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Staying digitally connected

WHATSAPP GUIDE

WhatsApp is a fast and free way to keep in touch with your loved ones, where you can send messages, make phone and video calls and more.

WhatsApp uses a WiFi connection, or your phone's data, to send messages so you can avoid running out of credit or going over your monthly text allowance (just be careful to keep an eye on your data allowance though!)

We've put together a quick and simple guide on how to download and use WhatsApp, so you can stay connected.

Downloading WhatsApp

You can download WhatsApp on any smart phone. Visit the '**App Store**' if you have an Apple mobile phone, or the '**Play Store**' if you have an Android mobile phone, the icons will look like this:



In the search bar at the top, type in 'WhatsApp' and press enter. Download WhatsApp messenger.



Top tip – make sure you're connected to a WiFi source when downloading or using Whatsapp to avoid using your data allowance.

Setting up WhatsApp

Now that you've downloaded WhatsApp, you'll need to set it up.

From your phone's home screen, click on the WhatsApp icon to launch the app. You will be asked a few set-up questions, including your phone number, country code and whether you want to be told when someone has messaged you (notifications).

Next, you will need to verify your account. WhatsApp will do this by sending you a SMS message using the phone number and country code you put in earlier.

Don't worry if you entered the wrong number, you can go back and change it!

The next step is to add in your name, a profile picture and to allow WhatsApp to access your contacts and your photos.



Top tip – There's no need to add your friends and families mobile numbers from scratch! Anyone who is in your mobile's phonebook and who uses WhatsApp will automatically be added to your WhatsApp contacts list.

Sending a message

To send a message, just click on the green message speech bubble in the bottom right corner of your screen and select a contact from your address book.



New Chat Icon

Once you have a chat going with a loved one, there's no need to repeat this step. Click on the person you want to speak to on your list to continue the conversation. You will notice what looks like a speech bar at the bottom of your screen. Click in this to bring up the keyboard, type your message and press enter.

Sending a picture or video

Not only does WhatsApp let you send messages for free, it also lets you send photos and videos at zero cost too!

To send a picture or a video, you'll need to open up one of your conversations or start a new one using the method above.

Next to the bar where you would type your message, you'll notice a paper clip symbol and a camera symbol.



If you'd like to send a photo or video of something you've already captured, select the paper clip symbol and find the item in your files. If you'd like to send a photo or video in the moment, select the camera symbol to take the image first and then send it.

Now that you're in the know about sharing images, you're ready to put a smile on your loved ones faces by sending photos or videos!

Making a phone call or a video call

Calling someone on WhatsApp is just as easy as calling someone from your phonebook.

Find the person you'd like to connect with from your contact list or your chat list, and open up the conversation.

In the top right, you will see two icons:

a video camera symbol and a phone symbol.



To voice call a friend or family member, select the phone symbol, or to video call a loved one select the video camera symbol. You will need an internet connection to choose either of these options.



Top tip – if you start a video call and your camera is the wrong way round, click on this symbol to switch it back to you.



We're always on hand to support you and your loved ones with your wellbeing and are here to help you, your friends and family stay digitally connected. If you need support or advice please get in contact with us today.



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