



Digital Accessibility

Practical User Guides created by
Young People in Greater Manchester
to help you...



Keep in Touch



Keep Busy



Keep Safe

We are **delighted** to share with you a practical guide created by our young people in response to the coronavirus lockdown. We think of this guide as an act of **friendship** and **connection** from one part of the community to another.

Connection

In March 2020, life as we knew it changed significantly. Schools, colleges, and businesses across the UK were forced to close as coronavirus took hold in the UK.

For many, social distancing meant a loss of their daily connections and even complete isolation. The lockdown served to worsen an already existing epidemic of loneliness, which particularly affects older people in our community.

For others, it provided an opportunity to reflect and consider how their daily life is intimately connected to those in their community. This led to many people to volunteer their services in the local community: whether dropping off food for neighbours, making face masks for the NHS, or changing roles and becoming a key worker.

With the support of Future Skills Media City, YMCA Manchester provided the opportunity for reflective young people to offer a hand of friendship from the safety of their own homes as one of our 'virtual volunteers'.

What's inside?

We put together the "Keep Campaign" to equip you with the tools you need to keep in touch, keep busy, and keep safe online.

Inside you will find *step-by-step* guidance on:

- ▶ How to use Whatsapp to stay in touch with friends and family
- ▶ How to send photos and videos to your contacts
- ▶ How to use your technology for a more peaceful mind
- ▶ How to stay safe and secure in the digital world

We really hope you find the following resources useful, please feel free to share with others and to help create a healthier, happier, and more connected community.

YMCA Manchester puts young people and our community at the centre of everything we do. With the onset of the coronavirus lockdown, our priorities were to continue to engage our young people in positive activities that put a focus on mental health, community, and connection. The virtual volunteers embody our ethos in applying and developing their own skills in the service of other parts of the community.

Contents

KEEP IN TOUCH

WhatsApp
Tutorial 4

Sharing photos
and other files 12

KEEP BUSY

Installing
Applications 17

Mindfulness
Applications

KEEP SAFE

Protecting your
private information 26

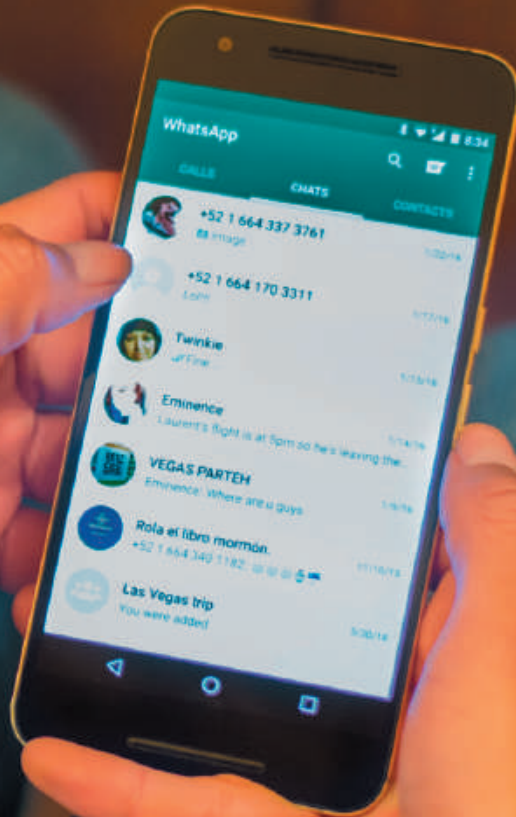
All documents are
created by BTEC
Computer Science
Year 2 Students





WhatsApp Tutorial

WhatsApp is a free application you can download on most mobile devices as well as computers to easily keep in contact with your loved ones and friends. On this document I will show you how to easily download WhatsApp on your mobile and use the basic features.



This is what the app store buttons look like on your mobile phone:



iOS



Google Play Store

► Step 1

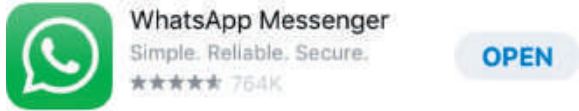
To use WhatsApp, you first need to install and download it to your mobile device. You can find the WhatsApp application on the iOS App Store as well as the Google Play Store.

Search on the app store or play store for WhatsApp and you should see the green logo in the results, press download / install and it will start installing to your mobile device, remain on this page until it is downloaded.



