

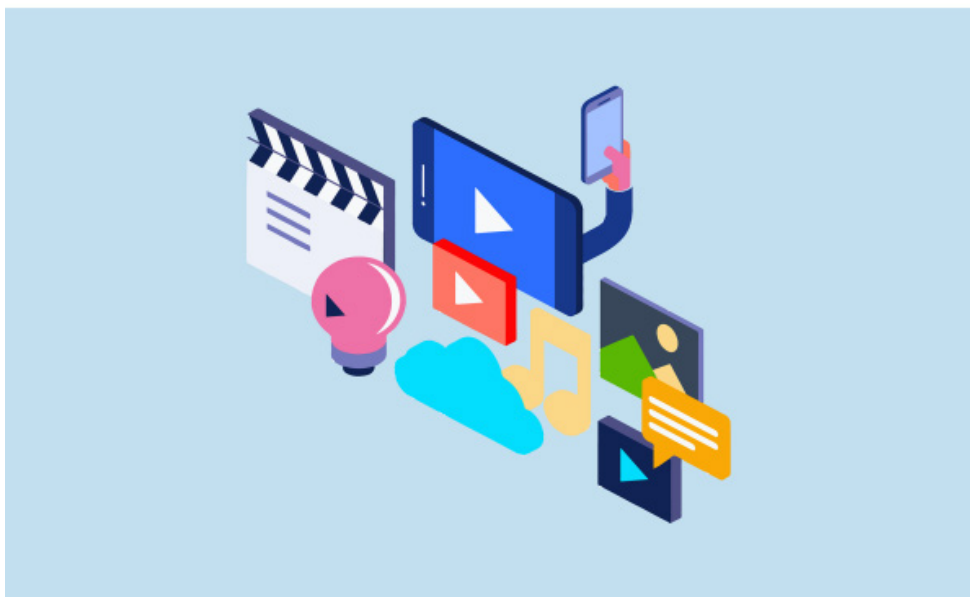


Communicating online

NEWARK AND SHERWOOD CVS

Today we are delivering this bitesize 'Connect and Communicate' digital training on behalf of Newark and Sherwood CVS. We're running these bitesize training sessions alongside our one hour 'How to' series of digital training. The sessions are run weekly, alternating between the bitesize and how to sessions. We also host monthly support clinics, where you can book an appointment and ask topical questions.

In this session, we will be focusing on the use of digital platforms to connect and communicate with others via online messaging.

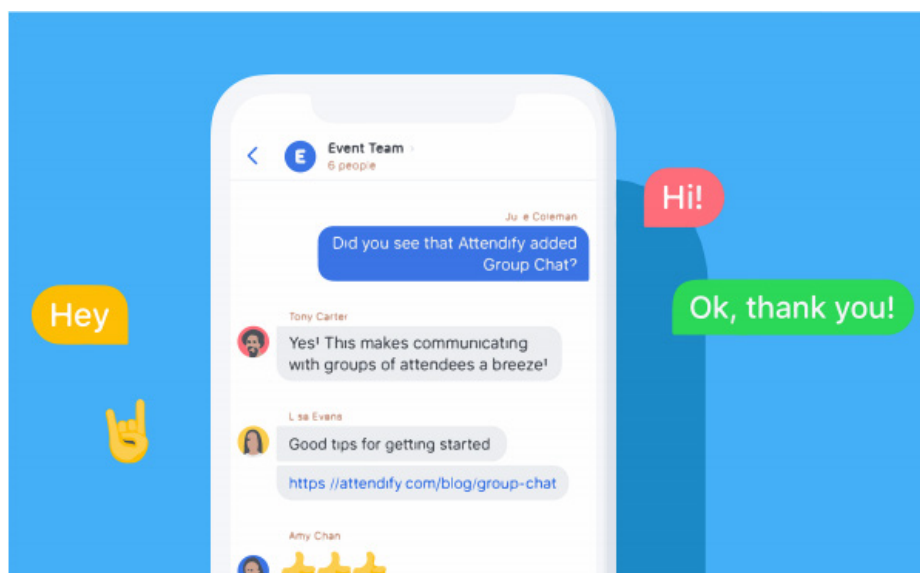


What is online messaging? Similar to texting, online messaging is the sending and receiving of messages from devices such as your computer, tablet or phone.

