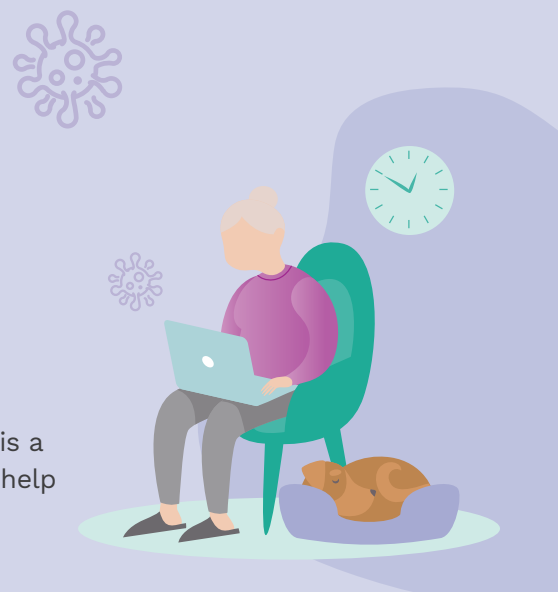


Connecting to Others

Covid-19 edition

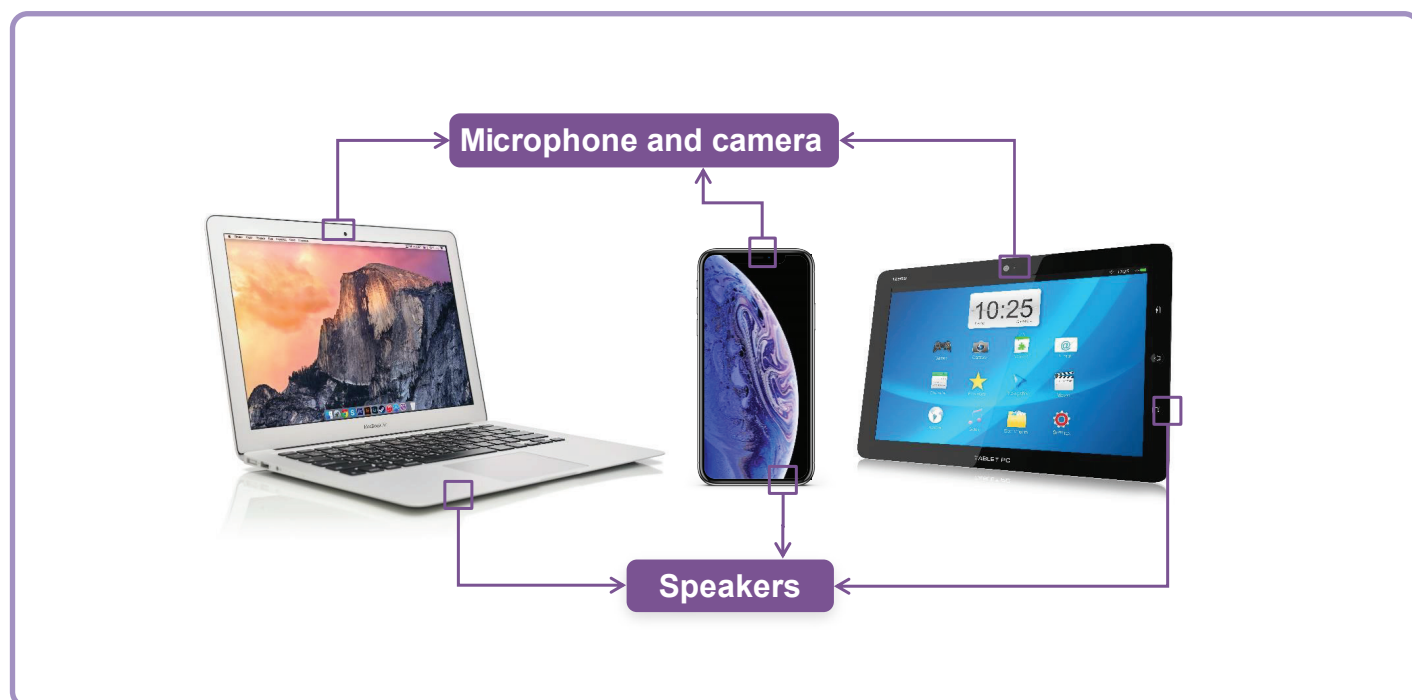
Although it may be necessary for you to physically isolate yourself from other people during the coronavirus pandemic, it is vital to stay in touch with family and friends to help reduce feelings of loneliness and isolation.

