How-to Guide
iOS Edition

vodafone

Contents

Who are the Tech Team?

The Tech Team was set up to help you master the basics of all things tech. In these guides, we'll cover a range of ways you can stay in touch with the people you love the most.

We've designed them so you can easily print out the pages you need at home – that way you've always got them as a handy reference. If it's easier for you to watch a video, we've also recorded our guides and put them on our YouTube channel and the Tech Team homepage.
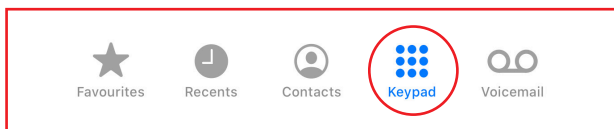
How-to...

The latest mobile phones these days can do so many different things – and making a call in iOS is one of the easiest.
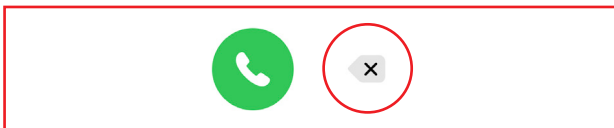
To make a call, you need to find the **Phone** app – it's the green icon with a white phone on it.
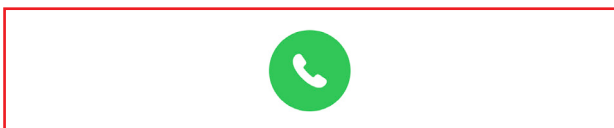
1. Open the **Phone** app

2. Click the **Keypad** tab

★ Favourites	Recents	Contacts	**Keypad**	Voicemail

3. Dial the number you want to call. If you make a mistake, you can tap the delete button

4. Press the green phone button again – that'll start the call
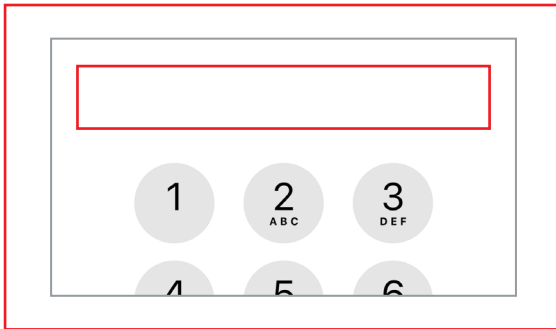
There are some other options, too.

- You can redial the last number you called:
  - Tap the green phone icon
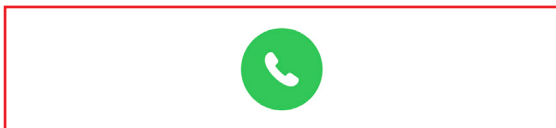 - Tap it again to make the call

- You can paste a number you've copied and dial it

  – In the **Keypad** tab, tap the phone number field above the keypad

  – Tap **Paste**

  – Tap the green phone icon to make the call

- You can make international calls

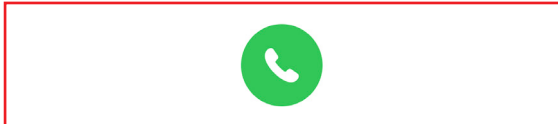 – In the **Keypad** tab, hold the 0 key until a + symbol appears

– Enter the area code of the country you're dialling

– Type the phone number you want to dial without the first **0**

– Tap the green phone icon to make the call

You don't have to dial every number you want to call. If you've already saved a number to your phone, you can call someone from your contacts list:
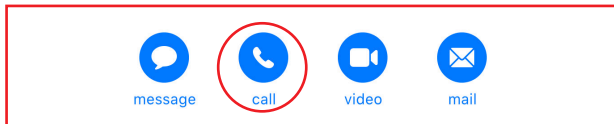
① Go to the **Phone** app

② Tap **Contacts**
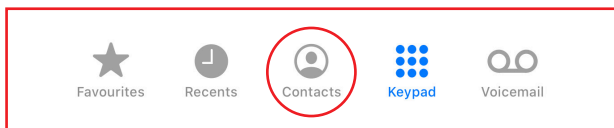
③ Tap the contact you want to call

Ben **Thomas**

④ Tap the blue **Call** button

You might see a red badge next to the **Phone** app icon. This badge might have a number in it – this will tell you whether you've had a missed call, and how many missed calls you have.
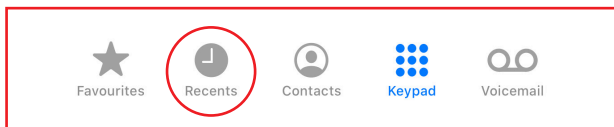
To return a missed call, or return to a recent call:

① Tap the **Recents** tab

| ★ Favourites | 🕐 Recents | 👤 Contacts | ⠿ Keypad | 📼 Voicemail |

② Tap the call you want to make again

Naomi	
work	Yesterday ⓘ

You can also set people to be a Favourite contact, so you can access them more quickly. To call your favourite contacts:

- Tap the **Favourites** tab

| ★ Favourites | 🕐 Recents | 👤 Contacts | ⠿ Keypad | 📼 Voicemail |
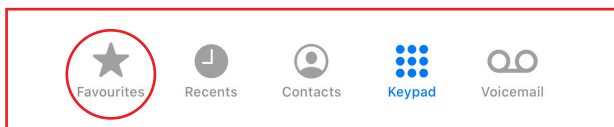
- Tap the contact you want to speak to

Richard	
phone	ⓘ

Finally, you'll see the **Voicemail** tab, on the bottom right-hand side. Tap it, and you'll see one simple option: **Call voicemail**. That way, you'll be able to hear any voicemails people have left you.

To end a call, just tap the red phone icon in the middle of your screen.

That covers how to make a phone call in iOS.

How-to...

iOS uses an app called Messages to send and receive texts, plus much more. To find it, look for the green icon with a white speech bubble inside it. Once you've found it, tap it.

Welcome to the Messages home screen. Texts you send to the same contact will be grouped into something called **Conversations**. Here you can see your existing conversations, or, if you don't have any, you can start one.

Let's start by sending a text.

① Tap the **New Message** icon – it's a blue circle, with a white square that has a pencil pointing to the centre.
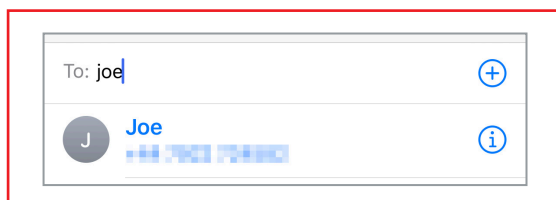
Messages

② In the **To** field, you can either:

- Enter a phone number you want to send a text to

  To: 07123456789

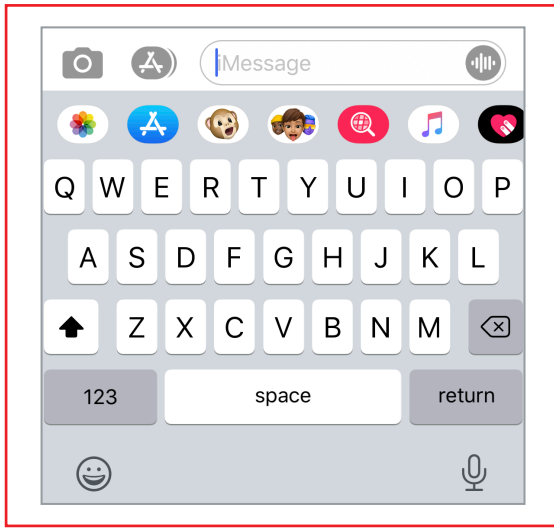- Text one of the people in your **Contacts List** by typing their name
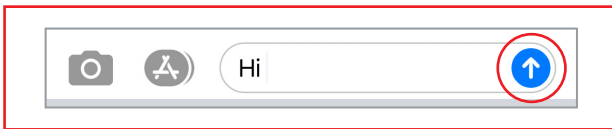
  To: joe

  Joe

③ Type your message in the text field – this is the thin white area you should see further down the screen.

