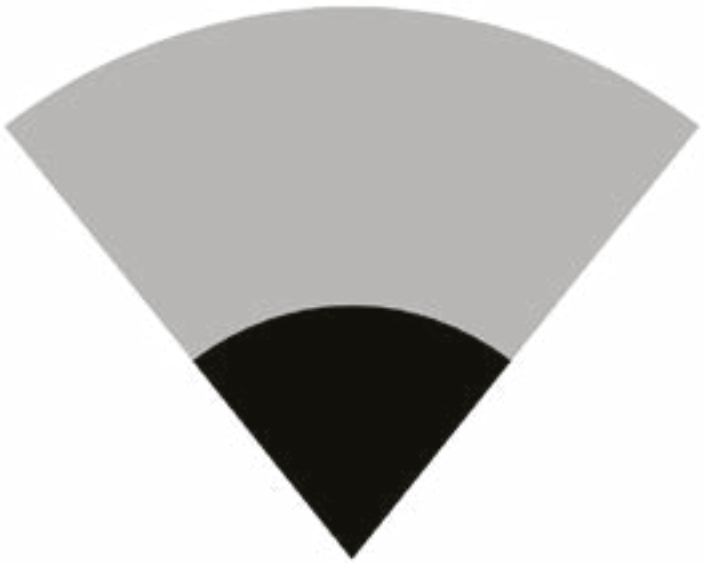


Icon Cutouts - Facebook

























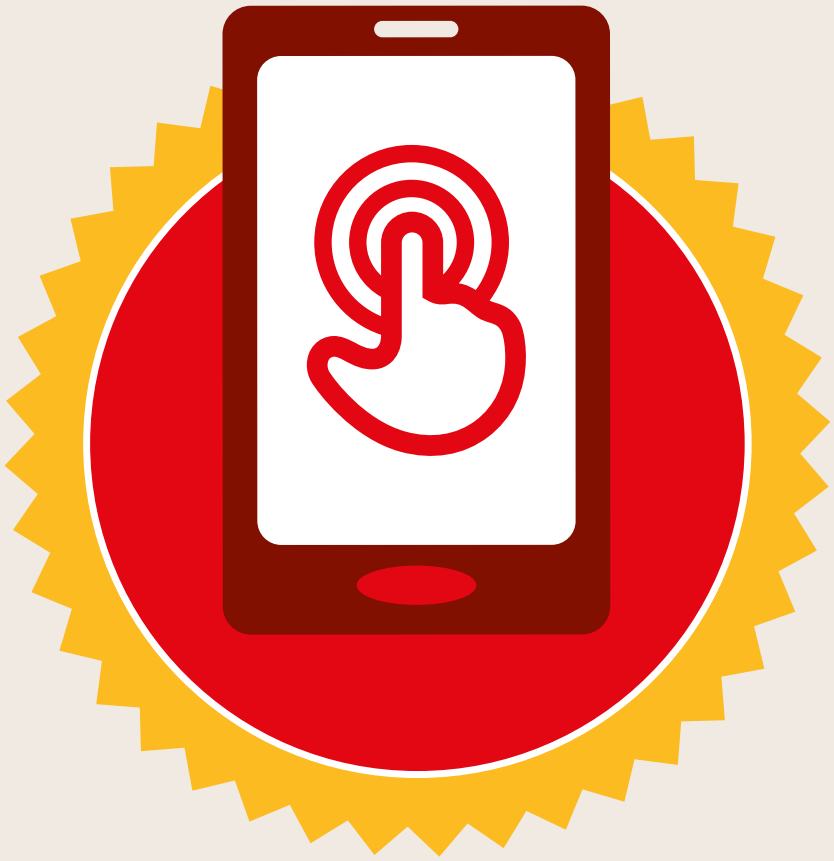












CERTIFICATE

has completed

BASIC MOBILE INTERNET SKILLS

training

Date

Signed



CERTIFICATE

has completed
BASIC MOBILE INTERNET SKILLS
training

Date

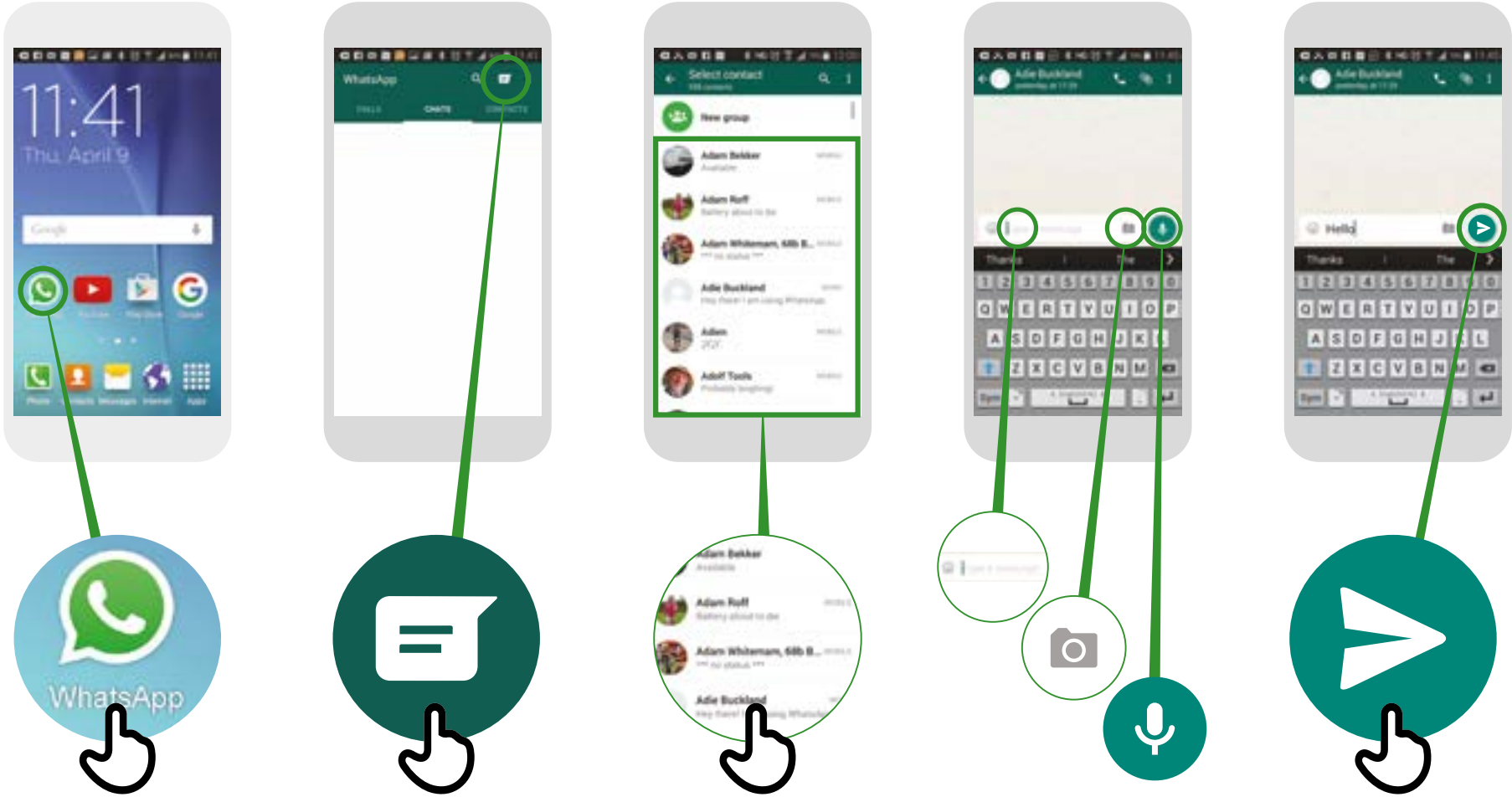
Signed

WhatsApp

How to use

WhatsApp One-to-One Messaging

1 → 2 → 3 → 4 → 5

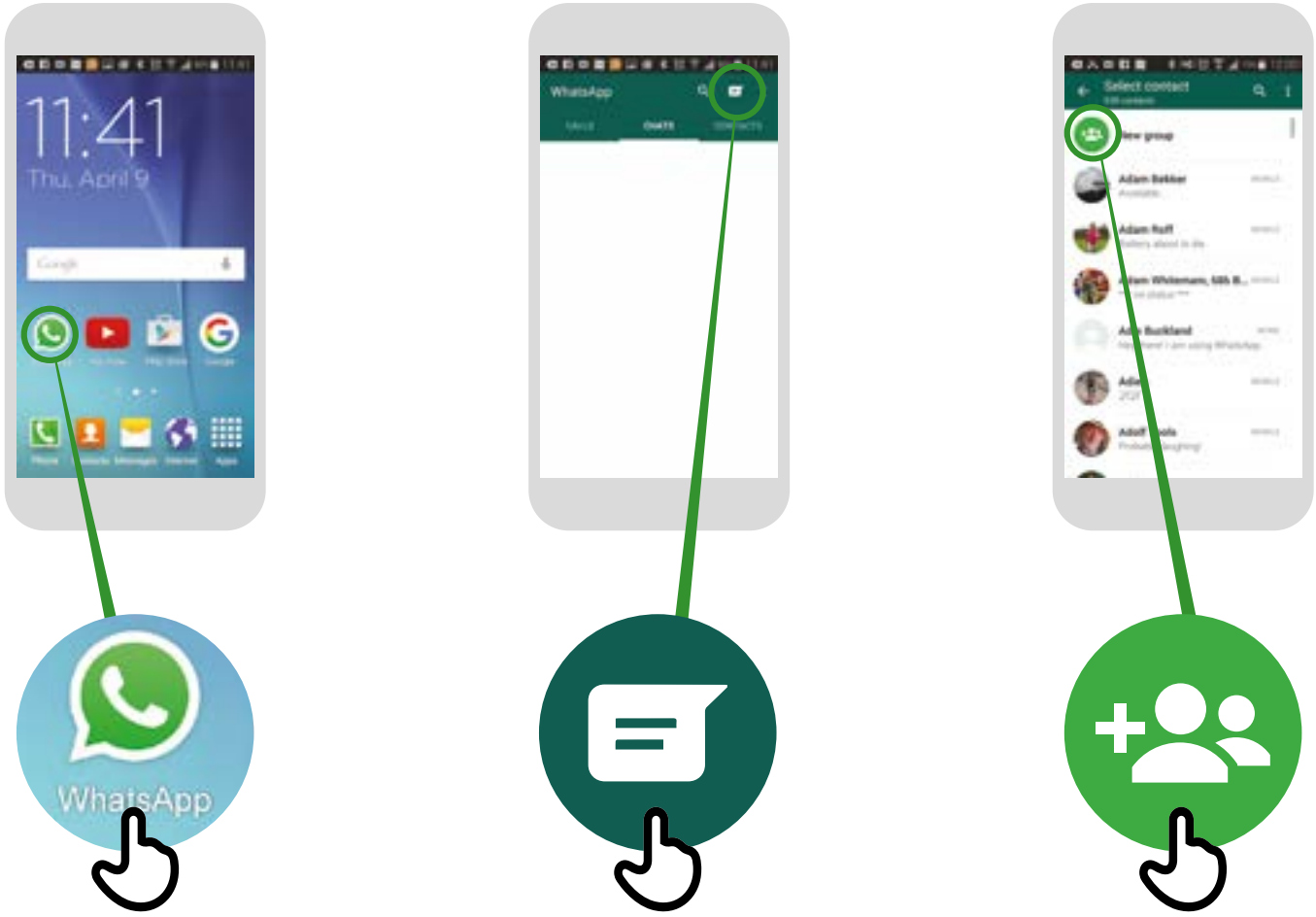


WhatsApp

How to use

WhatsApp Group Messaging

1 → 2 → 3

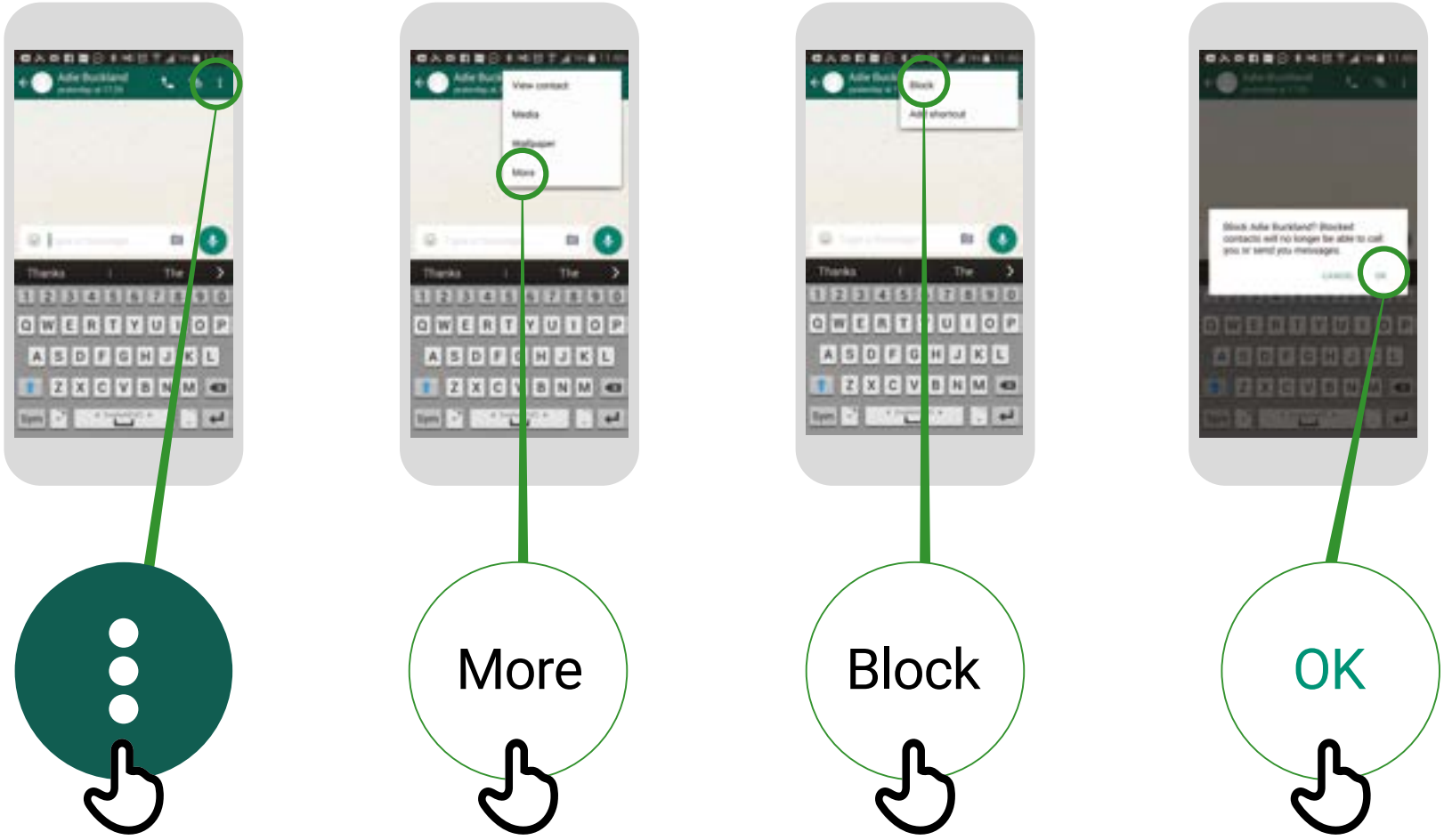


WhatsApp

How to use

WhatsApp How To ‘Block’