Video calling, sending photos and messaging on social media services is a great way to stay connected. Read these few simple tips and tricks to help you become confident setting up video calls and messaging services.



How to set up video calling

To start video calling you will need a camera (called a webcam), a microphone and speakers. The good news is these things are usually built into devices such as desktop computers, laptops, tablets and smart phones. However, if you have an older desktop computer you may need to purchase a webcam separately.



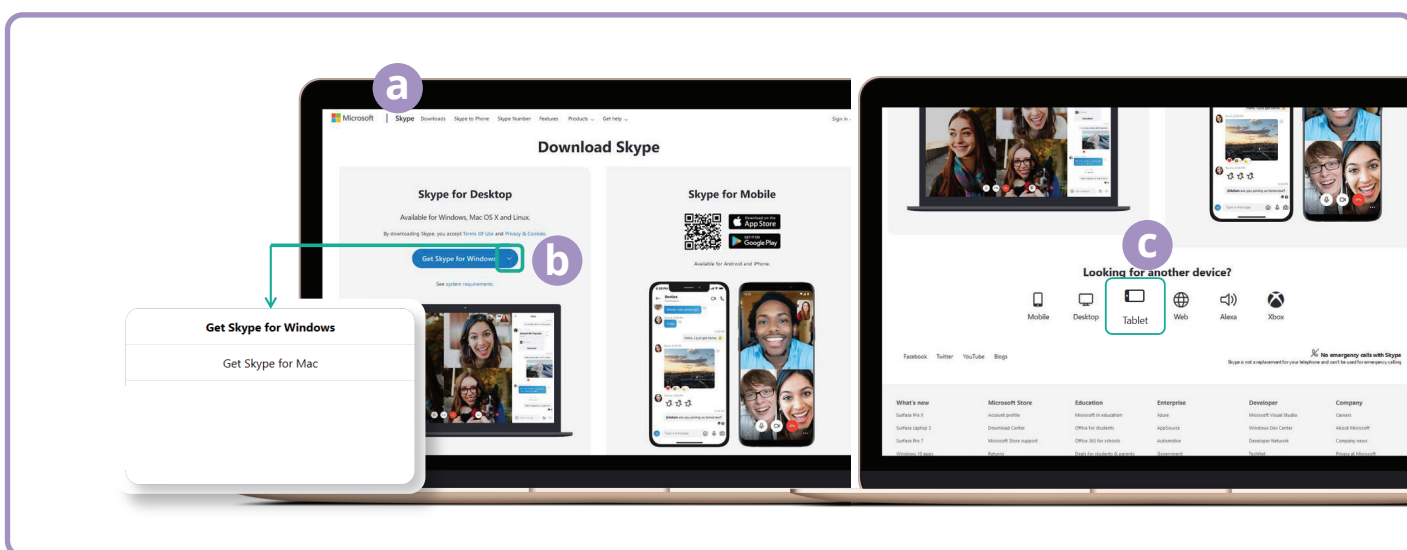
Skype

Skype is a telecommunications application (app) which allows you to video chat and make voice calls over the internet. It can be used both locally and internationally.

Skype allows unlimited video calling to other Skype users. There is no charge to call another Skype account, however it does require mobile data or a Wi-Fi connection. You can also call a landline or mobile number on Skype, however this does incur a small fee.

How to create an account

Skype is available for download from the Apple App store and the Google Play store. Here we show you the steps to download Skype from the website:



(a) Navigate to skype.com.

(b) Click the Download button.

(c) Select your device (desktop, mobile, tablet) and whether you have an Apple device or an Android device.

Once you have downloaded the app you will be prompted to sign up and enter some personal information including your name, phone number and email address. You will also be asked to create a password. Remember to create a strong, secure password.



Adding contacts

Once your account is set up, Skype will prompt you to start adding contacts to your address book. It will automatically suggest people who are already in your existing phone or email address book.

Click on the 'Contacts' icon, then the 'New Contact' button.

Type the names of your friends and family into the 'Find people' field to locate them, select the correct person, then click the add button.

Making a call

Making a call on Skype is easy once you have added your contacts. Just select one of your contacts from your contact list, then click on the video icon  at the top right of your screen to make a video call, or the telephone icon  to make an audio call.

