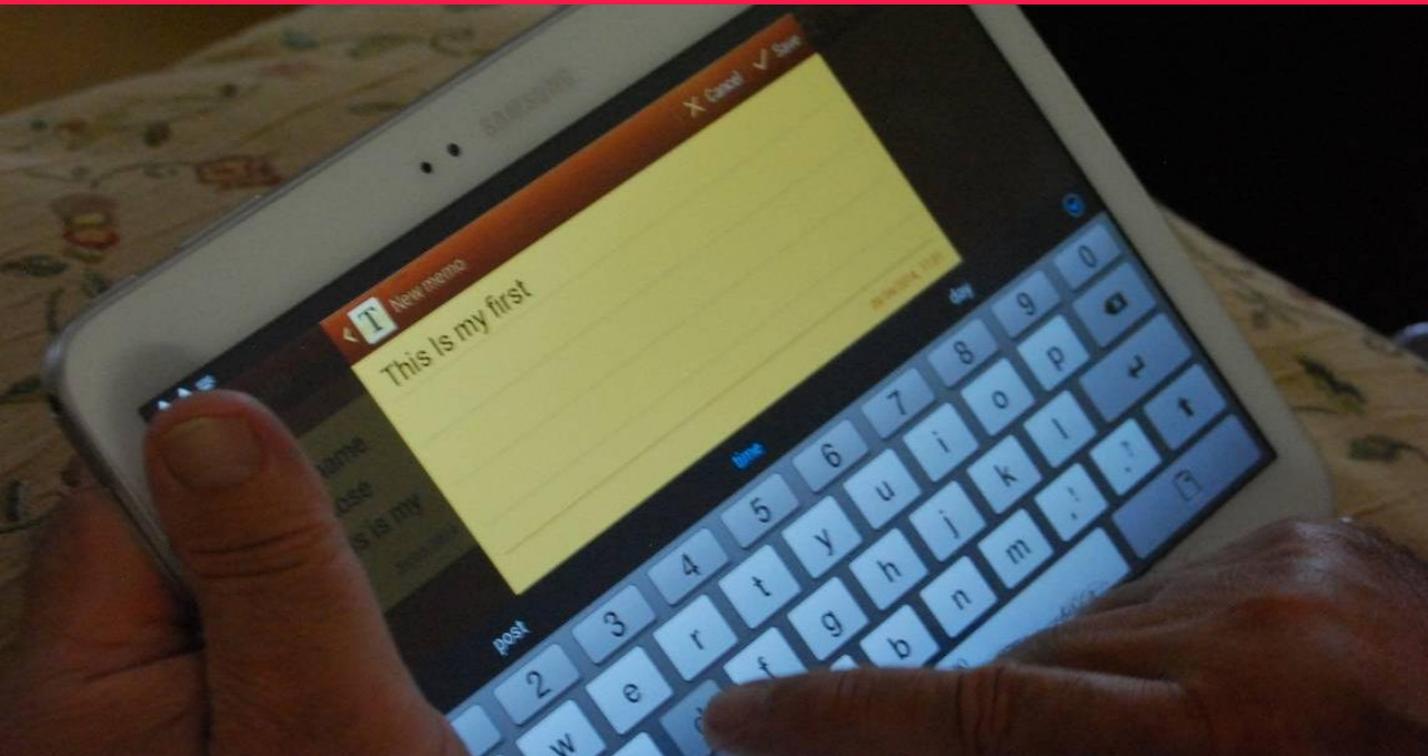




Delivering Digital Literacy A TOOLKIT



PART 2 – Learner Support Cards

L&W LEARNING AND
WORK INSTITUTE



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INFORMATION TECHNOLOGY SOLUTIONS



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From a Mobile Device

These cards use 'QR Codes' to help you connect to things. QR Codes are like barcodes that your tablet or mobile device can read. They contain links to websites, to apps or sometimes just contain information.

To use them, you need to have a 'QR Reader'.

If your tutor has already installed it on your device, you will see a button that looks like this.



i-nigma



- ✓ Click on it to open the app
- ✓ Point the rear camera at QR Code 1
- ✓ Read the message
- ✓ Point the rear camera at QR Code 2
- ✓ When it displays the link for the website, click 'go online'

Code 1



From a Computer

Most of our QR codes are "clickable" from a computer. That means, if you're viewing this on your computer you can

- ✓ Move your mouse over QR Code 2
- ✓ Click once, normally with the left mouse button
- ✓ If you are asked if it's OK to follow an external link, click on OK.

Code 2



QR Codes that only work on mobile devices are not clickable.

From a paper copy

At the start of each section, the links for each QR code are listed. You can type the links in and use them that way too!



Keeping In Touch Cards

Quick Index

Summary Card (A1)

Setting Up Web-Based Mail
(Outlook A2) or (Gmail A3)

Using Web-Based Mail
(Outlook A4) or (Gmail A5)

Setting Up Skype (A6)

Setting Up WhatsApp (A7)

Summary Handout

LINKS

A1:

- <https://www.youtube.com/watch?v=hzPEPfJHfKU>
- https://www.youtube.com/watch?v=_NpXlfdKi58
- <https://www.youtube.com/watch?v=ABqVF3kZlpk>

A2G:

- <https://myaccount.google.com/>

A2O:

- <https://login.live.com/>
- <http://www.outlook.com/>

A3G

- <http://mail.google.com>

A3O

- <https://login.live.com/>

A4

- <https://www.skype.com/login>

A5

- <http://www.whatsapp.com/>

There are lots of ways of keeping in touch with friends and family over the internet. Use the QR Codes to see which ways might work for you and decide what you want to learn more about, then use the learner card for that particular task.

Social Media

What it is: A website where you share all sorts of content with people who subscribe to your page (called 'friends' or 'followers')

Best For: Sharing photos, sharing small day-to-day details with relatives, sharing thoughts and opinions

Less useful for: Face-to-Face communication

Examples: Facebook, Twitter, Instagram



VOIP & Video

What it is: A way to make telephone or video calls over the internet

Best For: Seeing and speaking to one or more people face to face

Less useful for: Sharing photos, sharing with a large group

Examples: Skype, Google Hangouts, Facetime

Email

What it is: A way of sending letters (which can include photos) online

Best For: Sharing intimate or secure details with one person at a time

Less useful for: Sharing day-to-day thoughts or activities, sharing with a wide group of people

Examples: Gmail, Outlook, HushMail



There are many different online email accounts you can choose, all of which are fairly similar.



This card shows you how to use Gmail. The process is similar for the other accounts.

Web-based email is email that is stored on the internet so you can read it on any computer or mobile device that's connected to the internet.

To start, follow the QR Code.

- ✓ At the top left of the main Google page, click on **'More'**
- ✓ From the dropdown list, select **'Gmail'**



You'll now be in the **'Sign in'** section. If you've not done this before, you'll need to create a Google account. Click **'Create an account'** at the top right of the page.