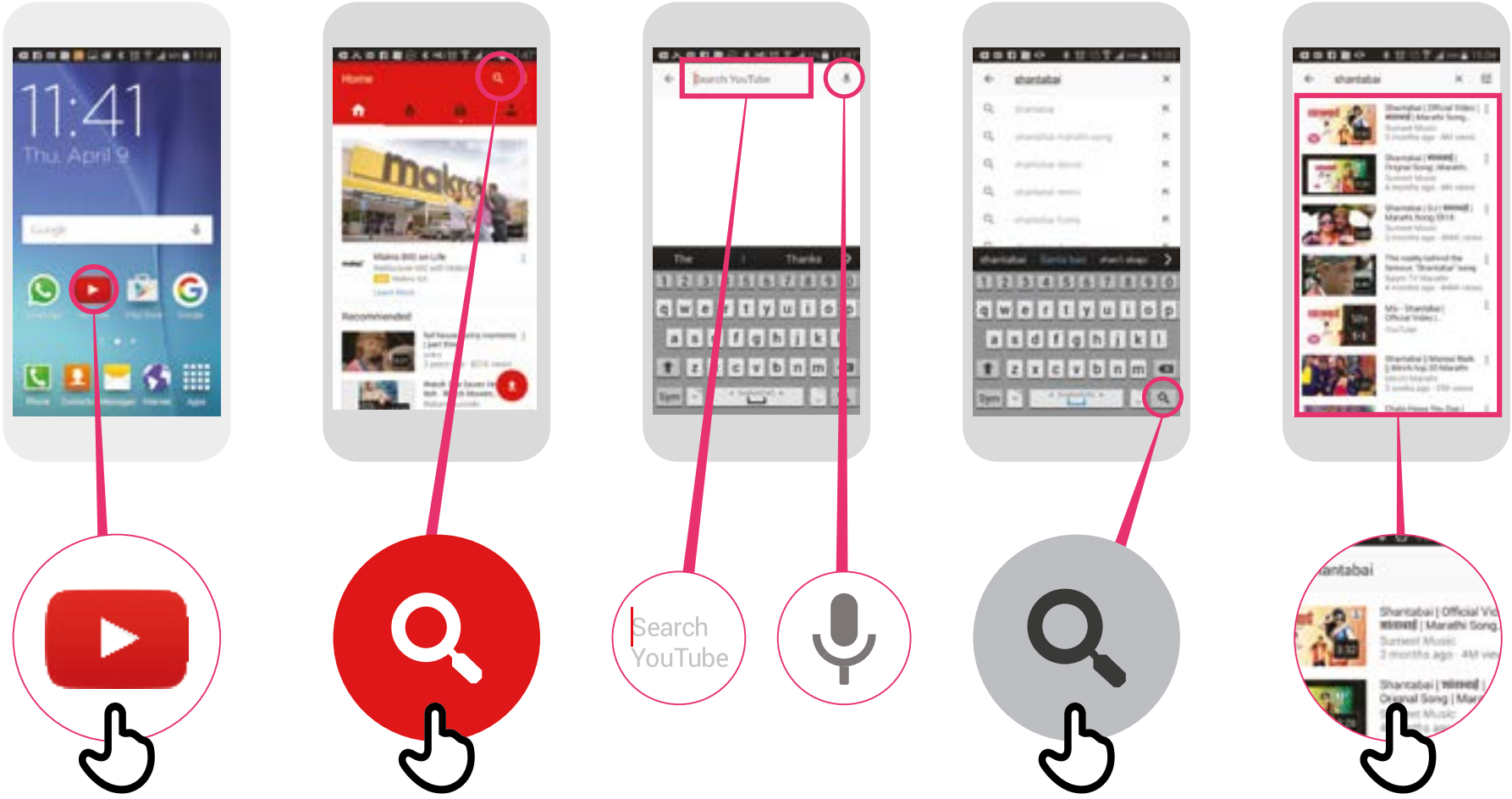
1 → 2 → 3 → 4



How to use

YouTube

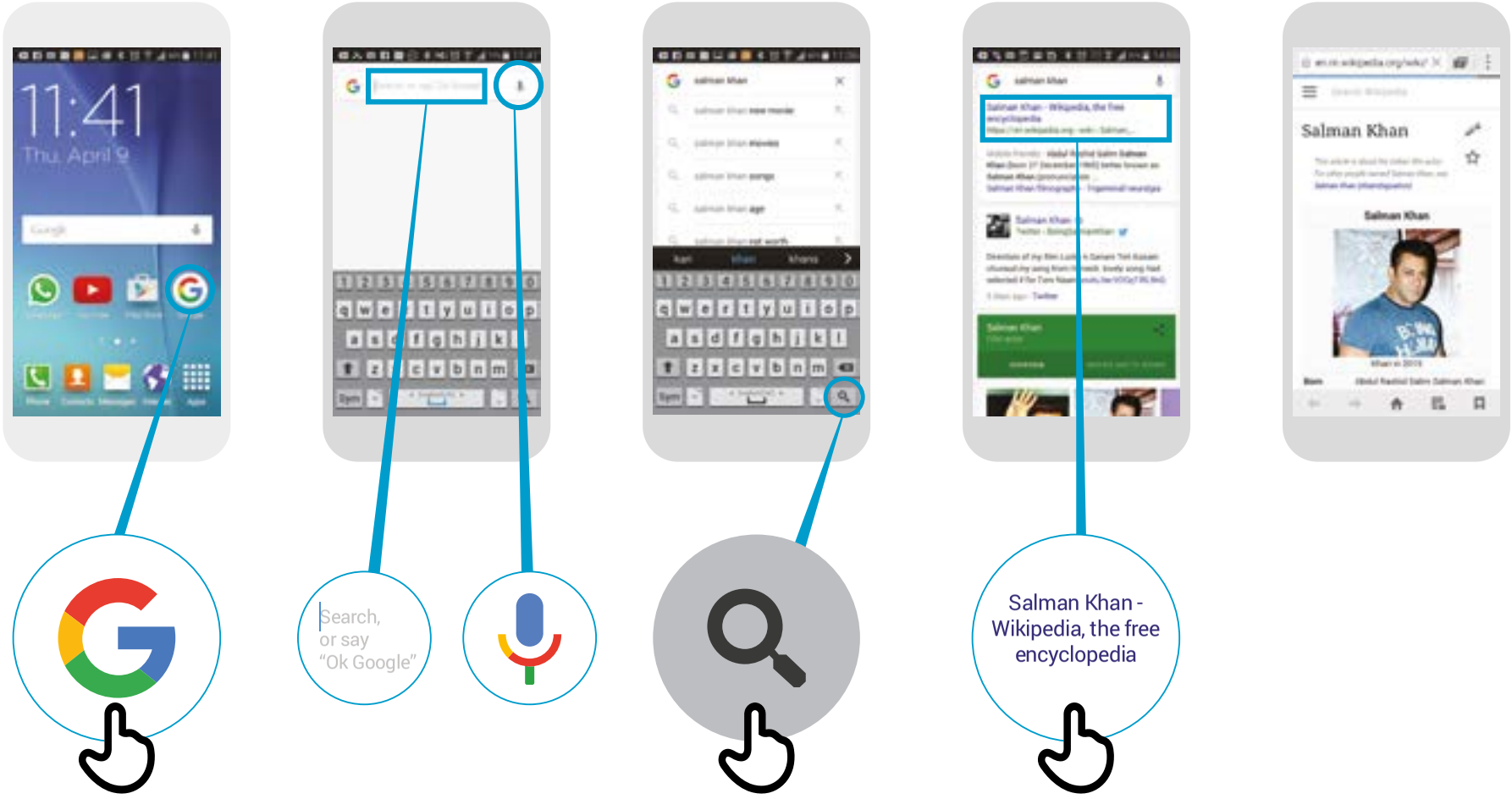
1 → 2 → 3 → 4 → 5



How to use

Google

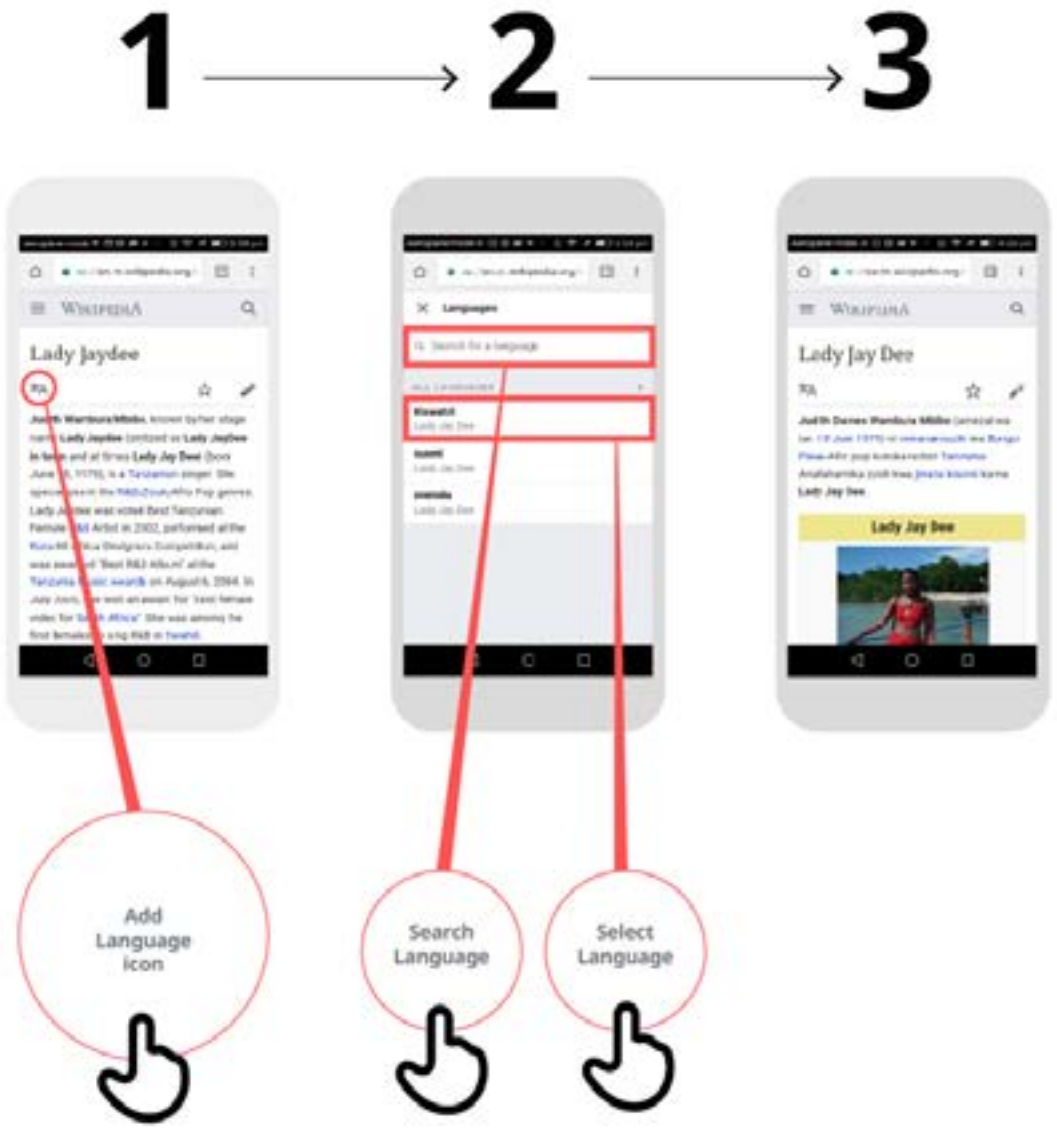
1 → 2 → 3 → 4 → 5



How to use

Wikipedia

How to change language



How to use

Wikipedia

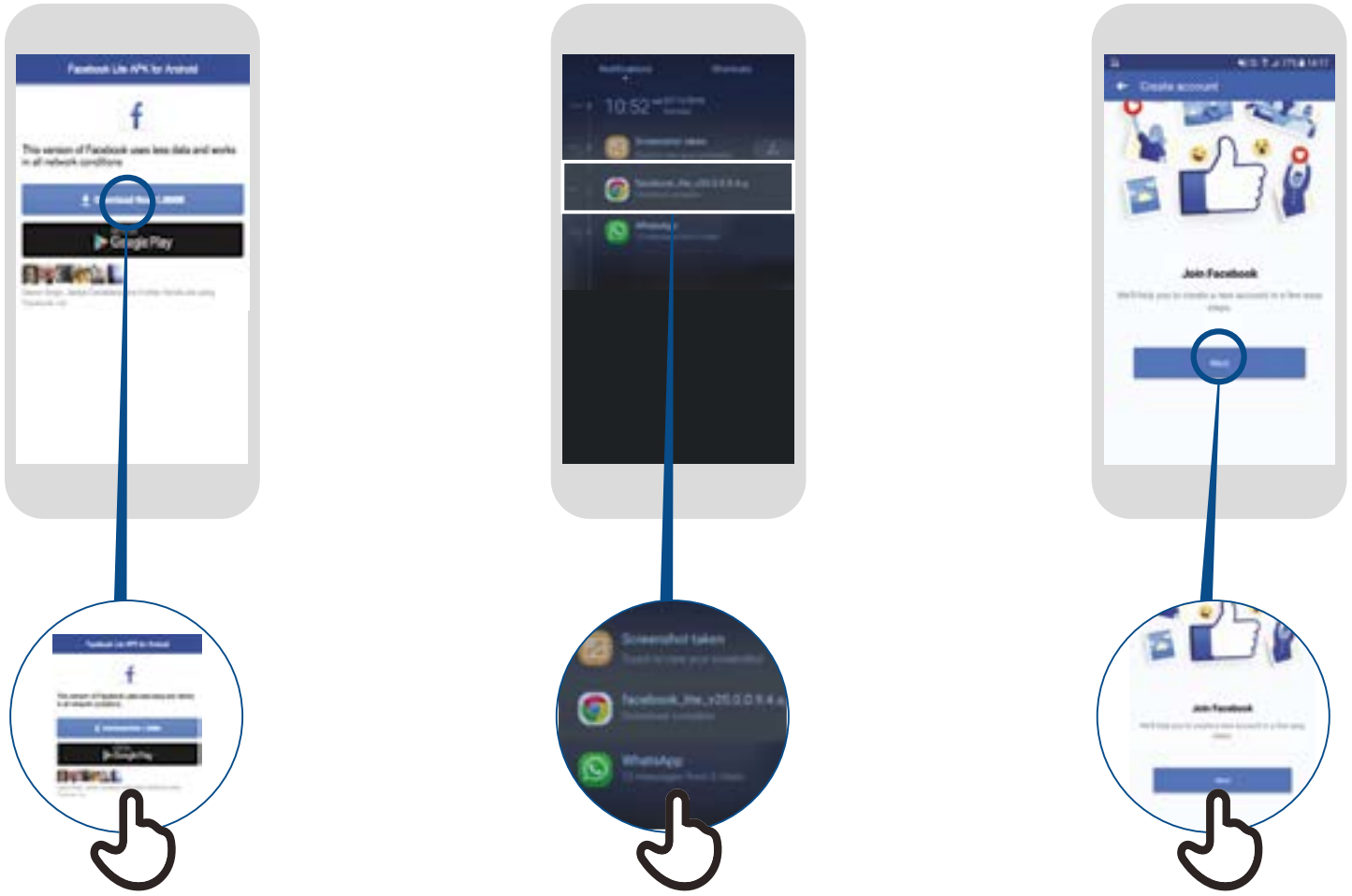


How to use

Facebook

How to Download the Facebook App on a Smartphone or Access on the Web

1 → 2 → 3



How to use

Facebook

How to Create an Account

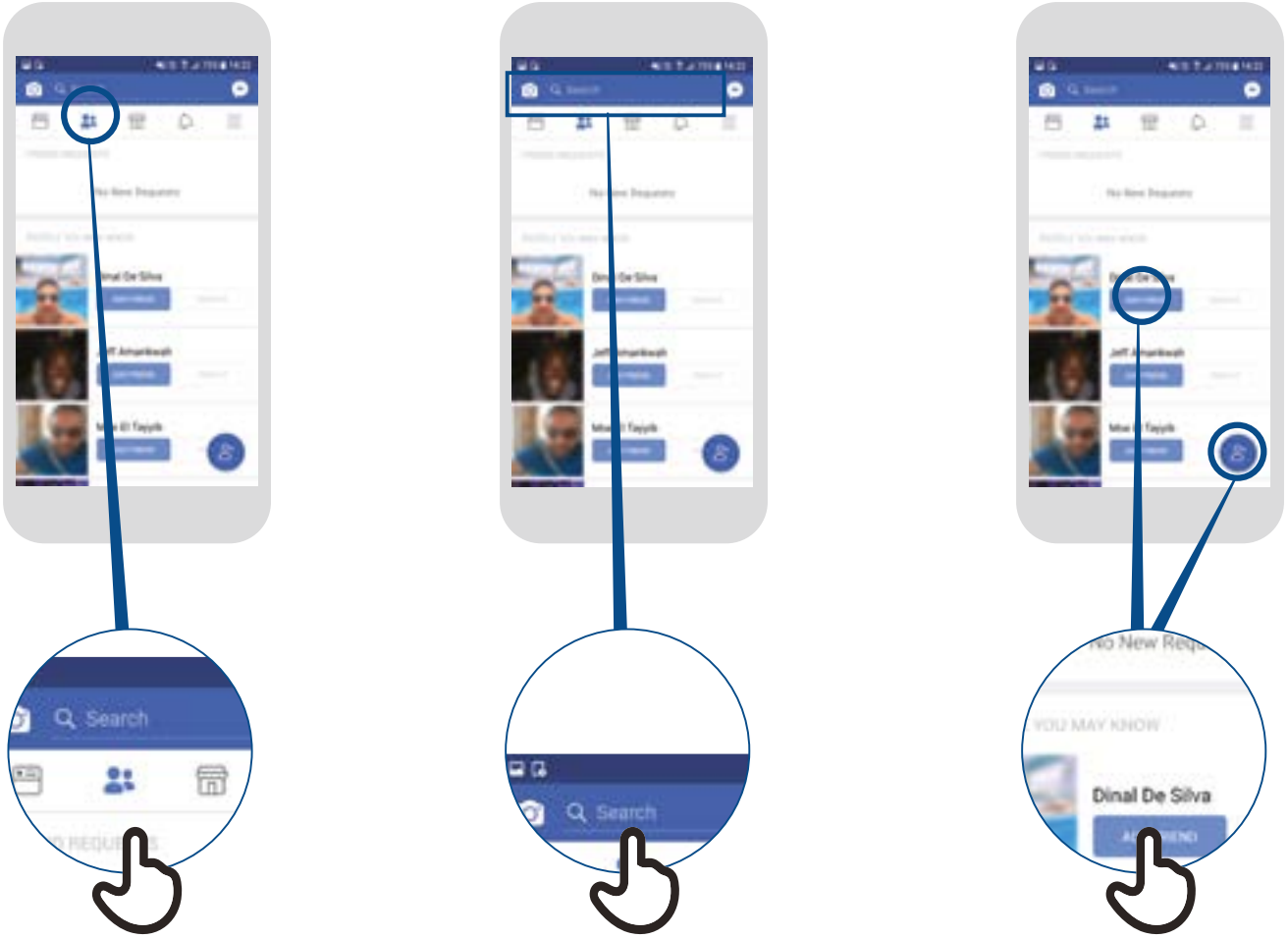