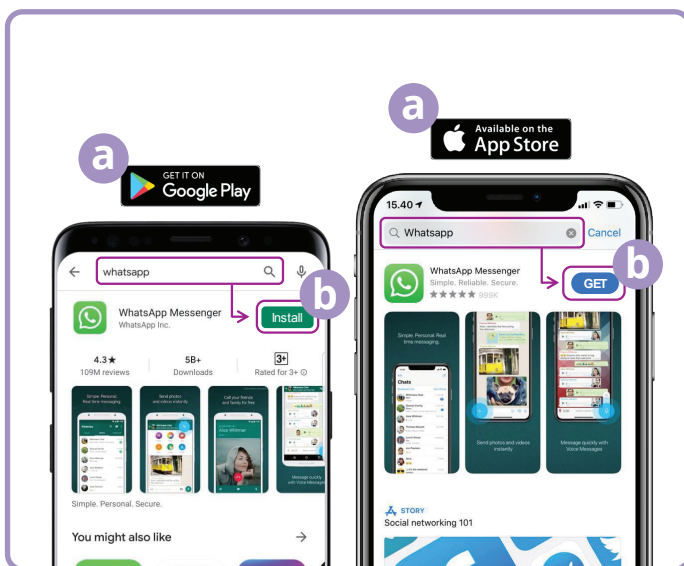
WhatsApp

WhatsApp is a telecommunications application (app) which allows you to send messages, and make voice and video calls both locally and internationally. WhatsApp allows you to message or chat with individuals or groups.

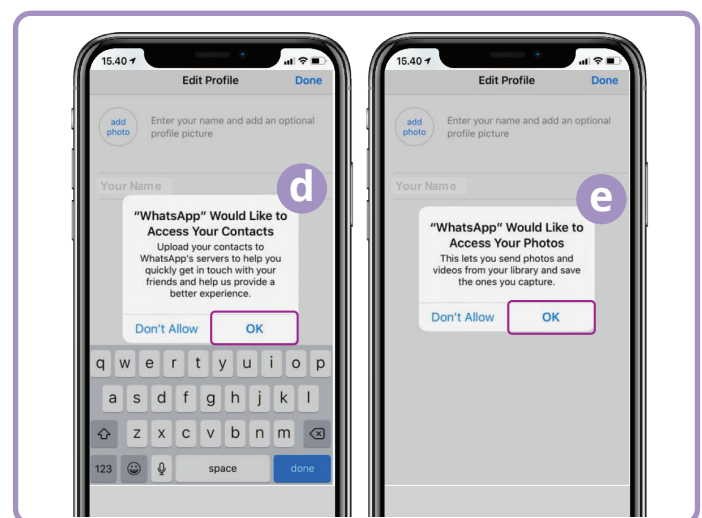
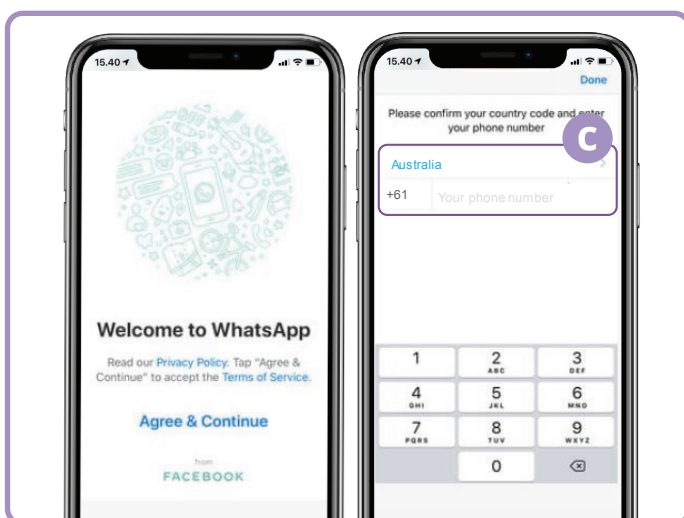
You can make calls or send and receive messages, photos, and videos. WhatsApp is free to download, however it does require mobile data or a Wi-Fi connection to make and receive calls.

How to create an account

WhatsApp is available for download from the Apple App store and the Google Play store. You can download the app on your desktop computer, laptop or smart phone.





- Go to Google Play or the Apple App store and type WhatsApp into the search field.
- Click on the 'Install' or 'Get' button to install the app.
- Once you have downloaded the app you will be asked a series of set up questions including your phone number and name.
- Allow WhatsApp to access your contacts. This will automatically transfer your phone contacts to WhatsApp.
- Allow WhatsApp to access your photos. This allows you to share images with your family and friends, and to save images they send to you.