- When you tap the text field, your keyboard will appear

④ Tap the blue circle with a white arrow pointing up to send your message.

You might have noticed a smiley face icon in your keyboard 😊. This is the Emoji icon.

You can add emojis – little pictures and smiley faces – to your messages. There are six different categories of emoji, from smiley faces with different facial expressions, to animals and everyday objects.

Don't be afraid to use emojis in your messages – a picture paints a thousand words, after all.
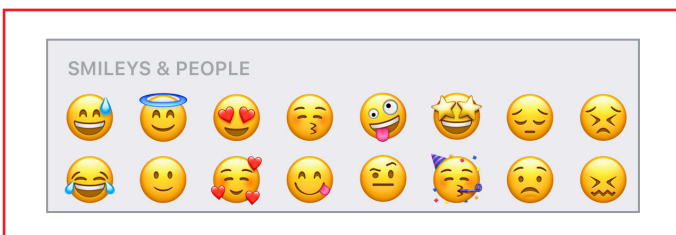
You can use Messages to send more than just texts – you can also:

• Send photos and videos

① While on the message screen, tap the **Camera** icon
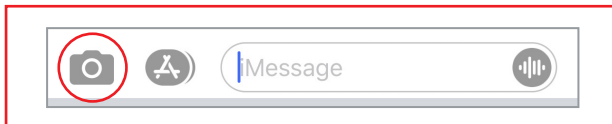
② Then, either:

– Take a new photo to send, or

– Select a photo from your **Gallery** – the white icon with a multicolour spiral inside it.

– You can send more than one photo by tapping on all the photos you want to send. You'll see a blue tick on the photos you've selected.
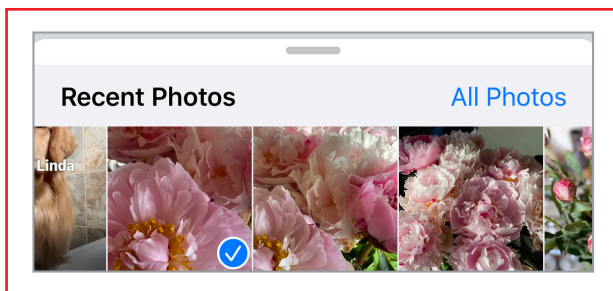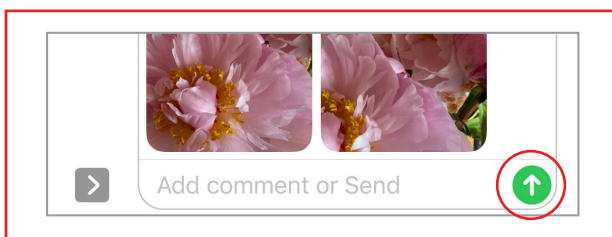
③ Tap send.

- Add animated effects to your messages

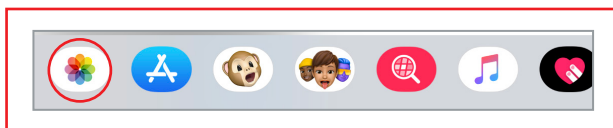 ① After you've written your text message, hold the send button until the pop-up menu appears

  ② Choose an effect from the list by clicking on the relevant grey dot

  ③ Tap send

And that's how to send a text in iOS.

How-to...

Text messages you receive will appear in your iPhone's Messages app. When you receive a message, your Messages app icon will have a red badge with a number inside it – the number tells you how many messages you've received.

To see messages you've received, open the Messages app.
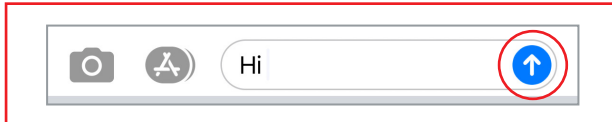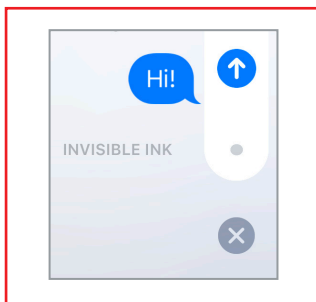
Messages groups together all the texts you receive from a single contact into **Conversations**. Conversations that have unread messages will have a blue circle next to them.

- If you have a lot of conversations, you can use the **Search Bar** – above your list of conversations, with a magnifying glass in it – to find a specific conversation.

To read your messages:

① Open the **Messages** app.
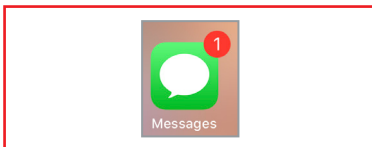
② Tap any conversation that has a blue circle next to it – this means that the conversation has unread messages for you to reply to.
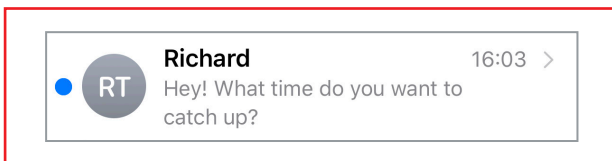
To reply to a message:

① Tap the conversation you want to reply to

> **Richard**   16:03 >
> RT   Hey! What time do you want to
>   catch up?
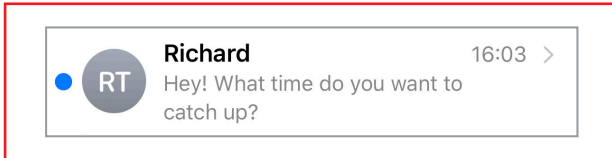
② Type your reply in the text field

> 📷 🅰️   (Maybe 4pm?   ) ⬆️
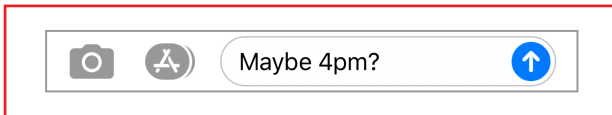
③ Tap the send button

> 📷 🅰️   (Maybe 4pm?   ) ⬆️
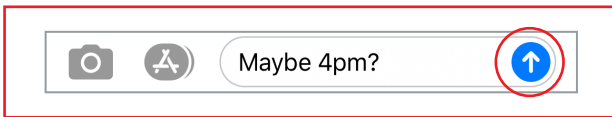
Now you know how to reply to a text in iOS.

How-to...

You can save the numbers you call a lot, or send lots of texts to, as a contact in iOS. All your contacts will be saved in the Contacts app.

To create a new contact on your iPhone:

① Tap the **Contacts** app – it's the one that looks like a person on a grey background, with grey, orange, blue, and green tabs to the right of it

② Tap the blue **+** symbol on the top-right of the screen

+

Contacts

🔍 Search
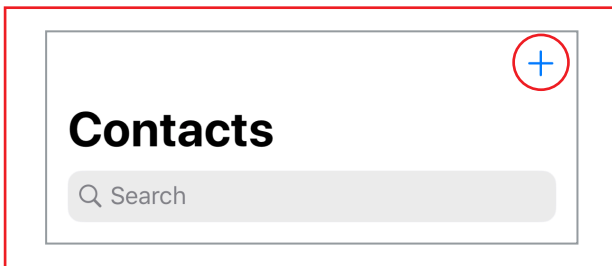
③ The **New Contact** tab will pop-up

④ Enter their name

First name

⑤ Add their phone number

● Tap the green circle with a **+** symbol next to **add phone**

➕ add phone

● A keypad will pop up so you can type their number

● Tap **Done**

Cancel   **New Contact**   Done
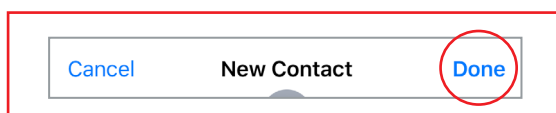
iOS lets you add much more than just a contact's name and number.