To set up an email account with Gmail, you'll need to be happy to share some personal information with Google. If you're not, then investigate another email company where you are happy to share this information.

- ✓ Fill in the **required** information. Note that you don't need to answer all the questions
- ✓ Clicking on **'Continue to Gmail'** will take you to your inbox, ready to start emailing

Suggested Next Steps: Using Online Email (A3G)

There are many different online email accounts you can choose, all of which are fairly similar.



This card shows you how to use Outlook. The process is similar for the other accounts.

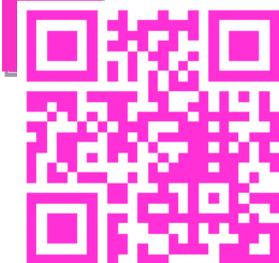
Online Email is email that is stored on the internet so you can read it on any computer or mobile device that's connected to the internet.

To start, follow QR Code 1.

- ✓ If you have previously set up an outlook or live account (for example for Skype), click login. Otherwise, click 'Sign Up Now'
- ✓ Fill in the required details to sign up. You will need to scroll down if you are using a tablet or mobile device. You should pick an email address you will be able to remember and give to others (e.g. digitalage2015@outlook.com)
- ✓ Pick a password and remember it
- ✓ You will be asked for an alternative email or telephone number to verify that you are who you say you are



Code 2



- ✓ Click on 'create account'
- ✓ Follow QR code 2 to get to your inbox

This is now where you will see email whenever it is sent to the email address you selected. Next time, you can follow either of the QR codes to log in.

Suggested Next Steps: Using Online Email (A30)

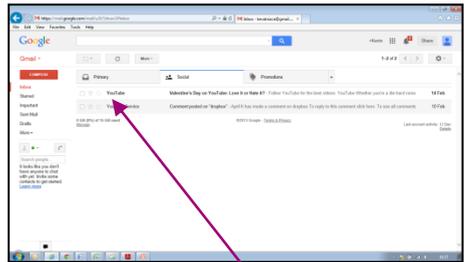
Before You Start: You need a Gmail Account – See Card “Setting Up Online Email (A2G)”

There are many different online email accounts you can choose, all of which are fairly similar.



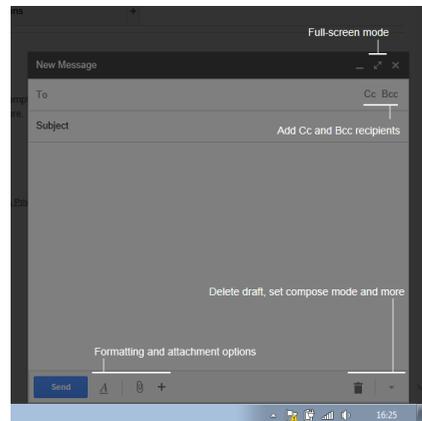
This card shows you how to use Gmail. The process is similar for accounts from other providers. Follow the QR Code

and log in to your Gmail account.



The screen (shown on the right) will look similar to this. Your emails are listed in the middle, the darker ones being the ones you’ve not read yet.

- ✓ Try reading one of the emails by clicking on its subject title.
- ✓ Next, think about how you might **Compose** an email (use the arrow as a hint)
- ✓ Try sending an email to yourself. If you can’t remember your email address, you can see it by clicking on the face in the top right corner.
- ✓ Explore what you can do when sending an email (see guide to the right)
- ✓ Once you’ve done this, read your own email by clicking on the subject title after it appears in your inbox. See if you can work out how you could reply, or send it on to someone else.



Before You Start: You need an Outlooks / Live Account – See Card “Setting Up Online Email (A20)”

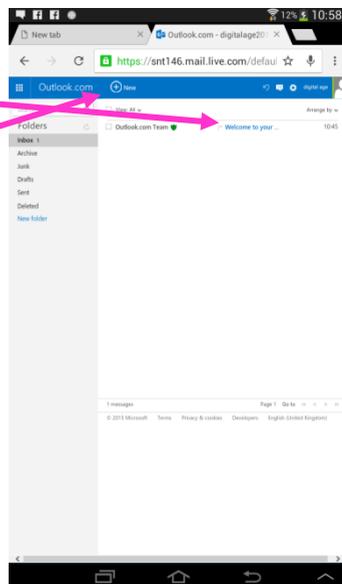
There are many different online email accounts you can choose, all of which are fairly similar.



This card shows you how to use Outlook. The process is similar for accounts from other providers. Follow the QR Code and log in to your outlook account. This may be the same account you have previously set up for Skype.

The screen (shown on the right) will look similar to this. Your emails are listed in the middle, the darker ones being the ones you've not read yet.

- ✓ Try reading one of the emails by clicking on its subject line
- ✓ Next, think about how you might create a **New** email (use the arrow as a hint)
- ✓ Try sending an email to yourself
- ✓ Explore what you can do when sending an email. For example, can you reply to several people at once?
- ✓ Once you've done this, read your own email. See if you can work out how you could reply, or send it on to someone else



Skype lets you communicate using video and sound, like a telephone but online.

Getting an Account

Before you can use Skype, you need an account. You can get one from Skype.com Follow QR Code 1 to find it. If you are using a mobile device, you will be asked if you want to download the app.



Once you have downloaded the app (or accessed the site from your computer) you need to 'Sign Up' and enter the required information. **If you have set up an Outlook account (see previous card) you can use the same details to log in.**

Trying out Skype



Once you've completed the above steps, log in to Skype (using the name and password you just set up / outlook account). If you're not using a mobile device, check you have a microphone and speakers (and use headphones if you don't want to be disturbed) and find 'Skype Call Test' in your contacts. Call it and follow the instructions.

Adding a Profile

You can set up a profile so that people on Skype know who you are and can add you to their contacts list.

- ✓ Go to 'Profile' and see what information you want to add. **Note that anything you put in will be publically available**
- ✓ Search for people you know, using their name, email address or (if you know it) their Skype name. If you have a mobile device with a front-facing camera or a computer with a webcam, you could try video calling them

WhatsApp is a simple, free application that lets you send text messages, chat or share files with your contacts via the internet. Unlike Skype, this only works on a mobile device (tablet or smartphone) but still needs access to the internet. Because video and sound use a lot of internet data, you'd normally only use it for calls if you were connected to the internet via WiFi or had a mobile data package that allowed you to use a lot of data.

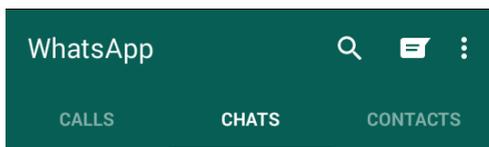


Getting an Account

Follow the QR Code to download WhatsApp on whatever device you are using. Once you have downloaded it, follow the instructions to sign up and register an account.

Adding Contacts

Once you are in WhatsApp, add your contacts by clicking on the "Contacts" tab. WhatsApp can get contacts from your email address or from Facebook and other networks. If you can't find them there, you can search for contacts by clicking on the magnifying glass and typing their name or email.