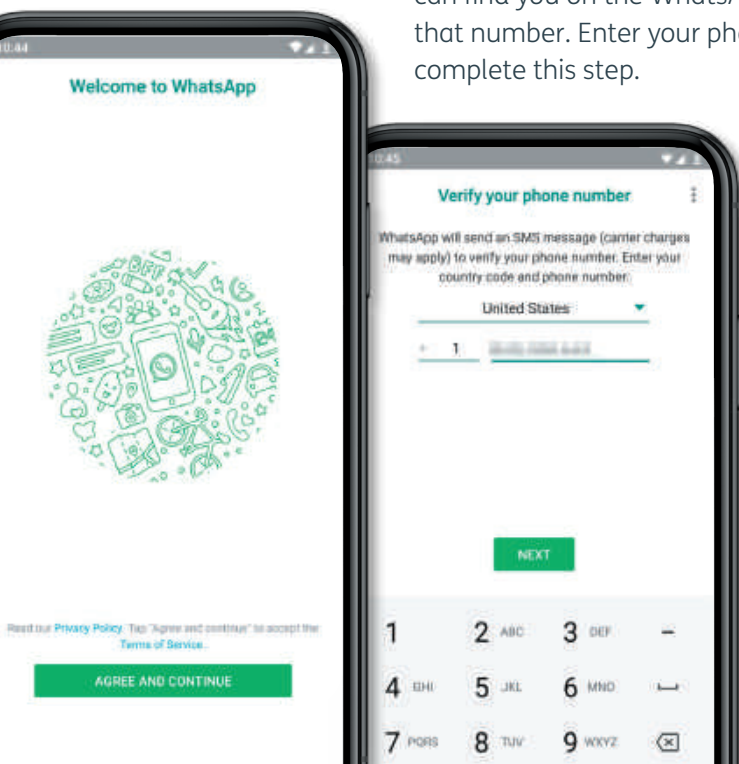
► Step 2

Once WhatsApp is installed, press the “Open” button and it will launch the application.



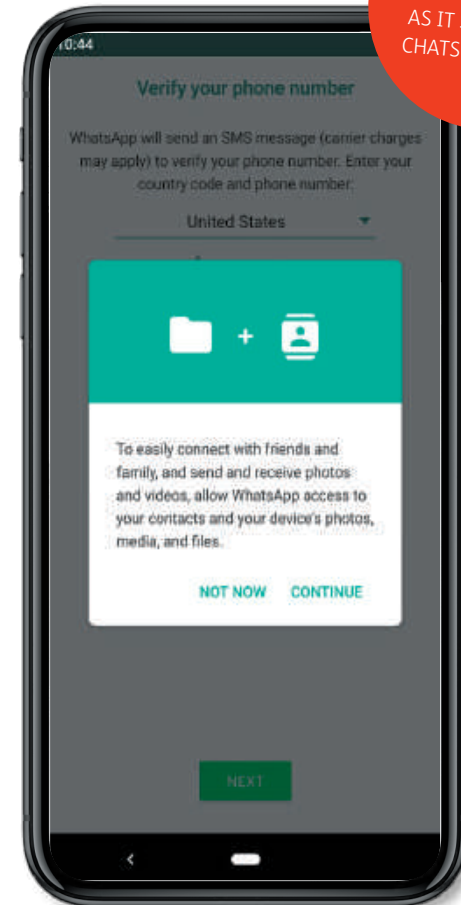
► Step 3

You will be greeted with a welcome screen when you open the app for the first time. Click continue and it will progress to the phone number section where you need to enter your mobile number. Your mobile number is used as the method of communication between loved ones and they can find you on the WhatsApp platform using that number. Enter your phone number to complete this step.



► Step 4

After entering your mobile number, WhatsApp will show a message to ask you to allow permission for it to access your contacts, photos, media and files so that it can work as best as possible and backup your messages.



**THIS IS HIGHLY
RECOMMENDED
AS IT SAVES YOUR
CHATS AND MEDIA**

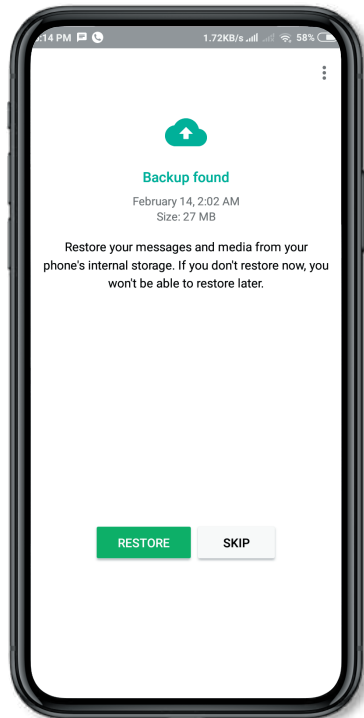
It is of course an optional step.

Press “**CONTINUE**” to allow these permissions or “**NOT NOW**” to skip this part.

► Step 5

If you press continue on Step 4, then WhatsApp will check for any previous backups you have had on WhatsApp. If this is your first-time using WhatsApp no backups will be found; this is okay as you are just starting to use it. This feature is more for people who are returning who will have previously existing information saved, this is called a **“backup”**.

What it looks like if a backup is found:



To restore previous info and chats saved press RESTORE, else just click SKIP.

Remember, if this is your first time using WhatsApp THIS MESSAGE won't appear.

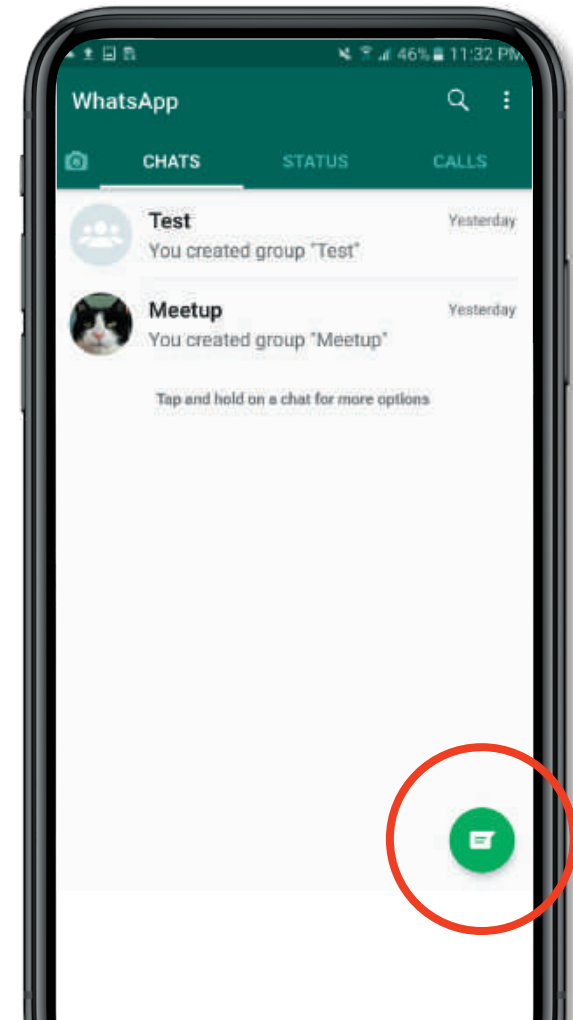
What it looks like after the backup restore is complete or if you do not have a previous backup:



