

Helper's guide to Keeping in touch

Beginner handout

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About this guide

This document gives helpers practical suggestions and tips on how to hold a session with individuals or groups of beginners. The guide covers the two 'Keeping in touch' hand-outs:

- 4.1 Understanding email
- 4.2 Using social networks

The two hand-outs in the 'Keeping in touch' topic help beginners keep in touch using voice, writing and video, and to make the most of social networks. Each activity helps beginners to keep personal information private and avoid identity theft, and also to behave appropriately and think before posting online.

Remember to review each hand-out, involve beginners and use the **Introduction for helpers** and the suggestions below to plan and deliver sessions that are appropriate to the needs and abilities of the individual or group.

Make sure you emphasise online safety in ways that are appropriate for your beginners.

Please note that all of the web links referred to throughout the Beginner guides can be found in the Useful Links section at the end of the guides. Check that you have access to these links before your session

Remember to use the glossary.

4.1 Understanding email

This session may take 45 minutes to complete but everyone learns at a different speed.

What is email and how do I set up an account?

Look at both web-based email and how to use a program on your own computer, discussing the pros and cons of each type. This is especially important if you're encouraging beginners who don't have their own computer to set up and use email on public or shared computers. How will this affect their ability to send and download attachments? What safe practice should they adopt and what are the risks? Discuss setting up dedicated addresses for clubs, societies and personal use. You may need to explain 'captcha' codes used during sign-up, and how to enter them accurately.

How can I send and receive emails?

Demonstrate accessing folders and completing actions. If using Google Mail, demonstrate how to show and hide a conversation and how to find email using a search.

How can I add and see attachments like photos?

Demonstrate each step and have a range of attachments available for beginners to practise with. Again, reinforce safe practice on public or shared computers. Can beginners use a memory stick for storing attachments sent to them, for example?

Discussion points

- What do I do if I'm worried about opening an attachment?
- How do I transfer files to and from a public computer using a USB memory drive?
- Can I use more than one email address?

4.2 Using social networks

This session may take 45 minutes to complete but everyone learns at a different speed.

What are social networks like forums, Twitter and Facebook?

Share ideas as a group, especially to identify and discuss forums and networks of specific interest to beginners. If time permits, find and explore these as a group. You might wish to use an existing account to demonstrate Facebook, but keep your login details private (switch off the projector) and review your news feed first.

How do I safely set up a Facebook account?

Share group knowledge. Do not rush this section as its contribution to online safety is important. Demonstrate blocking people and flagging posts and comments. Review the Help Centre.

How can I use Facebook to keep in touch and share?

Demonstrate if possible. Use each type of addition (comments, photos etc.) as a focus for discussion about safe and appropriate behaviour online. Again discuss how Facebook could help groups, clubs and societies and how beginners can find Facebook groups of interest to them.

Discussion points

- Do I really need to join Facebook? What if I don't want to?
- How can I find forums about things that interest me?
- What if I make friends with other forum users? Should we meet up?