Contacting people

There are two ways to contact people:

- ✓ By text – click on **CHATS** and then click on the speech bubble at the top. Select your contact and send them a message. If you want to send a file, click on the paperclip at the top and select the file (normally a photo) you would like to send.
- ✓ With sound – click on **CALLS** and then select a contact by clicking on the picture of the phone with a + at the top. You can add more than one person to your call.

This section looks at three different ways of keeping in touch with friends and family:

- ✓ Web Mail (Gmail or Outlook)
- ✓ Skype / VOIP
- ✓ Social Media

Because social media is included in more detail in other sections, this handout concentrates on email and Skype.

Skype

Skype allows you to call people. To use it you will need to:

- ✓ Set up a Skype or Outlook profile
- ✓ Run the Skype App or install Skype on your laptop
- ✓ Have headphones and a microphone attached (or use the built in ones if available)
- ✓ In most cases you will need WiFi as you cannot connect using a mobile phone data signal

Next (this is correct for most devices):

- ✓ Click “People” to find which of your friends are online or select your contacts list (Click the ‘+’ button to search for / add new friends)
- ✓ Select the person you want to call
- ✓ Click the blue or green “Call” button (It normally has a telephone icon in a  circle)
- ✓ The call starts – during the call you can
 - Press the red telephone to hang up 
 - Press the microphone button to toggle whether your microphone is muted or not 
- ✓ After the call, if you leave Skype running in the background, it will ring if someone calls you and you can press the green button to answer (on some devices you may need to swipe the green button)

WhatsApp

- ✓ Download WhatsApp to your phone and set up an account
- ✓ Click on “Chats” and then the speech bubble and chosen contact(s) to send a text message
- ✓ Click on “Calls” and then the telephone and chosen contact(s) to make a phone call

Webmail

Webmail is email you can access from any computer connected to the internet. To access it:

Go to www.gmail.com or www.outlook.com depending on where you set up your webmail account

- ✓ Enter your login details (Your username is normally your email address. Only you know your password)

Once in the email account you can see a list of emails. How this looks will be different on different devices.

- ✓ Click on the subject of an email to read it
- ✓ When reading an email look for the following arrows:  reply  forward to some else
- ✓ Click the “+” or “Compose” button to begin writing an email to someone



Safety Cards

NB: There is no summary handout for this section

Quick Index

Responsible Online Use (B1)

Digital Footprint (B2)

Shopping Online Safely (B3)

Using Email Safely (B4)

Using Social Media Safely (B5)

LINKS

B1:

1. <http://www.bbc.co.uk/news/magazine-17530450>
2. <https://www.iwf.org.uk/>
3. <http://www.ceop.police.uk/>
4. <https://www.gov.uk/report-terrorism>

B2:

1. <http://www.google.com/>

B3:

1. <http://www.passwordmeter.com/>
2. <https://www.youtube.com/watch?v=so9ulkFKCnc&app=desktop>

A bit of banter with your friends is always fun and that's the same on and offline. However, online it's often public and a record remains of everything you say, so it's worth thinking a little bit more about it. Follow the QR Code 1 for a brief BBC guide on what might get you into trouble.

Code 1



Offensive Content

Content you should avoid or report includes:

- ✓ Hate speech (racist, homophobic)
- ✓ Threats or violent language
- ✓ Incitement to commit crimes (including terrorism)
- ✓ Indecent images (images of child or adult abuse)
- ✓ Content that harms a person or organisations reputation without good cause

Code 2



Doing something about it

If you come across this content then you can help get rid of it. You can sometimes report it on the site it came from (e.g. Facebook) or see the following:

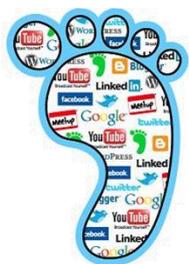
- ✓ QR code 2 for IWF (reporting illegal images)
- ✓ QR Code 3 for CEOP (reporting suspected abusers)
- ✓ QR code 4 for (reporting terrorist or extremist material)

Code 3



Code 4





The great thing about being online is that there is so much to do!

However, when you share your details on any public forum, others can find them, creating a 'digital footprint' for others to find. Even if you're not online you may well have a digital footprint. For example, sites like

192.com use the electoral register to provide details about people who haven't ticked the privacy box when they register to vote. Follow QR Code 1 to Google, then type your name in quotation marks (e.g. 'Joe Bloggs'). See what comes up.

Code 1



Things to include and avoid

- ✓ **DO** put information online that will present you in a good light if people are searching for you (e.g. if you're on a residents panel, a local councillor or if you're looking for work)
- ✓ **DO** share the things you like doing, your achievements and the things you find fun
- ✓ **DON'T** put your address, date-of-birth, mother's maiden name or other security information in the public domain
- ✓ **DON'T** put anything that compromises your integrity (inappropriate photos, outrageous opinions you might not want known) and report anything of this type others post about you

Big Data

Lots of organisations store information about you (e.g. store cards, smart electricity metres). Even if you think it's anonymous, be very careful what data you give and what permissions you give for this data to be used, so people you don't want to give access to can't use your data to build a profile of you that you wouldn't want.

One of the biggest concerns about using the internet for shopping is around the safety of using cards (e.g. credit, debit or bank cards) online. Many people avoid internet banking because they are worried about security. But, just like day-to-day shopping, it's safer if you take precautions.

Using secure connections

A secure connection means that information passing through other computers on the way from your device to the shop's is encrypted, so it can't be stolen en route. You can tell a site is secure if it starts 'https' and has a padlock on the web address bar. If you see the padlock, you're safe to send card details. If you don't, **don't send them!**



Code 1



Choosing a secure password

Having a password that is hard to guess is important. Use the tool from QR code 1 to test how secure your passwords are and see if they could be more secure. **Never give your password to anyone. Your bank will never ask you for it either**

Credit Cards & PayPal

If you use a Credit Card online you are normally protected against any identity theft. The other option is to use online payment methods, such as PayPal. PayPal keep your card details safe and you then pay through them, protecting you from identity fraud. Follow QR code 2 to see a promotional video explaining PayPal.

Code 2





We all know about junk mail, pyramid schemes and other annoyances that come through our door. Our email inbox is, sadly, no different.

To keep yourself safe with email, here are some suspicious things to look out for.

Email Security

Like letters, emails go through many computer 'sorting offices', some of which might not be secure. Because of this, you should never send passwords or bank details by normal email.

Spams, Phishing & Viruses

Unwanted email is called **spam**. GMail and most other email sites try to filter out the junk for you and put it in a separate folder called 'Junk' or 'Spam'.

- ✓ Go to your online email and see if you can find the junk folder. Look how you could 'allow' email or delete it forever

Sometimes emails try to get you to give money. These are called **scams**.

- ✓ **Never give money or contact details to people you don't know online**

Sometimes emails try and get you to give away secret information. These are called **phishing** emails. They may pretend to be from your bank or send you to a website that looks like your banks.