Here you just have to enter your name. This is what you'll see when they enter your mobile number. You can also set a profile picture in the settings later on.

► Step 6

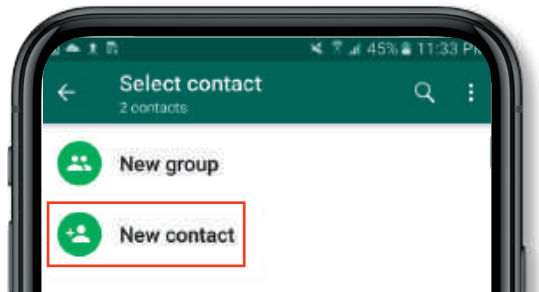
Once you have installed WhatsApp and set your name to display, it will show you the usual chats screen that houses all of your current conversation with individual people or groups of people all in one chat. At first you won't have any chats of course, so to make a new chat just click the Green Message Button at the bottom right of the screen to compose a new message.



► Step 7

Composing your first message!

Here you can choose to either select a currently existing contact on your phone or make a new one. You can also create a new WhatsApp group to chat to more than one person at a time in the same chat!



WHATSAPP SETUP COMPLETE!
YOU CAN NOW MESSAGE PEOPLE USING WHATSAPP!



Additional Features



VIDEO CALL

To Video Call a contact or group just press the Video Call Button at the top right of the chat.

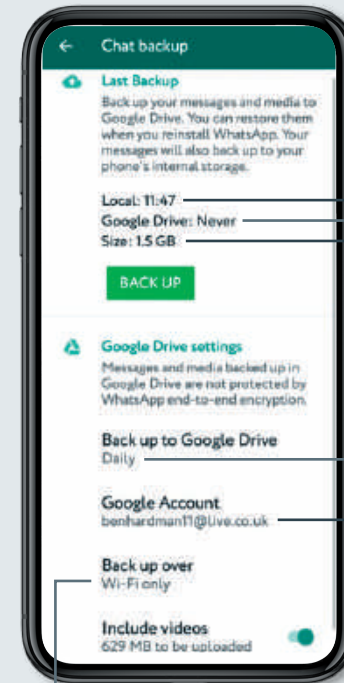


VOICE CALL

To Voice Call a contact or group just press the Call Button at the top right of the chat.

Chat Backup

1. To backup (save) your current chats and conversations, navigate to the settings >> chats >> chat backup.
2. Select a google account below to back up the chats to.
3. Select a time frame to backup on. (every day, every week, every month etc.) I would recommend daily backups.
4. Press Backup



Local means the backup that is stored on your phone, if you lose or break your phone you lose your backup / chats.

Google Drive means the backup that is stored in the cloud. If you lose or break your phone you will keep your chats as long as you remember your details to the google account, it is saved in.

Size means how much chats you have backed up in terms of space. 1.5GB is the amount I have backed up; this is quite a lot of chats. As time goes on and you backup more chats, this number will rise

This is frequency that backups will be made. Daily means that your chats will be backed up every day. This option is up to you.

This is the google account that the chats will backed up to. **MAKE SURE YOU REMEMBER THE DETAILS REQUIRED TO LOG IN!**

This determines if WhatsApp can use your mobile data to backup chats, this can be chargeable though so be careful. To be safe just have it set to Wi-Fi only.

Sharing photos and other files by SMS or other applications

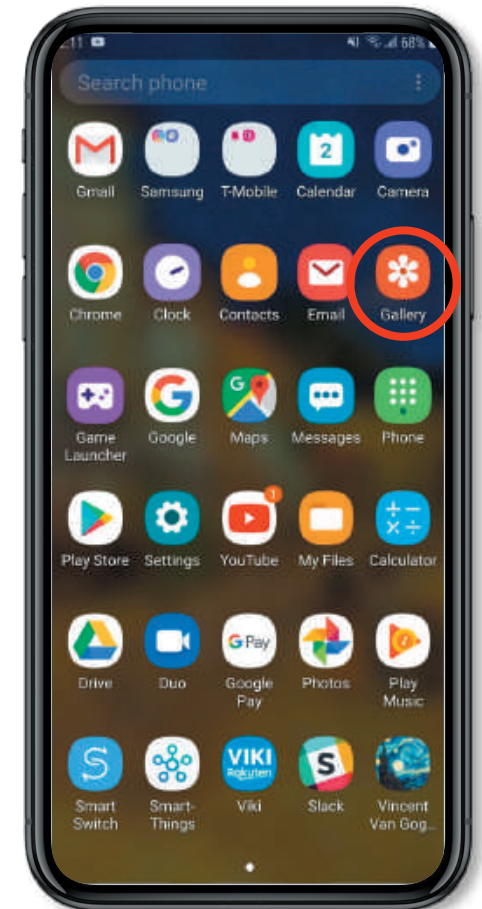
Using your mobile phone, you can share photos and other files to your friends & colleagues. You can do this on all mobile smart phones. It is quite easy to do and you can use this method to share files and photos not just using the default **“messages”** application but a whole range of other applications as well.