1 → 2 → 3 → 4 → 5 → 6 → 7



How to use

Facebook How to Add Friends

1 → 2 → 3



How to use

Facebook

How to Follow Pages

1 → 2 → 3 → 3

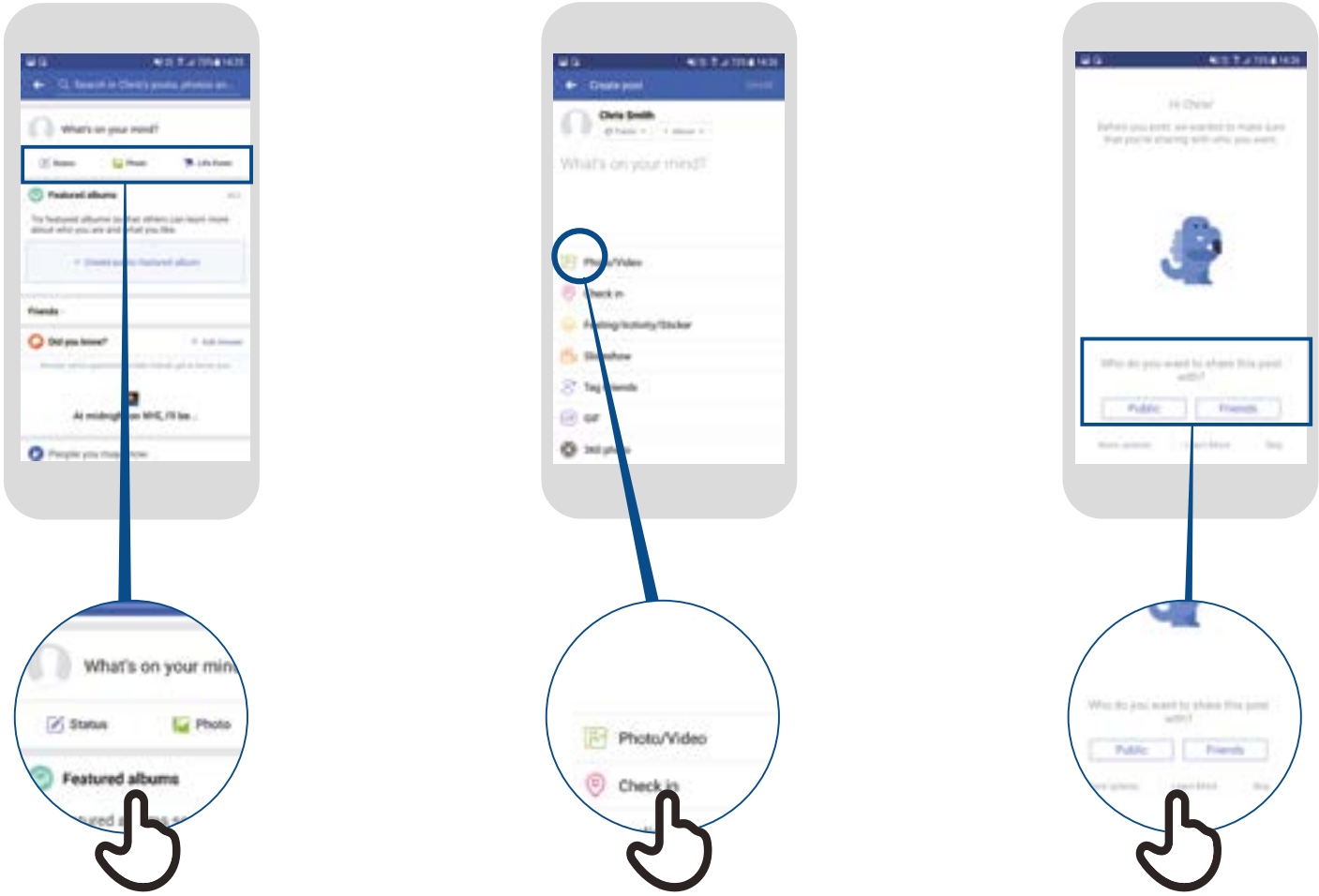


How to use

Facebook

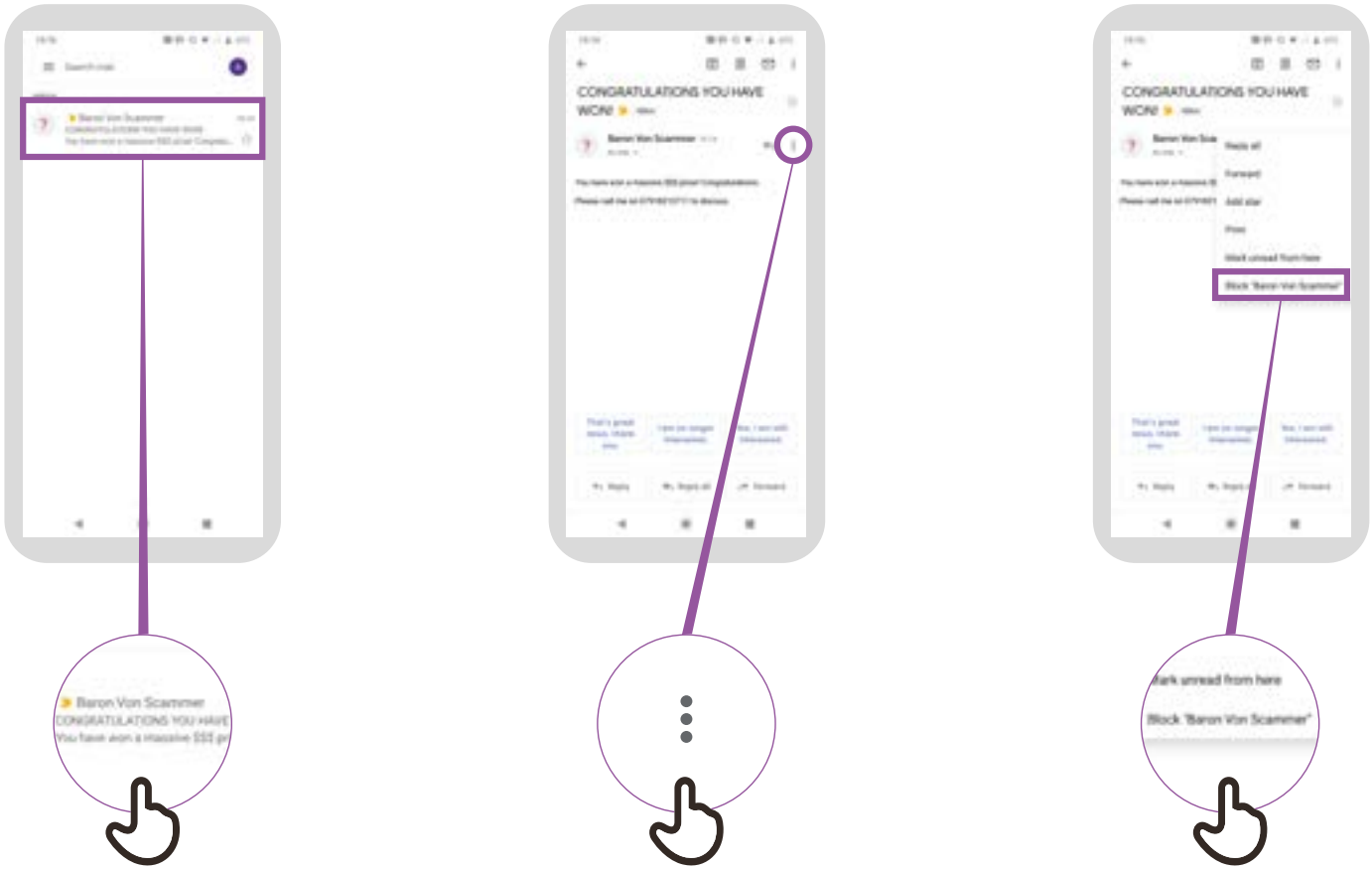
How to Make a Post

1 → 2 → 3



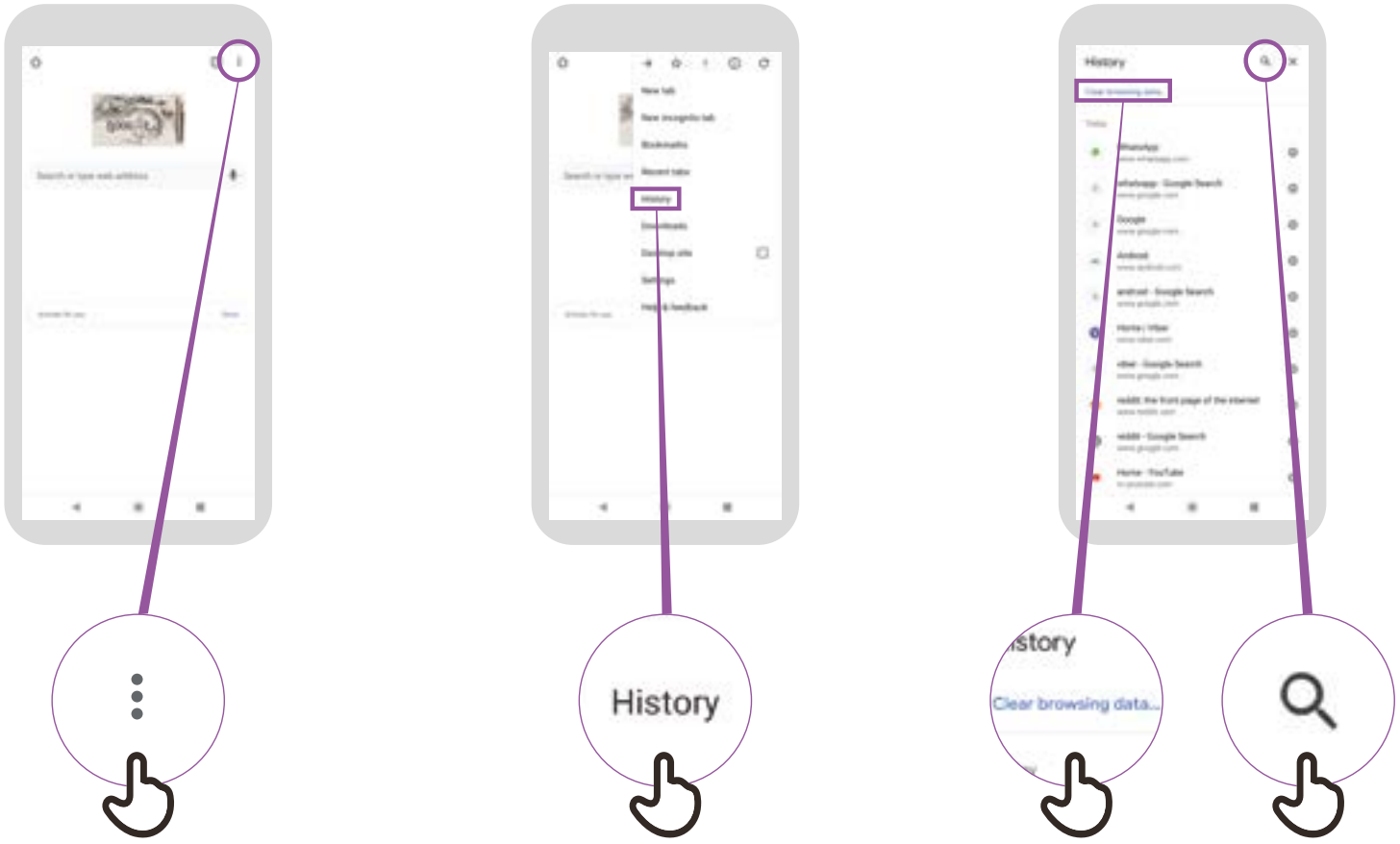
How to ‘block’ on Gmail

1 → 2 → 3



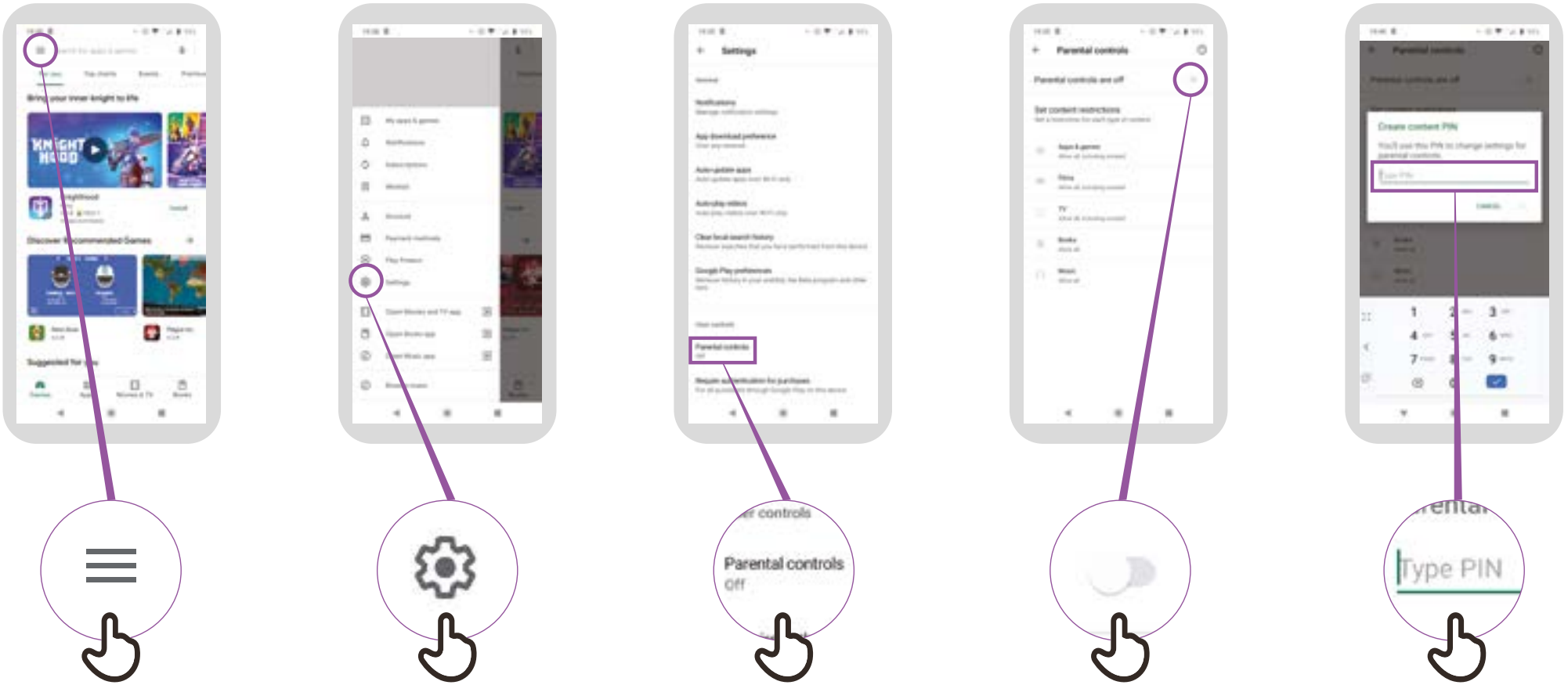
Accessing 'search history' in Chrome

1 → 2 → 3



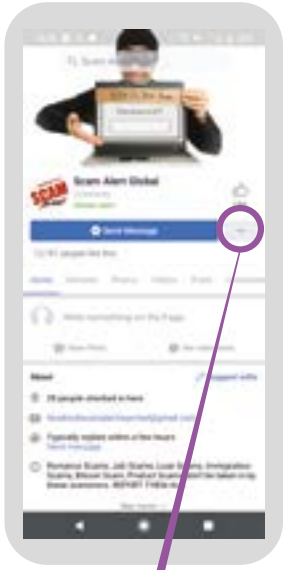
Setting up Parental Controls on Play Store

