

# Connecting to others

Video calling your friends and family is a great way to stay connected. It's the next best thing to sitting down to have a chat with someone in the same room. Video calling platforms also allow you to send written messages and share photos with others.



## How to set up video calling

To start video calling you will need:

- A smartphone, tablet or computer with a webcam, microphone and speakers. Most devices these days come with everything you need but you can buy a separate microphone and/or webcam if your device doesn't have one.
- A video calling program or application ('app' for short) to make the video calls, such as WhatsApp, Facebook Messenger, FaceTime or Skype. These apps are free to download, but you will need mobile data or Wi-Fi to use them.
- An internet connection. If you're using your smartphone to make a video call it's best to do it while connected to Wi-Fi so you don't have to use your mobile data.

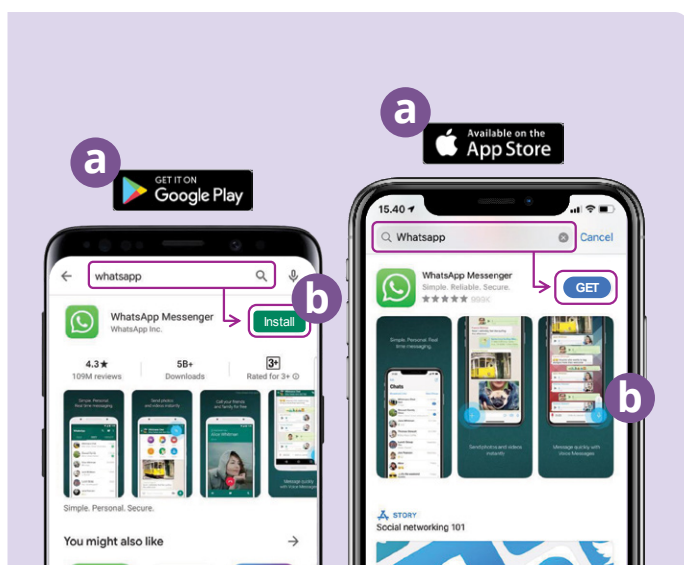


# WhatsApp

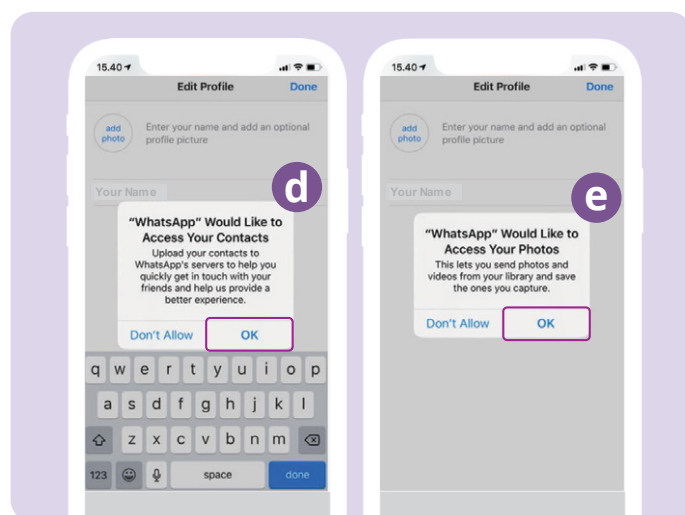
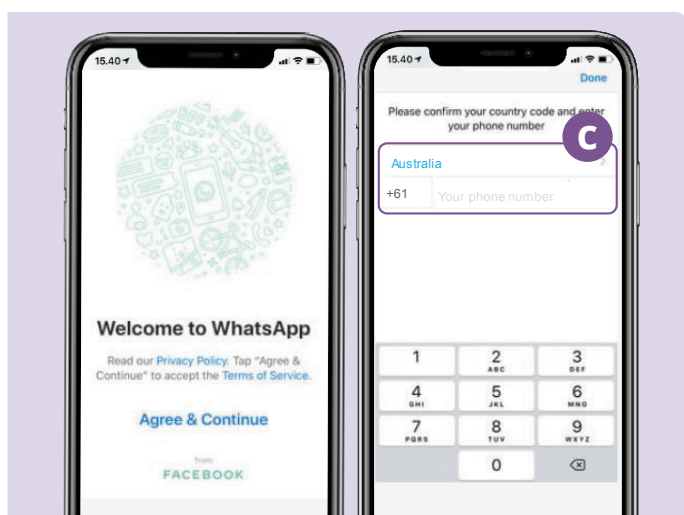
WhatsApp is an app that lets you make audio and video calls, as well as send images and video to other WhatsApp users. You can also use it to message or chat with individuals or groups. To use WhatsApp, you need to create an account. It's user friendly and has end-to-end encryption. This means your messages remain private, so they can only be seen by you and the recipient(s). 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.





