

GSMA

Mobile Internet Skills Training Toolkit

A guide for training people
in basic mobile internet skills





Module 2: WhatsApp

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What is it?

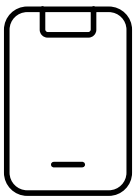


Show WhatsApp on the phone.

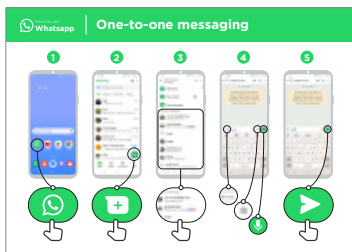
Explain: “WhatsApp is a messaging service, a bit like SMS, where you can also send voice messages, photos and message groups of people.”

“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 by making videos or voice calls or sending messages, voice notes, photos or videos.”

“You can also use it for connecting with big groups of colleagues/employees/classmates/customers/savings groups: advertising products, sharing advice, making business partnerships and deals, discussing notes or assignments from class.”

Share your own examples with the trainee about the benefits of WhatsApp and how you personally use it.



What can you use it for?

Make it relevant to the trainee by discussing how it can be beneficial in the trainee's own life. Consider examples that will be relevant to the following types of trainees:

Older person: Send and receive messages to share or receive life updates with family; find health information online.

Mother or homemaker: Contact health workers; stay in touch with friends and family; join mothers groups.

Business owner: Join entrepreneur groups for sharing advice; promote your products or services; sell to customers; inform customers about your latest goods.

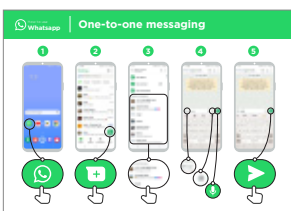
Farmer or rural person: Join farmer groups; connect with buyers and other farmers; inform buyers about produce for sale.

Young person: Stay connected with friends, join groups such as for school, sports or employment opportunities.



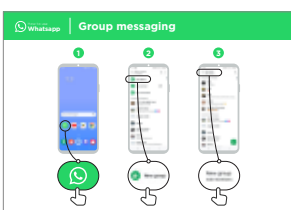
How does it work?

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



How to use WhatsApp - One-to-one messaging

Show the poster and go through the steps for sending a text, photo and voice message.



How to use WhatsApp - Group messaging

Show the poster and go through the steps for starting a group chat.



Practise!

“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, Telegram and Viber.



Safety

“Remember anyone can contact you on WhatsApp. Never share personal details such as mobile banking information, your address or other personal information over WhatsApp unless you know the person well.”



Show the ‘Top tips to stay safe online’ poster.

Discuss with your trainees what these tips mean when using WhatsApp.

Bring the tips to life by using examples that are relevant for your trainee. For example, some people may be worried about scammers using WhatsApp and some women may be more concerned about how to prevent harassment.



Posters and Cut-Outs

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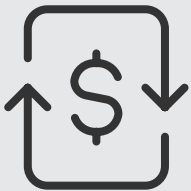
Top tips to stay safe online

Remember that the internet is open to everyone around the world and so it is essential to treat it like a real-life public place (e.g. a marketplace) and stay safe by protecting yourself and being responsible with what you do online.



Remember that not everything you see online is real

Anyone can post anything online, so don't believe everything you see. Even if it's from someone you trust, it might not be true. Be careful before sharing information with others.



Think twice before sending money to someone you meet online

Be careful with emails, messages or pop-ups you didn't ask for, especially if they ask for money or contain strange links.



Keep your personal information private, including passwords

Avoid sharing personal details like your full name, home address or phone number unless absolutely necessary.



Don't cause harm to others online

Be kind and respectful. Don't bully, spread false information or harass anyone. Your actions online can affect people in real life.



Be aware of scams and fraudsters

Just like in real life, thieves and criminals are on the internet too. Some people online pretend to be someone else.