This includes, web-based applications (apps) such as Facebook Messenger and WhatsApp. Other social media apps, such as Instagram, Twitter and Snapchat are not messaging apps, but they do have a direct messaging function that allows you to converse with other users.

Online messaging is a very beneficial tool for community and voluntary groups. It opens up a dialogue with members and allows them to ask questions directly. The benefits for a group include:

- Communicating with members or potential members
- Sending out information and updates
- Providing peer support and keeping in touch
- Organising meetings and events
- Conversing collectively or individually
- Creating a community.



What are group chats?

A beneficial function of online messaging is 'group chat'. A group chat allows you to send instant messages, pictures or videos to multiple people at once. It also allows you to maintain an ongoing dialogue. This is especially important if you are looking to implement online messaging, as a form of communication for your community group.



Basic group chat tips

1. **Don't** create too large a group, as it is difficult to have an inclusive conversation digitally
2. **Don't** include unknown people into groups
3. **Don't** talk to just one person - interact with everyone
4. **Don't** spam. Sending too many messages may be intrusive

5. **Don't** stay silent. Connect with others in the group and contribute to the discussion.

In the majority of apps, to send a message to more than one person, select 'New Group' at the top of the Chat screen, and enter your desired recipients. This normally appears as a pen and paper icon.

Name the group with an appropriate title ie. Annual Christmas fundraiser, so that people who have been added understand the occasion or context of the conversation.



In this session, we will be focusing on Facebook Messenger and WhatsApp, which are the most widely used messaging applications.

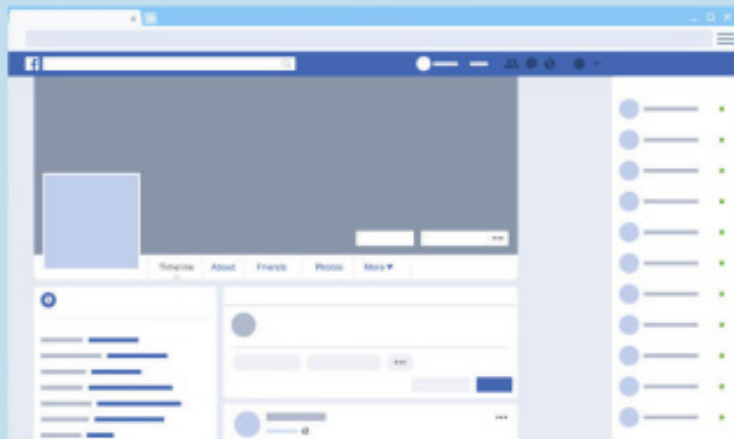
Facebook Messenger is a social messaging application (app) attached to Facebook. It currently has 1.3 billion users and is one of the most popular messaging apps.

You can download the Facebook Messenger app to a smartphone, or tablet. You will need a Facebook account to allow you to do this, however you can use the messenger app as a stand-alone function.

Benefits

- Free to use
- Communicate in real time
- You can send files and images
- Make a phone or video call
- Create group chats
- You can see who is online
- Customise the theme, user names and colours of messages.





Features

- **Audio and video call** - resources can be found on our website
- **Send photos or videos** - tap or click on the photo icon at the bottom of the screen, select the image or video you wish to send, and then click send
- **Send stickers** - a fun emoticon integrated into the Facebook Messenger app
- **Send a GIF** - a GIF is a short video/animation that people send for fun or as a reaction
- **Send a 'like' reaction** - this is a thumbs-up icon at the bottom of the screen
- **Send a voice note** - which is a recording of your voice instead of written text, similar to a voicemail.