► Step 1

Find the file you want to share or navigate to the Gallery to share a photo. Depending on your mobile phone operating system (iOS – Apple iPhone or Android – Samsung Galaxy for example) will depend on how you find the file or go to the Photos app but in general it is quite similar.

There are many apps you can share to using the in-built share options that most mobiles offer. You can share to Applications like Facebook, WhatsApp, YouTube, Instagram etc.

After navigating to the chosen file or photo continue to step 2.



► Step 2

This is the photo I will be using in this tutorial to share to a contact on my phone. I will share it using the default messages application.

Remember you can share most files and any photo you wish as long as it is a compatible file type with the platform you are sharing it through. For example, you wouldn't be able to share 3D model saved on your phone to Instagram as Instagram does not use such models. Also ensure that the file size is not too big to be shared, for example email can only handle a few MB anything after that is not able to be shared.



► Step 3

Usually, mobile phones have quite clever features and things to utilize. In our case, the phone's interface (the very thing you see, the buttons, the time at the top etc) is actually giving us some options for this photo at the very bottom of the picture.

In my case, since I have a Samsung Galaxy S20 phone, the Heart is to favourite it, the pencil is to edit the picture, the web like connector is to share it and the recycle bin is to of course, delete the photo. For this tutorial, we will just be using the share button which looks just like this (of course it may look different on other phones:

Press the share button and progress to Step 4



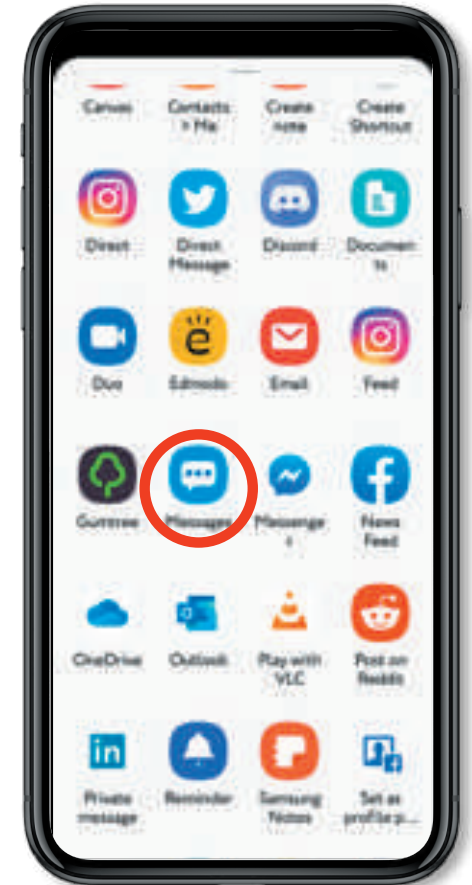
► Step 4

After clicking the share button, a small screen should pop up with lots of different apps on as well as some potential contacts or recently used apps and contacts you have interacted with.

Scroll down until you see the application you want to share it to or through and then click it. Again, in this case, we will be sending the photo through the default messages application. So, with this knowledge I will go ahead and click the **"Messages"** Icon to send it through the messages application.

There will be lots of options on this page as you can share a lot of different files on lots of different platforms and through lots of different systems.

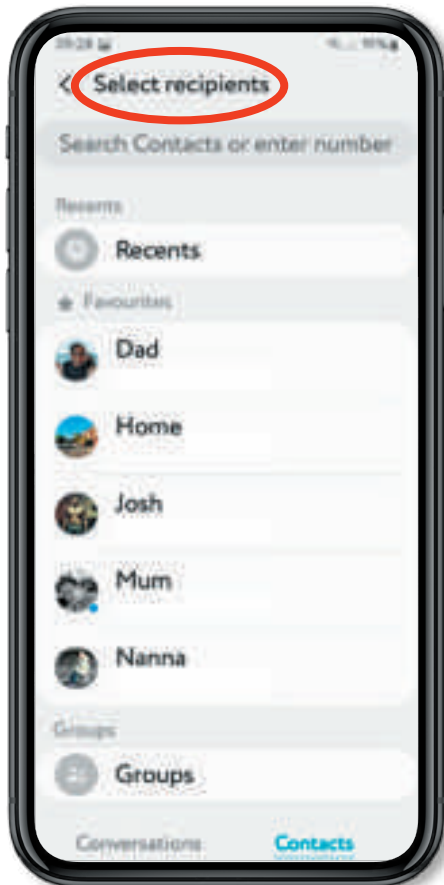
Once you have clicked the app, proceed to Step 5.



► Step 5

This step entirely depends on the application you are using to share / send the file. Usually the application you are sharing through will prompt you with a few instructions on how to share your desired file; just like on the left at the top it says **“Select Recipients”**

Since I am using the default Samsung messaging application to share my file / photo, I will choose a recipient of my file. Click the recipient and then proceed to Step 6.

