

Ways to connect digitally

We are having to adjust our everyday lives due to recent developments, however that shouldn't mean you can't connect with loved ones!

[Mothers' Union](#) want to make connecting with those near and dear as easy as possible, we have done this by providing a guide to using several different digital platforms to connect.

Contents

WhatsApp	1
Facebook Messenger and calling.....	2
Skype.....	3
FaceTime.....	4
Zoom	4

WhatsApp

WhatsApp is a communications app which allows you to message and call friends and family. You can download the app on iOS (Apple), Android and Windows Phones. You can also install WhatsApp on your computer, you just need to access the internet and download it from the Apple App Store or the Microsoft Store. To note, WhatsApp can only be installed on your computer if your operating system is Windows 8.1 (or newer) or macOS 10.10 (or newer).

WhatsApp is very similar to regular texts and phone calls; however, the app uses Wi-Fi instead of your phone signal. This means that if you find that service can be a little bit unreliable then WhatsApp could be a good alternative way to keep in touch. To access the messages and WhatsApp calling please see below:

1. Download the WhatsApp app from an app store on your phone or computer.
2. You will be asked a series of questions once you first open the app, these are outlined below:
 - Allow WhatsApp to access your contacts – you need to say yes to this one so you can add contacts
 - Allow WhatsApp to send notifications – you can choose whether you want to receive notifications and you can change this later under the settings tab (looks like a cog).
 - Agree to the app's terms of service and privacy policies – you need to say yes to this to use the app.
3. You will then need to verify your phone number. You will do this by typing in your mobile number then WhatsApp will send you a verification code by text

Ways to connect digitally

message. Once you have received the verification text message you need to enter the code into WhatsApp.

4. You then need to set up your account by adding in your name. You can also upload a profile picture – this is optional, but it does make it easier for your contacts to recognise it is you.
5. You can change your privacy settings if you want, for example you can change who can see your profile picture, who can add you to a group and if you want to share your live location or not. The privacy settings can be found by clicking settings (the cog tab) then account (the key tab) then by selecting Privacy at the top.
6. You will now be able to search for the contact on the WhatsApp app. To note, you need to make sure the person you are looking for has also downloaded WhatsApp and is a contact on your phone.
7. Once you have found the contact, you just need to click on their profile and from here it will take you to a page where you can message them as you would with a text message. You will also see in the top right-hand corner there is a camera icon, and this enables you to video call your friends and family. There is also a phone icon, and this allows you to phone your friends and family (as you would normally) but uses Wi-Fi instead of signal.

We have added a link [here](#) to direct you to FAQ, which can help you further.

Facebook Messenger and calling

Facebook Messenger is like WhatsApp and can use Wi-Fi or mobile signal.

Messenger is a mobile phone app that lets you chat with your Facebook friends; you can also place free voice and video calls. To start using Facebook Messenger, you will need a Facebook account and then follow the instructions below:

1. Download the Messenger app from an app store on your phone or computer. Alternatively click [here](#) if you are on a computer.
2. Enter the email address or phone number you use to sign into Facebook, as well as your password, and then tap log in.
3. If you don't have a Facebook account, tap Create New Account to set one up now. If you've forgotten your login details, tap “Forgot Password?” at the bottom of the screen and follow the on-screen instructions.
4. Follow the on-screen instructions to grant permissions and enable notifications. Depending on your phone or tablet's settings, you will usually have to give Messenger access to certain elements of your phone or tablet. You

Ways to connect digitally

also will be asked to allow notifications on some platforms.