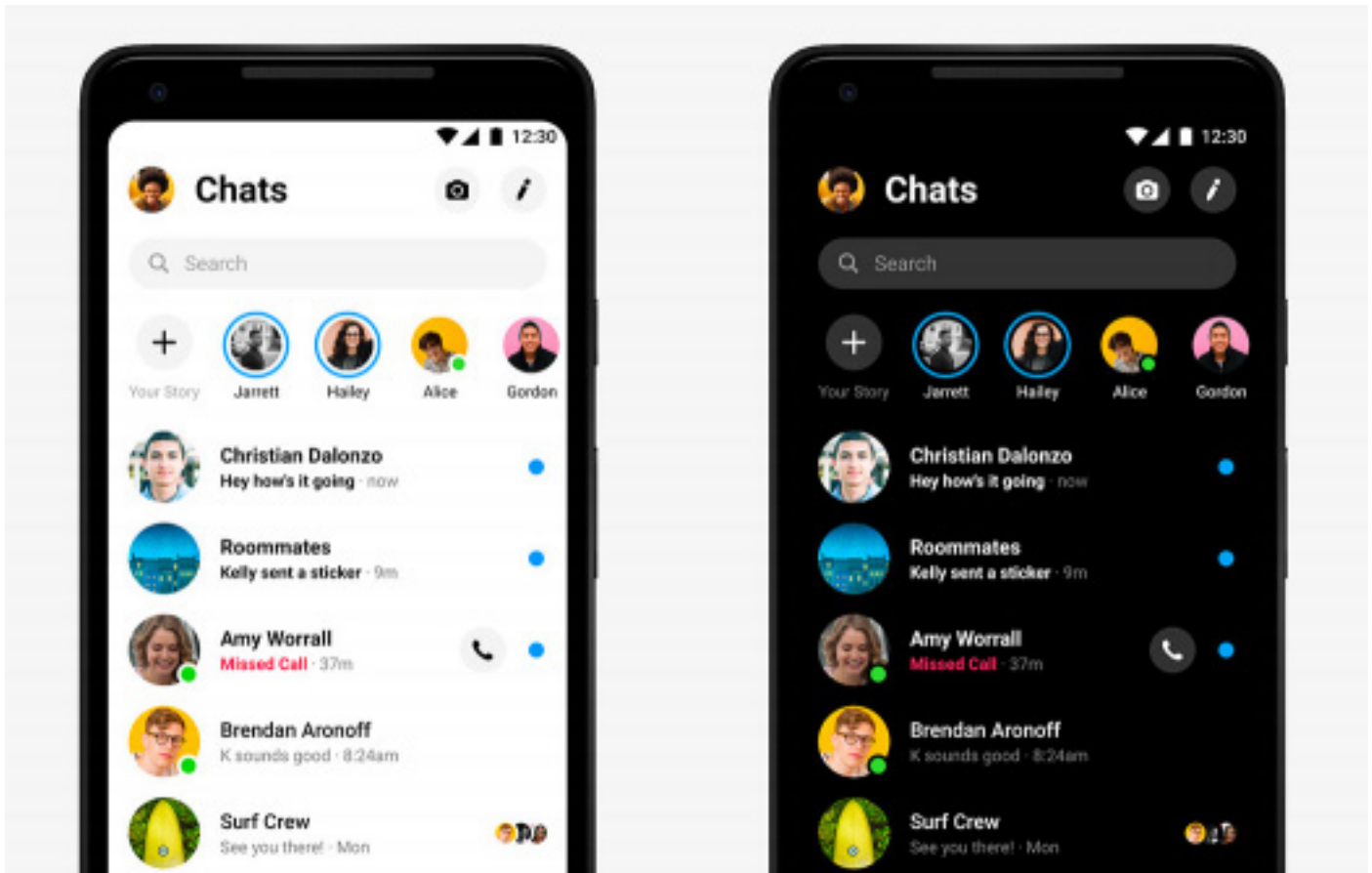
How to use Facebook Messenger

Using Facebook Messenger is like any other instant messaging application. Simply click or tap on the compose button, select the person(s) you would like to chat with, and start typing.

When you first launch the app, you will be presented with a home screen that shows your contacts, messages, and active users. Along the bottom of the application screen is a navigation bar. In this bar, are the following icons/buttons:

- **Chats:** The chat panel acts as the home screen, displaying all of your message conversations in an easy to view list (including group chats)

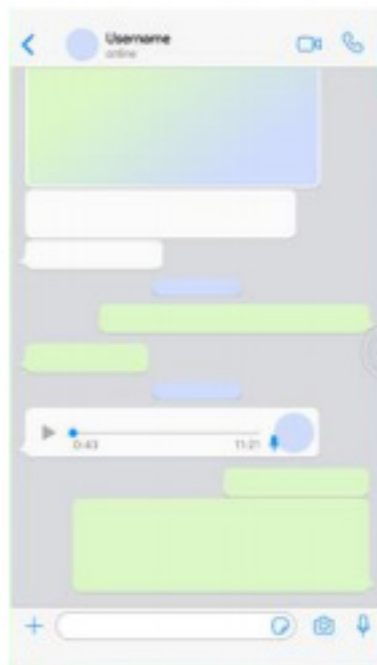
- **Group chats:** When you go to create a new message, you have the option to create a new group. Select this option and add all the people you wish to add to your new messaging group
- **People:** The People screen allows you to find people in your contact list.