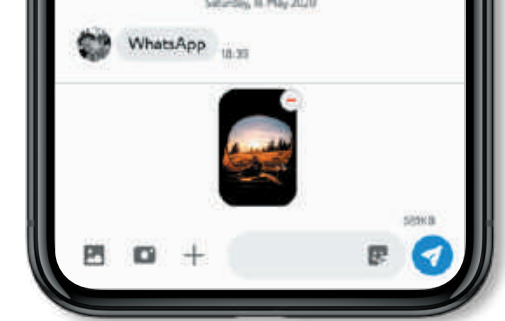


As you can see there are many options here since I have a few different contacts, again this step and the rest of the steps may be drastically different if you are using a different application other than the **“Messages App”** but it is fairly similar in terms of process.

► Step 6

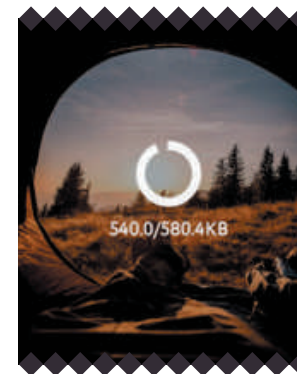
Once you have selected the contact that you want to send your file or photo to it will open up your messages page and you will see clearly at the bottom your chosen image or file will be ready to send. Additionally it also shows you the size of the file before sending as some people will have mobile data restrictions or caps that they will need to keep to to avoid spending extra money on mobile data to send the file or image press the send button that's usually at the bottom right of the screen.

You can also send multiple files or images at once but for the sake of this tutorial and to keep things simple I will just be sending the single image to my chosen contact.



► Step 7

This step is pretty simple as it involves waiting for your file or image to successfully send. Since these files are images can sometimes be watching size it may take a short time for them to send as you can see in the image to the left. It displays in kilobytes the amount of data that is required to send the image this also represents the size of the image itself.



Once the image or file have been successfully sent to the recipient it will stop showing the data display on the image and the image will then be fully visible.

► Step 8

That's it, your image or file should have been successfully sent to your recipient via a SMS Text message. You should also be able to see the date that you sent this image as well as the time on the message page.

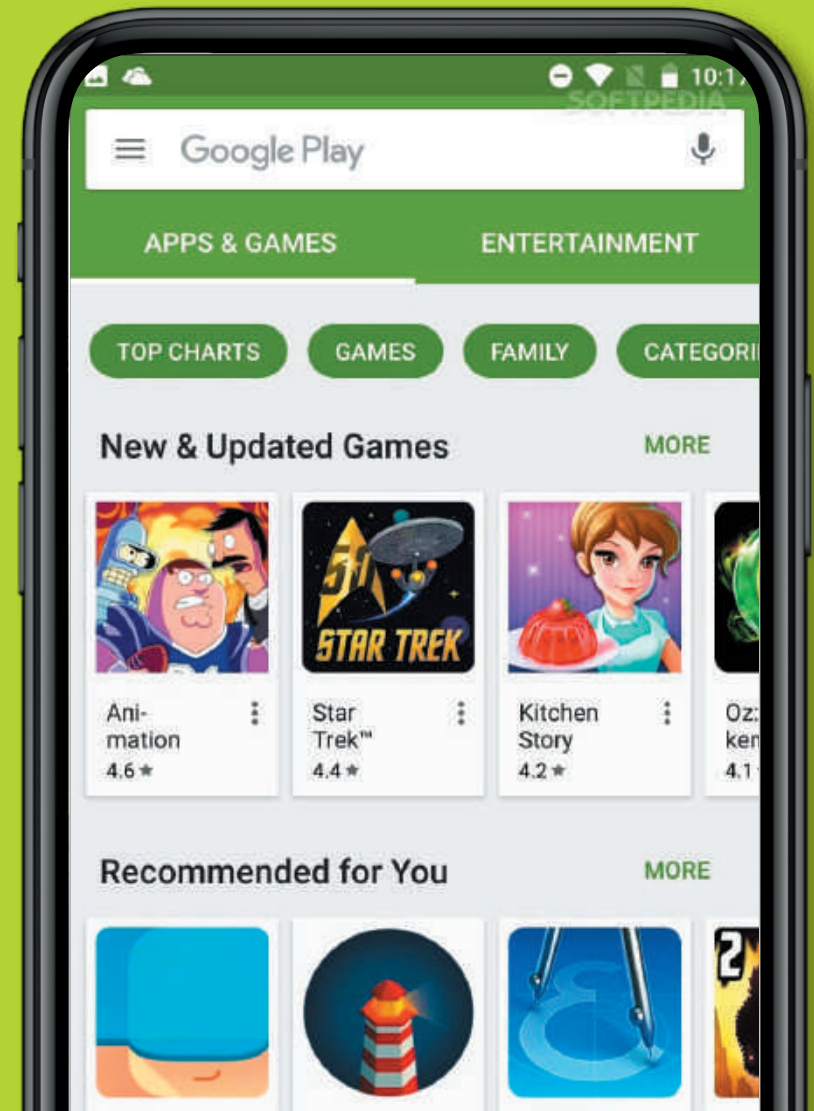
Remember sending images or files over SMS service may charge you extra on your phone plan so before sending images or files over the SMS service Please ensure that you have checked with your service provider that sending images or files part of your package and that they will not charge you extra for attempting to send these files or images.

While you cannot send picture messages or files if your plan does not allow it you can still receive them at no extra charge if someone else is sending them to you.



This usually suggests that your message was sent successfully, as it is showing the time you sent the message.