- ✓ **Never follow links from emails unless you are CERTAIN who they are from. If you're not sure, ring the sender and ask them**

Some emails have things attached like photos or documents. Some malicious emails install a virus on your computer if you open these attachments.

- ✓ **Never open an attachment from someone you don't know or if the email looks suspicious in any way – just delete the email**



What not to share

Using social media can be a very rewarding experience. But there are some rules you need to think about before you join.

- ✓ Don't share anything you wouldn't want anyone to find
- ✓ Don't share publically any details that could be used as security details (mother's maiden name, full date of birth etc.)
- ✓ Don't share photos or details of other people unless you know they are happy for you to do it
- ✓ Don't say anything that might be illegal to say, including
 - Anything about court cases that are running
 - Anything racist, violent or highly offensive
- ✓ Don't say anything you might regret in years to come (you may change your opinion or not want your views known)

You are not anonymous

However well you might think you have covered your tracks, you have not. Police and Security Services have even managed to break some of the most encrypted parts of the internet, so do not rely on anonymity to protect you at any time.

Privacy Settings

Most social media sites have privacy settings. It's worth looking carefully at what is shown publically and what you can protect. If you have a protected account, you might choose to share more things. Be aware, however, that everything is stored and could be found by someone malicious or by the security services.



Sharing with Friends & Family Cards

Quick Index

- Setting Up Facebook (C1)
- Sharing with Facebook (C2)
- Setting Up Twitter (C3)
- Sharing with Twitter (C4)
- Sharing Photos (C5)
- More Online Photo Fun (C6)
- Using Pinterest (C7)
- Setting Up a Blog (C8)
- Using Social Video (C9)
- Summary Handout

LINKS

C1:

1. <https://itunes.apple.com/gb/app/facebook/id284882215?mt=8>
2. https://play.google.com/store/apps/details?id=com.facebook.katana&hl=en_GB

C3:

1. <https://itunes.apple.com/gb/app/twitter/id333903271?mt=8>
2. https://play.google.com/store/apps/details?id=com.twitter.android&hl=en_GB

C5

1. <https://www.commoncraft.com/video/online-photo-sharing>
2. <http://www.flickr.com/>

C6

1. <http://www.google.co.uk/search?nord=1&q=photo+gifts&cad=h>
2. <http://www.jibiab.com/>

C7

1. <http://www.pinterest.com/>

C8

1. <http://www.wordpress.com>
2. <http://www.mumsnet.com/bloggers-network>
3. <http://www.wordpress.com/>
4. <http://www.blogger.com/>

C9

1. <http://www.youtube.com>
2. <http://www.periscope.tv/>

Introduction

Facebook is the world's most popular 'social network'. It allows you to share photos, personal interests, opinions, events and many other things with groups of people. You can also play games with other users. Facebook is free to use (though some games charge), but they make their money based on adverts based on your data. So, before you set up a Facebook account, you need to consider the following points:

- ✓ Facebook will make the information you supply public **unless you tell them otherwise**
- ✓ Read the other terms and conditions

Setting up Facebook's app

How you set up Facebook is different between different devices. This tells you how to do it from a mobile device. The privacy settings are a lot more detailed on a computer. On a computer go to www.facebook.com

On a mobile device

- ✓ Follow QR Code 1 if using an Apple Device or QR Code 2 for an Android device
- ✓ Follow the instructions to set up an account

Next Activities

- ✓ Find some people you know and add them as friends (search for them and then click 'Add as Friend')
- ✓ Read the sheet on privacy settings

Code 1



Code 2



Introduction

Facebook allows you to share all sorts of things with ‘friends’ (a friend is someone you wish to share content with). Content includes:

- ✓ Links to other websites
- ✓ Photos & Videos
- ✓ ‘Status’ updates (short pieces of text about what you’re doing or thinking)
- ✓ Events
- ✓ Other things you do on social media (for example music you are listening to on music websites)
- ✓ Where you are
- ✓ Businesses, causes or opinions that you like

You can put your own content on Facebook, or you can share something that your friends have already shared.

Uploading your own content

- ✓ Locate the content on your device (i.e. take a photo, find a link etc.)
- ✓ Click the ‘share’ icon (which normally looks like this) 
- ✓ Select ‘Share to Facebook’

When you upload something, you will see a padlock icon. By clicking on this, you can control which of your friends can see the content (all your friends, just your best friends etc).

Sharing Other People’s Content

- ✓ Find something a friend has shared
- ✓ Click “Share” just below it to share it with your friends

Introduction

Twitter is a 'microblog'. This means you can share short amounts (140 characters) of information. Most people use Twitter to:

- ✓ Share links to sites they are interested in
- ✓ Comment on events or TV programmes
- ✓ Network with people with similar interests
- ✓ See what celebrities are up to

But you can use it for anything you like!

Before you set up a Twitter account, you need to consider the following points:

- ✓ Everything you write on twitter is public (unless you change the settings), but you don't need to use your real name.
- ✓ Twitter content is searchable. So if you type 'reading war and peace' and someone searches for 'war and peace' they will find your tweet.

Setting up the Twitter app

How you set up Twitter will be different between different devices. This tells you how to do it from a mobile device. To try it on a computer go to: www.twitter.com

- ✓ Follow QR code 2 to download Twitter on an Android device or QR Code 1 for an Apple device
- ✓ Follow the instructions to set up an account

Code 1



Code 2



Introduction

- ✓ Before you use this card, make sure you've set up a Twitter Account

Once you've set up a Twitter account, there are three things you might want to do:

- ✓ Follow people
- ✓ Read Tweets
- ✓ Tweet Yourself



The Tweets you follow Tweets about you Private messages People you might follow Search

To start with, you might not know what you want to use Twitter for.

Following People

Search (click on the magnifying glass) for keywords that you are interested in, or people you think might be interesting. These could be celebrities, politicians, friends, community leaders or companies you have dealings with. When you find them, you can 'follow' them by clicking on the 'follow' box on their page. You will then see everything that they Tweet. You can also see this by



going to their page. If they follow you back, they will see everything you Tweet.

Tweeting

When you've read some tweets, you may decide you want to tweet something of your own. If you type **@TheirName**, that user will know you've tweeted about them. You can also send them private, non-public messages, as long as they are following you. **Hashtags** help you group tweets together (e.g. If you are commenting on BBC 1's Question time, use **#bbcqt**. If you search for **#bbcqt** you will then see what everyone else is saying about the programme).

There are many reasons you might want to share photos online. Here are some of them.

- ✓ Follow QR Code 1 to see a video about why you might want to share them online
- ✓ Follow QR Code 2 to access Flickr. Unless you already have an account with Yahoo! and know the password, you'll need to set one up

Code 1



- ✓ When you have an account, you can search for a picture. Click on the search

Code 2



- ✓ Type in a key word (e.g. **Music**)
 - ✓ Browse the photos to find what you want
 - ✓ If you're confident doing searches, you can also add exact phrases to your search by putting them in quotes (e.g. "**Folk Music**") or exclude words from the search by putting a hyphen/dash first (e.g. **-Jazz**)

Next, you can upload your own photo. You'll need to take a photo and have it on your computer or device for this to work.