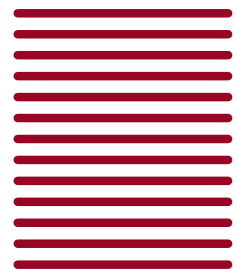
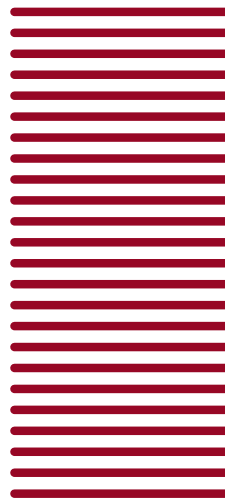
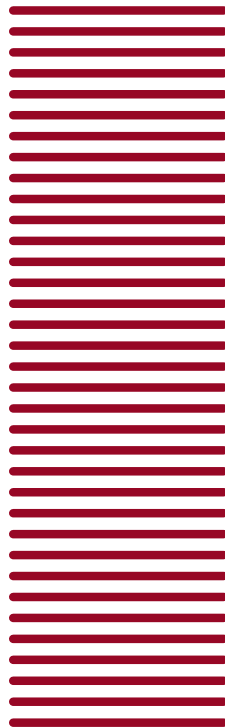
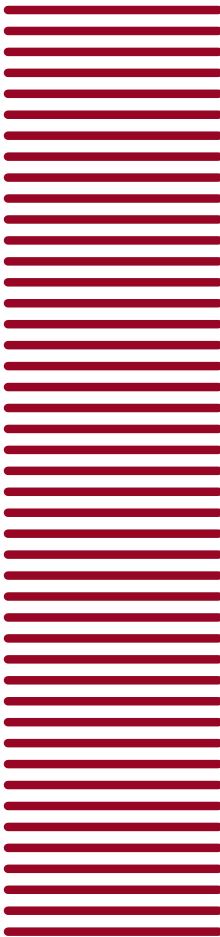
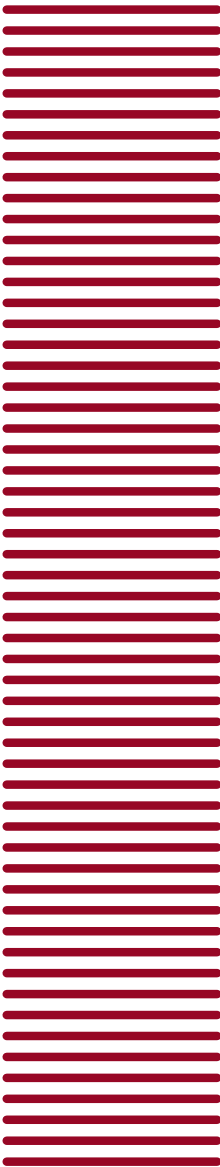


Take action by blocking or ignoring someone who is bothering you

If someone is bothering or harassing you online, ask for help and tell someone or report it.