Below the **add phone** and **add email** fields, you'll see a few other options. As you scroll down, you'll see that you can add:

- **A photo**

  ① Tap **Add Photo**
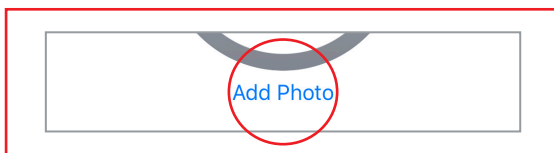
  ② Tap **All Photos** to choose from your photo list
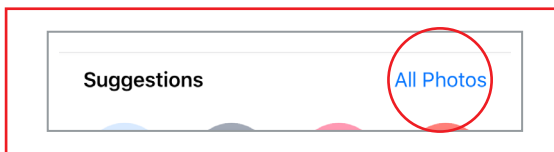
  ③ Select a filter
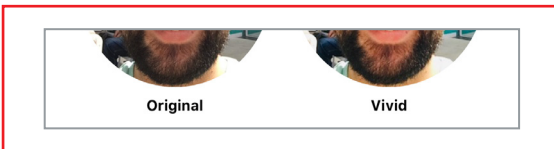
  ④ Tap **Done**
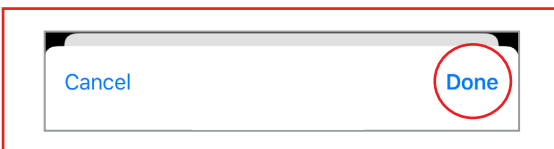
- **Set a specific ringtone**

  ① Tap the arrow next to **Ringtone**

Ringtone	Default
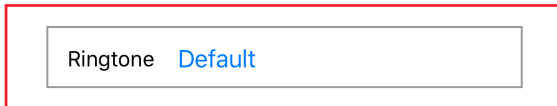
  ② Choose a ringtone from the list

Cancel	**Ringtone**	Done
Apex		
Beacon		
Bulletin		
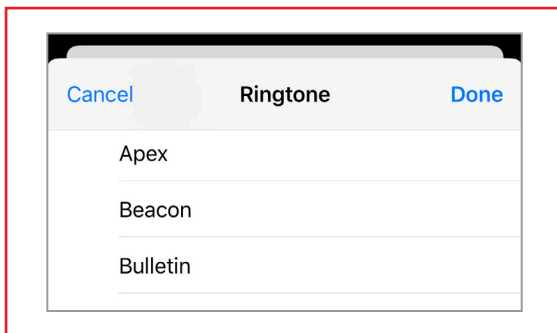
- **Set a specific text tone**

  ① Tap the arrow next to **Text Tone**

Text Tone	Default

  ② Choose a text tone from the list

Cancel		Done
Apex		
Beacon		
Bulletin		
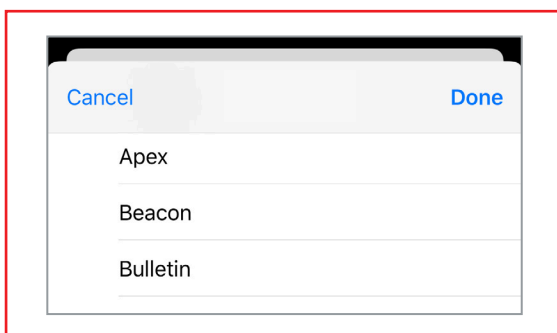
- **Add an address**

➕	add address

- **Add a related name**

  ➕ add related name
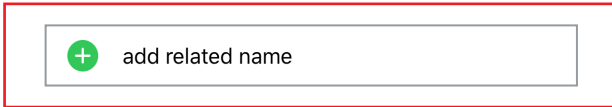
- **Add a social profile (such as Twitter, Facebook, LinkedIn, Instagram)**

  ➕ add social profile
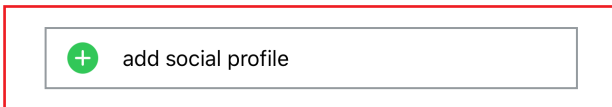
Contacts is a useful place to save special information for a contact.

To find a specific contact:

① Tap the search field at the top of the Contacts app –
the bar with a magnifying glass and **Search** written next to it
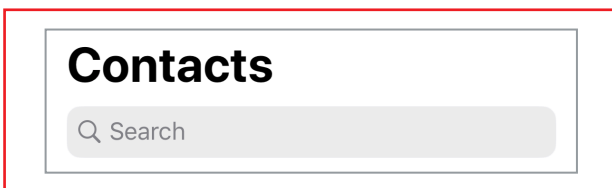
> ## Contacts
> 🔍 Search

② Type a name, number, address, or other information you've saved

> 🔍 Gemma ⊗   Cancel
>
> TOP NAME MATCHES
>
> **Gemma**
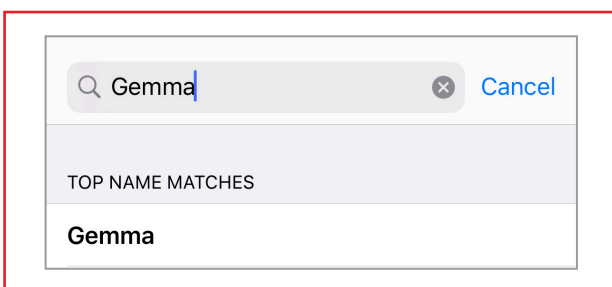
When you tap a contact's name, you'll see several icons:

Gemma

message   call   video   mail
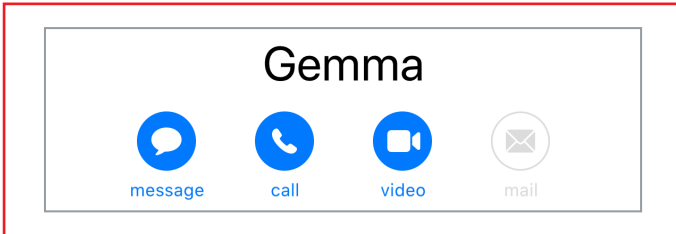
- **Message** will open the Messages app so you can text them

- **Call** will dial their number.

To set someone as a favourite contact – so that they appear in the Favourites tab in your Phone app:

- Find the contact you want to make a favourite in your **Contacts**

- Scroll down and tap **Add to Favourites**

Add to Favourites

- Select which function you want to add for that favourite. You can choose to add either:

  - **Message** – this will let you send a message directly from your **Favourites**

    Message

  - **Call** – this will let you call them directly from your **Favourites**

    Call WhatsApp
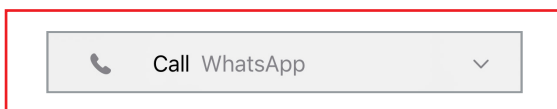
  - **Video** – this will let you video call them directly from your **Favourites**

    Video WhatsApp

– **Mail** – this will let you email them directly from your **Favourites**
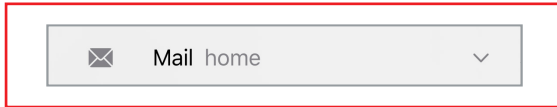
If you decide that you don't want someone's number anymore, you can delete them as a contact:

- Find their contact card

- Tap **Edit** in the top right-hand corner
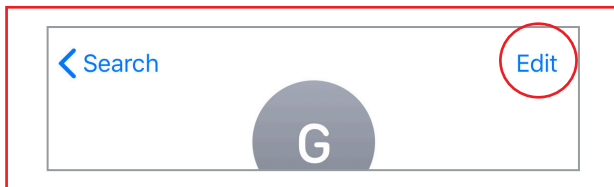
- Scroll down to the bottom and tap **Delete Contact**

Your iPhone's App Store is where you'll find all the apps available for iPhone. There are apps for all kinds of things – reading the news, playing games, writing to-do lists, watching videos, and more. You name it – someone has probably made an app for it.

The steps in this guide are the same for all apps in the App Store.

The example we've used is the Vodafone Broadband app, the best place to keep tabs on your usage, pay bills, and get rewards.