- ✓ Click "Upload" or the  (or similar) symbol
- ✓ Locate the photo to upload
- ✓ Add some "tags" (key words) associated with the photo
- ✓ Decide if you want it to be private or public



You Might Also Like: *More Online Photo Fun*

Before you start: Have you read the Shopping Learner Card?



Sometimes it's nice to share photos among friends and family online.

However, sometimes it's nice to buy photo gifts (e.g. a mug, t-shirt or book with photos printed on it).

- ✓ Follow QR Code 1 to see a list of photo gift sites. Explore some of them and see what gifts can be ordered but **don't enter any payment details unless you trust the site and actually want to buy something**

Code 1



There are other things you can do with photos online. For example, you can put a photo of your face into a video to make a fun online card to send to friends.

- ✓ Follow QR Code 2 to 'JibJab'. You will need a 'head and shoulders' photo of yourself to try this. Pick a card you would like to send and upload the picture of yourself to make card. **Remember**

Code 2



not to enter any payment information so that you only use the free cards



Introduction

Pinterest is a different kind of social network. It lets you share items which have pictures in them. A lot of people use it to:

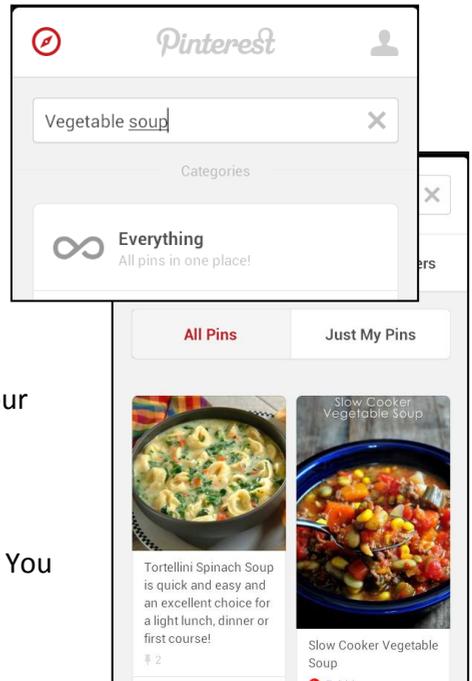
- ✓ Share recipes
- ✓ Arts and crafts they have made or are selling
- ✓ Funny pictures or graphics



How it works

Unlike other social media, it's entirely picture based

- ✓ Pictures are displayed on a 'pinboard'
- ✓ When you see what you like, you click on it and get taken to the website the picture comes from
- ✓ If you like it you can 're-pin' it, so your friends can see it as well



Using Pinterest

- ✓ Follow the QR Code to get to Pinterest. You may want to download the app when prompted
- ✓ Type your favourite food into the search box
- ✓ Click on a picture that you like the look of. If you see the word 'website' above it, you can see the website it came from
- ✓ Find boards you want to follow or pin your own links

Introduction

Ever since people started using the internet, they have been keeping logs or diaries about what they do or think. Today, weblogs (or blogs) are used by millions of people in a personal and professional capacity.

Types of blog

- ✓ **Blog:** written, usually chronological, entries on thoughts, opinions, guides to doing things, recipes, diaries, etc.
- ✓ **MicroBlog:** Very short posts on any of the above, often linking to a full blog. Twitter is the biggest example
- ✓ **PhotoBlog:** Photos used to tell a story, chronicle what someone is doing, or show the stages in developing or building something (e.g. classic car restoration)
- ✓ **Vlog:** A relatively new phenomenon where people record themselves speaking to camera on an issue that interests them

Code 1



Blogging communities

Many people blog on a particular subject. Sometimes they become such experts in it that they get paid to blog by others or by companies

that want them to review a product. Some examples of this are **craft blogs**, so-called **mummy-blogs (parenting)** and **political blogs**. Follow QR Codes 1 & 2 to see examples of this.

Code 2



Code 3



Setting up your blog

There are many ways to blog, but the two biggest are WordPress (QR code 3) and Blogger (QR Code 4). Follow the codes and follow instructions to set one up.

Code 4



Introduction

Video is one of the most powerful tools on the internet. It allows people to share their thoughts, music and precious moments with small groups or the whole world.

Code 1



YouTube

YouTube is the biggest and most well known video sharing site. You can use it to:

- ✓ **Produce Videos:** Many people produce their own videos, sometimes by talking about their life (Vlogs) or small films they've made
- ✓ **Share Videos:** Many people use YouTube to share videos of their favourite music. **Please be aware that you can only upload music or film clips if you have the copyright authorisation to do so.**

To set up a YouTube account, take a look at card A2(G) to set up a Google account, then follow QR Code 1 to set up a YouTube account. You can then upload an existing video, record your own, or search for videos that are already on YouTube.

Code 2



Quick Video

Recently, a number of sites have opened their own channels for sharing live video (in other words, sending video to the internet as it happens). These services include Vine, Instagram and Periscope. To use Periscope, first complete card C3 and then follow QR Code 2 will take you to Periscope. **Please be careful when sharing live video that you don't share anything you shouldn't – you can't cut it out later!**

This section looked at ways you could share your thoughts and photos.

Sharing photos you have taken on a mobile device

To do this you will need

- ✓ To have downloaded the app for the network you want to share on (e.g. Facebook) and logged into it at least once
- ✓ Have taken a photo using the camera or have downloaded one into your album

Click on the “Share” button, which will look something like this:



- ✓ Choose the network you want to share it with (Facebook, Twitter, Email)
- ✓ Select that network and add any comments you need to
- ✓ Click ‘Share’ or ‘Send’

Sharing other people’s content on social media

When looking through your ‘feed’ on Twitter or Facebook you may well see something you want to share with other people. To share this content, you will need to do one of the following:

- ✓ Click on a share button (see above)
- ✓ Click the Word ‘Share’ (if applicable)
- ✓ If using Twitter press the ‘Retweet’ button
- ✓ If using Pinterest press the ‘Re-Pin’ button



Sharing thoughts and ideas

Facebook & Twitter

In your Facebook or Twitter app, at the bottom of the page is a box for entering in your Tweet / Facebook update. Type it in. If using Twitter, you are limited to 140 characters (this is shown next to the message). If you type in a long URL, twitter will shorten it, normally to around 17 characters.