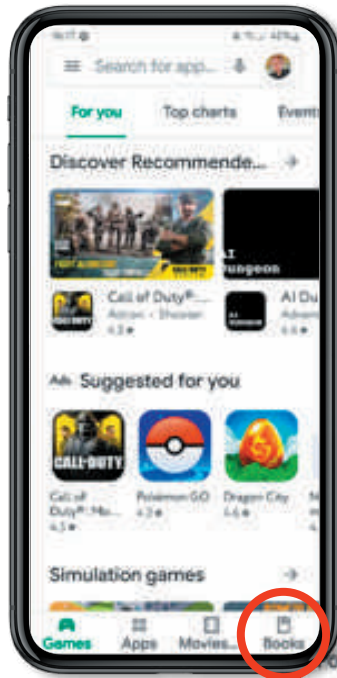
Installing new applications to your Android device



Installing new applications on your mobile device is important to make it your own and add general functionality to your device. You can install games, books, tools and a whole range of different apps to your device. In this tutorial I will show you in a basic way, how to install applications and browse the Google Play Store.

► Step 1

Find the Google Play Store on your phone, it looks like this:

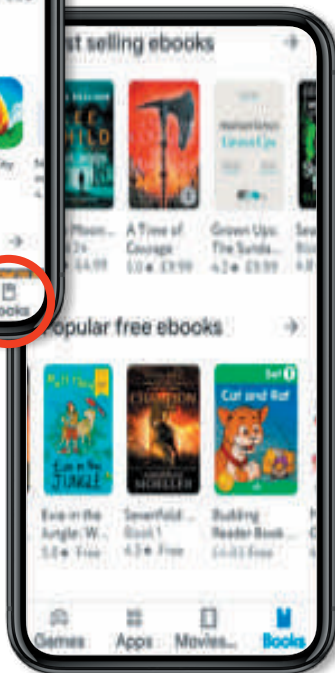


When you click it, it will open up the Google Play Store. This is what is used to download new applications.

The opened application play store may look like this.

As you can see at the bottom of the screen, there are 4 distinct options:

- Games
- Apps
- Movies
- **Books**

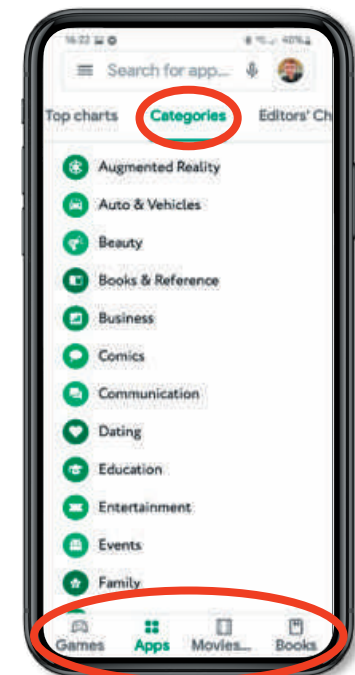
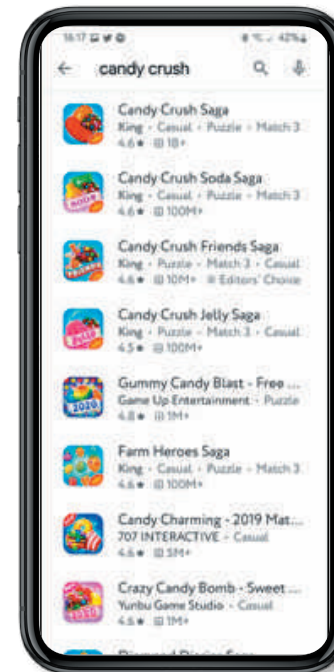


► Step 2

If you know what you are going to download, then use the search bar to quickly and effectively find it.



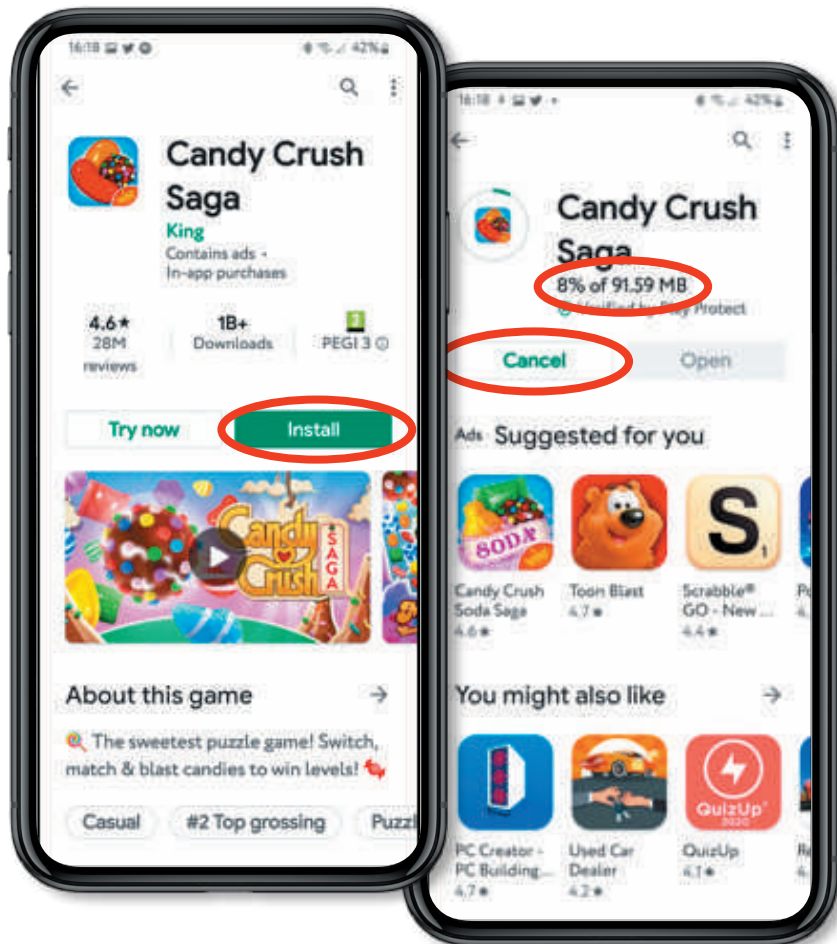
As you can see, searching something will bring up a whole host of options for you to scroll through.