Whichever app you decide to download, just follow these steps:

① Open the **App Store** – it's the icon that looks like the letter A on a blue background

② Find the app that you want to download. Either:

- **Search** for the app you want to download:

  ① Tap the **Search** tab in the bottom right-hand corner – with the blue magnifying glass

Today	Games	Apps	Arcade	Search
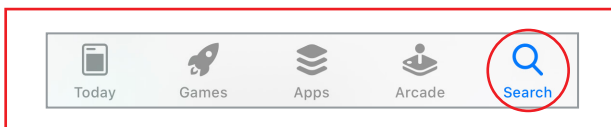
  ② Type the name of the app you want to download in the **Search bar** – at the top, where you see a magnifying glass with "Games, Apps, Stories and More" written

  🔍 Games, Apps, Stories and More
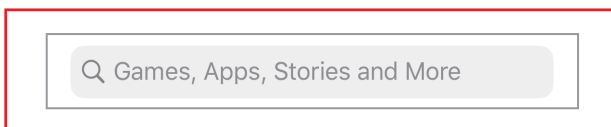
  ③ Tap the name of the app

  🔍 Vodafone ⊗ Cancel
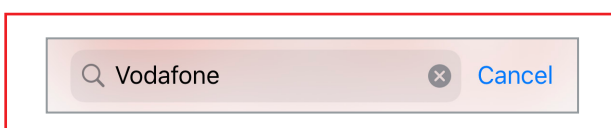
- **Browse** the App Store for apps you might be interested in

    – Here you can either browse by category, scroll down, or download apps that the App Store suggests

PAC-MAN	8Bit Retro Classic Arcade Game	**GET** In-App Purchases
GeoGuessr	Let's explore the world!	**GET** In-App Purchases

③ Tap the app's icon

Vodafone Broadband
control your home broadba...
★★★★☆ 2.1K   **GET**
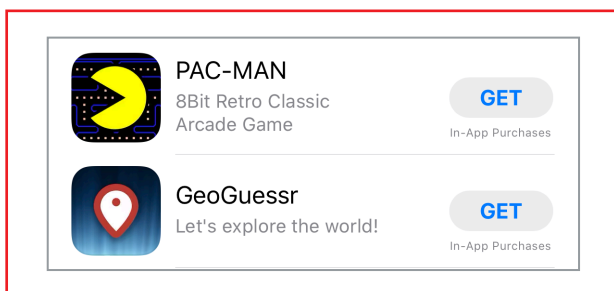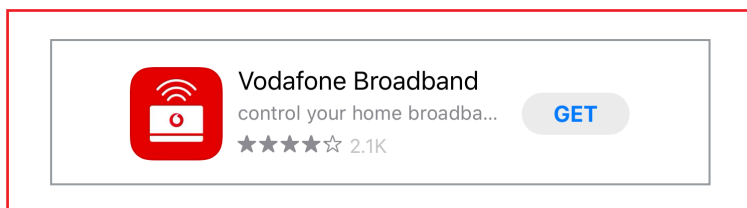
④ Here you'll see one of two things:

- If the app is free, tap **Get**

    Vodafone Broadband
    control your home broadba...
    ★★★★☆ 2.1K   **GET**
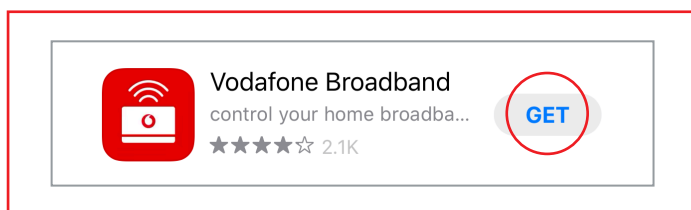
    – You may need to approve the download with either FaceID or by entering your Apple ID

    Confirm with Side Button
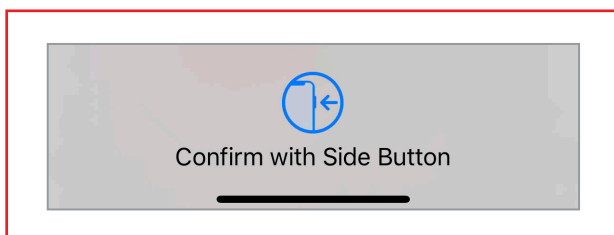
- Some apps cost money. For these, you'll see how much it is

  - If you want to pay, tap the button with the price inside it

  MobileFamilyTree 9
  Full-featured Genealogy
  £14.99
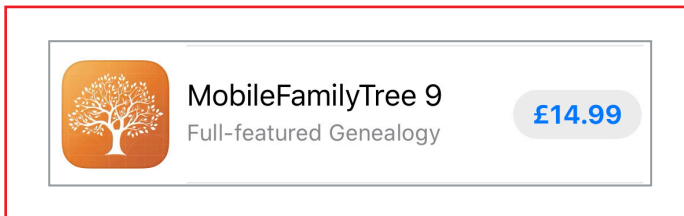
  - You'll need to double click the lock button to approve the purchase with either FaceID or by entering your Apple ID

  Confirm with Side Button
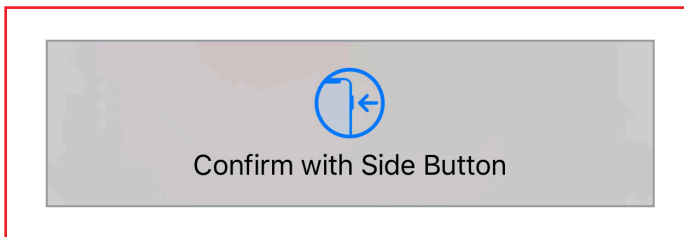
⑤ You'll see that button has become a square. You'll see a circle start to surround the square – that means that your app is downloading

  - You can cancel the download at any time by pressing the square

  Vodafone Broadband
  control your home broadba...
  ★★★★☆ 2.1K
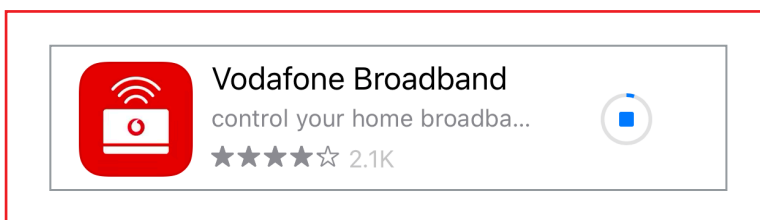
⑥ Wait until the circle is complete, then tap **Open**

  Vodafone Broadband
  control your home broadba...
  ★★★★☆ 2.1K
  OPEN
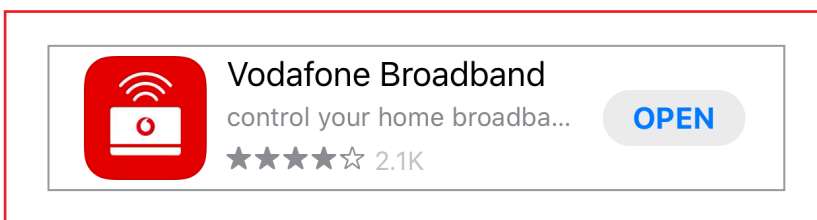
How-to...

...install WhatsApp on iOS

WhatsApp is a free app that lets you send messages and make calls. It works on both Android and iOS.

It sends messages over the internet, which uses your data allowance, not your text allowance. It also makes phone and video calls over the internet, which won't use your minutes.

You can download it to your iPhone in 7 easy steps.

① Go to the **App Store** and search for **WhatsApp**
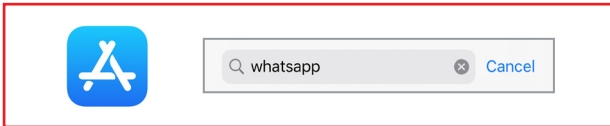
② Tap **Get**, then when it says **Install**, tap it again.