Blogging

You will need to go to the blogging platform you set up (maybe using QR codes from the blogging card)

- ✓ Log into your blog
- ✓ Click ‘New Post’ on the menu (this differs between platforms, but normally is shown this way)
- ✓ Type your post
- ✓ Click ‘Publish’



Taking Part Cards

NB: There is no summary handout for this section

Quick Index

Listening to Music (D1)

Arts & Crafts (D2)

Loans & Finance Online (D3)

Banking Online (D4)

Buying & Shopping (D5)

Buying Used Goods (D6)

Booking A Holiday (D7)

Finding A Voice / Campaigning (D8)

Online Health & Benefits (D9)

Family History (D10)

Communities & Advice (D11)

LINKS

D1:

1. <http://tunein.com/>
2. <https://www.spotify.com/uk/>
3. <http://findanopenmic.com/>
4. <http://www.bandsintwon.com/>

D2:

1. <http://www.craftsy.com>
2. <http://www.pinterest.com>
3. <http://www.etsy.com>

D3:

1. <http://www.moneysupermarket.com/c/news/what-s-the-best-mobile-banking-app/0026486/>
2. <http://www.moneysavingexpert.com/savings/savings-accounts-best-interest>
3. <http://www.moneysavingexpert.com/credit-cards/>

D4:

1. <http://digitalunite.com/guides/shopping-banking/online-banking/how-bank-online>
2. <http://www.moneysupermarket.com/c/news/what-s-the-best-mobile-banking-app/0026486/>
3. <http://www.merton.gov.uk/community-living/communitysafety/safermertonidentitysafety.htm>

D5:

1. https://www.google.co.uk/search?hl=en&tbm=shop&q=tablet+computer&oq=tablet+computer&gs_l=products-cc.3..0i10.3822.6459.0.6818.15.9.0.6.6.0.63.375.9.9.0...0.0...1ac.1.LzfpXvMYXLU

2. http://www.mysupermarket.co.uk/shelf/savvy_buys
3. <http://www.bandsintwon.com/>
4. <http://www.moneysavingexpert.com/deals>

D6:

1. <http://www.ebay.co.uk/>
2. <http://www.gumtree.co.uk>
3. <http://www.freecycle.org.uk/>

D7:

1. <http://www.travelsupermarket.com>
2. <http://www.expedia.co.uk/>
3. <http://www.booking.com/>
4. <http://www.tripadvisor.co.uk>

D8:

1. <http://www.theyworkforyou.com/ni/>
2. <http://xtlearn.net/L/1405>
3. <https://petition.parliament.uk/>
4. <http://www.change.org/petition/>
5. <http://twibbon.com/>

D9:

1. <http://www.nidirect.gov.uk/index.htm>
2. <http://www.hscni.net/>

D10

1. www.proni.gov.uk/index/family_history
2. <https://familysearch.org/>
3. <http://www.bbc.co.uk/history/0/23605029>
4. http://boards.rootsweb.com/?o_iid=33216&o_lid=33216&o_sch=Web+Property

D11

1. <http://popni.net/>
2. <http://popni.net/groups/advice-ni>

Everyone likes some kind of music. The internet gives us lots of different ways to enjoy music. **Be Careful: It is illegal to download “pirate” music that has been copyright protected.**

Code 1 Listening to the radio



You can get any radio station in the UK, including most local ones, by installing the **TuneIn** app. Try finding your favourite station or looking at a music genre you like.

YouTube

YouTube has many music videos and music recordings. Open your YouTube app and search for the band/singer/musician you like best.

Music Streaming

There are several services available for streaming music. The most popular are Spotify (QR Code 2) and LastFm. They allow you to build playlists. To get all the advantages of the services, you have to pay a subscription fee.

Code 2



Code 3



Buying Tickets

You can find bands' gigs and 'open mic' sessions on various websites and on social media. QR Code 3 takes you to a directory of open mic sessions, QR Code 4 to a director of online commercial concerts.

Code 4



Arts and crafts are a great way to keep ourselves occupied, but online they are also the basis for large online communities and industries.



Code 1



Communities

For most crafts there are specialist communities. Some use forums to discuss ideas, others blog and share the latest crafts they've created.

There are normally competitions, sometimes with very good prizes for the best craft. QR Code 1 links you to [Craftsy](#), an online hub that brings together communities around many different crafts.

Sharing via social media

Many craft communities also use social media for sharing. [Pinterest](#) is a great way of sharing craft items, because it lets you share pictures of craft items you've found, made or are selling.

Code 2



Code 3

Buying & Selling



Most of the big online shops like [Amazon](#) and [Ebay](#) cater for craft makers. However, there are also some that are very specific. QR Code

3 links to [Etsy](#), a site for selling handmade crafts.



Money makes the world go round and the online world is no different.

Now you can manage your money online too. Be Careful: Loans, gambling and investment carry risks – always read the small print and use sites that you trust.

Online Banking

Many people naturally worry about banking online. However, large high street banks now implement security measures that make it a relatively safe experience. You can do it from a computer or, in many cases, from a mobile device. QR Code 1 takes you to a review of different banks and their mobile apps – which might suit you?

Code 1



Code 2



Online Savings

Follow QR Code 2 to see some of the savings accounts currently listed online.

Online Loans

Taking out a loan is something that, from time to time, many people feel they need to do. It is very easy to take out a loan online, without considering it fully. Take a look at MoneySavingExpert's advice on loans via QR Code 3

Code 3



Other Online Money Matters

There are many ways to lose money online. Before you give money to anyone online, it's important to get qualified advice to ensure you know what you're doing and that it's safe to do so.

Many people are nervous about banking online. However, it has some real benefits: you can use it 24 hours a day from a mobile device, and can even open new accounts (in some situations) without having to set foot outside of the house.

Learning how to online bank

QR Code 1 takes you to a ‘Digital Unite’ course about online banking. Take a look and see what you can learn from it.

Code 1



Mobile Devices

Code 2



Many banks now let you do some banking from your mobile device. QR Code 2 takes you to MoneySupermarket’s review of online banking apps. Take a look and think whether it would be convenient if you could pay bills and transfer money from your smartphone or tablet.

Online Banking Safety

It’s natural to feel nervous about online banking because it’s new and we don’t experience the routine safety checks that we do when getting money from a traditional bank. Go On NI have prepared a useful page about identity safety, including internet banking. Follow QR Code 3 to see it.

Code 3



Buying and shopping online is a very popular way to shop. Most high street stores and many small outlets have online shops and some companies only trade online.

Finding A Bargain

There are many search engines you can use to find a bargain however Google Product is the biggest. Follow QR Code 1 to find a Google search for tablet computers. Try refining this search by price and other factors.

Code 1



Code 2

Comparing Prices



There are many price comparison websites for everything from insurance to grocery shopping. QR Code 2 links to one that takes information from all the major online supermarkets and works out which one will cost the least for the shop you want, then allows you to order online.

Buying Tickets

If you like music or theatre there are all kinds of sites online that let you buy tickets. QR Code 3 links to 'Bands In Town'. Search this for music you're interested in and see if there are any concerts at venues near you.

Code 3



Code 4

Vouchers & Deals



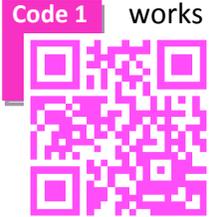
Many sites offer you daily deals or vouchers. QR Code 4 links to an independent site listing current online deals.