If you are generally browsing for new apps and don't know what to install then, use the categories to find some apps and content you may like

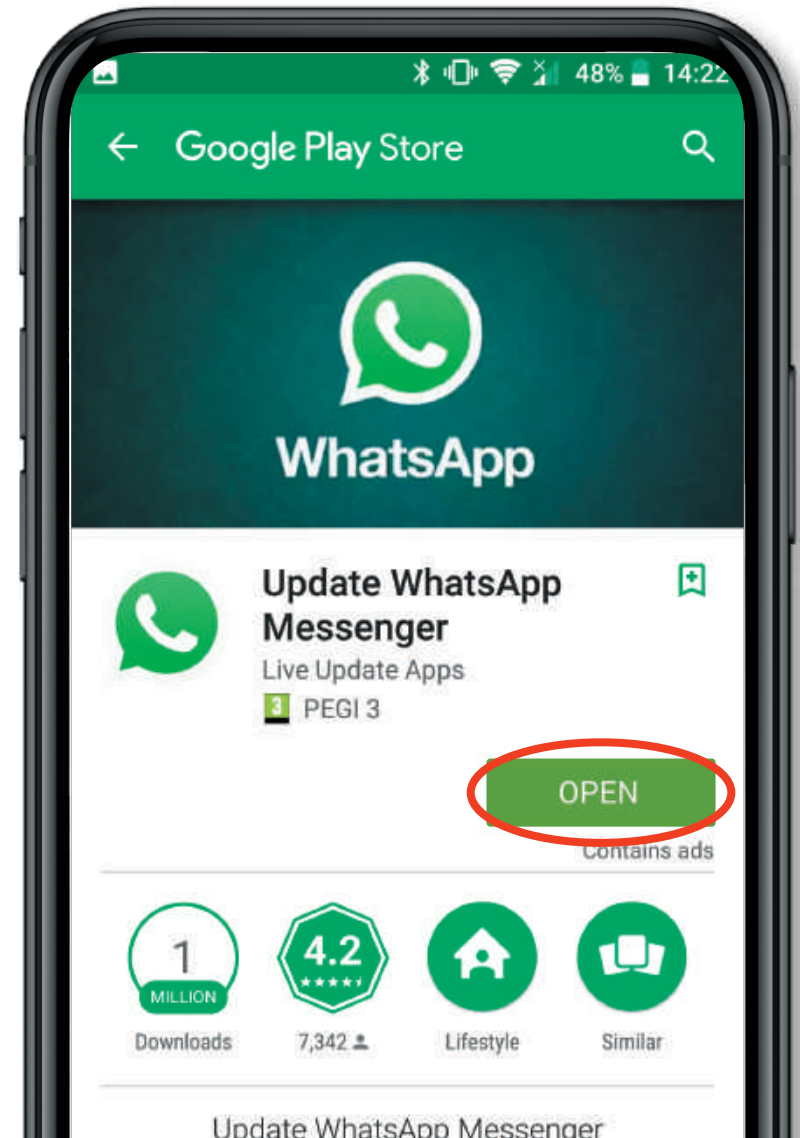
► Step 3

Once you have found an application you wish to install, click on it and you should see a button saying **“Install”**. While it is installing it will show you a percentage of completion to show how much has already been installed. You can also cancel an install quickly if you no longer wish to download the app.

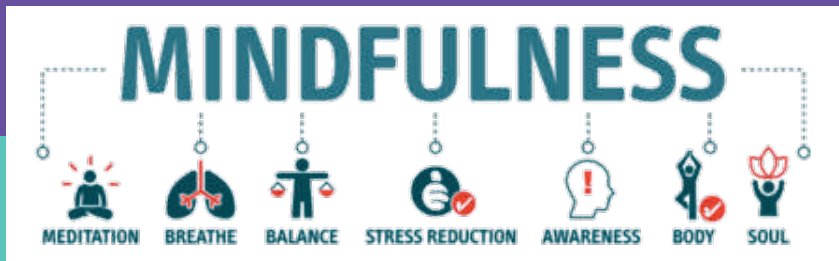


► Step 4

Once the download is complete you will see a green button saying **“OPEN”**. This will open the application you have just downloaded, and then you can start using it!



Mindfulness Applications



A Selection of Mindfulness Apps for your Mobile:

As life gets increasingly busy with more distractions wanting more of our time, it's never been more important to be mindful of what's going on inside and outside our own bodies.

A good definition of mindfulness is 'living in the moment and being aware of our thoughts and feelings as they happen'.