WhatsApp Messenger
Simple. Reliable. Secure.
★★★★★ 1.9M   GET
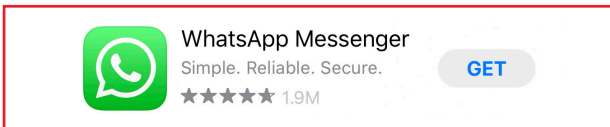
③ Fill in your Apple ID password or approve with FaceID

Face ID
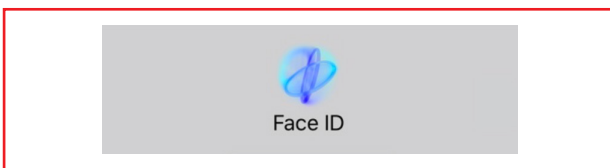
④ WhatsApp will ask for some permissions. It needs to access your contacts, to send you notifications, and access your images. Don't worry – these are all normal to use the full range of features. Click **Ok** to approve these

Face ID

How-to...
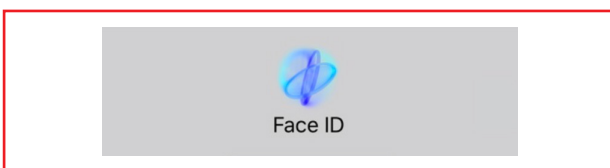
⑤ To agree to WhatsApp's Terms and Conditions, click **Agree & Continue**

Agree & Continue
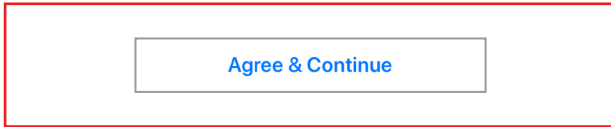
⑥ Verify your phone number. Enter it and tap **Done**. You'll get a text message with a 6-digit code. Enter it, and you're ready to go

Please confirm your country code and enter your phone number

United Kingdom   >

+44   Your phone number

You must be at least 16 years old to register. Learn how WhatsApp works with the Facebook Companies.
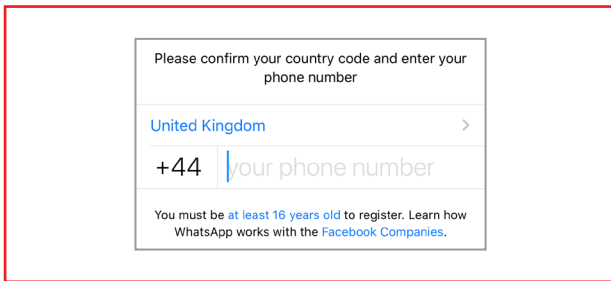
⑦ Enter your name and choose a profile photo

add photo   Enter your name and add an optional profile picture

25
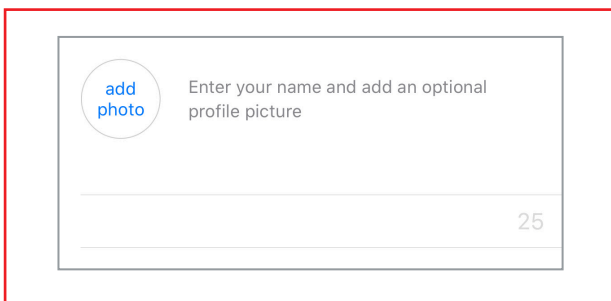
Once that's done – you're all set.

How-to...

WhatsApp messages are sent over the internet. They use data, not your text allowance.

You can send text messages, picture messages, and even start group conversations all for free to anyone in your contact list who also has WhatsApp.

To send a message on WhatsApp:

(1) Open **WhatsApp**

(2) Tap the **New Chat** icon in the top right-hand corner – it's the one that looks like a pen writing on paper

Edit	✎

(3) Choose the contact you want to send a message to

- To do that, either scroll through your contacts list, or tap the little magnifying glass to search for a specific contact – or if their name starts with a Z!

New Chat   Cancel
🔍 Search

or

A
Aisling
Available
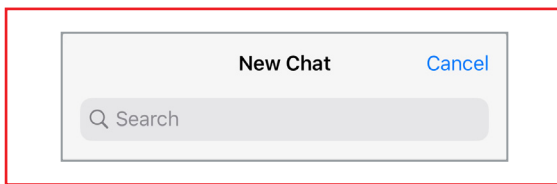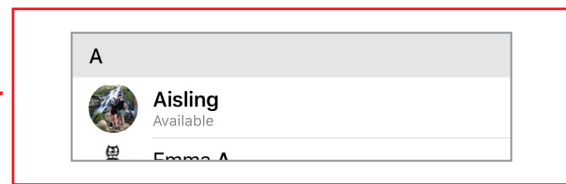
(4) Once you've opened the new chat, type your message into the message field

- If you want to add an **Emoji** to your message:
  - Click the smiley face to the left of the message field

😀   🎤

- Pick the one that you'd like to send. There are **6** categories – so you won't run out of creative ways to say what you want to say!
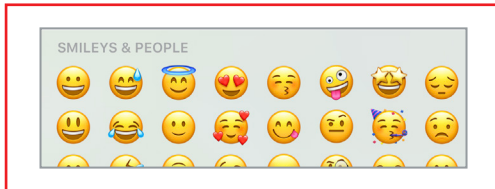
- If you want to add a photo or video to your message:

  - Click the **Photo** icon – the one that looks like a camera, then either:

  - o Take a new photo or video

  - o Tap the **Gallery** icon – this one looks like a landscape photo – and select the images or videos you'd like to send

  - o Add a caption
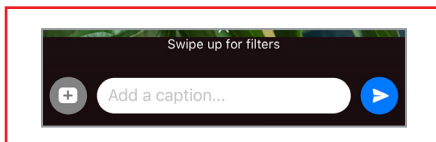
⑤ Tap the **send** icon – that's the blue circle with a white paper aeroplane inside it

How-to...

You can use WhatsApp to send messages to more than one person on your contacts list by making a group.

You'll be able to send texts, picture messages, videos, and make group calls – all for free – to anyone in your contact list who also has WhatsApp.

Making a group is easy.

① Open **WhatsApp**

② Tap the **Chats** tab

Status	Calls	Camera	Chats	Settings
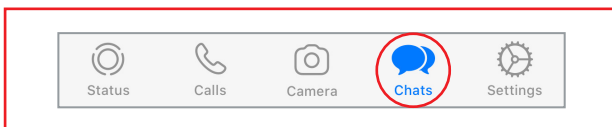
③ Tap **New Group**, in the top right-hand corner

Broadcast Lists   New Group

④ You'll see a list of contacts pop up, under **Add Participants**. Either:

- Scroll and tap the circle next to specific contacts – the tick next to their name means they'll be added, or

  Luke ✓

- You can also use the search bar at the top, to find a specific contact

  🔍 Search

⑤ Tap **Next**

Cancel	**Add Participants** 4 / 256	Next

⑥ On the **New Group** page, name your group

- We named ours "Tech Team". You can add even an emoji to your group name if you want to, by tapping the emoji icon on the left of the chat box

    📷 | Group Subject

    Please provide a group subject and optional group icon
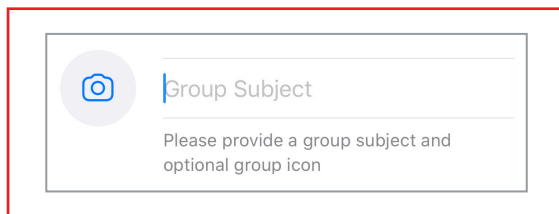
- You can also add a photo, by tapping the **Camera** icon. You can either:

    – Tap **Take Photo** to use your camera to take a new photo

    Take Photo
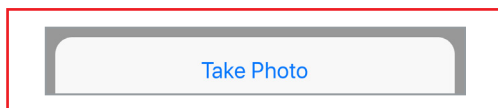
    – Tap **Choose Photo** to search for one in your gallery

    Choose Photo
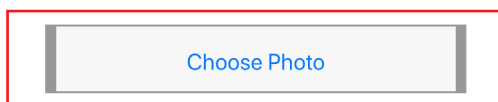
    – Tap **Search Web** to find the perfect photo on the internet

    Search Web

⑦ Tap **Create**
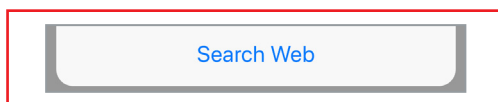
‹ Back	**New Group**	Create
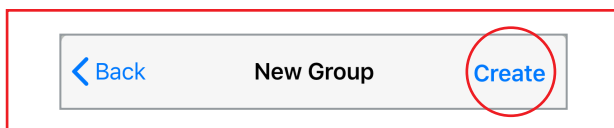
All that's left to do is send the first group message.