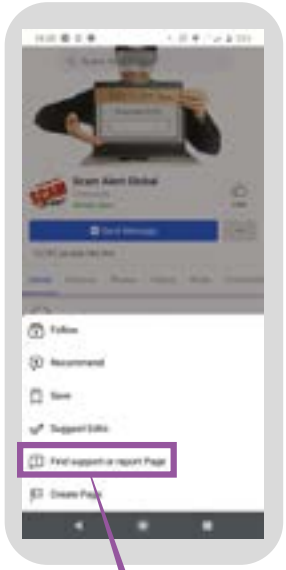
1 → 2 → 3 → 4 → 5

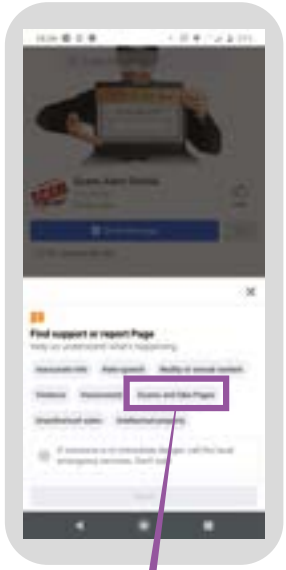


Reporting a page on Facebook

1 → 2 → 3

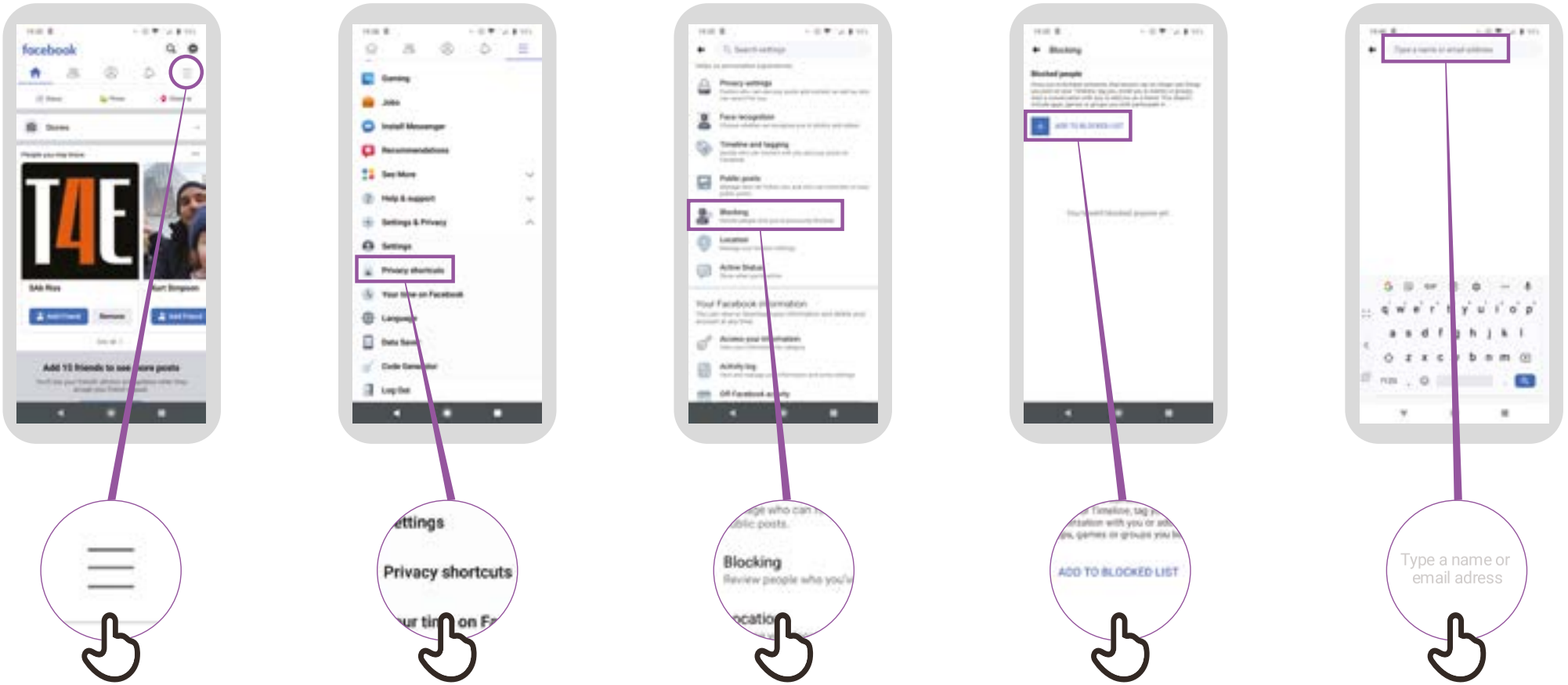






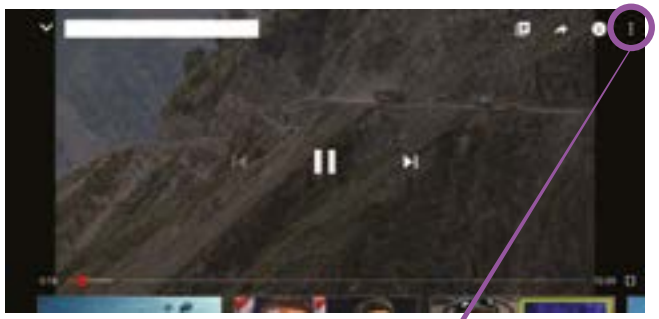
How to ‘block’ on Facebook

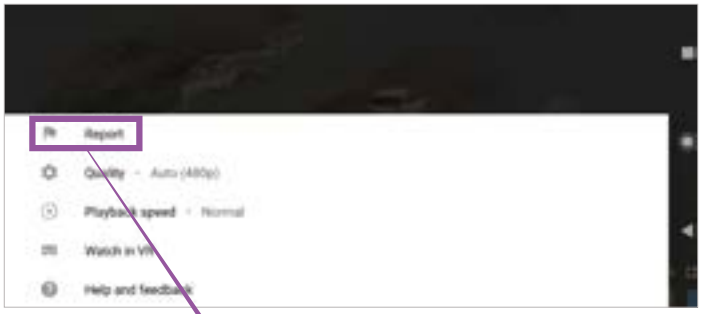
1 → 2 → 3 → 4 → 5

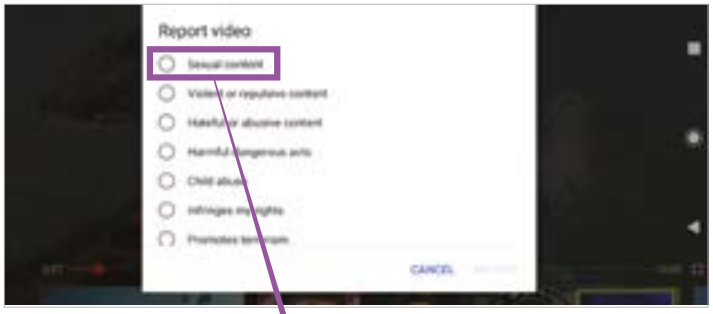


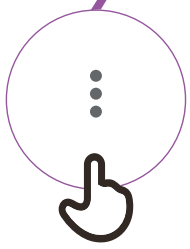
Reporting a video on YouTube

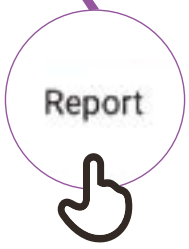
1 → 2 → 3











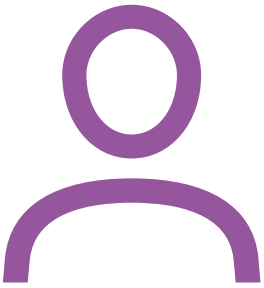


False information

Be careful!



If you are unsure, ask someone you trust!



Don’t share something with other people without thinking first!



Check other sites

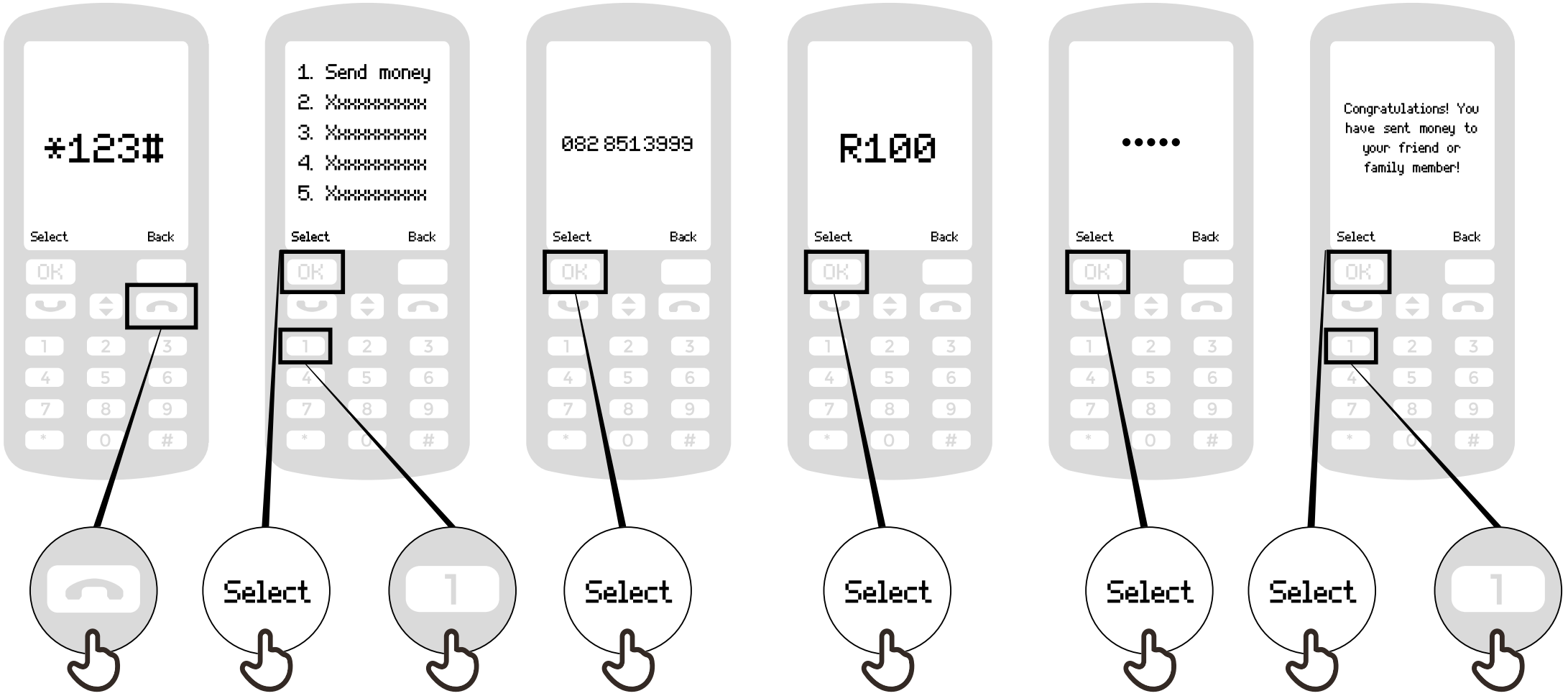


Report it



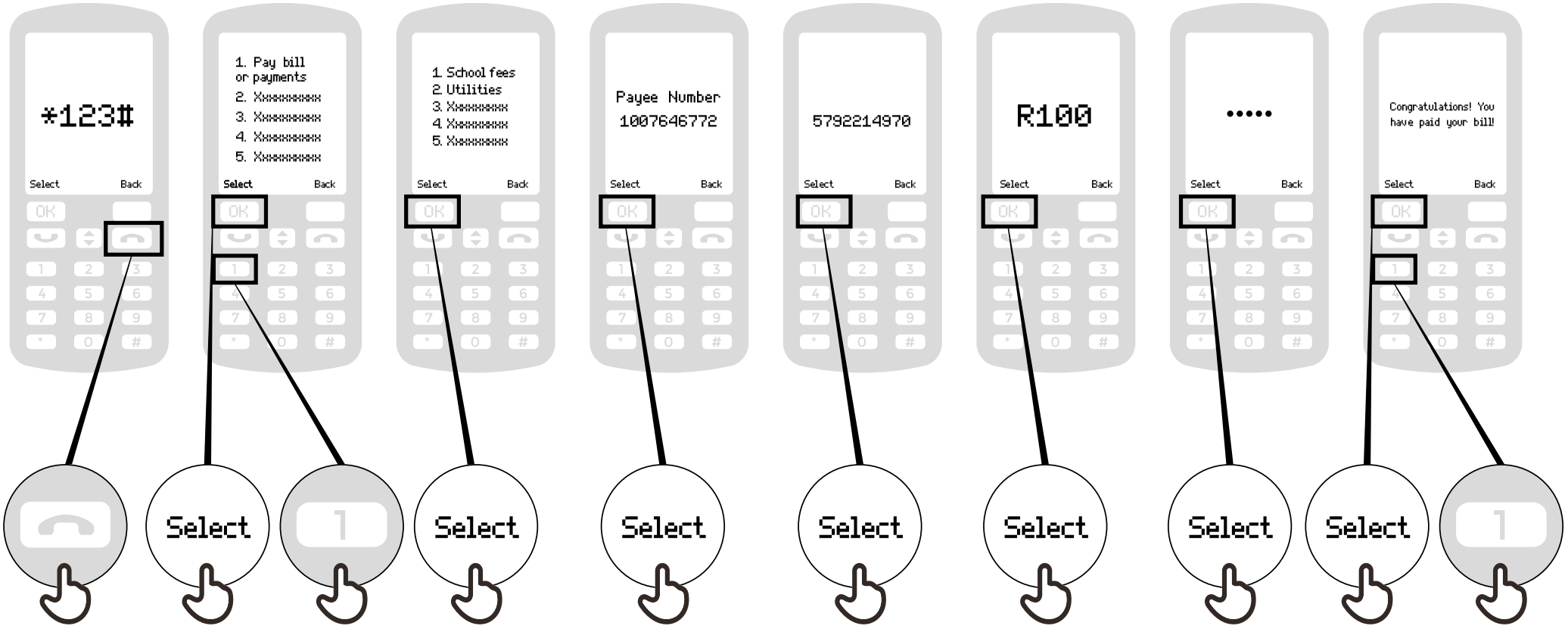
Sending money to friend using your phone

1 → 2 → 3 → 4 → 5 → 6

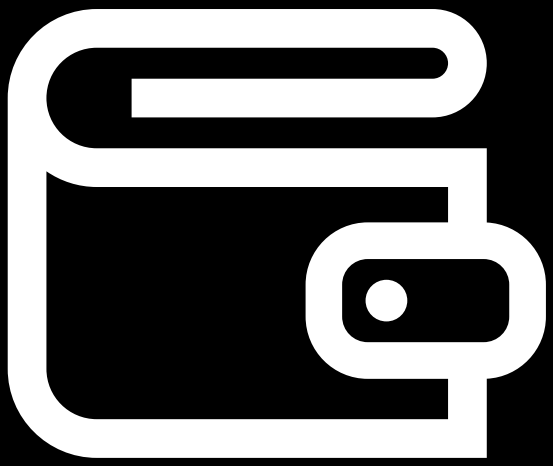


Paying a bill using your phone

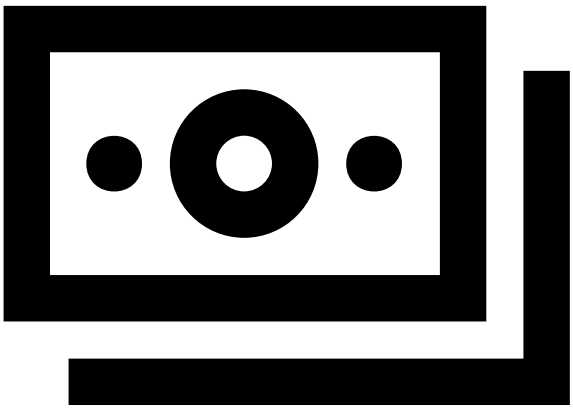
1 → 2 → 3 → 4 → 5 → 6 → 7 → 8



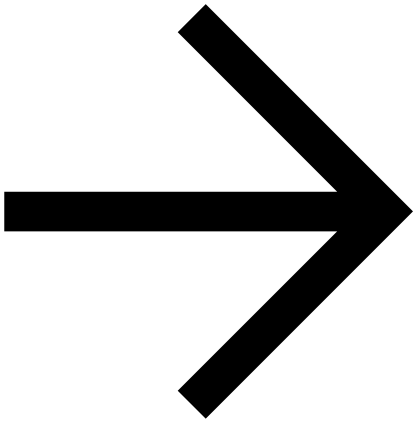
What is mobile money



It’s like having a wallet on your phone.



Cash can be deposited and withdrawn from your mobile money account with your agent.



You can send money to other people, pay bills, pay for goods.

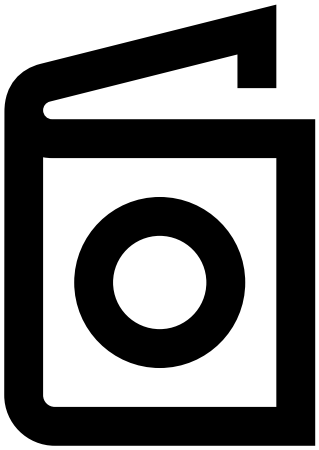


Your PIN number is the way you can use your account.

Registering for mobile money account



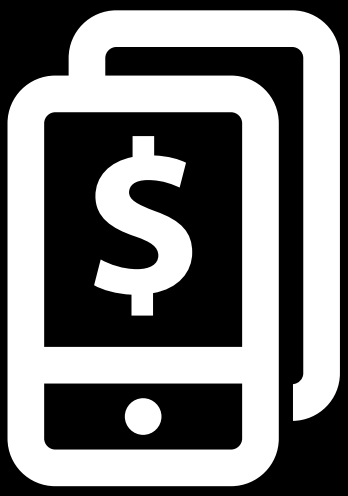
You need a SIM card from your mobile operator. Your money agent will register you for mobile money.



To register for mobile money, you need proof of identity.

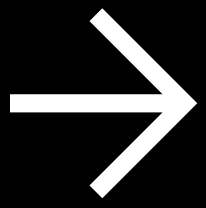


Go to your agent every time you need to deposit or withdraw money from your account.

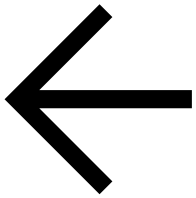


Once these steps have been completed you can start using your mobile money account!

What you can do with mobile money



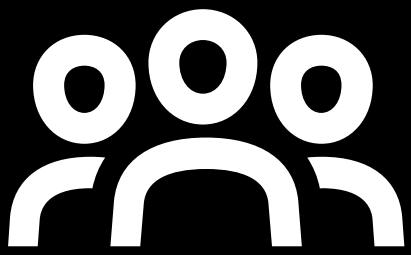
Send money to friends or family



Receive money from friends or family



Pay bills or school fees



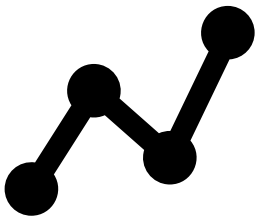
Buy airtime for you or other people



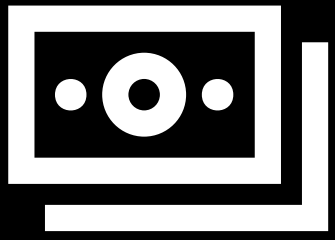
Send / receive money to and from friends and family in other countries



Pay for goods and services

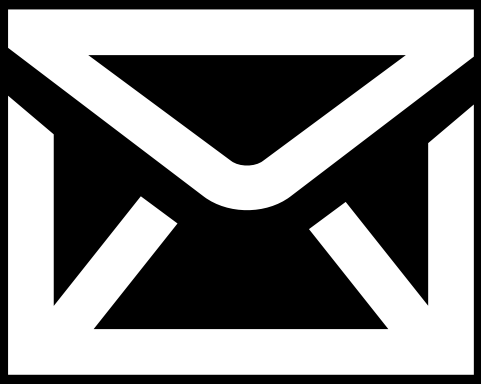


Earn interest on your savings



Get a loan

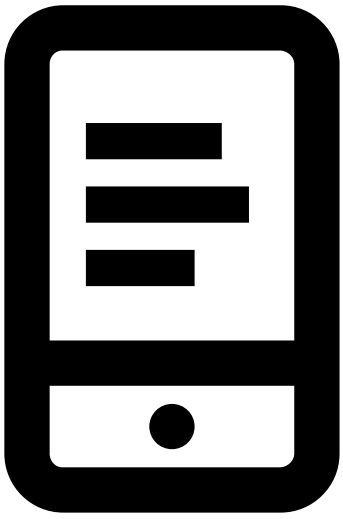
Staying safe using mobile



Message



PIN

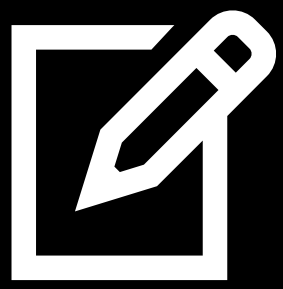


Phone

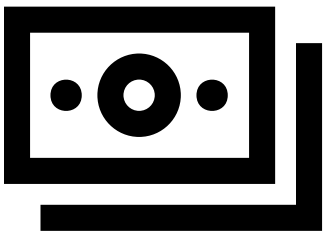


Agents

5 key things to know about mobile money



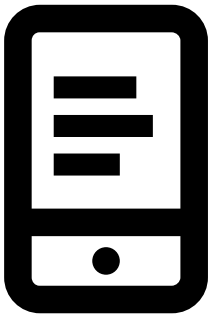
Account registration



Mobile money account



Mobile money agent



Mobile number



PIN number



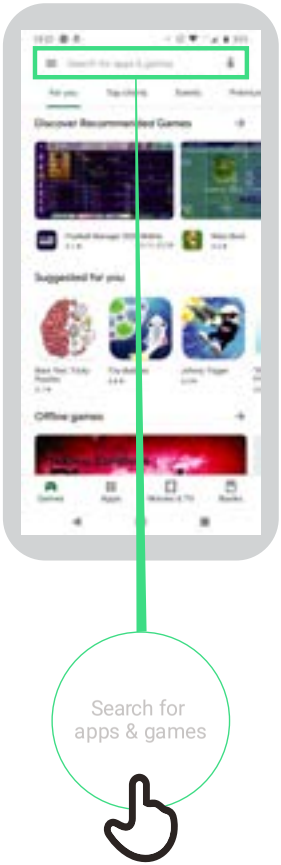
5 key things to know about mobile money

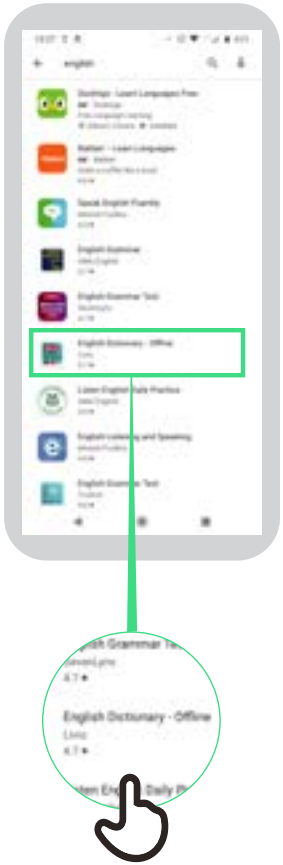
Account registration	To use mobile money you will need to register at a mobile money agent who will help you create an account. To do this you will need a SIM card and some ID documents (like a passport, driving license or voters card)
Mobile money account	A mobile money account is like having a wallet on your phone. With mobile money you can send and receive money from people, and make payments just using your phone – all without having a bank account
Mobile money agent	A mobile money agent is who you go to when you need to deposit or withdraw money from your account. They can help you if you have a problem with your account
Mobile number	A mobile phone number – the one you use to call and SMS people -are important for mobile money. When you want to send money to someone using mobile money you use their mobile number. This is the same if they want to send money to you.
PIN number	This is your personal number which helps you protect your mobile money account. You will need to type this into your phone when using mobile money. Keep it safe and don't share it with anyone!