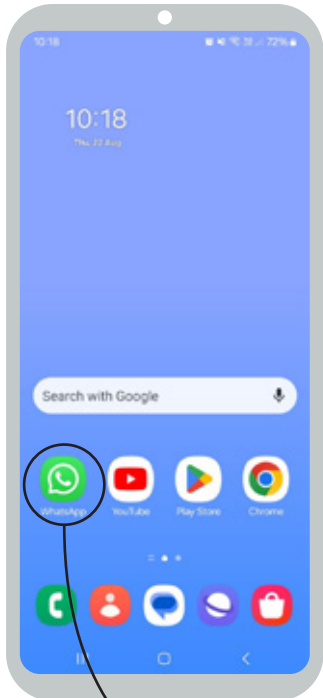


Data Costs

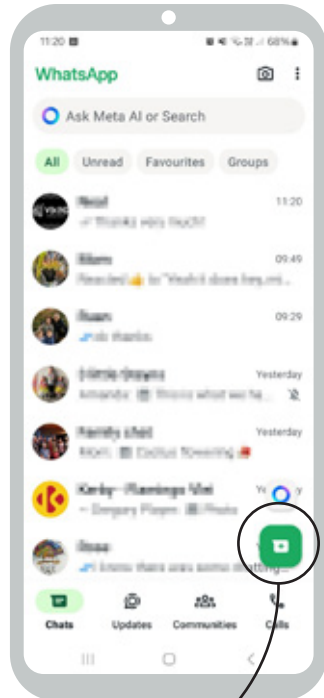


One-to-one messaging

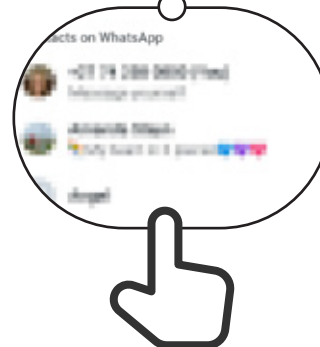
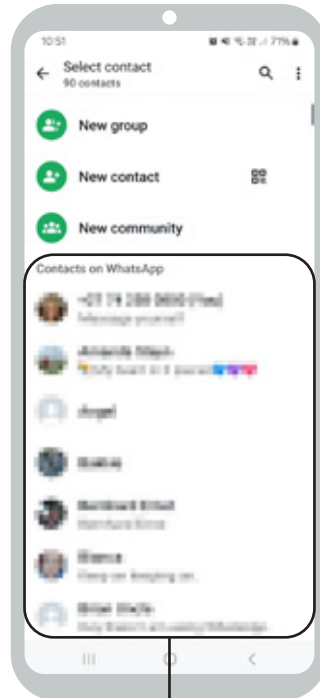
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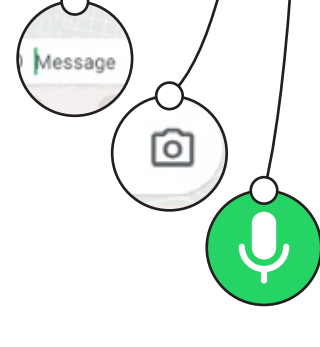
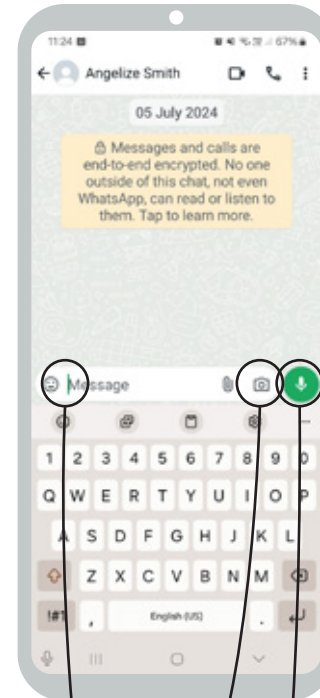
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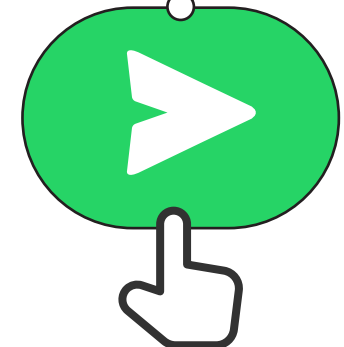
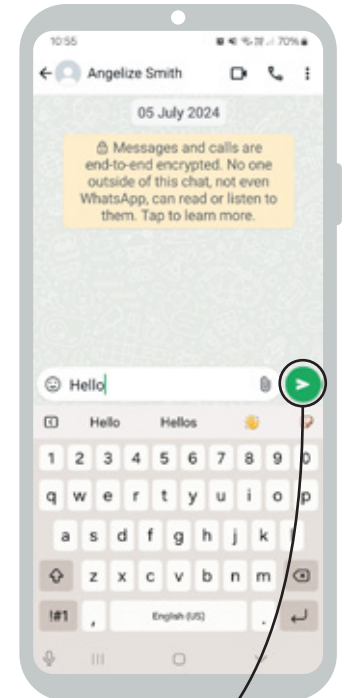
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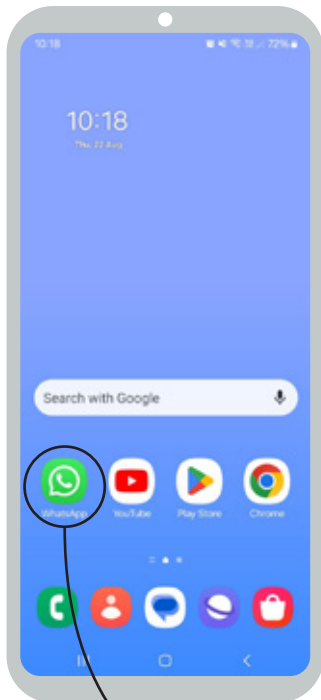