How-to...

WhatsApp isn't just great for sending messages – you can also use it to make video calls.

Because WhatsApp works over the internet, you'll need to be connected to the internet using data or be connected to a WiFi network.

To make a video call, you need to do:

① Open **WhatsApp**

② Choose which contact you want to have a video call with, either by:

- Choosing the contact from your list of chats, or

- Starting a new chat with one of your contacts

③ Once you've opened your chat, click the **Video Call** icon – the one that looks like a film camera.

If someone wants to start a video call with you, you'll need to accept their call.

If your phone is locked:

① Find the **Incoming video call** notification from WhatsApp

② Slide the notification left
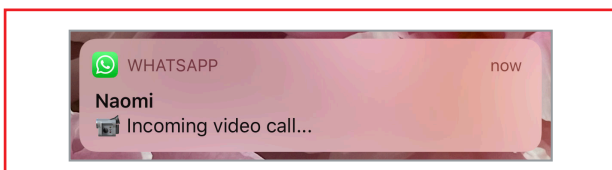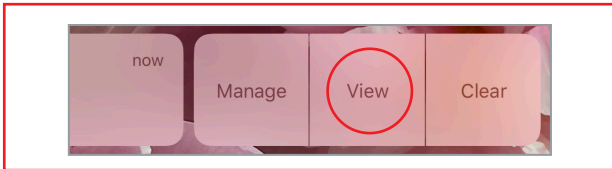
③ Tap **View**

④ Tap **Accept**
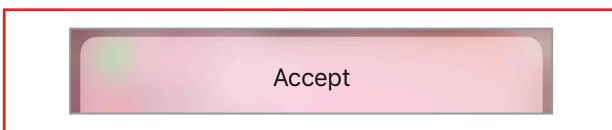
- You can also slide the notification to the right to accept the call

If you don't want to accept the call:

① Slide the notification to the left
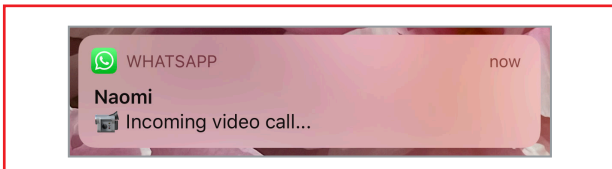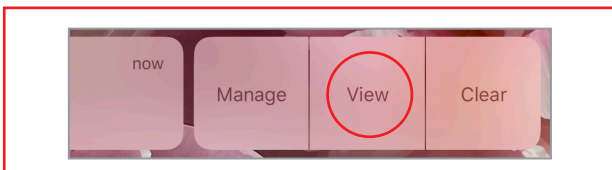
② Tap **View**

③ Tap **Decline**
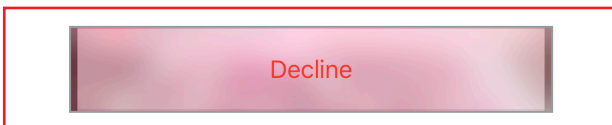
If you can't accept their call straight away, you can respond with a message instead. **To do this:**

① Slide the notification to the left
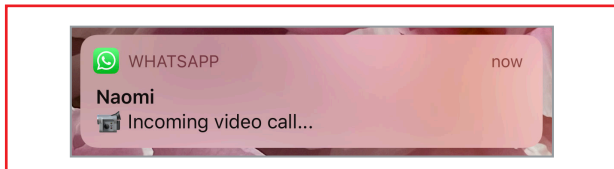
② Tap **View**
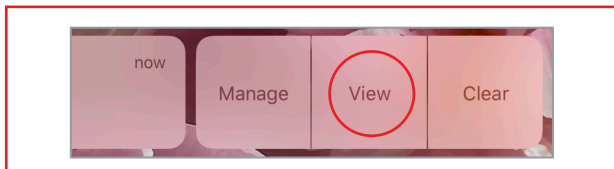
③ Tap **Message**
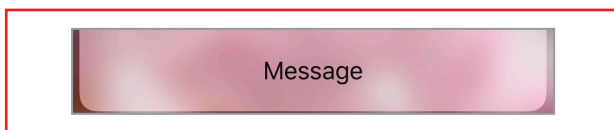
If your phone is unlocked when you receive a video call, you'll see a slightly different notification.

To accept the call:

① Pull the notification down
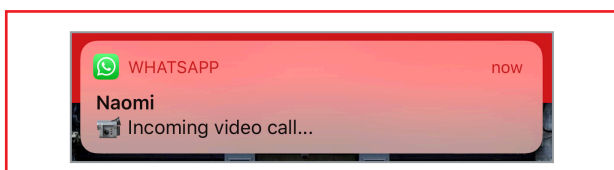
② Tap **Accept**
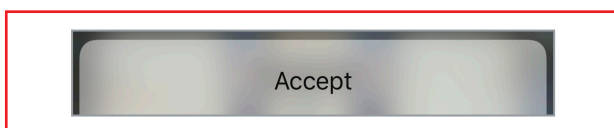
- You can also just tap the notification to accept their call

To decline their call:

① Pull the notification down

WHATSAPP   now
Naomi
Incoming video call...
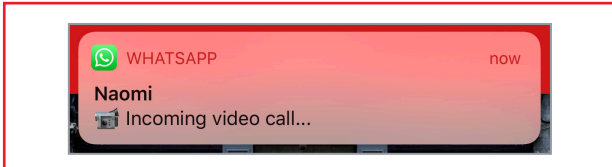
② Tap **Decline**

Decline
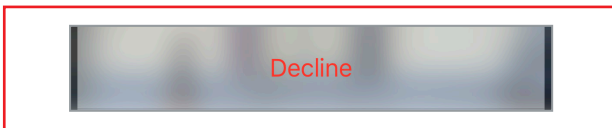
To send a message instead:

① Pull the notification down
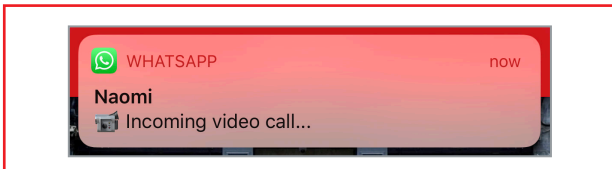
WHATSAPP   now
Naomi
Incoming video call...

② Tap **Message**

Message
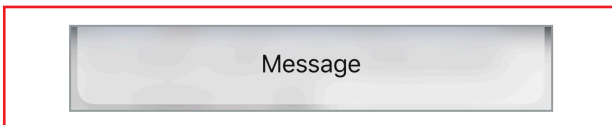
If your phone is unlocked and you're already in WhatsApp, you'll see a screen that says **WHATSAPP VIDEO CALL** instead.

Here you'll have four different options:

- **Accept** by tapping the video call icon
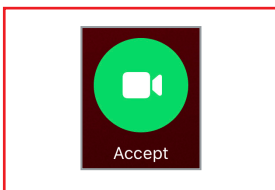
- **Decline** by tapping the phone icon that's face-down
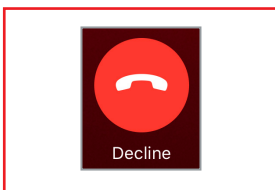
- **Remind Me** by tapping the icon with the clock to set a reminder to call back in **1 hour** or **When I leave**
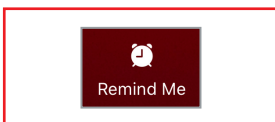
- **Message** by tapping the speech bubble to respond with a message
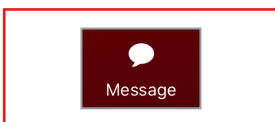
How-to...

Apple has developed an app called FaceTime that lets you make audio and video calls to other people who have the app.

FaceTime works over mobile data and WiFi on up-to-date iPhones and iPads.