5. When you launch Messenger, you'll see all your Facebook conversations in the Chats tab. If you are on a phone or tablet you can come back to this page by tapping the chat bubble icon at the bottom of the screen. If you are using a computer, your chats will be shown on the left-hand side of the screen.
6. If you want to continue a Facebook chat you have already started, find it in the chat list and proceed to step 9.
7. To send a new message click the pencil icon in the top right corner.
8. Type in the name of the Facebook friend you want to message, when their profile pops up click on them.
9. Type in your message in the typing area at the bottom of the screen and press on the paper airplane to send it.
10. If the person you are talking to also has the Messenger app, you can place free audio and video calls.
11. To start a call, type in the name of the person you wish to call into the messenger app. On the page showing your chat, in the top right corner, press the phone button for an audio call or the camera button for a video call.
12. When you are done with your call press the red phone button to hang up.
13. While you won't be charged for these calls, they can use up mobile data quickly. It is recommended that you use these services when you're connected to Wi-Fi.

For more information you can find Facebook's help section [here](#).

Skype

Skype is a convenient and easy to use program, that lets you make video calls to family and friends all over the world using the camera on your computer, tablet or smartphone when connecting with other Skype accounts. You can also make audio calls to mobile phones or landlines for an additional cost.

1. To download Skype go to <https://www.skype.com/en/get-skype/> and select the appropriate version for the device you are using. Once it has downloaded the program will guide you through how to install it to your device.
2. Once Skype is installed you will need to create an account, in the Skype sign-in window select "create new account", this will take you through the process of creating an account, username and password.

Ways to connect digitally

3. Once you have done this, return to Skype and enter your Skype name, email or phone number and select sign-in, after this put in your password and select the arrow to continue.
4. Once you've signed in, Skype will remember your sign in information when you close Skype or sign out and choose to remember your account settings, so make sure you do this on a personal computer or device.
5. To find new contacts select the magnifying glass and type in the name, Skype name or email of the person you want to chat with. You will need to get this from the person you are intending to call.
6. To start a video call, select the person you wish to call in your contacts list and press the button that looks like a video camera. If the other person is online and available, you should be connected.
7. To hang up, press the red button that looks like a phone.

You can find further support in Skype's help section [here](#).

FaceTime

FaceTime is the built-in video call function available on most Apple devices, such as iPhones and iPads. You can use it to make video calls to anyone who has an apple device.

1. Open the FaceTime app and sign in with your Apple ID. You can also do this on iPhones and iPads from the FaceTime section in the settings app.
2. If you do not have an Apple ID, you can follow [these instructions from Apple](#).
3. To make a FaceTime call, you need the person's phone number or email address. You can make the call in several different ways.
 - a. In the FaceTime app, tap the plus (+) button and type in the person's number or email. Select the contact and press the phone icon for an audio call or the camera icon for a video call.
 - b. If you have the person's phone number or email address saved in your contacts, you can select them and then press the above-mentioned buttons for audio or video.
4. To hang up, press the red button at the bottom of the screen.

For more information from Apple on how to use FaceTime click [here](#).

Zoom

Zoom is a video conferencing programme which can either be downloaded as an app on your phone or desktop or used in a web browser. Zoom is particularly good if you want to set up a virtual meeting that has lots of people attending a meeting at one time. Also, with Zoom you don't necessarily have to sign up, if one person in the group has. The reason for this is because the person who has signed up can send you a meeting code and you can then enter this code and join as a guest. If you do choose to sign up, then please see below for further instructions:

Ways to connect digitally

1. After you sign in, you will see the home tab, within this tab you will be able to see these options:
 - **New Meeting:** The new meeting icon is an orange icon with a white camera, this is what you need to set up a new meeting which will start straight away. When setting up the meeting if you click the downwards arrow (underneath the camera icon) you can enable video and you can see your [personal meeting ID \(PMI\)](#). The personal meeting ID is what needs to be sent to other people attending, to ensure they sign into your meeting.
 - **Join:** The join icon is blue with a white plus; you need to use this if you want to join a meeting which is already in progress. You need to make sure you have the Personal Meeting ID from the person hosting the meeting before you can join.
 - **Schedule:** The Schedule icon is blue with a white calendar; this is where you can set up a future meeting.
 - **Share Screen:** The Share Screen icon is Blue with a white box that has a small blue arrow inside. This icon lets you share your screen in a meeting, you can do this by entering the (personal) meeting ID.

For more information to change your settings and to access the messenger options then please click [here](#).