WhatsApp is a messaging app that allows users to text, chat and share media with individuals or groups, including voice messages and video.

WhatsApp relies on data to send messages and is free to use.

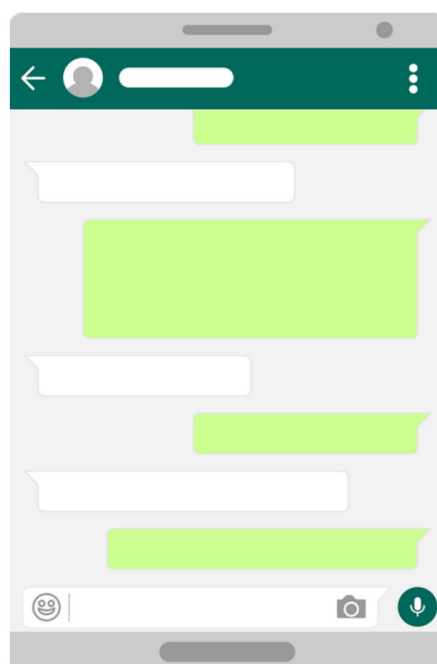


Benefits

- WhatsApp only requires a phone number to use
- WhatsApp is a simple and easy to navigate/use
- It is free to use via your internet/data connection
- Create group chats.

Features

- **Audio and video call** - resources can be found on our website
- **Send photos or videos** - tap or click on the photo icon at the bottom of the screen, select the image or video you wish to send, and then click send
- **Reply to specific messages** - allows you to 'quote' a message and type a specific reply
- **Send a voice note** - which is a recording of your voice instead of written text, similar to a voicemail
- **Send a GIF** - a GIF is a short video/animation that people send for fun or as a reaction
- **Send an emoji** - tap or click on the smiley face icon to send a reaction with your message.

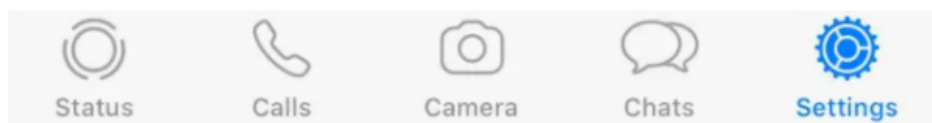


How to send a message

Using the WhatsApp messaging app is very similar to texting. You simply select an existing conversation or select 'compose new' to create a new message.

Chats: The chat panel is the home screen and displays all of your message conversations in an easy to view list (including group chats).

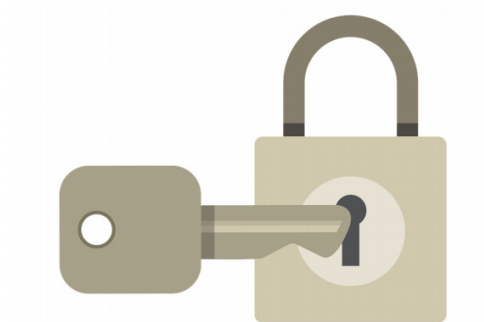
New chat: To create a new message, select 'New Chat', which is the pen and paper icon found in the top-right corner of the screen. Then select a person(s) you wish to message. To write your message, tap at the bottom of the message to bring up the keyboard, and type your message into the dialogue. When finished, press 'Send'.



Attaching media to your message (optional): To attach a file, your location, or image from your gallery, tap the '+' icon found on the left of the dialogue box. This will bring up your options.

- Select the camera to capture a new photo or video

- Select photo & video library to attach a photo/video from your camera roll
- Or select document to attach other types of files, such as a PDF.



Safety precautions

Online messaging is incredibly useful, but there are a few potential dangers to look out for, and it is important to keep your data safe.

- **Do** be cautious of adding numbers/ people that you don't recognise
- **Don't** open links or attachments from users that you don't know or trust, as there is a chance these could be unsafe or fraudulent
- **Do** check people's profile names and pictures, to see if you recognise them before making contact
- **Don't** overshare personal information.



Thank you very much for attending. We now have time for some questions and answers. If anyone has something they would like to ask, just type your question into the Zoom Q&A panel.