To use it, you'll need to make sure that you have FaceTime turned on:

① Go into **Settings** – the icon looks like a set of cogs on a grey background

② Find **FaceTime**
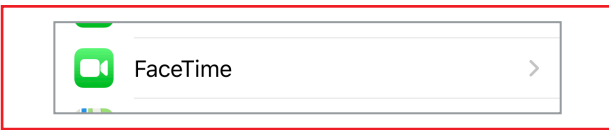
FaceTime >

③ Register for **FaceTime**

- If you're on an iPhone, FaceTime will automatically register your phone number. This means you'll be able to use FaceTime right away

Now you've turned FaceTime on, it's time to make a call.

① Find the **FaceTime** app – it's the green app icon with a white film set camera

② Tap the **+** button – then you have two options:

Edit +
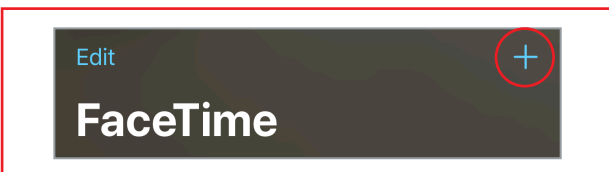
FaceTime

- If you don't have the person's phone number or email address, type it in

  To: ⊕

- If you have the person's number or email address saved, type their name, and tap the name when it appears

  Richard

③ Tap **Audio** to make a voice call, or **Video** to make a video call

  📞 Audio   📹 Video

You can also switch from a normal video call to a FaceTime call if the contact you're talking to has FaceTime. To do this, just click the FaceTime icon in the call.

  +   📹   👤
  add call   FaceTime   contacts
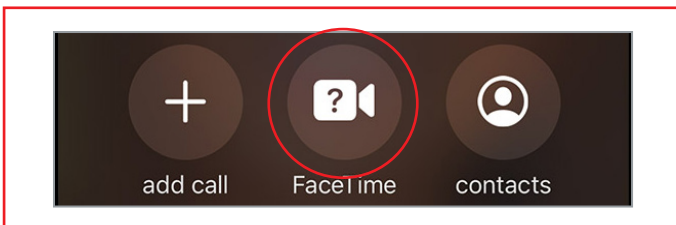
When you receive a FaceTime call, you'll get a full-screen notification.
You'll get four different options:

- **Accept** – the green icon with a white phone

  📞
  Accept
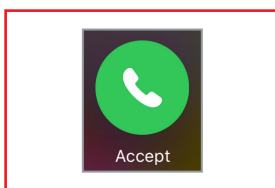
How-to…

- **Decline** – the red icon with a white phone
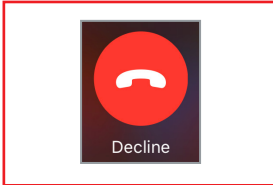
- **Remind Me** – to set a reminder to call back
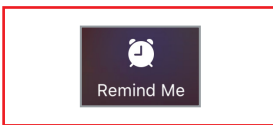
- **Message** – to send a text message rather than have a call
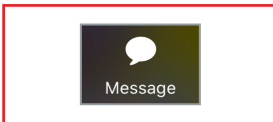
If you're already on a call and you get another call at the same time, you've got five options this time:

- **End & Accept** – the icon with a green phone symbol in front of a red one. This will end the current call and accept the new one
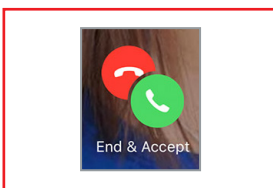
- **Decline** – the red icon in the middle. This will decline the current call
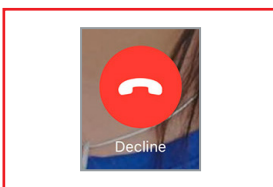
- **Hold & Accept** – the green phone icon in front of a white pause icon.
  This will accept the incoming call and put the current one on hold
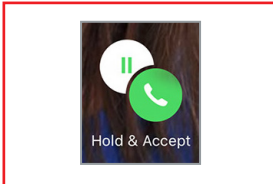
- **Remind Me** – to set a reminder to call back

- **Message** – to send a text message rather than have a call

How-to...
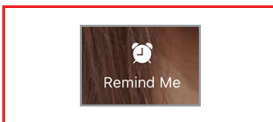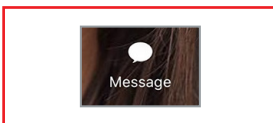
Phishing emails are dangerous emails that are designed to trick users into giving sensitive information or money to scammers.

Luckily, there are some tell-tale signals that will let you know whether an email is real or fake. We've set out 10 questions you can ask yourself when you receive an email that doesn't look quite right.

1.   Who was the email addressed to?

Real companies will always call you by your name.

If you receive an email which starts with: "Dear account holder", or "Dear customer", or something generic, then it's probably fake. This is because companies that you have an account with have your name on their system and will always add it to an email.

Beware: some scammers will get past this by not including your name whatsoever in the email.

2.   Who sent the email?

Check the sender's email address.

Companies have their own domains – the part of the address after the @ symbol. That's why emails you get from us will always end in "@email-vodafone.co.uk".

Domains cost a lot of money. That's why legitimate companies will never send an email from a free public domain, like "@gmail.com", or "@outlook.co.uk".

Scammers might try to trick you by including the name of an organisation in the email address. For example, the email address could be: info-vodafone@gmail.com.

Beware: sophisticated scammers might be able to get the name of a real company in the domain name, for example: "accountsinformation@vodafone.trustedaccounts.com". Just

because "Vodafone" appears in the domain name, doesn't mean it's real – the scammer has created a "child" domain, a domain that belongs to another one. That means the email has come from "trustedaccounts.com", not Vodafone.

3. Does the email contain any links? What do they look like?

A link won't necessarily send you to the place it says it will.

Links in an email work a bit like domains. Legitimate companies spend a lot of time building a website that's easy for you to use. They'll likely want to send you somewhere on their website. It's also likely that the context of the email matches the link in the email.

If you hover your mouse over the link in the email, you should be able to see the destination address. A link in a Vodafone email address will always send you to an address that begins with "vodafone.co.uk". Scammers might hide the real URL destination behind a real-looking link. If the destination URL doesn't match the link in the email, don't click it.

Beware: When using your phone, you can't check a link by hovering your mouse over it like you can on a computer. If you're unsure, check the email again on your computer to be safe.

4. Are they asking for sensitive information?

Real companies will <u>never</u> ask for sensitive information over email.

Companies are required by law to be very careful with your sensitive information – information like account details, bank details, credit or debit card number, and so on. They have a responsibility to keep it safe and take lots of steps to do so.

Because real companies already know your personal information, it doesn't make sense for them to ask for it again. Your bank will never ask you to confirm your account details over email. No company will ask for your card details over email to complete a purchase.

Beware: when a legitimate company needs to discuss something important regarding your account, they will do so over the phone, with a real customer agent.

5. Does the email contain any unexpected attachments?

Real companies won't send unexpected attachments.

If a company wants you to send something to them, it won't be out of the blue. They might call you first, or ask you for your password on a secure phone line.

All scam emails contain either a link the scammer wants you to visit, or an attachment they want you to open. Attachments in scam emails may contain harmful malware that could damage your PC – or worse – steal your files or personal information.

Beware: never open an attachment from an email that you didn't expect. If you have any doubts, call the organisation that the email claims to represent – on their official number – to ask for confirmation.

6. Is the email badly written?

Spelling mistakes are a good sign that you might have received a scam email.

Legitimate businesses spend a lot of time writing the emails they send to you and are careful to avoid spelling mistakes.

Bad grammar is as much of a giveaway as spelling errors. Businesses have professionals who check their emails – scammers probably won't. Similarly, they might come from a non-English-speaking country and have used a translating tool to translate the email.

Ask yourself:

- Does it look like the kind of email I normally receive from this company?

- Are there mistakes that a native speaker wouldn't make?

- Does the grammar read correctly?

- Are there missing words?
- Are there any typos?

Beware: if an email doesn't look like the kind of email you're used to seeing from a legitimate company, you might have received a scam email.

7. Does the email want you to do something straight away?

Scammers send emails because they need you to do something.

If a legitimate company wants you to do something, they'll likely ask you to confirm some personal details over the phone first. Legitimate companies will never ask you to confirm your sensitive information over email before doing something.