- (a) Go to Google Play or the Apple App store and type WhatsApp into the search field.
- (b) Click on the 'Install' or 'Get' button to install the app.
- (c) Once you have downloaded the app you will be asked a series of set up questions and need to provide your phone number and name.
- (d) Allow WhatsApp to access your contacts. This will automatically transfer your phone contacts to WhatsApp.
- (e) 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, then type your message in the blank message field. You can also send images and videos by selecting the plus sign symbol next to the message field,  then selecting pictures from your device's photo gallery.

## Facebook Messenger

Facebook Messenger is an instant messaging feature built into Facebook. Messenger can be used for sending messages, video and audio calls, sharing photos and videos, audio recordings and for group chats.


### How to access Facebook Messenger

To use Facebook Messenger you will need a Facebook account. You can sign up to Facebook by visiting [www.facebook.com](http://www.facebook.com). If you already have a Facebook account you can open Messenger by clicking on the Messenger icon  in Facebook. This will open to display private messages that have been sent to you. You can also send and reply to private messages from here.

Facebook Messenger can also be downloaded as a stand-alone app 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 'Facebook Messenger' 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 to login using your Facebook login details.

# Facebook Messenger

## How to create groups

To create a group in Facebook Messenger, click on the pencil and paper icon  to create a new chat. Then select 'Create a new group'.



Messenger will now display your Facebook contacts. Select the contacts you want to add to your group by clicking the circle next to their name or typing names into the 'Search' field.

Click on the 'Name your group' option to type in a group name (e.g. Computer Club Friends). When finished select the 'create' button.

## How to make a call

Making a call on Facebook Messenger is easy. Just select your contact **(a)** in Messenger, then click on the telephone icon **(b)** at the top right of your screen to make an audio call, or the video camera icon **(c)** to make a video call.



Sending messages in Messenger is just like sending text messages. Click on the individual or group you would like to message and type your text into the blank message field. You can select the picture icon  to attach photos or videos from your phone. Then select the paper plane icon  to send your message.

# 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 (for example, an iPhone, iPad, MacBook, iMac desktop computer or Apple watch).

## 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 want to call from your contacts, then select the FaceTime option with the video camera icon to make a FaceTime call.

**Note:** It is important to remember that WhatsApp, Facebook Messenger and FaceTime cannot be used for emergency triple zero calls





## Have fun with video calling

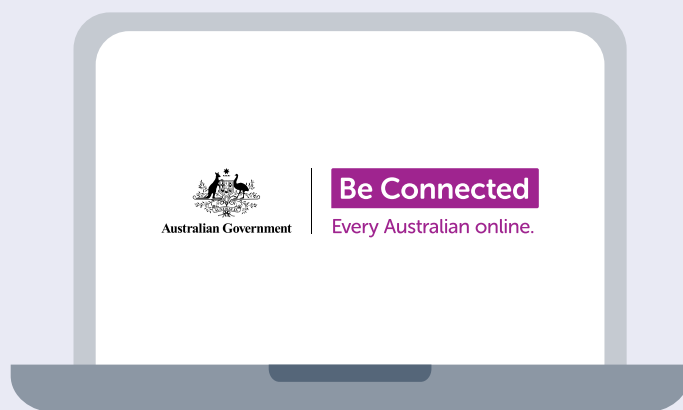
There are many fun and creative ways to use video calling to connect with others. Some examples are:

- Go on a walk at the same time as a friend in different locations and show each other the scenery where you are.
- Organise a virtual lunch or coffee dates with friends.
- 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.



## 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.



visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)