As well as buying from new, you can also get used things online.

Be aware that quality and reliability varies, so always be careful.

Ebay

Ebay started as an auction site, but now works as a way for small mail-order businesses, including private individuals, to buy and sell. It works in two different ways:



1. You bid an amount on the item and, if the reserve (the minimum price the seller is willing to sell it for) is met and no one bids higher than you, you get the item
2. You can “buy it now” and pay a fixed amount to not bother with the auction and bidding process

Follow QR code 1 to get to Ebay and explore it.

Code 2



Gumtree

Gumtree works like the classified section of a newspaper. Have a think about the benefits of using this site, but also the dangers that could be involved. Check out what’s listed near you via QR code 2

Freecycle

Freecycle allows you to share items you no longer need that would otherwise be sent to a tip. You can post things you want, or things you want to get rid of, to a group based around your local area. Follow QR code 3 to find what’s being offered near you.

Code 3



One of the most exciting things to do online is book a holiday. You can either find all the bits yourself or find a package.

Comparing Holidays

There are many sites that compare different holiday prices. Travel Supermarket (Code 1) and Expedia (Code 2) are two famous ones. If you do a search on Google, you can find many more!

Code 1



Code 2



Booking directly

If you can find the website of the hotel or airplane company you wish to book with, you can probably book directly with them. However, there are also sites that allow you to find and book hotels. Code 3 links to

Booking.Com, the biggest of these sites.

Leaving Feedback

Many travel agents, venues and resorts encourage you to leave feedback after your visit. You can also check out TripAdvisor (Code 4), an independent site. But be aware,

Code 3



Code 4



some people have specific tastes or leave malicious feedback. So check several reviews and see what other reviews the person giving the feedback has left elsewhere.

Safety First

Remember that many companies sell holidays and not all of them are safe. Check they are ATOL protected, as well as the feedback and security of the site before you buy.

The internet is a great place for ensuring your voice is heard. Whether through engagement with politics or running your own campaigns, there are tools to help online.

Engaging Politically

The first step to engaging politically is finding your elected representative. QR Code 1 takes you to 'TheyWorkForYou'

Code 1



Code 2



which allows you to find out about your assembly member (or Westminster MP). QR Code 2 takes you to a collection of resources around politics, including sites about voting and election leaflets.

Code 3



Starting Petitions

There are lots of sites for creating petitions. However, the largest are the government's own petition site (where petitions with enough signatures get debated in parliament, QR Code 3) and Change.Org, an

Code 4



internationally acclaimed petition site (QR Code 4). Why not see if there's any you want to sign, or set one up on an issue you feel strongly about.

Using social media

There are many different ways you can use social media to become an activist. You can set up twitter campaigns or Facebook pages to support your cause. Many campaigns use 'Twibbon', which places a campaign logo over your profile photo. QR code 5 links to Twibbon – take a look.

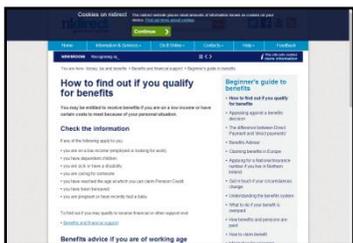
Code 5



Many of the government’s services are now online and there are plans to move many more online soon. Government services include benefits, car tax and driving licenses, passports and fishing permits.

NI Direct

In Northern Ireland, most of the government’s services can be found at NI Direct (Follow QR Code 1). When you get there, the site is divided into different government services that you can interact with online. Some of the services include:



- Booking an MOT test
- Finding a school
- Paying your rates
- Finding out if you are eligible for, and applying for, benefits

Code 2



HSC Online & NHS Choices

HSC Online (QR Code 2) provides you with access to healthcare services in Northern Ireland. You can search for services near you or link from there to NHS Choices, which allows you to check symptoms and get health advice online. There are many sites that give health advice on the internet, but a lot of them are sponsored by drugs companies, follow a particular medical model or are incorrect. As a government service, NHS Choices is probably the most reliable.

Many people enjoy finding out about their family history and their ancestors. The internet can help with that, because it has a lot of information about people alive today, but also census records dating back centuries.

If you live in Northern Ireland, you can access the Public Record Office family history pages by clicking QR Code 1.

Code 1



Code 2



Getting Started

- ✓ Note the names and locations of any ancestors you know about.
- ✓ Follow QR Code 1 to search the largest family history database in the world.
- ✓ Search for your ancestors and, if you want, start building a family tree.

Finding out more

The BBC have made a great guide to getting started with family history. Follow QR Code 3 to see it.

Code3



Code 4



Social Web

Many genealogists use social media, for example:

- ✓ Groups on Facebook.
- ✓ Hashtags on Twitter.
- ✓ Discussion pages (Forums).

Follow QR Code 4 to see a forum

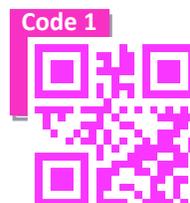


Whether it's for work, for support or just for meeting new people, many like to get involved in online communities.

There are some, on social media, but others that you can manually sign up

to.

Follow QR Code 1 will take you to **POP NI**, an advice community for older people in Northern Ireland.

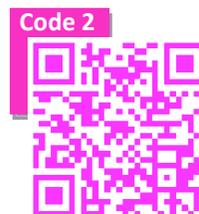


Click "Sign Up" and follow the instructions.

You will need an email address before you can do this (see card A2).

After you have signed up, follow QR Code 2, log in if it asks you to and you'll see that you are in a group called "Advice NI". Advice NI is a

group to help Northern Ireland citizens get advice on important topics. Groups are communities within a community. Click **Join Group** and post an introductory message to the administrators about who you are.



After that, return to the main page (you can follow the links or use QR Code 1 again).

Take a look around the site and see if you can find

- ✓ Upcoming events near you.
- ✓ Information about how to budget.
- ✓ Information about your consumer rights.
- ✓ Other groups you want to join (there's one for many local libraries)



Using Your Technology Cards

NB: There is no summary handout for this section

Quick Index

Choosing a device (E1)

Introducing the tablet (E2)

Using QR Codes (E3)

Understanding different devices (E4)

Searching the internet (Google / Bing) (E5)

Typing & Pointing (E6)

Advanced Typing (E7)

LINKS

E5:

1. <http://www.google.co.uk/>
2. https://www.google.com/advanced_search

E6 / E7:

