**Digital Literacy Skills:**

Training Program for Volunteer Managers

*Course Outline:*

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| --- | --- |
| 1 | **Introduction to Digital Skills** |
| 2 | **Toolbox** |
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**Toolbox**

*Objective: To map out how to use the internet and digital tools across different platforms and devices.*

**Module 2**

**Video Script:**

“Welcome to your digital toolbox! We’d love for this to be your ‘go-to’ reference for accessing online tools across all your devices, so feel free to come back to this video at any time if you need help navigating your digital devices and tools.

Not too long ago, the internet could only be accessed by using a desktop computer. Fast forward to today, and you can use Google, email, messaging, social media, and a wide variety of internet tools across *all* of your devices, whether it’s a smartphone, tablet, laptop, or computer.

However, this process does look a bit different on each of your devices, and it can vary even more depending on what *type* of device you have, whether it’s an iPhone or Android or a Mac or Windows computer.

Understanding how these processes work for different platforms and devices will not only make you feel more confident and prepared for your learning experiences with your volunteers and stakeholders but will also help you to get the most out of your technology!

Remember: If you have a smartphone, you can access the internet, just as you can on a computer or laptop. Of course, you need to be connected to the internet to do this, whether by mobile internet or Wi-Fi. Later in this section, we’ll break down how to connect to Wi-Fi on each device type to make the process simple and painless!

We’ll also outline how to download apps on your smartphone or tablet. Applications – otherwise known as ‘apps’ – are programs designed for mobile devices. Many websites also have an app so that their information can be accessed in a way that works better on a mobile device than a computer.

For example, you can use Gmail or Google Docs on your computer, laptop, *and* mobile devices by logging in on the website. But it is a bit difficult to navigate on such a small screen! To help, Google made apps for these programs so they can be used more easily on phones. You can download Gmail, Google Docs, or any other Google tool app for free on your phone or tablet! And then, when you log in to your Google account on the app, you can instantly view all of your saved files and emails!

Of course, this doesn’t just apply to Google. There are endless apps that can be downloaded for work and play, including Zoom, WhatsApp, Facebook, Instagram, Amazon, Disney+, and more.

You can also download apps made specifically for your mobile device, such as Uber for taxi services, Door Dash for food delivery, and mobile banking apps. There’s an app for pretty much anything, whether you want to chat and video call with friends, organise your daily tasks, or create graphic designs. Most are free to download, while some cost $1 or more. There are also sometimes options or requirements to make purchases once you’ve downloaded and logged into an app.

We’ll go over how to search for, download, and start using apps across different devices in the reading portion of this Module.

We’ll also map out how to log into accounts, send messages and emails, and start video calls on your phone, tablet, laptop, or computer. This will be especially helpful for when you learn how to deliver webinars in our next Module!

Overall, smart devices have many of the same functions as computers, presented on a different scale and format. By understanding how these processes work, you can confidently make the most of your technology – and empower others to do the same!”

**Reading Portion:**

**Module 2**

**Your Digital Toolbox**

Welcome to your digital toolbox! Let’s map out some basic processes you’ll use across different devices.

Note that handheld devices, like phones and tablets, will often require the same steps. Computers and laptops will generally work the same, as well, so we will be grouping these devices together.

We’ll focus on the two main types of smart devices for phones and tablets: Apple and Android. We’ll also look at the two main types of computers and laptops: Mac (Apple) and Windows (Microsoft).

Follow the instructions based on which device type and platforms you use!

**Connecting to Wi-Fi**

First things first: To access the internet, you’ll need to connect to Wi-Fi. Once you log in, you can save the network, so you don’t have to log in again to use it every time. If it’s your first time connecting to a location’s Wi-Fi network, follow these steps:

**Phones and Tablets**

**Connecting to Wi-Fi on an Apple Device:**

|  |  |
| --- | --- |
| 1. Go to the “Settings” app. | A close-up of a logo  Description automatically generated with low confidence |
| 1. Select “Wi-Fi.” | **Icon  Description automatically generated** |
| 1. Select the Network you want to connect to. |  |
| 1. Type in the Password. |  |

**Connecting to Wi-Fi on an Android Device:**

1. Go to “Settings.”
2. Select “Network & Internet.”
3. Choose “Internet.”
4. Click “Add network.”
5. Enter the network name and password.
6. Select “Save” to prevent having to re-login.