WhatsApp will send you a text message to verify your phone number and country code.

How to create groups



WhatsApp enables you to create different groups to chat and message with. You can have as many groups as you like, for family, friends, neighbours or even a group to watch your favourite TV show with.

Creating a group is easy. Click on the 'Chats' icon  at the bottom of your screen, then the 'New Group' link  at the top right of the screen.


WhatsApp will now display your contacts. Select the contacts you wish to add by clicking the circle next to their name. .

Once you have selected your group members, name your group and then click on the 'Create' button.

How to make a call

You are now ready to make a call! Just select the group or individual you would like to call, then click on the video icon  to make a video call or the telephone icon  to make an audio call.

How to send a message

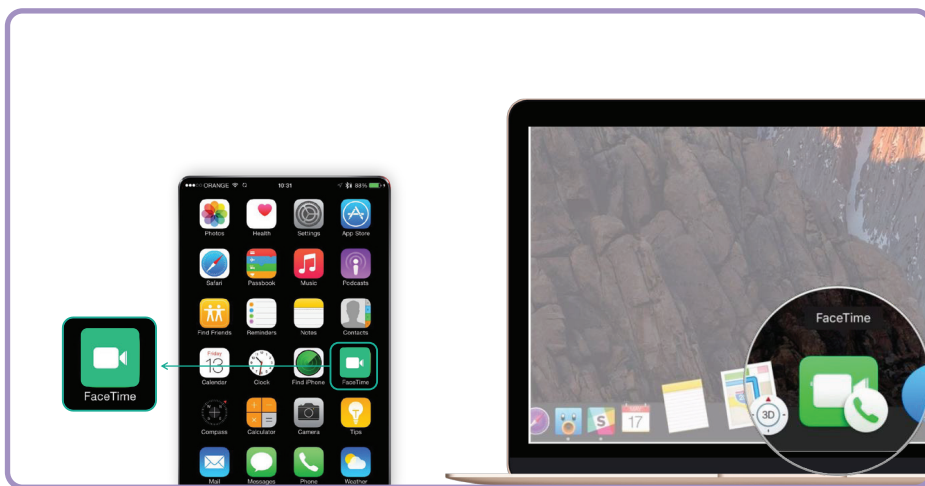
Sending a message in WhatsApp is just like sending a normal text message. Simply select the group or person you would like to send a message to, and type your message in the blank message field. You can also send images and attachments by selecting the plus sign symbol next to the message field,  then selecting pictures from your device's photo gallery.

FaceTime

FaceTime is Apple's video and audio calling service. Like WhatsApp, it uses your Wi-Fi or mobile data connection instead of traditional phone lines. However, unlike WhatsApp you can only use it from an Apple device to call another Apple device (iPhone, iPad, Macbook, iMac desktop computer or Apple watch). The FaceTime app is built into your Apple device so you do not need to install it.

Setting up FaceTime

You do not need to set up FaceTime on your Apple phone or iPad as the app is already built into the device.



If you are using FaceTime on your Macbook or iMac desktop you will need to enter your Apple ID email address and password, then sign in. You will then be able to FaceTime from your Mac.

How to make a call

To make a FaceTime call, simply select the person you wish to call from your contacts, then select the FaceTime option to make a FaceTime call.

Note! It is important to remember that Skype, WhatsApp and FaceTime cannot be used for emergency triple zero calls.



When to use video calling

With the current social distancing laws in place it is more important than ever to stay connected with our friends and family, and to check in on our loved ones who may feel particularly isolated. There are many fun and creative ways to use video calling to connect with others. Some examples are:

- Organise a virtual lunch or coffee dates with friends instead of catching up in person.
- Connect with caregivers or medical professionals.
- Set up an online book club.
- Play charades or eye spy with family or friends.
- Read a goodnight story to your grandchildren.
- Cook a meal 'together', in your separate homes.
- Watch a TV show or movie with friends.
- If you have a mobile device, go on a walk at the same time as a friend in your different locations. You can show each other the scenery where you are.



Take the time to discover Be Connected

Be Connected is a comprehensive website with free resources specifically designed to support older Australians to connect online safely and navigate the digital world confidently. The site is also useful for families and community organisations who want to help older community members access all the benefits of the internet.

beconnected.esafety.gov.au