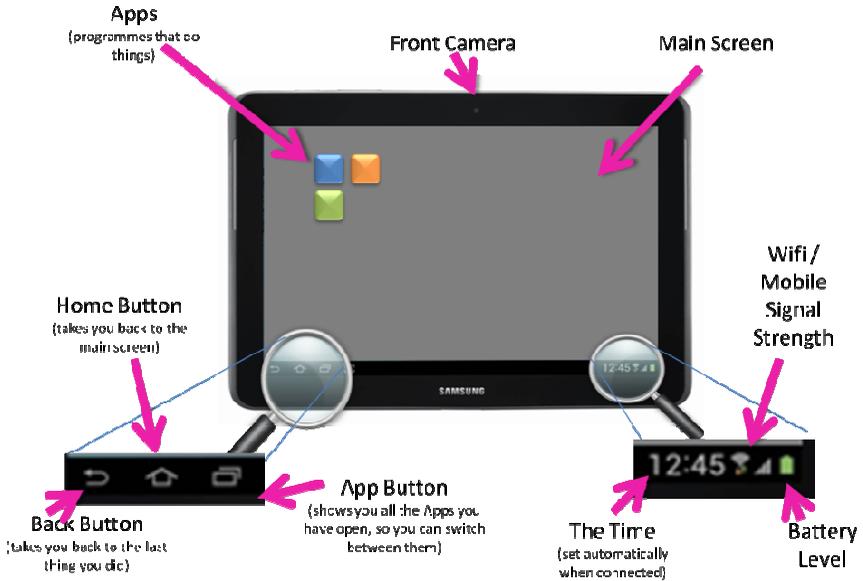
These codes only work on a mobile device

It's hard to say exactly which device would work best for you; it depends on so much. In recent years, the number and type of devices available have changed dramatically.

The table below is correct at time of going to print...but may well change! Take a look and see what you think would best suit your needs.

Static Devices			
Device	Pros	Cons	Approx. Cost
Desktop Computer	Powerful and can do almost anything; a technician can 'upgrade', rather than replacing, when it becomes old; easy to connect to printers, cameras etc.	Bulky; only works in one place and requires a number of power sockets; you need to be able to use a mouse or track-pad	£500 - £2000
Games Console	You get all the benefits of gaming while having access to the internet; you get to use the internet through your TV	Often requires an additional subscription to be able to access the internet; not often practical for typing, etc. without additional accessories; limited programmes / apps available	£150 - £600
Smart TV	You get internet through your TV on a large screen	Often requires an additional subscription to be able to access the internet; not often practical for typing, etc. without additional accessories; limited apps available	£300 - £5,000

Mobile Devices			
Device	Pros	Cons	Approx Cost
Tablet	Extremely portable; touchscreen is easy to use; un-intrusive; apps designed for simple mobile use	Smaller screens than laptops; harder to customise	£100 - £700
Smart Phone	Very portable; has full phone functionality	Very small screen; hard to customise; doesn't work on some websites; hard to type	Free on some contracts - £300+
Laptop Computer	Powerful and can do almost anything; portable; big screen	Unlike its desktop cousins it can't easily be upgraded; portable but often heavy; you need to be able to use a mouse or track-pad	£300 - £2000
Netbook Computer	Small and portable, but keeps most of the power of the laptop	Not as good for complex tasks like data or video editing; smaller screen, worse sound than laptops	£150 - £350



From a Mobile Device

These cards use 'QR Codes' to help you connect to things. QR Codes are like barcodes that your tablet or mobile device can read. They contain links to websites, to apps or sometimes just contain information.

To use them, you need to have a 'QR Reader'.

If your tutor has already installed it on your device, you will see a button that looks like this.



i-nigma



- ✓ Click on it to open the app
- ✓ Point the rear camera at QR Code 1
- ✓ Read the message
- ✓ Point the rear camera at QR Code 2
- ✓ When it displays the link for the website, click 'go online'

Code 1



From a Computer

Most of our QR codes are "clickable" from a computer. That means, if you're viewing this on your computer you can

- ✓ Move your mouse over QR Code 2
- ✓ Click once, normally with the left mouse button
- ✓ If you are asked if it's OK to follow an external link, click on OK.

Code 2



QR Codes that only work on mobile devices are not clickable.

From a paper copy

At the start of each section, the links for each QR code are listed. You can type the links in and use them that way too!

In order to use this course, it's useful to know what sort of device you are using. If you can't be sure from this list, ask a tutor or volunteer to help you.

Mobile

Apple Devices (iOS) (iPads, iPhone, iPodTouch)



Android Devices (Android) (many Samsung, htc, Nexus & Sony items)



Other Mobile (many NOKIA & htc mobiles use WindowsPhone and BlackBerrys use BBOS)



Computer

Laptop, Netbook or MacBook (normally using Windows (PC) or Mac OS (Apple))



Desktop Devices (normally using Windows (PC) or Mac OS (Apple))



How can you find what you want online? There are over 600 million websites. You need to use a **'search engine.'**

The Big Two

There are lots of search engines and they all work differently. The two biggest free search engines are:

- ✓ **Bing**, a search engine owned by Microsoft
- ✓ **Google**, a search engine that has made its founders into some of the richest men in the world



Using a simple search

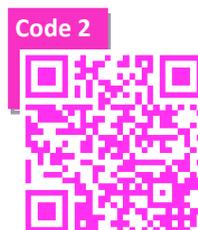
- ✓ Follow QR code 1
- ✓ Type something you're interested in (e.g. a sports team or a city)
- ✓ Have a look through the results. There are pages and pages of them. Take a quick look through the first few pages and see what you can find



Using an advanced search

Advanced search lets you narrow down your search so you can find exactly what you want.

- ✓ Follow QR code 2
- ✓ Type your full name into 'Exact phrase'
- ✓ Type some words about yourself (for example the town you live in) into 'any of these words'



Specialist searches

Using Google you can also search for specific things like images and video. See what else you can find by clicking on 'more' button.

Being able to type on and control your device is vital for using it.

The only way to learn and to improve these skills is to practice them.

What sort of device are you using?

Laptop or
desktop
computer



For the mouse:

<http://www.seniornet.org/howto/mouseexercises/>

For Typing:

<http://www.powertyping.com/qwerty/>

<http://www.typingweb.com/tutor/> (requires registration)

Tablet or
smartphone



For Typing

Follow QR Code 1 for a free version of one of the many typing tutors available for mobile devices.

Code 1



For Pointing

It is useful to practice drawing to get the hang of using your devices touch screen. Use QR Code 2 to find a free drawing app on an Android device.

Code 2



Even when you get used to typing on a mobile device, it's complicated and can be cumbersome.

If you have an Android device, there are a number of other keyboards you can download as apps. Some are free and others cost.

To find the best ones, search for 'best Android keyboards' and you'll find lots of blogs that outline which ones different people prefer.

Some of the most popular are 'swype' (QR Code 1) and 'swiftkey' (QR Code 2).

Swype allows you to run your finger between letters making a word. Once they get used to it, many people prefer this way of typing.



SwiftKey uses advanced predictive text, which guesses what you're going to type.

It learns the sort of words you type and then guesses what you might be trying to say, as well as what you type.

Code 1



Code 2





If you want to deliver digital literacy, please download our

DELIVERY TOOLKITS

www.digital-age.org.uk



FIND OUT MORE AT

www.digital-age.org.uk