**Computers and Laptops**

**Connecting to Wi-Fi on a Mac/MacBook**

1. Tap the Wi-Fi icon on the top-right hand bar on your screen.

**Icon

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1. Select “Network Preferences.”
2. Select “Network Name.”
3. Select the Network you want to connect to.
4. Type in the Password.
5. Check “Automatically join this network” to save it.

**Connecting to Wi-Fi on a Microsoft Windows Computer/Laptop**

1. Select the Network icon. It should be on the far right side of your taskbar.

A picture containing dark, night sky

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1. Select “Manage Wi-Fi connections.”
2. Choose your Wi-Fi network.
3. Select “Connect.”
4. Type the password.
5. Hit “Next.”

**Signing into Your Devices**

We’re connected to the internet – now it’s time to sign in to your devices. Each of your devices should require you to make an account. You can use this account to access and save your information, apps, and tools.

Follow the instructions based on which device type and platforms you use:

**Apple Devices**

You'll create an *Apple ID* account on Macs, Macbooks, iPhones, and iPads.

This is the account you’ll use to download apps and connect your Apple devices. If you log in with the same Apple ID account across your devices, you can make them work together! Meaning, you’ll have the same apps, information, and data saved across each device.

**Log into Your Apple ID:**

*iPhone/iPad*

1. Click on the “Settings” app.
2. Tap “Sign in to your iPhone/iPad.”
3. Type your Apple ID and password. If you don’t have one, create one.

*Mac/Macbook*

1. Choose Apple Menu > System Preferences.
2. Click Sign In.
3. Click Create Apple ID, then follow the onscreen steps. ...
4. Enter your credit card and billing information, then click Continue. ...
5. Check your email for a verification email from Apple and verify your email address.

**Microsoft/Windows Devices**

Microsoft has a somewhat similar feature. After signing in to your Microsoft account, you can connect all Microsoft accounts, including Outlook, Office, Skype, OneDrive, and Windows.

**Log into Your Microsoft Account:**

1. Go to your [Microsoft account login page](https://account.microsoft.com/) on a browser.
2. Log into your Microsoft account with your email and password. If you don’t have one, create an account.
3. Select “Sign in.”

**Android/Google Devices**

Google owns Android, so you’ll log in using your Google account. Once you log in on your devices, you’ll have access to your Google tools, Gmail, and the Google Play store.

**Log into Your Google Account:**

1. Visit [www.google.com](http://www.google.com)
2. Select “Sign in” in the top-right corner.
3. Log in or Create an account.

**Downloading Apps**

Now for the fun part – downloading apps! You can download an app to your mobile device to make it easy to access helpful features, like social media, productivity tools, and entertainment programs.

This process will look the same between phones and tablets of the same brand, like Apple vs. Android.

To download an app on an *Apple* device (iPhone or iPad), you’ll navigate the *App Store* program. To download an app on an *Android* smartphone or tablet, you’ll navigate the *Google Play* program.

**Phones and Tablets**

**Apple:**

1. Click on the “App Store” icon.

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1. Select the “Apps” tab at the bottom menu bar to view trending apps. Select the “Search” tab to find a specific app.
2. Click the “GET” button to download the app. Sometimes, it may also appear as a cloud icon with a downward arrow.
   1. If the app costs money, you will see a price instead of these icons.
   2. If you already have the app downloaded, it will read “OPEN.”
3. Confirm your purchase by following the instructions on the screen.
4. Once it’s downloaded, click on the app on your home screen to open it.

**Android:**

1. Click on the “Google Play” icon.

A picture containing text

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1. Search for and select the app you’re looking for.
2. Click “Install” or the price tag button for the app.
3. Confirm your purchase/download by following the instructions on the screen.
4. Once it’s downloaded, click on the app on your home screen to get started.