Scammers might try to trick you by telling you that it's important to do something straight away to avoid charges or fines.

Beware: real companies may get in touch with you about security, or a purchase you've made. It's better to call the company to make sure that the email is real and go through the process over the phone.

8. Do you remember signing up for this?

If you don't remember signing up for the service you've received an email about, you probably didn't.

If you receive an email telling you that you won a competition, but you didn't enter it, it's probably a scam. Additionally, if what's written in the email seems too good to be true, it probably is.

You might also get a scam email from someone who claims to represent a big corporation, who you haven't signed up for. The scammer will pretend to be from that company.

Beware: some scammers will ask you to send money to transfer over your prize. Never send money via email – especially if it's for a reward for something you don't remember signing up for.

9. Are they asking you to send money?

Scam emails often ask for a small sum of money to progress to another step in the process.

If a company you don't have an account with claims that you're due a refund, it's a scam. Similarly, if a company you don't have an account with tells you that you must pay money towards an account, it's a scam. No legitimate company will pop up out of the blue to tell you that you owe them something.

Beware: if you do lose money through a scam, it's important to keep all the communications you've had with the scammers. This is because the first place you were contacted is where the police will start their investigation.

10. Does everything feel right?

If an email looks suspicious, there's probably a good reason to believe it's a scam.

If your instincts tell you that something's wrong, you can always get in touch with the company the email claims to represent. The real company will probably even be grateful for your help!

Beware: never share your personal information online, no matter who the email claims to represent.

How-to...

What should I do if I think I've received a phishing email?

Here's what to do if you've received an email that doesn't look right:

- Get in touch with the company the email claims to represent over the phone

- Show the message to the police, so they can investigate it

- If you've clicked on a link, contact your bank to make them aware that you've been scammed

- Don't reply to any emails that look suspicious

How-to...

Siri is a virtual assistant that lets you use your voice to ask questions, seek suggestions, and use the various functions of your phone.

Siri is available on all up-to-date Apple devices – including your iPhone.

There are a few different ways you can talk to Siri:

- Say "Hey Siri"

  ① With your iPhone in your hand, say "Hey Siri"

  > Hey Siri

  ② Tell Siri what you'd like to do

    – i.e. ask Siri "What's the weather forecast for tomorrow?"

    > **The forecast is for thunderstorms in Northolt tomorrow. The high will be 29°C, and the low will be 14.**
    >
    > ☁ WEATHER
    >
    > **Northolt** — 29°
    > Tomorrow
    > Scattered Thunderstorms — Low: 14°
    > Chance of Rain: 50%
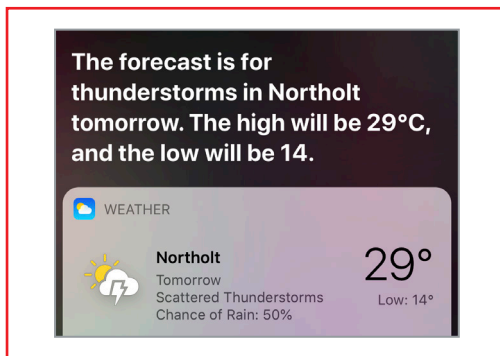
If your phone doesn't support the "Hey Siri" voice command, there are other ways you can talk to Siri. You can:

- Press the side button/home button

  – On iPhone X or above:

    ① Press the side button for a couple of seconds

    ② Tell Siri what you'd like to do

- – On an iPhone with a home button below the screen:

    ① Press the home button for a couple of seconds

    ② Tell Siri what you'd like to do

Or,

- Press and hold the side button/home button

    - – On iPhone X or above:

        ① Press and hold the side button

        ② Tell Siri what you'd like to do

            o e.g. "Send John a message to remind him to pick up my shopping"

    - – On an iPhone with a home button below the screen:

        ① Press and hold the home button

        ② Tell Siri what you'd like to do

            o e.g. "Send Diane a message to remind her to wish Jane a happy birthday"

How-to...

Social media is a great way to stay in touch with your loved ones online.

Sites like Facebook, Instagram, Snapchat, and Twitter let you connect with your friends and family, and share pictures, videos, and funny images known as memes.

Not all social media platforms are the same. Each platform works slightly differently and lets you connect to people in different ways.

Facebook

Facebook lets you connect with friends, family, and other people you know. You can share photos and videos, send messages, and get updates. Facebook is free to use.

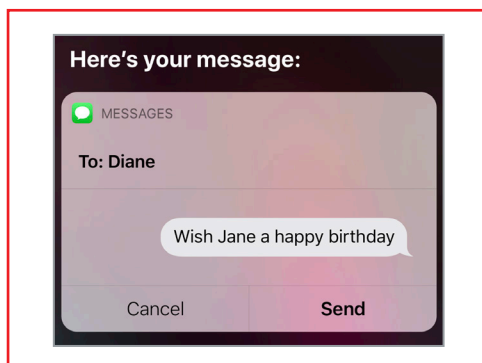- Connect with friends and family by adding them as "Friends"

- See updates from your friends and family through statuses (written updates, which appear on your personalised homepage, otherwise known as the Newsfeed), photos, and videos

- Join local and global groups on subjects you're interested in, and have conversations with others in wider networks

Facebook Messenger

Facebook Messenger is part of Facebook. You can use it to chat to people you know for free – it works just like sending a text, but instead of using your text allowance, it uses your data plan.

- Have conversations and share text messages, pictures, videos, and more with people you're connected to

- Make audio and video calls

How-to...

Twitter

Twitter lets you interact with people with small messages known as "tweets".
You can also tweet pictures and videos and follow your favourite people.

- Follow people all over the world – including friends, celebrities, MPs, members of the royal family, sports teams, news outlets, and much more

- Send "tweets" that are limited to 280 characters – including spaces

- See what's "trending" – what most people are talking about – and get involved in the conversation using hashtags (#)

- Connect with people directly through direct messages

Instagram

Instagram is all about pictures. Take, edit, and share photos, videos, and messages with friends and family.

- Follow friends, family, celebrities, sports teams, and even political parties

- Post pictures and videos that you can edit before you post

- See what's popular on Instagram through hashtags (#)

YouTube

YouTube is somewhere you can watch videos on anything and everything.

- Watch videos uploaded by friends, family, celebrities, companies, and more

- Videos are both short- and long-form – meaning they can be just a few minutes or several hours long

- There are videos on just about every subject you can think of

- Watch music videos from your favourite musicians

Snapchat

Snapchat is an app you can use to stay in touch with people you know mainly through sharing pictures and videos.

- Send and receive pictures and videos that are automatically deleted after a certain time period

- Watch Live Stories from people you've connected with

- Make video calls

Pinterest

Share pictures, videos, and moving pictures (called gifs) on subjects you're interested in.

- Create "boards" to keep all your ideas together

- Discover recipes, home ideas, gardening, fashion, décor, style inspiration, and more

TikTok

TikTok is all about video. You can create short, funny videos, and post them on your profile to share with the people you're connected to.

- Share videos of yourself lip-syncing or dancing along to popular songs, making short comedy skits, or showcasing your talent

WhatsApp

WhatsApp works like Facebook Messenger, except you don't need to be connected to someone on Facebook to send them a message. You can send messages to anyone in your phonebook who has WhatsApp using their phone number.

WhatsApp uses your data allowance instead of your text or call allowance.

- Send and receive texts, videos, and audio messages

- Start conversations with individuals or groups of people

Privacy

It's important to think about privacy when using social media.

Each platform has a range of different privacy options, but there are two words you'll see commonly used across the platforms: **public** and **private**.

- When something you post is **public**, it generally means that anyone can see what you've posted – even people you aren't connected to

- When something you post is **private**, it generally means that only people you allow to see (likely people you've connected with) will see it

If you're not sure, look on the platform's privacy settings. You'll find explanations about who can and can't see what you've shared.

Beware: don't say anything on social media that you wouldn't be comfortable saying in public. Even private conversations between you and someone else can be saved and shared publicly.