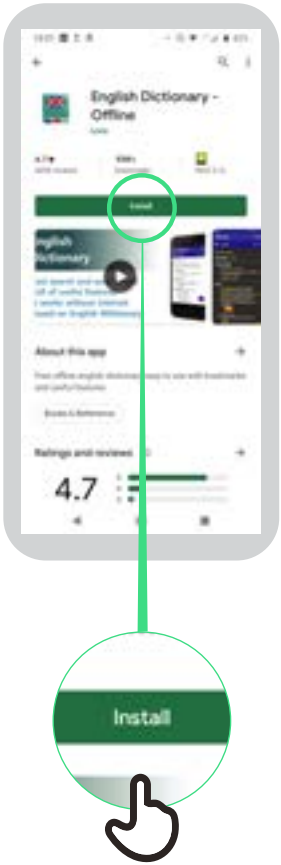
android

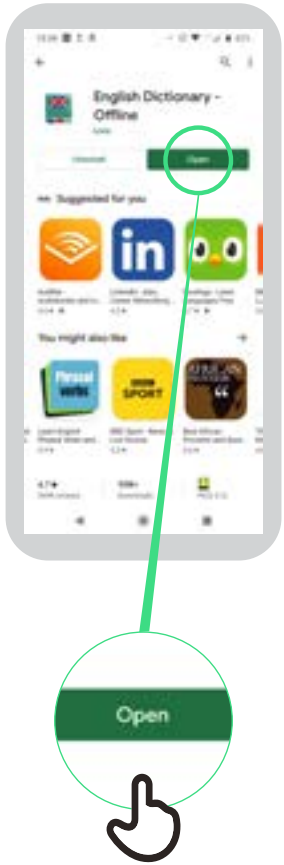
Downloading an App on Play Store

1 → 2 → 3 → 4





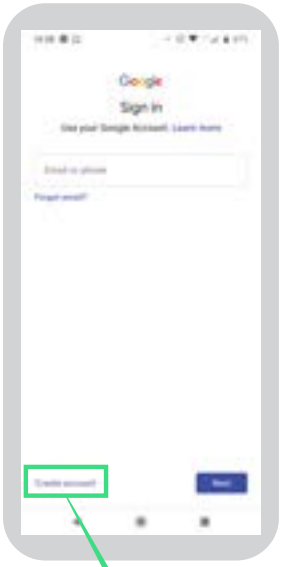


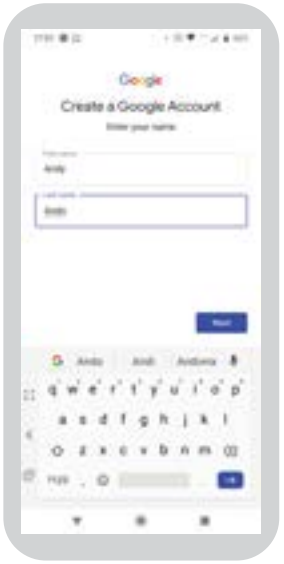


android

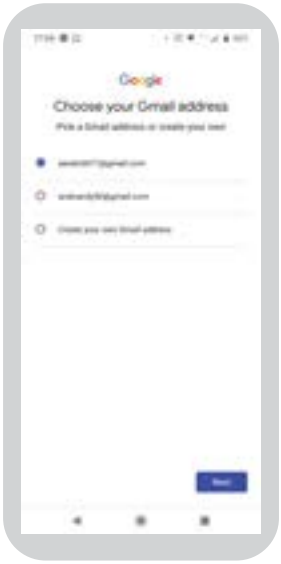
Create Google account

1 → 2 → 3 → 4 → 5







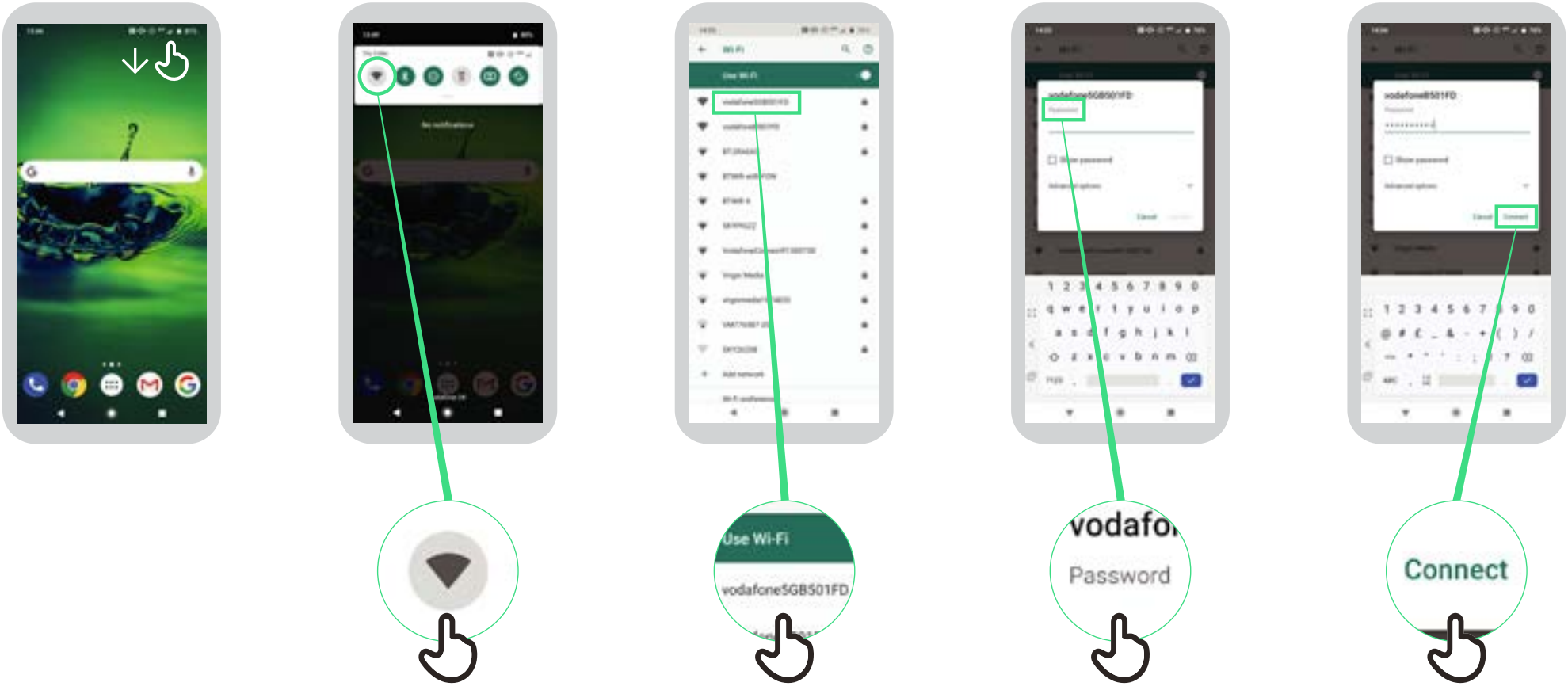




android

Connecting to a Wi-Fi network

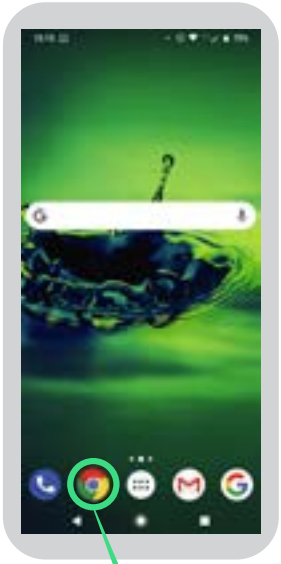
1 → 2 → 3 → 4 → 5



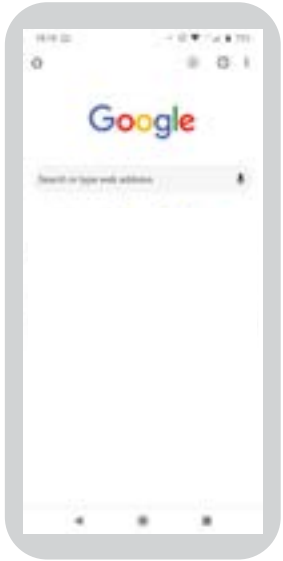
android

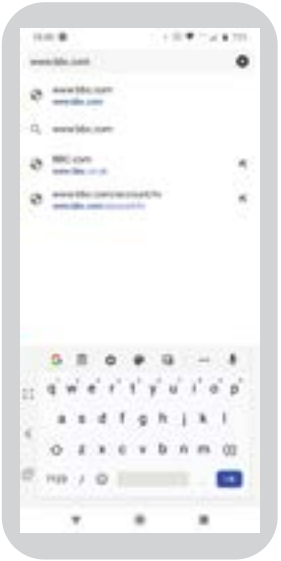
How to use Chrome

1 → 2 → 3





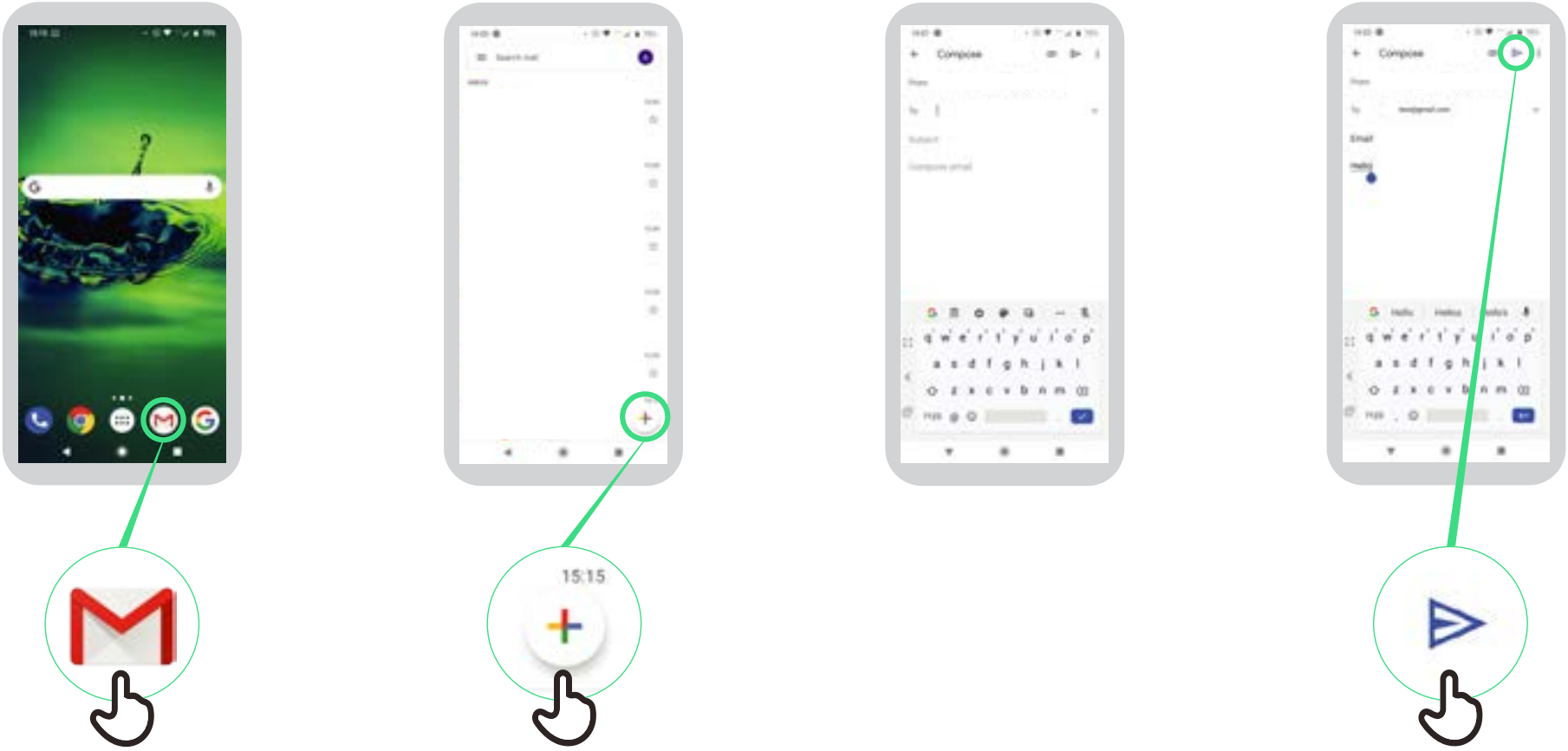




android

Sending an email on Gmail

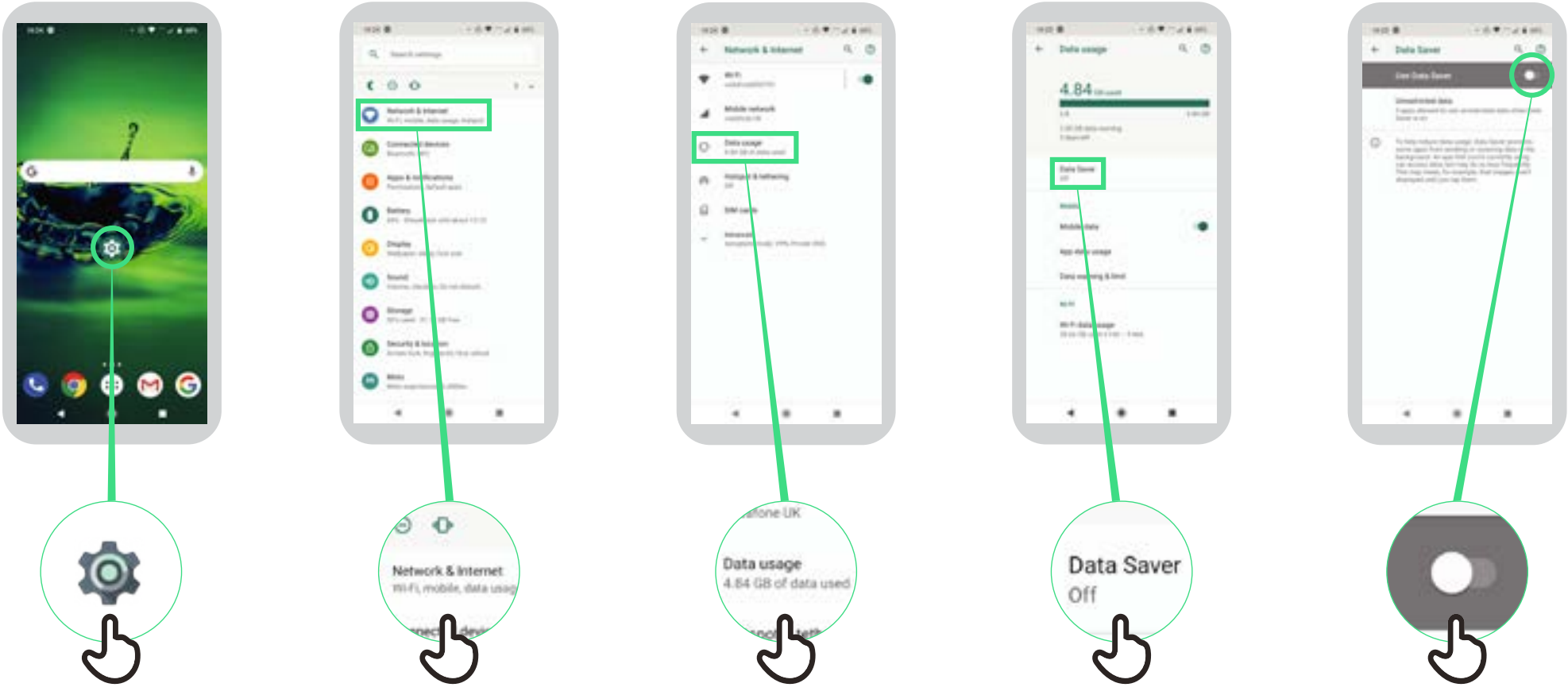
1 → 2 → 3 → 4



android

Data Saver

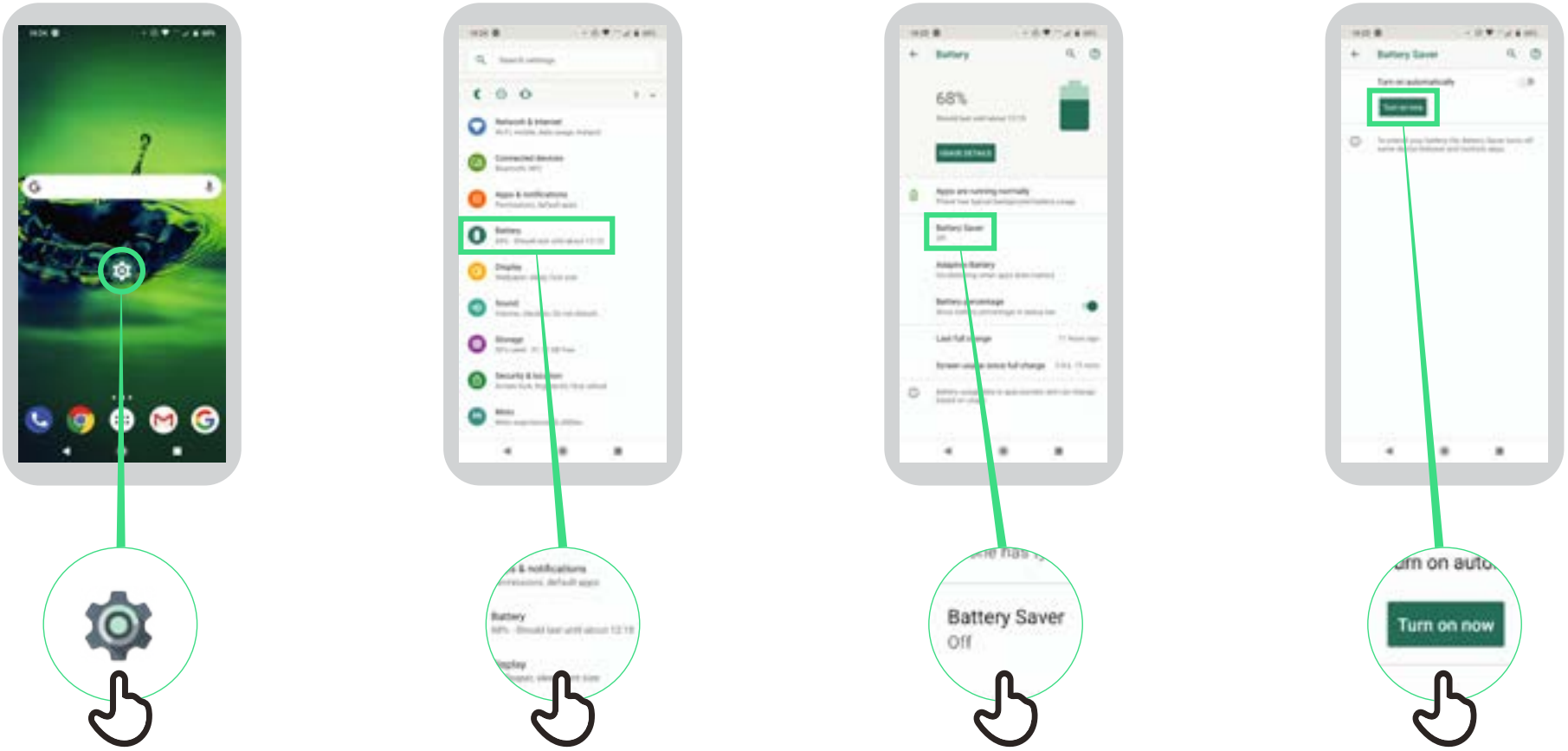
1 → 2 → 3 → 4 → 5



android

Battery Saving

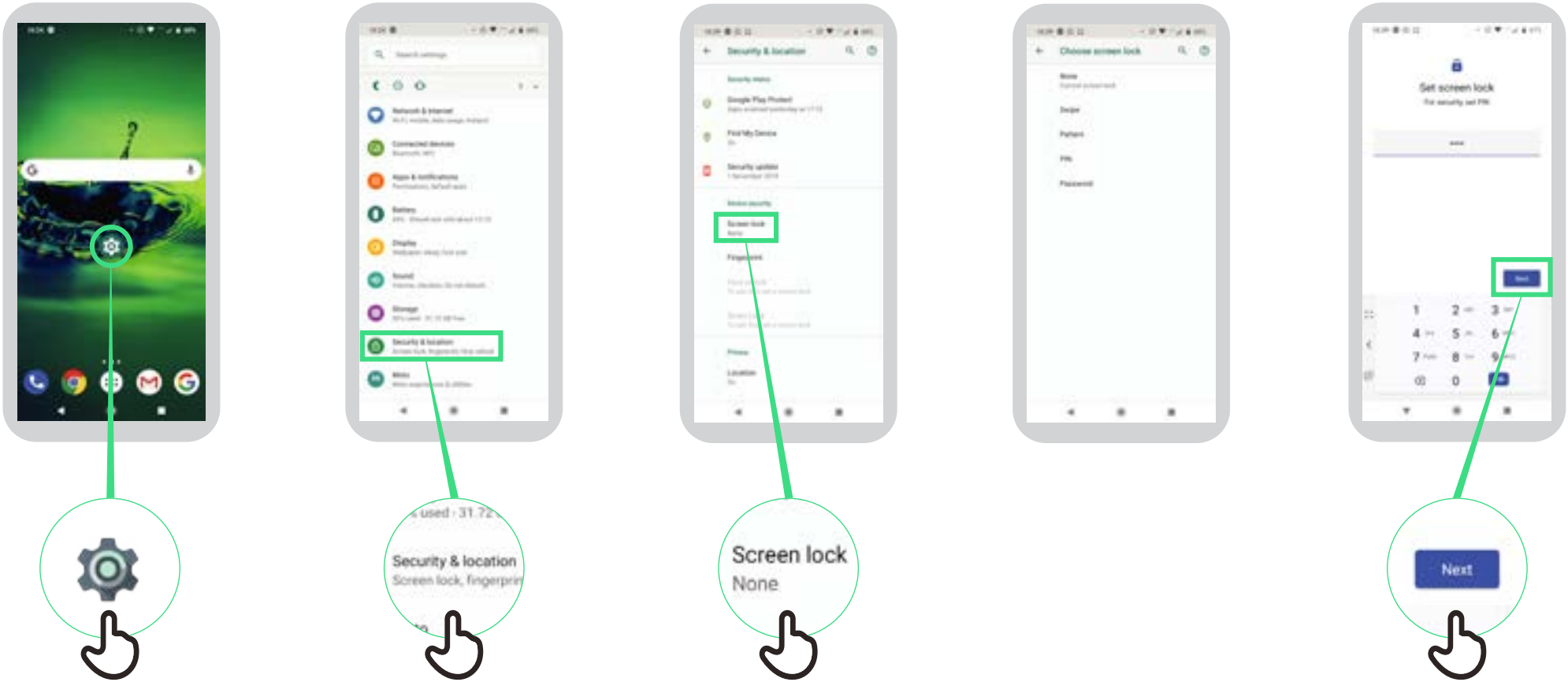
1 → 2 → 3 → 4



android

Device Security

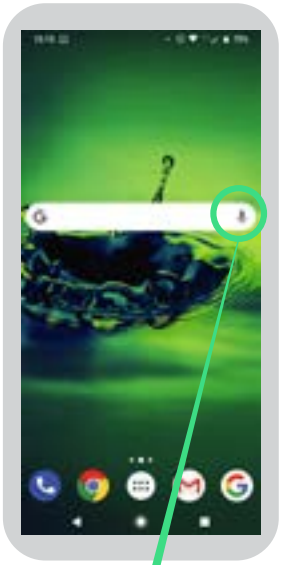
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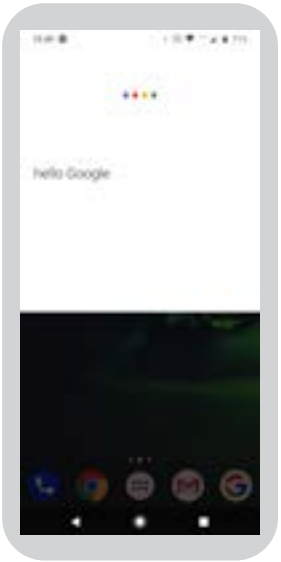


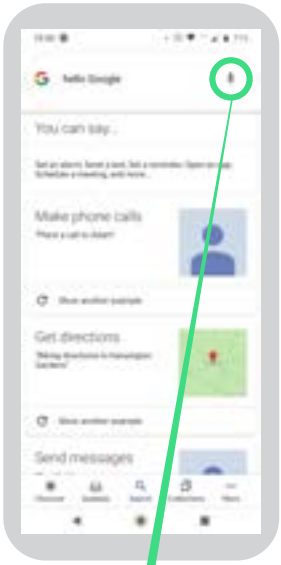
android

Google Assistant

1 → 2 → 3 → 4





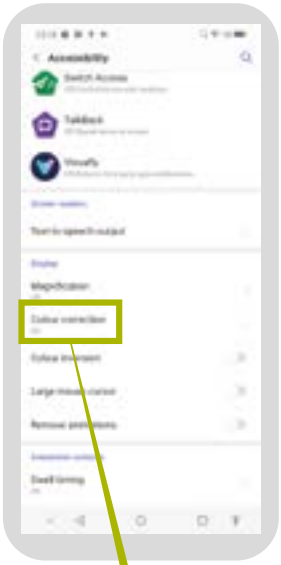


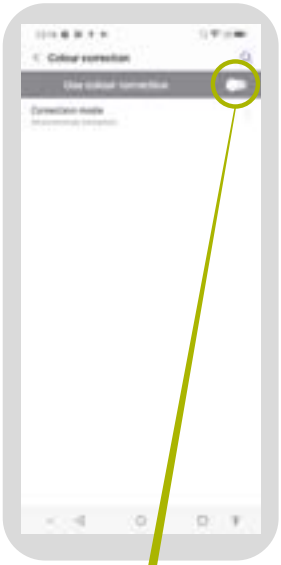


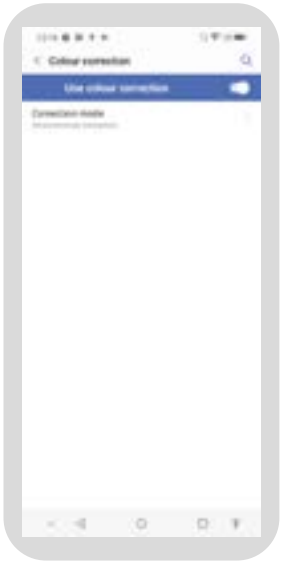
Changing and correcting colours

1 → 2 → 3 → 4 → 5





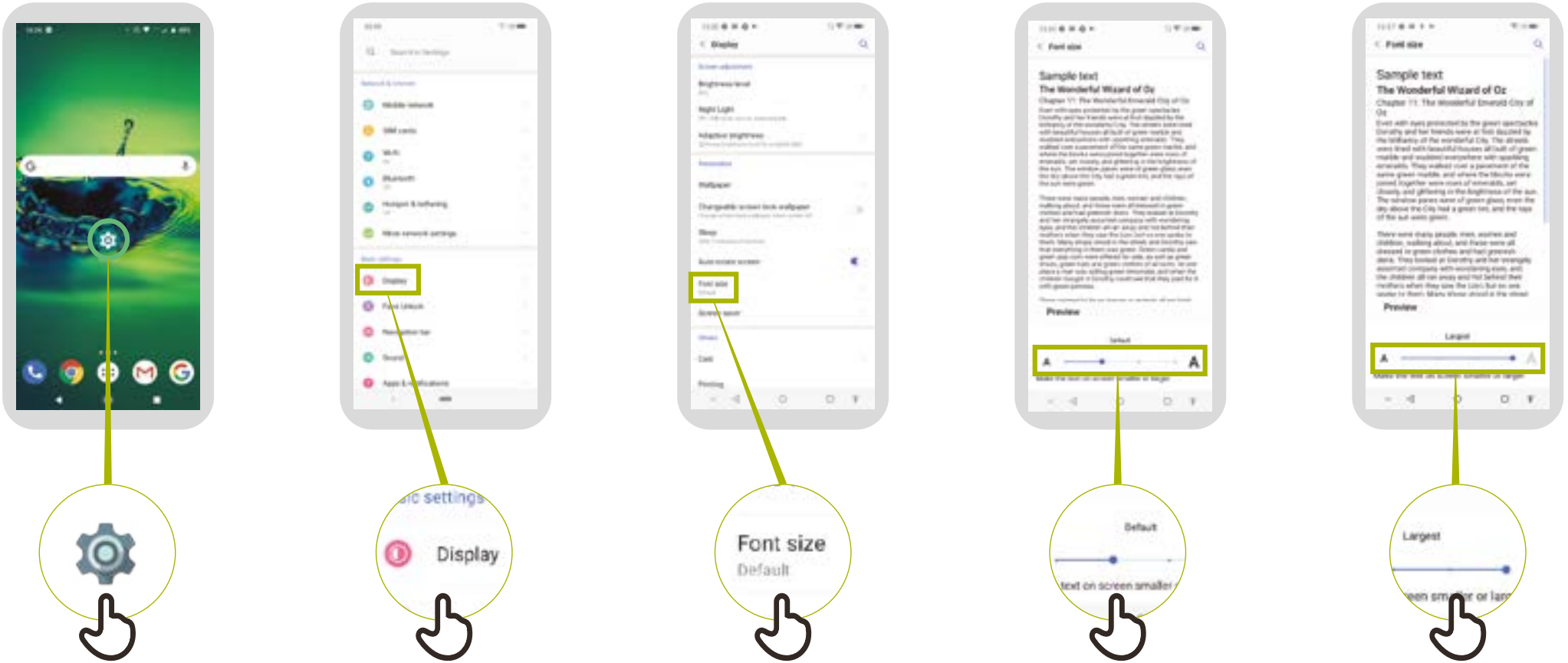






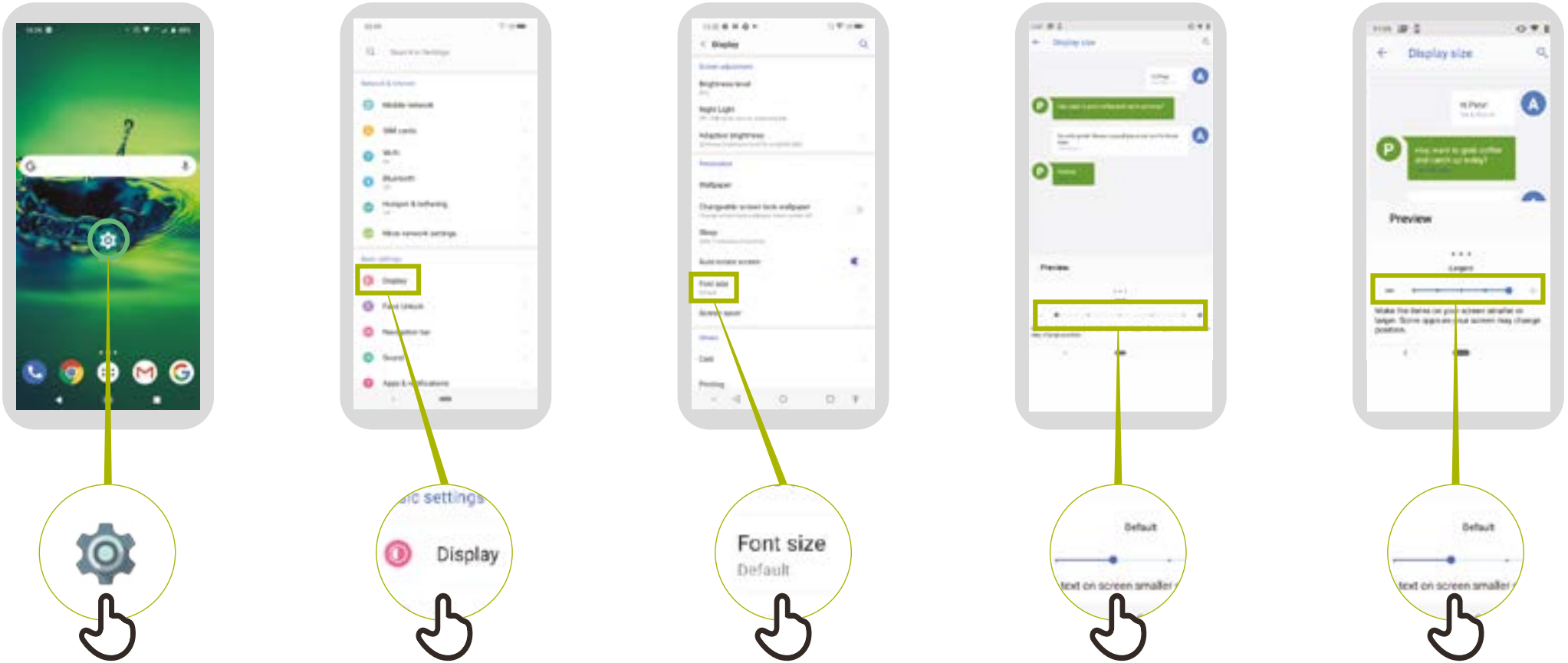
Changing font sizes

1 → 2 → 3 → 4 → 5



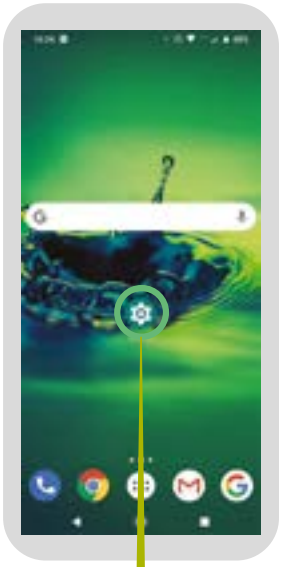
Changing display

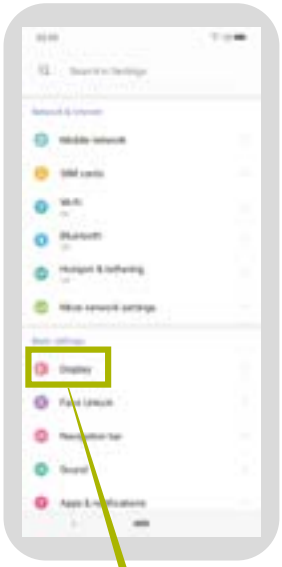
1 → 2 → 3 → 4 → 5

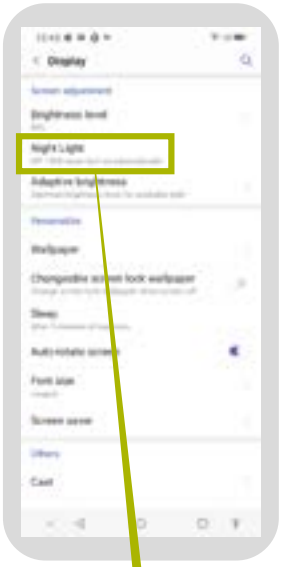


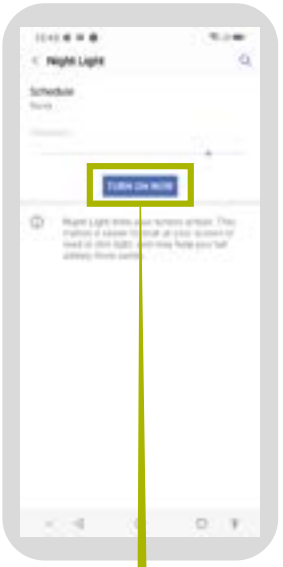
Turning on ‘Night Light’

1 → 2 → 3 → 4



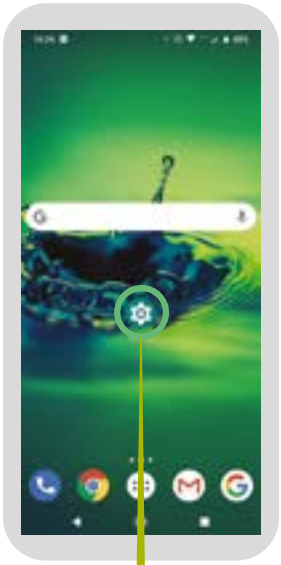


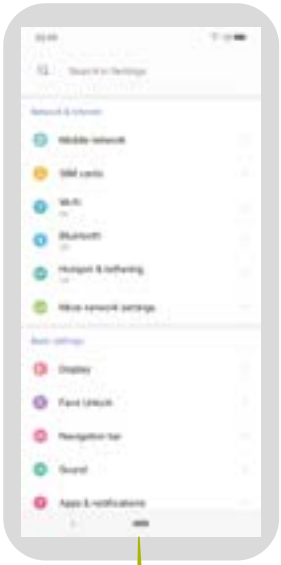


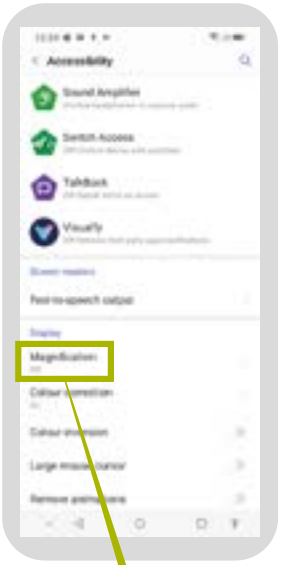


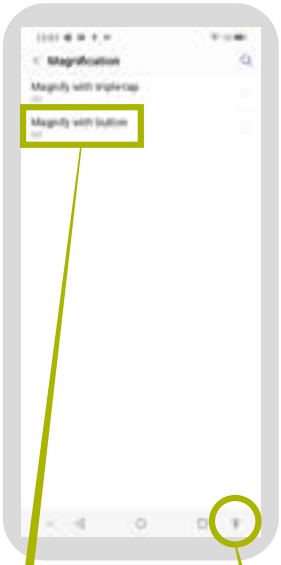
Magnification for people with low vision

1 → 2 → 3 → 4





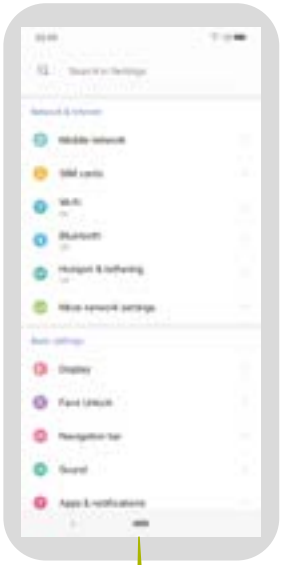


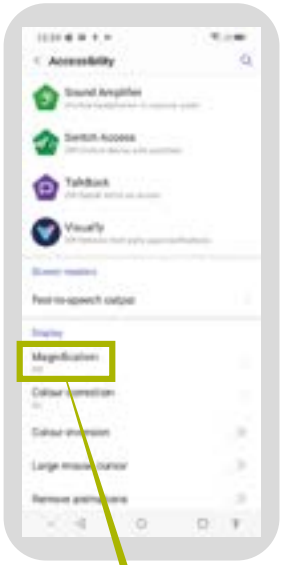


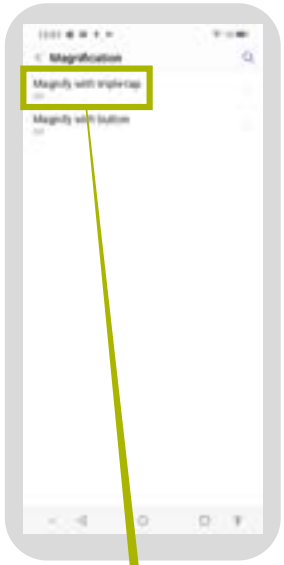
Temporary magnification

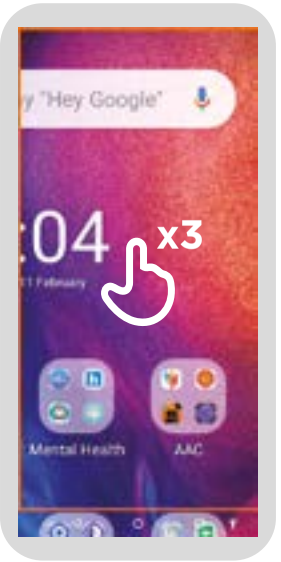
1 → 2 → 3 → 4 → 5

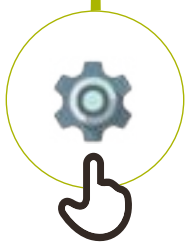












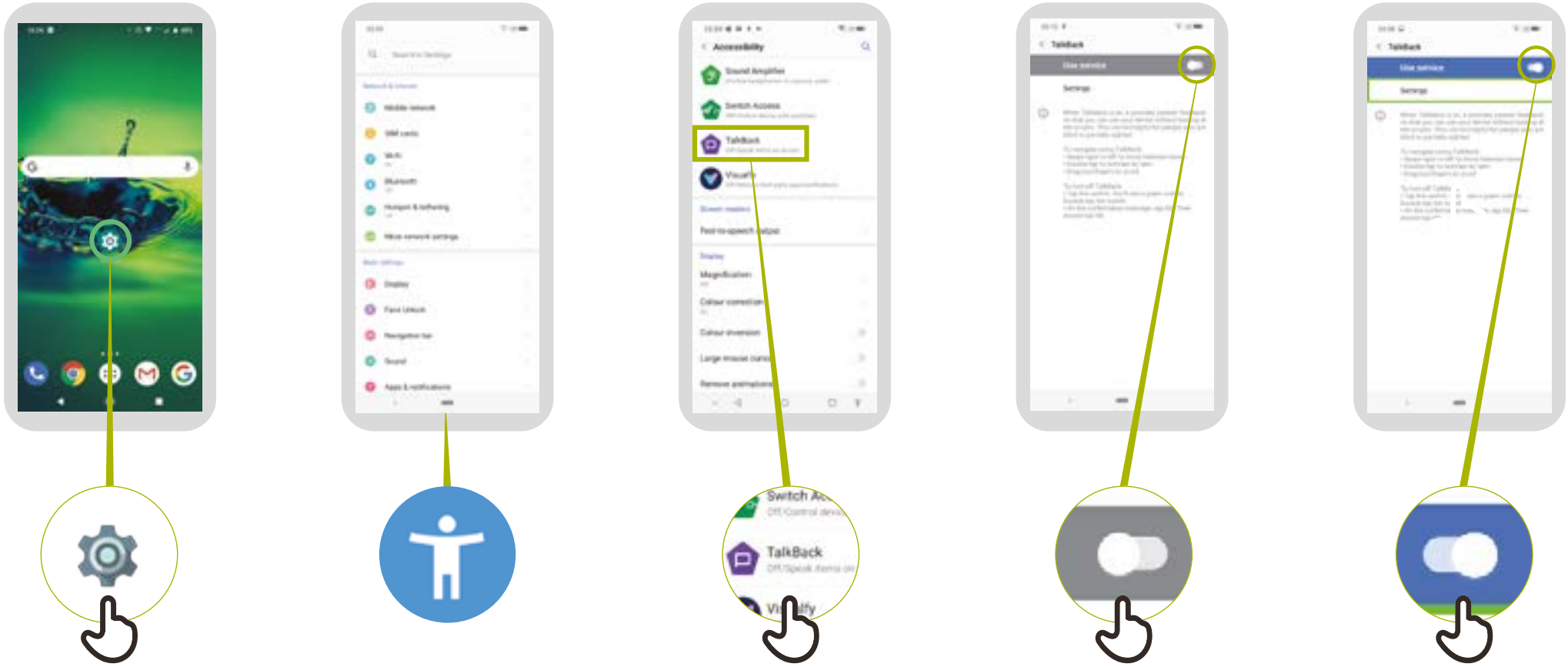






Set up TalkBack

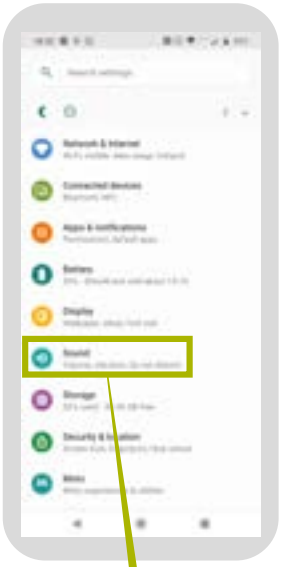
1 → 2 → 3 → 4 → 5

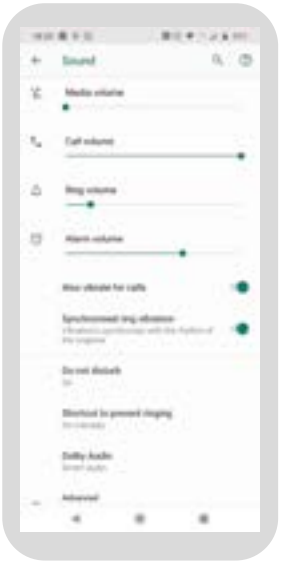


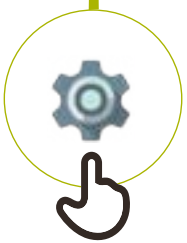
Sound enhancement

1 → 2 → 3





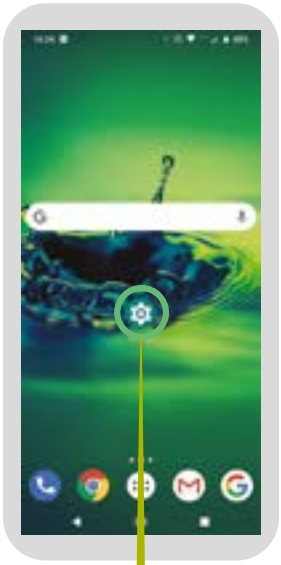


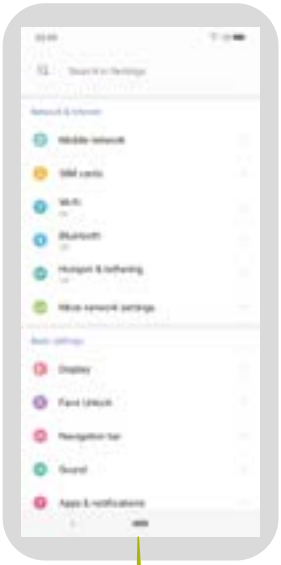


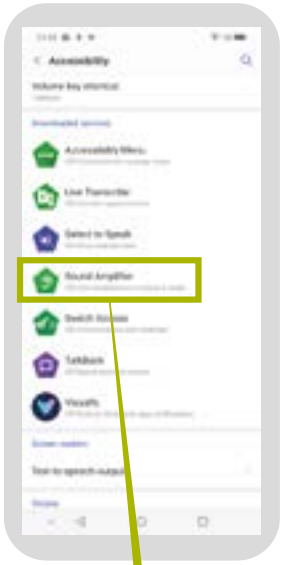


Sound amplification

1 → 2 → 3 → 4



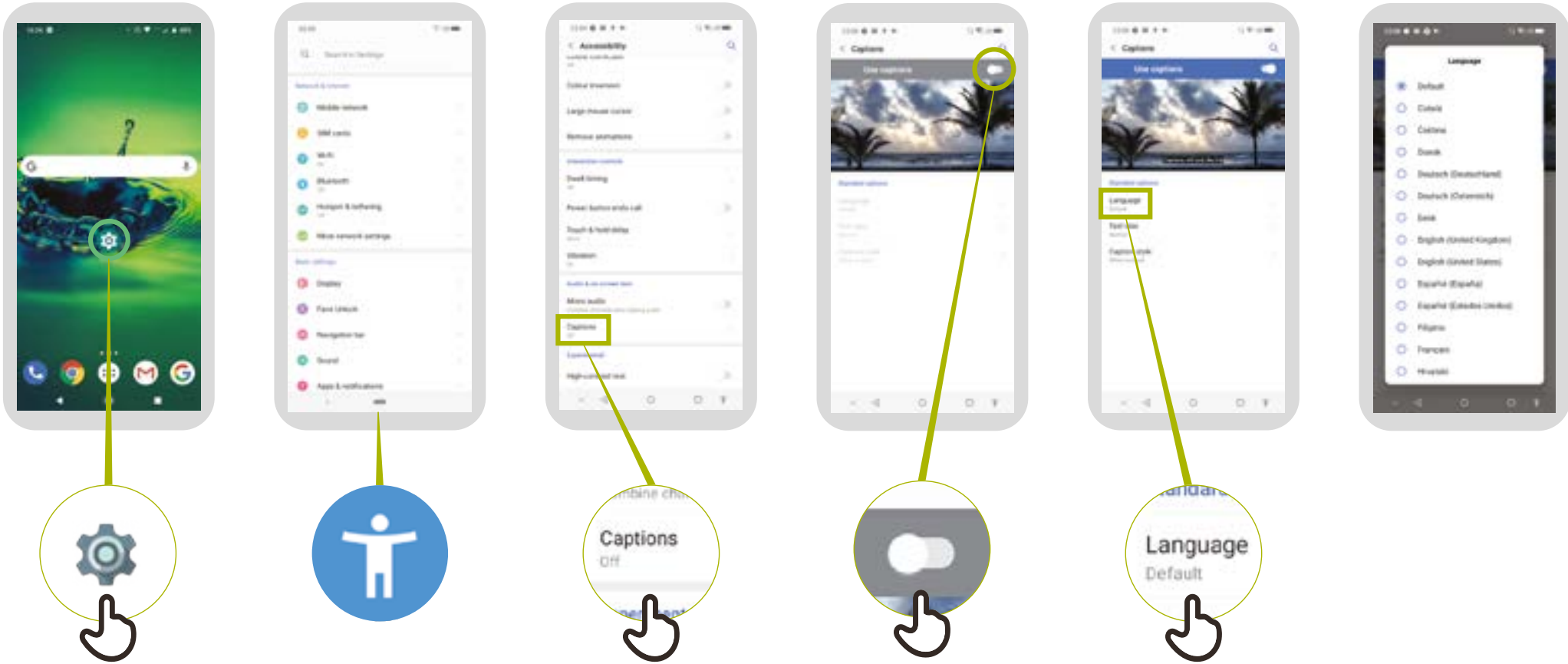






Set up captions

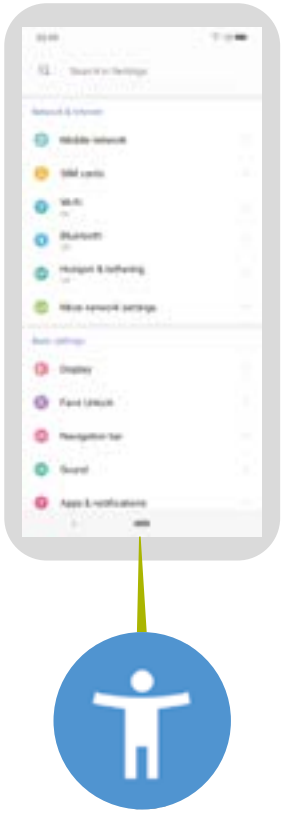
1 → 2 → 3 → 4 → 5 → 6

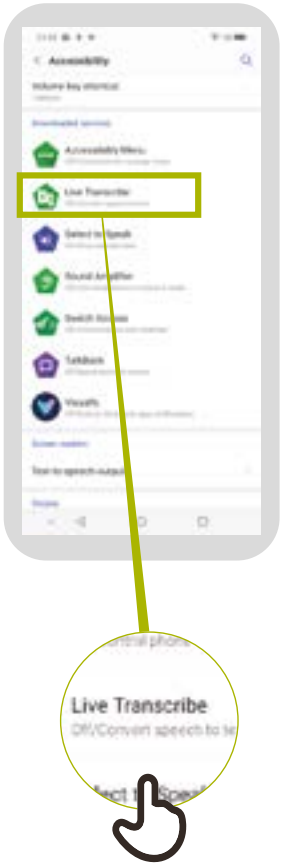


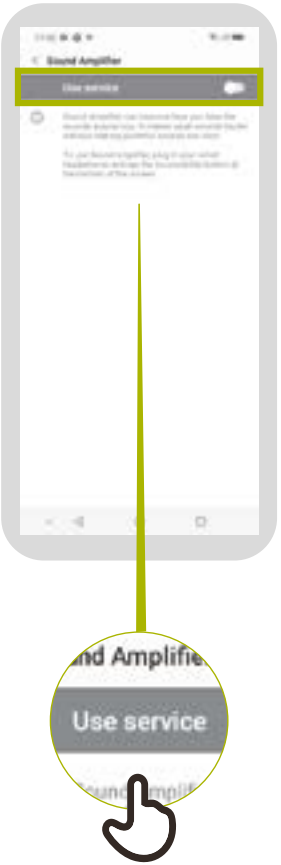
Set up live transcriptions

1 → 2 → 3 → 4









Top tips for communicating with customers with a disability



Speak directly rather than through a companion or any sign language interpreter who may be present.



If you offer help, wait until it is accepted. Then listen or ask for instructions.



Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others.



Do not lean against or hang on someone's wheelchair or scooter or play with a guide dog.



Listen carefully to those who have difficulty speaking, give them time to finish. If necessary, ask questions that require short answers.



Never pretend to understand; check with the person if you are unclear.



Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seem to relate to a person's disability.

Supporting customers with a hearing loss

Get the person's attention before speaking. There are many ways of attracting attention – like a gentle touch on the arm. Ask the person for suggestions.

Speak clearly and at a moderate pace. Raising your voice volume excessively, and shouting is not helpful.

Look directly at the person while speaking and be at the same eye level if possible.

When giving information, **ask the person if they have understood**, (e.g. "Did that make sense?").

Feel comfortable to **show facial and body expressions**, smiling, pointing etc. all help to communicate.

Be aware that your face may be in shadow, and that light behind you might make it harder for the person to learn from your expression.

Reduce background noises where possible, background noises can make listening very difficult.

Use pencil and paper to supplement your communication if necessary. In a noisy environment, writing down keywords may assist those who are hard of hearing.

When in doubt, ask the person with a hearing loss for **suggestions to improve your communication.**

Many people with a hearing impairment use **hearing aids**. Find out if the person is using an aid and ask how you can help them in using it.

Be patient, confident and relaxed.

Communicating with people with vision loss

Introduce yourself. Not everyone recognises voices or remembers them.

Don't shout. Being visually impaired or blind does not mean you can't hear clearly.

Let people know when you are moving. Don't leave a person who is blind talking to themselves.

Avoid hand signals as it can be hard to understand directions and gestures if you cannot see them well.

Don't worry about words such as, "See" or "Look". People with visual impairments understand that these words are part of regular conversations.

Don't push, pull or grab a person who is blind.

Do offer your arm for assistance. Ask how someone prefers to be guided.

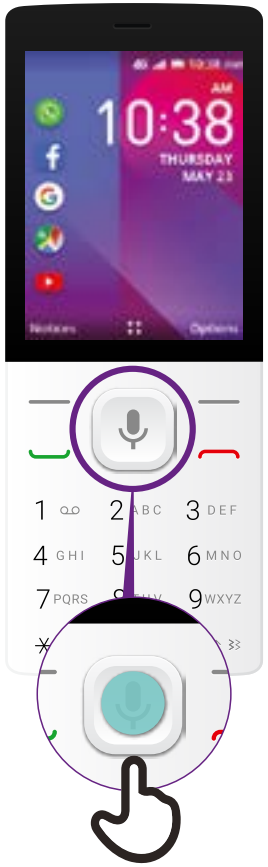
If the person has a guide dog, **avoid talking or playing with the dog**. Never stroke, feed, or direct a service dog whilst they are wearing a harness or vest: they are there to help and are not a pet.

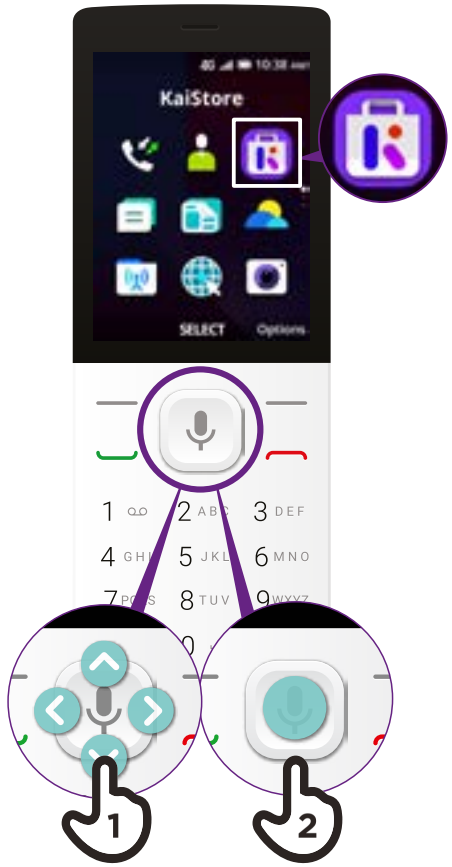
KaiOS
enable tomorrow

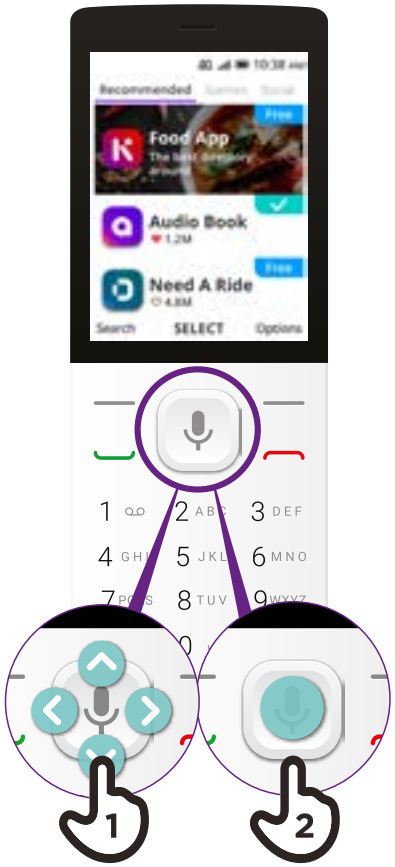
How to use
KaiOS

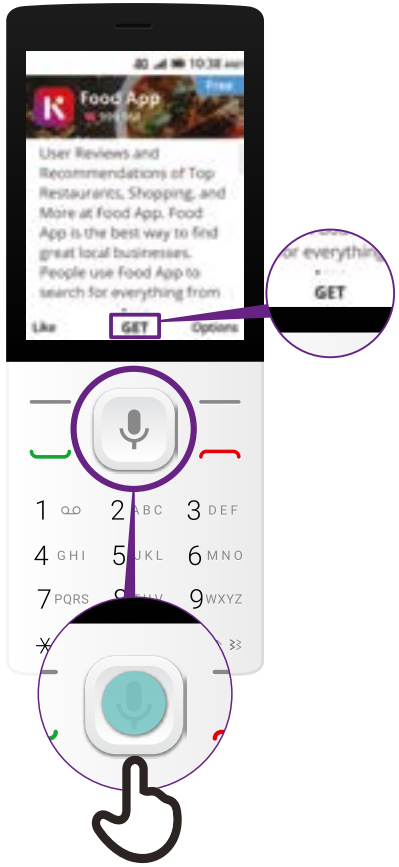
How to Use the KaiStore to Download Apps

1 → 2 → 3 → 4







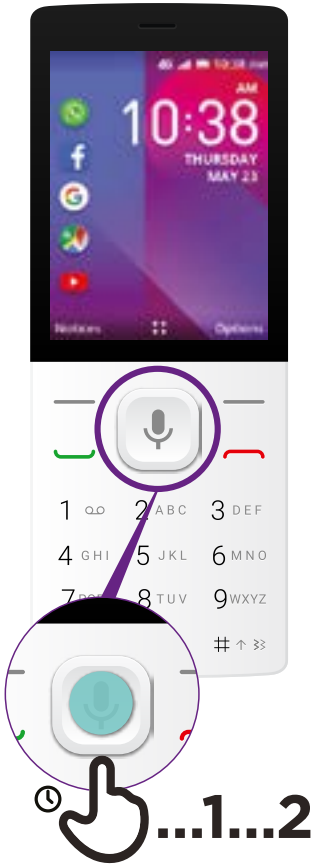


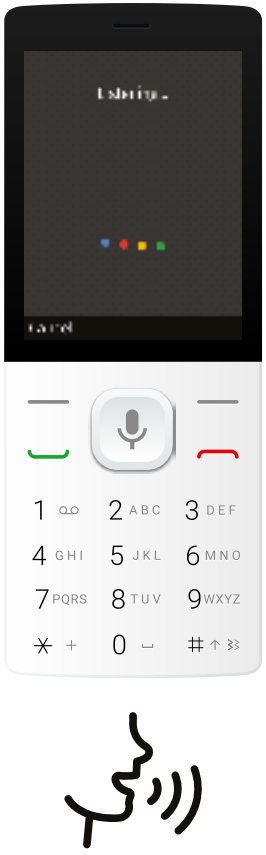
KaiOS
enable tomorrow

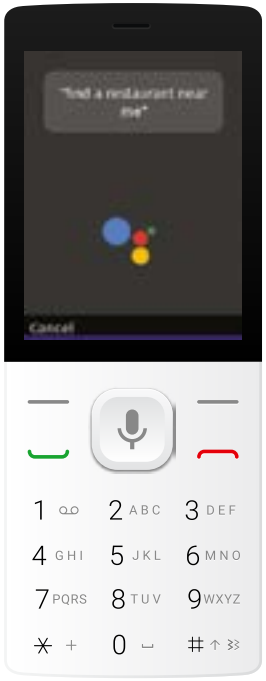
How to use
KaiOS

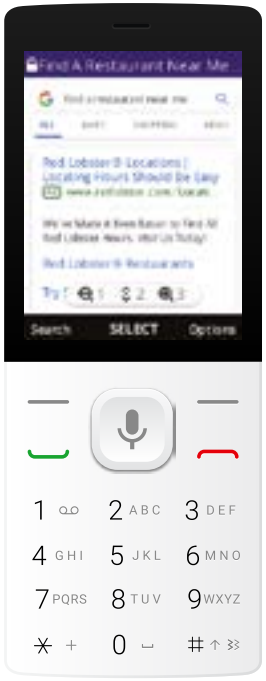
How to Use Google Assistant

1 → 2 → 3 → 4







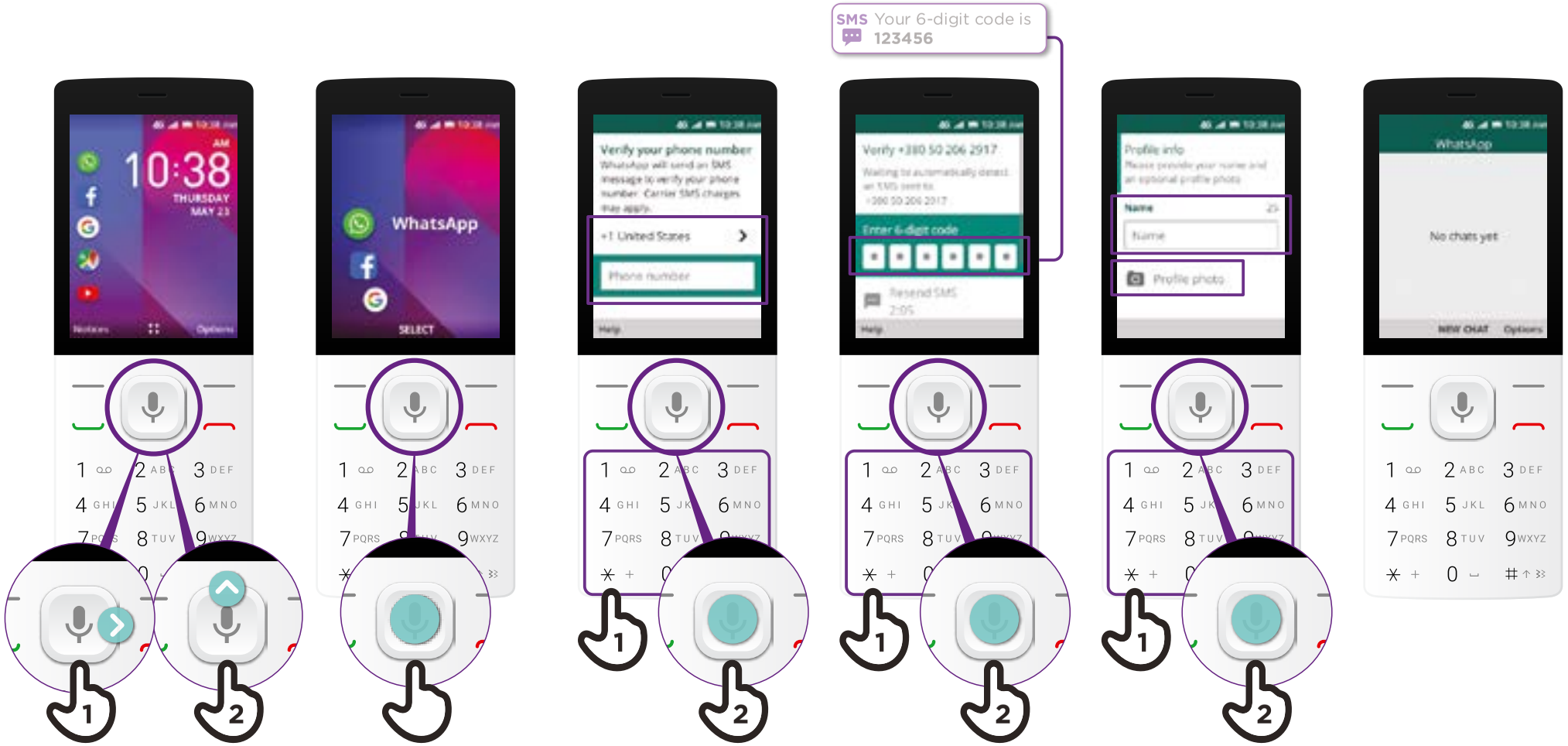


How to use

KaiOS

How to Setup WhatsApp

1 → 2 → 3 → 4 → 5 → 6

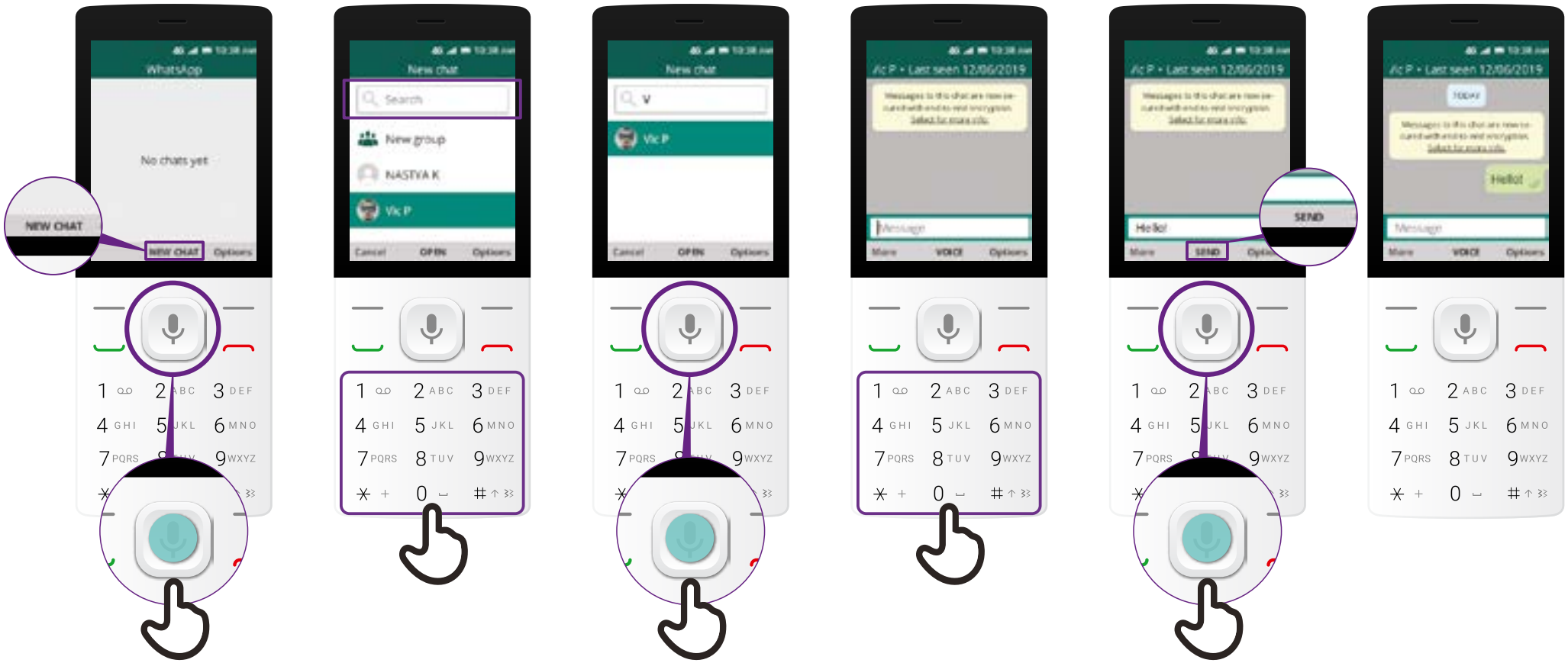


KaiOS
enable tomorrow

How to use
KaiOS

How to Send a Message on WhatsApp

1 → 2 → 3 → 4 → 5 → 6



KaiOS
enable tomorrow

How to use
KaiOS

How to Use a Browser

1 → 2 → 3 → 4