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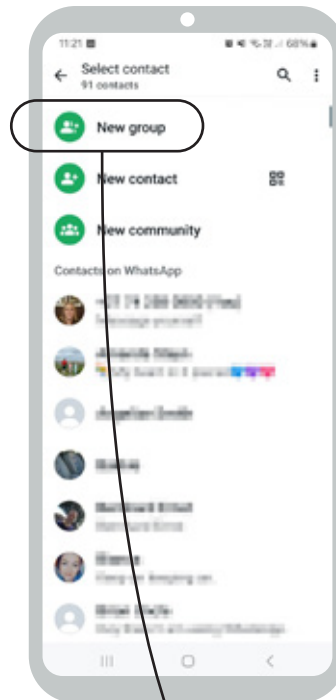
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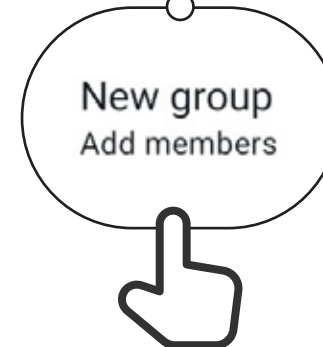
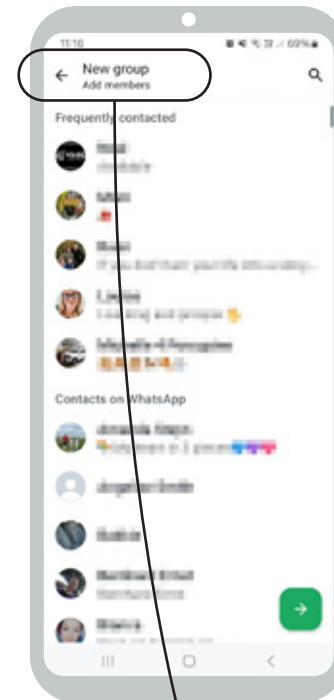
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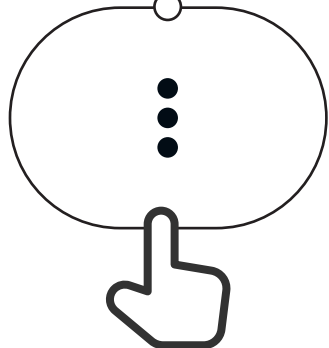
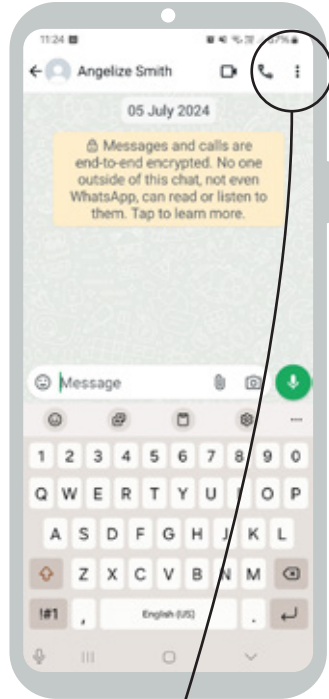
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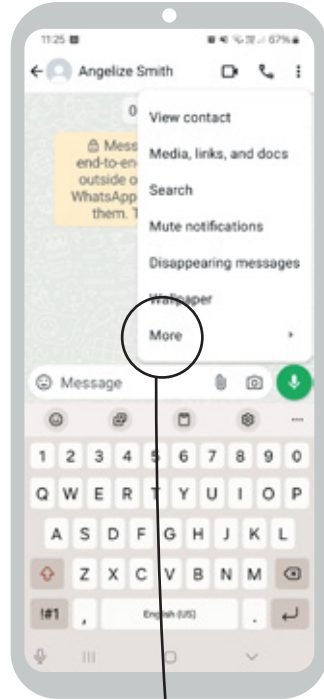
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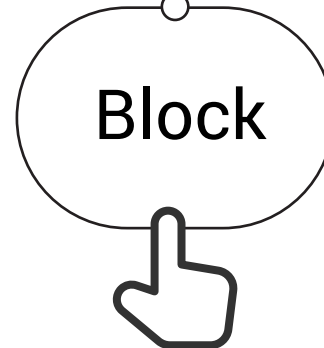
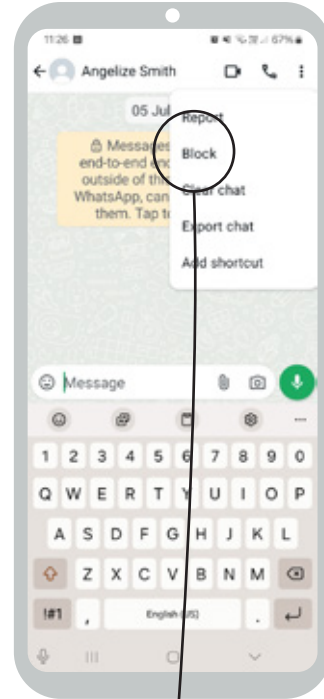
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