**Sending Messages**

Let’s get connected! There are several ways to send messages to friends and colleagues across your devices. We’ll map out the main processes based on the device and brand you use:

**Phones and Tablets**

**Apple:**

1. Select the “Messages” app.

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1. Tap the compose icon in the top-right corner.

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1. Type in the phone number of who you want to message (or their name if you’ve saved their contact information.)
2. Type your message in the tab above the keyboard on the screen.
3. Hit the upward arrow to the right of your message to send!

**Android:**

1. Select the “Messages” app.

Icon

Description automatically generated

1. Tap the compose icon.

Icon

Description automatically generated

1. Select the contact you want to send it to.
2. Tap the compose button.
3. Type your message.
4. Hit send!

**Other Apps:**

You can use [**WhatsApp**](https://www.whatsapp.com/) or [**Messenger**](https://www.messenger.com/) to communicate with others via Wi-Fi. These are great options for connecting with numbers from outside of Australia or for those who don’t have mobile internet plans.

Many companies work with business messaging apps such as [**Slack**](https://slack.com/intl/en-au/) to keep communication monitored and professional. You can sign up for these applications on your desktop, laptop, and mobile devices.

**Sending Emails**

Let’s keep moving! When it’s time to send an email to a friend or colleague, you can send it via phone, tablet, laptop, or computer – the process will look slightly different.

**Phones and Tablets**

**Apple:**

Apple devices have a built-in “Mail” app for users to sign into their email account and access it all in one place.

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You can also download your specific email platform in the App Store if you’d prefer. For example, you can type in “Gmail” in the App Store to download the app.

Either way, once you click on the app, you’ll be prompted to create an account or sign in. Once you enter your email address and password, you’ll stay signed in and be able to receive notifications, read, and send emails on your device.

**Android:**

Since Google creates Android products, Gmail will be your default email app. If you use a different email platform, you can find and download it in the Google Play store.

**Computers and Laptops**

**Mac:**

You can log into your email account by opening your browser and typing in the website address of your email platform (e.g., gmail.com, outlook.com).

You can also use the Apple “Mail” app on your computer. It looks the same as the Mail app on your iPhone/iPad, and you’ll set it up the same way.

**Windows:**

You can log into your email account through your browser, as well.

Windows computers should also come preinstalled with a Mail app where you can log into your Outlook account.

**Video Calls**

As a Volunteer Manager, you can use webinars and video conferences to deliver remote learning sessions – we’ll dive into this in our next Module!

You can video call others using different apps. Each device and platform comes with different options for video calls.

**FaceTime:**

Apple’s pre-installed video call app is called “FaceTime.” It’s available on Apple’s mobile devices and computers.

It’s pretty simple:

1. Click on the FaceTime app.

A picture containing icon

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1. Tap “New FaceTime.”
2. Type in the name or phone number of your contact.

Or you can do it in reverse:

1. Click on your Contacts app.

A picture containing iPod, electronics

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1. Browse your contact list and select the right contact.
2. Tap the “Video” icon.

Note: You can only FaceTime other iPhone users. However, there is a way around this: if the recipient has a non-Apple smartphone, you’ll need to either select “Create Link” and share your FaceTime link with them, or simply download and use another video calling app.

**Other Apps:**

Since FaceTime is designed for Apple devices, other users tend to employ [WhatsApp](https://www.whatsapp.com/), [Messenger](https://www.messenger.com/), [Zoom](https://zoom.us/), [Skype](https://www.skype.com/en/), and [Microsoft Teams](https://www.microsoft.com/en-us/microsoft-teams/group-chat-software) for video chats.

FaceTime, Messenger, and WhatsApp are primarily for personal use, while Zoom, Skype, and Microsoft Teams are made for professional use. Each is accessible via their websites, but they also have apps available for download on desktop and mobile devices. You can download these in your device’s app store or directly through the company’s website.

Make sure your device has a camera for this to work. You’d need a webcam to connect to your computer if it does not.