Tuning into your body's thoughts and emotions not only helps you become more aware of the signs of stress, it gives you the opportunity to deal with them. Some stress can be good for you but not too much.

The National Institute for Health and Care Excellence (NICE) www.nice.org.uk recommends mindfulness as a way to prevent depression.

The following list of Apps are all designed help Mindfulness and the benefits it gives;



Designed to help you train your mind and body for a healthier, happier life and get the most out of your day, Headspace can be used anywhere. The free version of the app includes meditations and exercises that will teach you the essentials of meditation and mindfulness.

Available to download on Android and iOS



Calm is a good meditation app for beginners (*there is a seven-day beginner's programme to get you started*).

There are also programmes included for more advanced users. The short meditation sessions cover the basics of mindfulness and there is a library of relaxing nature sounds and scenes to use when you need them most.

One great feature is the 'Sleep Stories' - bedtime stories for adults to help to get to sleep easier. These are read out by celebrities like Stephen Fry.

Available for download on Android and iOS



AURA

If you need a personalised meditation experience, Aura does give this. Aura learns about you by asking questions. You then receive a daily three-minute mindfulness meditation based on your answers. This is another form of AI really.

If you have one, Aura is compatible with your Apple Watch. Aura is designed to help you control your stress and thoughts better to reduce stress and increase positivity.

Available for download on Android and iOS



STOP, BREATHE & THINK

Another app offering personalised meditation and mindfulness programming.

The app has customisation tools that deliver meditations based on your current emotions and feelings. A recent study saw a 22% decrease in users feeling anxious after just 10 short sessions.

Award winner: People's Voice Award for Best Health App.

Available for download on Android and iOS



INSIGHT TIMER

INSIGHT
Peace in our Timer

Insight Timer lets you share and discuss your mindfulness thoughts with like-minded people from around the world.

There are groups including; Beginners, Transcendental Meditation and much more.

There is also a library of meditations delivered by top mindfulness experts and meditation teachers.

Available for download on Android and iOS

Protecting Your Private Information

A popular security measure in the world of computers, is the use of a username and password combination.

The idea is that if a user is able to type in the correct username and password, then they must really be the user. For this reason, it is important to make sure that no one else knows or can guess your username and password combinations.

► Usernames

Many programs and websites use an email address as a username. In this context, the email address is simply an identifier, it is not necessarily a valid email address. This is important to note, because sometimes a person's email address changes and the original email that has been used as a username, is no longer available to receive email.

It is important if you change email addresses, to update your recovery information in all websites and programs.

It is ok to continue to use the inactive email address as a username identifier. Generally, a username is not case sensitive, so all lower or upper case can be used.

► Passwords

The password is often thought of as the most private part of this pair, but, it is both pieces together that provide the security.

The rules for creating a password vary from program to program and website to website, but in general, a secure password will contain upper and lower case letters, numbers, and possibly some special characters like: *#\$(?.

The safest practice is to have a different password for every website and every program, and to change these passwords every 30, 60 or 90 days.

This is not always practical, but can be done, or at least approximated, by storing passwords in a secure location so that you do not need to remember them all.

A written list of passwords is not very safe unless you are able to keep the list in a very private place. A password is case sensitive, so it must be saved EXACTLY how it is to be entered.



► Important password tips:

- Use the strongest passwords for the websites /apps / programs that have the most private data, such as your bank and medical information.
- Have a small selection of different passwords, such as one for sites that do not maintain any of your private information, like a newspaper website or a game website, and a separate one for your bank account.
- Generally, a website or program that allows you to buy online will have your payment information stored and should be considered private. (Make sure that the web address begins with HTTPS, not just HTTP)
- It is okay to allow your web browser to save passwords to the lesser private websites if your computer is very secure.
- Make sure that important websites are set up with a mobile phone number and an email address that you use and have access to. This is for when you need to reset your password. It may not be possible to fix otherwise.
- Mix letters, numbers and special characters even if not all are required – see examples;

Strong password examples:

\$ratp8aWR
@ngrYD0g\$
X@De4sjW

Weak password examples:

1DakotaAvenue
AlexFerguson
13036489

Use a password Generator!

It is not easy to be able to create the stronger passwords – but that is why they are recommended!

However, to help with this, you could use an online Password Generator to the hard work for you.

Try this free to use site; www.passwordsgenerator.net

Not only does this site generate a strong password - it will also give you a mnemonic (aid to memory)

The screenshot shows the Password Generator website interface. At the top, there are two buttons: "Generate Password" and "Video to MP3". Below these, there is a section titled "Your New Password:" with a text box containing the generated password "K@De4sjW". To the left of the text box is a checkbox labeled "Remember your password:". Below the text box, there is a mnemonic: "XBOX @ DRIP egg 4 skype jack WALMART".

Key Password Statistics

53% of people rely on their memory to manage passwords.

51% of people use the same passwords for both work and personal accounts.

57% of people who have already been scammed in phishing attacks still haven't changed their passwords.

71% of accounts are protected by passwords used on multiple websites.

29% of internet users have more password-protected accounts than they can keep track of.

90% of internet users are worried about getting their passwords hacked. The password "123456" is still used by 23 million account holders.

33% of account-compromise victims have stopped doing business with companies and websites that leaked their credentials.

T 0161 837 3515

E info@ymcamanchester.org.uk

 YMCA Manchester

 @YMCAManchester

FutureSkills
MediaCityUK



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION