

## DSSI Training Course

# MODULE 2 – COMMUNICATION & CONNECTIVITY

## E-BOOK



DIGITAL SERVICES &  
SENIOR'S INCLUSION



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## Project Introduction

The DSSI consortium acknowledges the importance of facilitating access to the digital service environment and enhancing the inclusion of older people. Nowadays, a high percentage of older people have problems understanding new technologies and making use of them in their daily lives. In addition, this collective lacks the necessary tools and support to upgrade their digital skills and knowledge, which unfortunately further increases the exclusion of older people.

Therefore, DSSI was created with the main goal of defending the rights of older people (low-skilled, living in remote areas, with mobility difficulties, immigrants, etc.) so that they can access information and enjoy their right to participate in everyday society as independent citizens, through digitally active aging.

This will be facilitated by using library networks, as their role is starting to evolve into a hub for digital information and services, due to the accelerated digital transformation of the post-COVID era. In fact, the project is using the wide network of libraries as a digital information hub where senior citizens can acquire basic digital skills and apply their knowledge by searching and accessing the fantastic range of libraries' digital services on health and wellbeing, lifelong learning, cultural and social connectivity and finally e-commerce and e-governance.

Through the training Modules that are created in the DSSI Training Course, older people will be enabled to make full use of the wide range of library services available online and enjoy the benefits of inclusiveness. In addition, through this project, older learners will gain confidence to independently use a range of public and commercial digital services.



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## Module Summary & Learning Outcomes

Module Name	<b>Communication &amp; Connectivity</b>
No. of Units	3
Topics/Units	<ol style="list-style-type: none"> <li>1. Introduction to social media: email, e-commerce, the use of smartphones</li> <li>2. Use of the most popular online communication tools: Gmail, Facebook, Skype, Viber</li> <li>3. Online behavior and safety</li> </ol>
EQF-Level / Education Level	3 or 4
Duration	50 min – 90 min
Learning objectives	<p>This module provides information about social media and how to work with it. It provides explanations of the most common tools that are in use today including email, chats and social media.</p> <p>With the completion of this module senior users should have all the basic knowledge and understanding of how they can use social media in order to connect online and communicate safely with people and organizations. In addition, they will possess all the basic information related to online behavior and citizenship and about</p>



	<p>confidently making use of online services. Basic social media security will also be introduced.</p> <p>The module also describes the functionality of web browsers and commonly used options like navigation, bookmarks, hyperlinks and actions such as searching or downloading files.</p>
Knowledge	<p>She/he can recognize and describe the main tools of online communication and its basic ways of contributing to digital connectivity, networking, keeping in touch and accessing information and services</p> <p>She / he can explain the use of the most common social media and online communication paths, the possibilities they offer for staying connected and informed, and the potential for developing an online network.</p> <p>She/he can understand the structure of the most common online communication interfaces.</p> <p>She/he can understand and explain the main rules of digital behavior and citizenship and the safeguards of sharing information without compromising personal safety and privacy</p>
Skills	<p>She/he is able to understand the logic and structure of email as an online communication tool.</p> <p>She/he is able to create and organize an email account in Gmail</p> <p>She/he is able to manage the email interface as a system where they can confidently exchange information and develop communication</p> <p>She/he is able to understand the logic and structure of Facebook as another online communication tool</p> <p>She/he can understand and use with confidence the main applications of communication platforms such as Skype and Viber.</p> <p>She/he is able to understand and explain basic terminology related to online citizenship</p> <p>She/he is able to recognize, evaluate and avoid inappropriate online behavior</p> <p>She/he has the ability to effectively cope with inappropriate online behavior when faced with it, without feeling compromised or in danger.</p>



	<p>She/he is able to share online information with the knowledge of what not to post online</p> <p>She/he is able to understand and apply the main social media security rules</p> <p>She/he is able to identify main security problems and review related information to develop and evaluate options and implement solutions.</p>
Competence	<p>She/he has the capacity to choose the appropriate tool of online communication</p> <p>She/he feels confident navigating through online platforms and managing different interface environments (e.g. email, Facebook, skype, Viber, Instagram etc)</p> <p>She/he has the capacity to choose appropriate IT and online technologies, solutions applications for his/her online connection, sharing of audio and visual material, and exchanging of information in a safe way.</p> <p>She/he has the capacity to use with confidence e-services and information and training material, in a way that makes her/him feel part of a dynamic digital community.</p> <p>She/he has the capacity to receive the full benefit of the new digital era and its possibilities for self-development, independence and an active and fulfilling older age.</p> <p>She/he has the capacity to create an email or Facebook account, send emails, create Facebook profile, Friends on Facebook, send a message on Facebook, Video calling, create posts, Create pages and groups Events.</p> <p>She/he has the capacity to create a Skype or Viber account, update his/her profile, add contacts on Skype, send messages, make voice and video calls.</p> <p>She/he has the capacity to deal with difficult or inappropriate online behavior.</p> <p>She/he has the capacity to use a range of the most common e-services and applications safely and based on a strong knowledge basis.</p>
Further Information/Sources	<p>All the relevant sources that have been used for this module and any further reading material/useful sources that you might think apply (books, articles, websites, etc.)</p>



## Introduction

### General Overview

This module aims to introduce low skilled seniors to social media and how to work with it in order to have an active social life. Basic skills on how to communicate via different social media will be gained. In addition, knowledge about social media security will be given; it will be defined terms like online citizenship, accounts, email, and cyber bullying. Social networks are one of the fastest growing industries in the world. This Industry has many benefits for seniors and potential for ones feeling isolated and alone. By using social media, they can stay connected with their friends and family, to share interests with others, to find a new hobby or to develop the one they have. This training will teach low skilled seniors how to work with social media in order to be more independent and to have an active social life. Using the Internet and social media is an important way for seniors to exercise their mind.

### Objectives of the Module

The module provides information about social media and how to work with it. Basic information about online citizenship and social media security will also be included/ introduced.

- Interacting through digital technologies
- Sharing through digital technologies
- Engaging in citizenship through digital technologies
- Collaborating through digital technologies
- Online etiquette
- Managing digital identity

### Topics

- 1 Introduction to social media: The evolution of communications and technology and the psychology of social media usage
- 2 Use of the most popular online communication tools and platforms: Gmail, Facebook, Viber, Instagram
- 3 Online behavior and safety: When it is too good to be true, your digital footprint & online reputation, how to protect yourself online



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## **Description of the learning outcomes**

### **Use of the most popular online communication tools and platforms:**

- What is email- Creating an email account in Gmail -Email interface -Sending an email
- Introduction to Facebook -Creating a Facebook account -Facebook profile  
Friending on Facebook -Sending a message on Facebook- Video calling -  
Creating post -Creating pages and groups Events
- Introduction to Instagram -Creating an account - Instagram features - How to  
use Instagram to communicate.
- Introduction to Viber- Creating an account- Adding contact to Viber - Sending  
messages on Viber - Message screen components - Making voice and video  
calls on Viber

### **Online behavior and Safety:**

- Basic terminology – introduction to online citizenship
- Inappropriate online behavior and how to deal with it
- How to deal with inappropriate online behavior
- Sharing information – what not to post online
- Social media security



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## CHAPTER 1: Introduction to Social Media



Source: <https://www.freepik.com/>

### 1.1 The Benefits of Social Media for Older People

It is difficult for many people to picture their lives without the internet. The way we work, shop, and communicate has completely changed, as a result of the internet. That is partly because of social media. No matter how far away we are from one another, platforms like Facebook keep us in touch. However, do they not cater just to youths and teenagers? Not at all!

More than half of internet users over 65 have a social media profile, according to a recent BMC Geriatrics study. Nonetheless, there's a chance that the social media revolution will leave some elderly people behind. We've created a thorough tutorial on social media for seniors with this in mind.

If you have never used social media, you may be unsure of the benefits of doing so. People of all ages have been using social media extensively throughout the past ten years and more. The use of social media by senior citizens has many advantages.

#### 1.1.1 Helping combat Loneliness



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First and foremost, social media helps us stay in touch with our loved ones. This is particularly beneficial while battling loneliness. Millions of older people in Europe suffer from loneliness, which is a major worry during emergencies like pandemics. In Europe, nearly 30% of those over 75 live alone (2024 Harvard International Review). It goes without saying that solitude is bad for mental health. However, did you realize that it can also have an impact on your physical health? A 2010 study found that loneliness has the same negative health effects as smoking fifteen cigarettes a day. Moreover, dementia and heart disease are conditions that are more common in lonely people. Considering this, the social advantages of websites like Facebook are evident. Seniors can easily stay in touch with loved ones both locally and abroad by using social media.

### **1.1.2. Re-establish contact with Old Friends**

It's likely that many people you know are online because social media is used by so many people these days. This probably includes those with whom you may have lost contact over time. It used to be very common to misplace an address or forget someone's phone number, leaving you unable to get in touch with them. Thanks to social media, the days of losing contact with loved ones are long gone.

Why not try looking for an old-school friend or coworker after creating an account? You may also narrow down your search results by age and region, which increases your chances of finding an old acquaintance whose birthday, year, or city you remember. It's simple to message them and begin catching up from there!

### **1.1.3. Keep Up with Current Events**

The news can now reach you directly, saving you from having to look for it in a newspaper, on the radio, or on television. Keeping up with current events as they happen is now simpler than ever thanks to websites like Facebook. Additionally, consumers have the option to sign up to receive news alerts when significant stories



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break from reliable sources, such as the official state media. For senior citizens, social media offers yet another fantastic advantage.

#### **1.1.4. Make an impression on your grandchildren**

A lot of young people think that older people are simply ignorant about social media. How fulfilling would it be to demonstrate your prowess on social media to the youth in your life? Consider sending your grandchildren a Facebook friend request as a surprise!

## **1.2 What is Social Media**

The word "social media" refers to a range of online tools that let users communicate and produce content. It is part of the World Wide Web and comes in many forms, including blogs, forums, business networks, photo-sharing platforms, social gaming, chat apps, and finally social networks.

Social media is a computer-based technology that facilitates the sharing of ideas and information and the building of virtual networks and communities. This is a tool that people use to connect with friends and family. Users can post and share photos and videos, create their blog, play games with others from other sites of the world, send messages, etc. It is also very important for businesses to for them to reach out to new customers and partners.

Social media is used to keep in touch with friends and extended family, a network for career opportunities, find people from all over the globe who share a common interest, share content, and more. Those who engage in these activities are part of a virtual social network.

Social media and online Communication Tools Examples:

1. Gmail



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2. Facebook
3. Viber
4. Instagram
5. Facebook Messenger
6. Twitter
8. Skype
9. WhatsApp

To use social media people need to make their profile.

A profile is necessary to represent an individual in social media. Social profiles can reveal information about the person, like profile photos, biographical data, recent activity, interests, photos, feed of recent posts, etc.

The benefits of social media are clear. But how do you get started? Which websites should you sign up to? Next, we'll answer all these questions and more.



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## CHAPTER 2: Use of the most popular online communication tools and platforms



Source: <https://www.freepik.com/>

### 2.1. Email Introduction

Email, or electronic mail, is a service that lets us send digital messages over the Internet. A variety of files, including images, documents, short films, software, and many more, can be sent. In essence, this is a quick, easy, and affordable means to spread knowledge among individuals.

Everybody who uses email has an email address. This is a special name that will be used to send and receive emails to him or her. Additionally, you can register for various websites and applications, online banking, and other services by having an email account.

An email address consists of three parts: an @ symbol and the domain name at the end, and a personalized username at the beginning. It might also have uppercase, tiny, and numerals. Consider [name@gmail.com](mailto:name@gmail.com).



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Source: <https://www.freepik.com/>

### **2.1.1. Creating an email account in Gmail**

You have a wide selection of free email providers. Google owns the web-based email account service Gmail. This email account is quite popular and is straightforward, contemporary, and easy to use. For demonstration purposes, we selected this email provider for this reason.

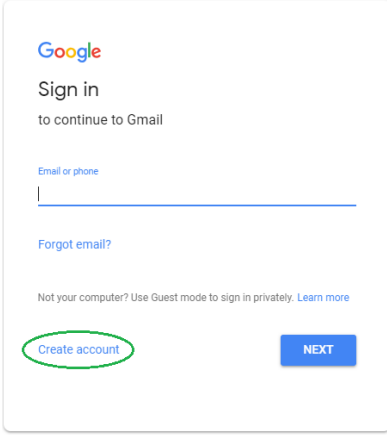
You need a computer with an internet connection and a web browser installed to access Gmail.

**STEP 1:** Open your browser installed on your computer and type on the address bar `gmail.com`

**STEP 2:** Click on “Create new account”



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Google  
Sign in  
to continue to Gmail

Email or phone  
|\_\_\_\_\_

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately. [Learn more](#)

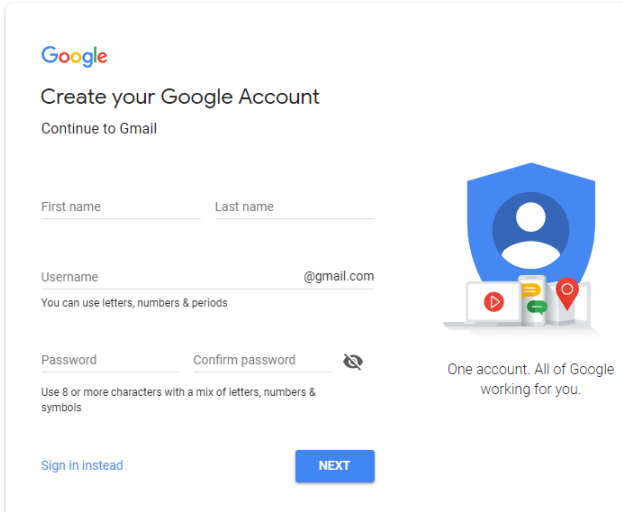
[Create account](#) [NEXT](#)

English (United Kingdom) ▾ [Help](#) [Privacy](#) [Terms](#)

**Figure 1: Creating an account (source: [https://edu.gcfglobal.org/en/tr\\_el-gmail/](https://edu.gcfglobal.org/en/tr_el-gmail/))**

**STEP 3:** Enter your name (first name and last name – using a nickname is also an option, but if you use this email to represent yourself as a public person it would be better for you to use your real name). Then enter a username that will appear to everyone who receives an email from you and will be used as your email address (this username can include letters, numbers, and periods). Enter your password (you need to enter the password 2 times) – as shown in the picture. Click NEXT


For more information about passwords, see the module “Safety”



Google  
Create your Google Account  
Continue to Gmail


First name \_\_\_\_\_ Last name \_\_\_\_\_

Username \_\_\_\_\_ @gmail.com  
You can use letters, numbers & periods

Password \_\_\_\_\_ Confirm password \_\_\_\_\_ 

Use 8 or more characters with a mix of letters, numbers & symbols

[Sign in instead](#) [NEXT](#)



One account. All of Google working for you.

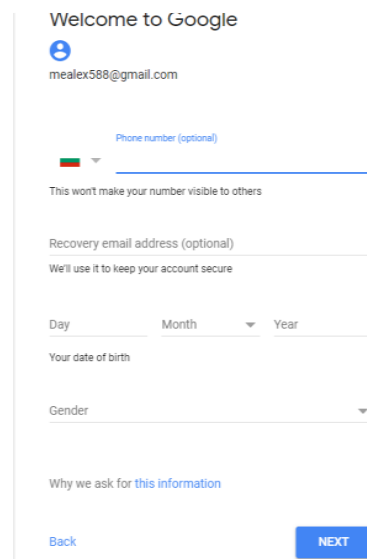


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**Figure 2: Fill in the signup form**

**STEP 4:** Now enter your phone number (this is optional, but this can improve security), another email address (this is also optional), date of birth (you don't have to enter your real date of birth), and gender (as shown in the picture). Click NEXT



Welcome to Google

mealex588@gmail.com

Phone number (optional)

This won't make your number visible to others

Recovery email address (optional)

We'll use it to keep your account secure

Day Month Year

Your date of birth

Gender

[Why we ask for this information](#)

[Back](#) **NEXT**

**Figure 3: Insert additional information.**

**STEP 5:** A Privacy and Terms window will appear. First, read the terms and conditions before scrolling down with the mouse to the end of the field and tick the two boxes.

**STEP 6:** Click CREATE ACCOUNT

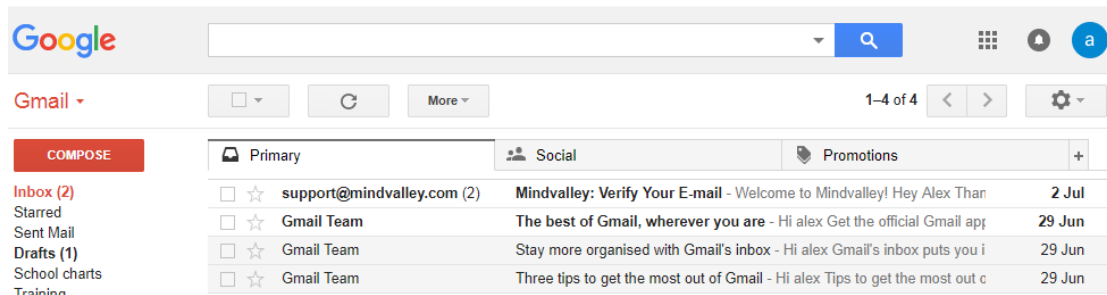
### 2.1.2 Email interface

The interface includes several folders such as the inbox, sent mail, and trash folders as well as different panels including message and compose email panels. Each email provider has a different email interface, but the functions are mainly the same. Here we will talk about the Gmail components and how to work with them.

#### 2.1.2.1 Gmail window components:

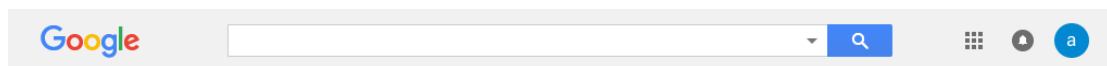


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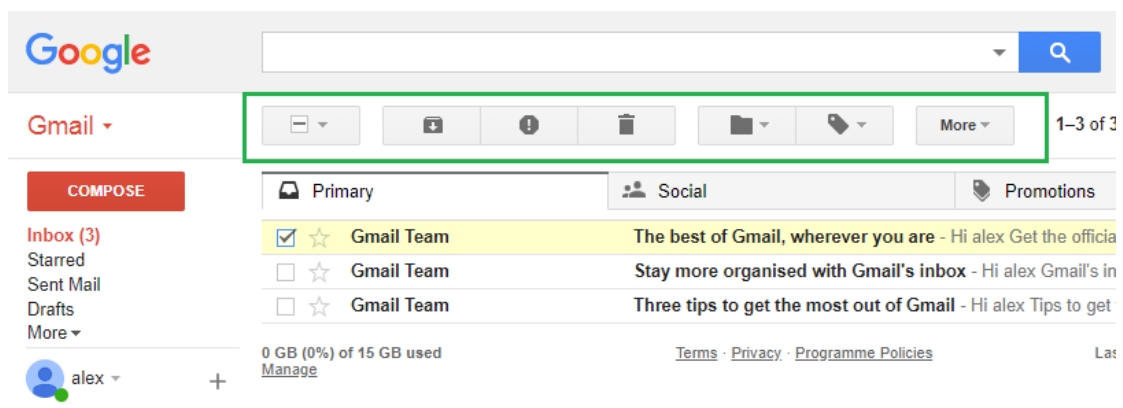
**Figure 4: Gmail window components**

**A. A search box** can be used to find an email. Type the email address of the person sending you the email and Gmail will show you all emails from that person.



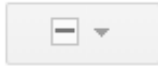
**Figure 5: Search Box**



**B. Action buttons** are located above the inbox or in the left hand menu .



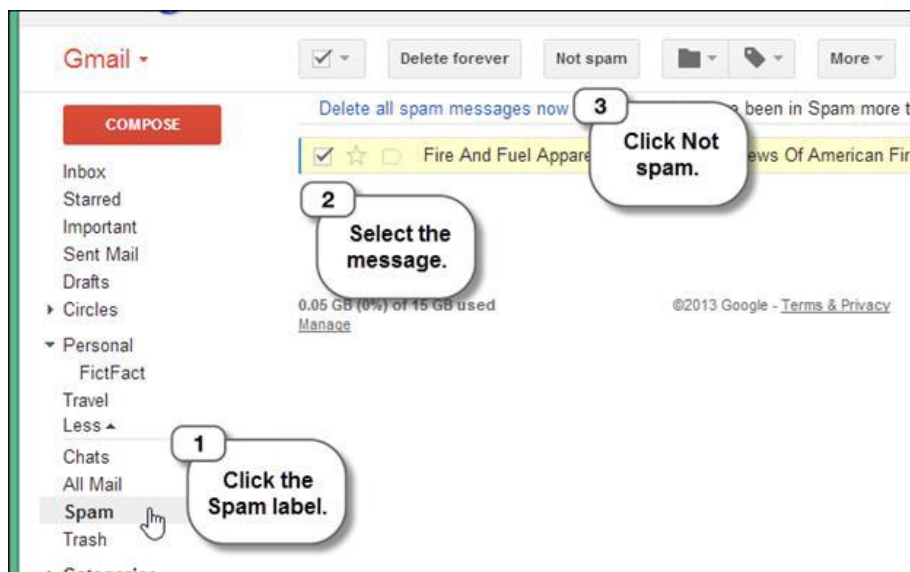
**Figure 7: Action buttons**






- The button **“Select”** allows you easily to select all or none of the messages or to select all read or unread messages. You can click the arrow of the "Select" button to access all options for selecting your messages. In order to select all messages, click the empty checkbox of the same button. When a check in mark appears on the **“Select”** button all messages are selected. To de-select all messages you need to click on the check box of the **“Select”** button. Selecting an email indicates that you want to take further actions only for this selected email.
-  The **“Archive”** button allows you to move messages from your inbox to the "Archive" folder for later reference.
-  The **“Report spam”** button allows you to report to Google a received message as spam. To report a message as spam, select the check box next to the received message in your inbox, then click the button **“Report spam”**. For more information about spam and spam folders click [here](#).





**Figure 8: Report a message as spam** (Source: <https://www.howtogeek.com/school/gmail-guide/lesson1/>)

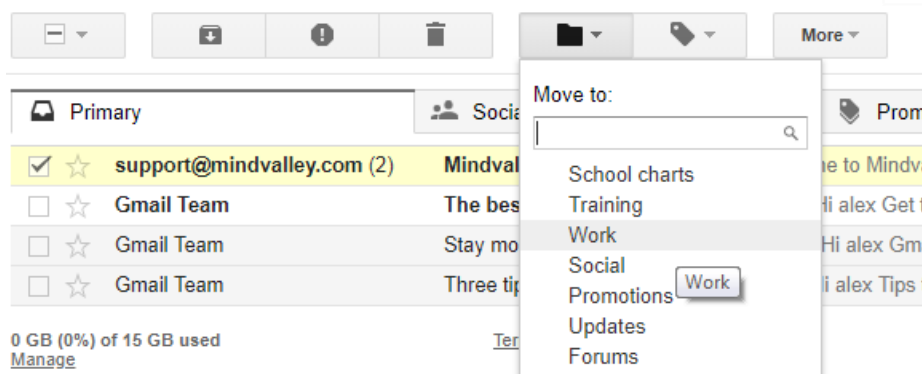
To remove the spam mark of a message, click the **“Spam”** label shown in the list of labels on the left. Select the message and click the **“Not spam”** button on the toolbar (as shown in the picture).

-  The **“Delete”** button allows you to delete messages. All deleted messages are moved to the "Trash" folder. If a message has been deleted from the "Trash" folder it cannot be recovered.

To delete all messages in the "Trash" folder, click the button "Empty Trash now" which is at the top of the list. If you want to undelete a message, drag it to the "Inbox" folder or another label.

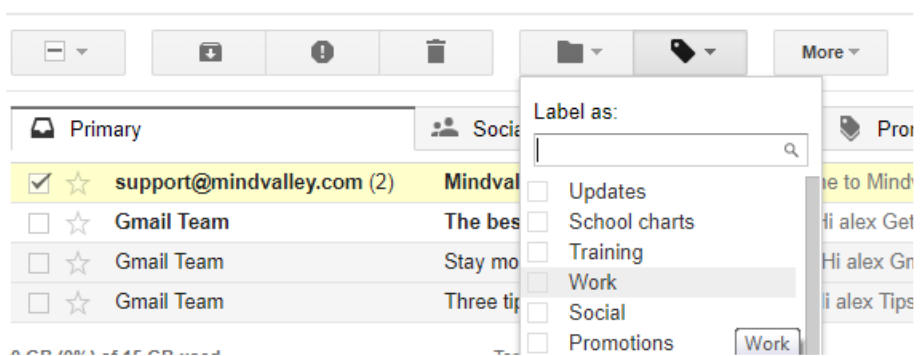
- The **“Move to”** button allows you to move one or more messages out of the “Inbox” into that label, like a folder. To move a message, click on the check box of the message, then click “Move to” button and select a label from the “Move to” menu. (see the picture below)





**Figure 9: “Move to” button**

- The button **“Label”** allows you to organize all messages into categories and you can add more than one label to a message.<sup>4</sup>To add a label click on the check box of the message, then click on the **“Labels”** button and select a label from the list. The labels you put on a message can be seen only by you.



**Figure 10: Organizing messages into categories**

Once you add a label for one or more messages, this label can be seen at the beginning of the message in the message box and a dialog box will appear on top of the Gmail screen informing you that a label has been added. Example:



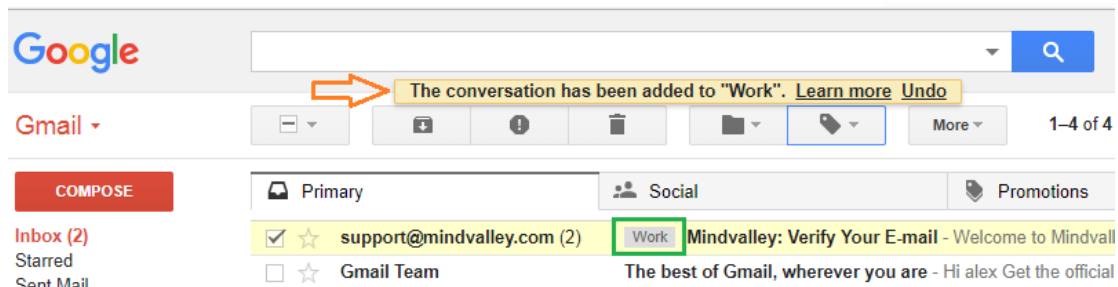


Figure 11: Notification about adding a label to a message

- In case you have not selected or opened any message the available action buttons will be **“Select”**, **“Refresh”** and **“More”** (see the picture below)

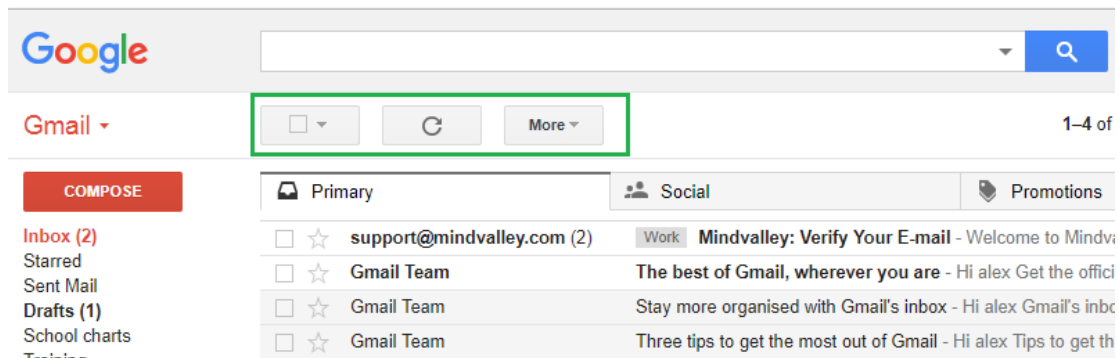





Figure 12: "Select", "Refresh" and "More" buttons

-  The **“Refresh”** button allows you to check for new emails.

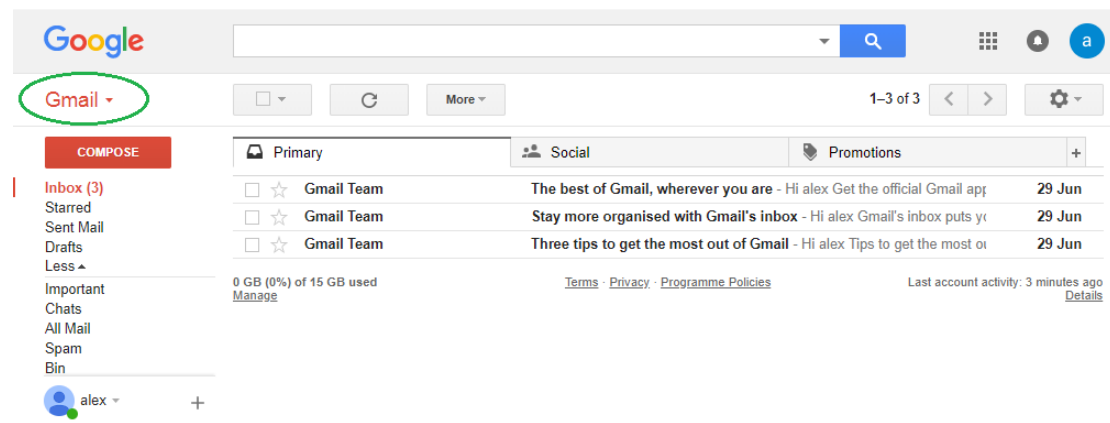
If you haven't selected any messages the  **“More”** button allows you to mark all messages as read.

-  **Settings”** button helps you change your email settings



Action buttons allow you to label and mark messages as spam. The “Archive”, “Report”, and “Spam” buttons will be available when you select or open a message. If no message is selected, the available options are “Select” and “Refresh”.

**C. Gmail drop-down menu** allows you to navigate your mail, contacts and task list.



**Figure 6: Gmail drop-down menu**

On the left side of the Gmail window, there is a left menu panel, which includes:

- **Inbox** – this is where you will view and manage all received emails. The name of the sender, the subject of the message and the date received will be shown there.
- **Sent email**- this is where all emails that you send to others are saved.
- **Draft folder** – Draft is an email that has been composed but hasn't been sent. All emails which have not been sent will be saved in the Draft folder.
- **Bin/Trash** - All deleted messages are moved to the “Bin”/” Trash” folder. If a message has been deleted from the “Bin”/” Trash” folder it cannot be recovered.



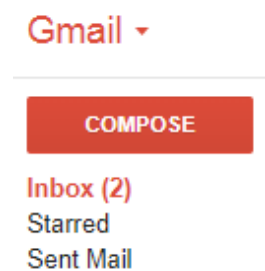
All emails will appear on the message panel. If you have a new or unread email you can open it by clicking on it. The unread emails will be shown in bold color, as shown in the picture above.

Before you open the email, you can see the name of the sender, the email subject, the first words of the email, and the date when you receive the email. When you click on an email you want to read it will open in the same window.

### 2.1.3. Sending an email

To send an email you need to:

**STEP 1:** Click the “**Compose**” button on the left menu panel

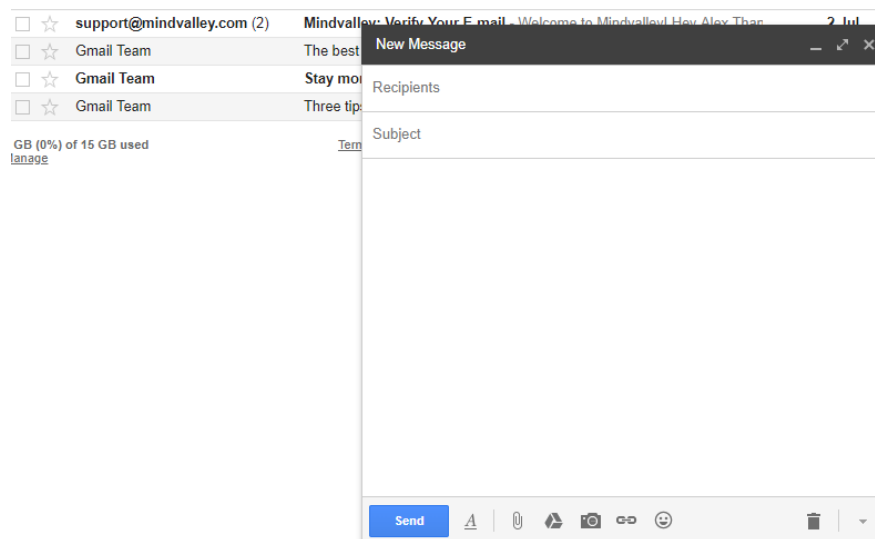


**Figure 17** "Compose" button

**STEP 2:** When clicking the “Compose” button a message panel will appear in the lower-right corner of the page.

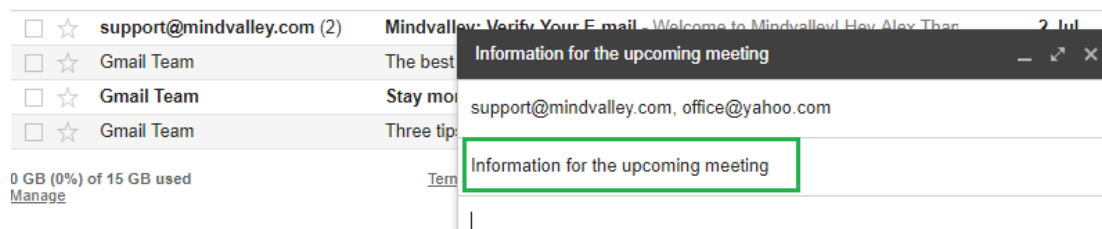






**Figure 18 Message panel**

**STEP 3:** Now, you need to add the email address in the first field "To". If you want to send the same email to more than one recipient, again type all email addresses in the "To" field separating them by commas. CC and BCC are fields that can also be used for sending copies of an email to additional people. These two options are explained in the chapter "How to reply to an email".



**Figure 19: Subject field**

**STEP 4:** Click on the "Subject" field and type the email's subject. It is important to keep it short and at the same time show the recipient what the message is about.

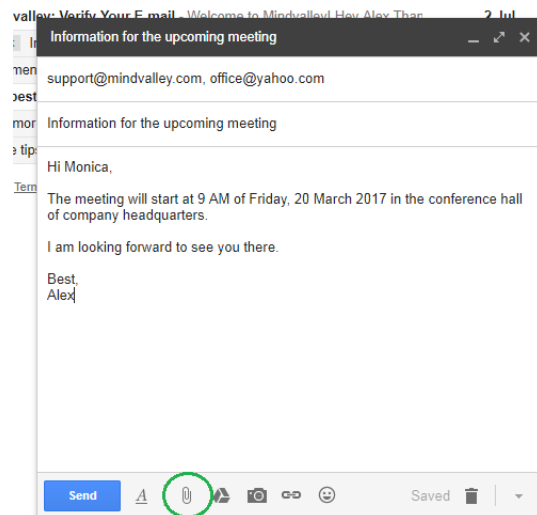
**STEP 5:** Write your message in the text field like you are writing a letter and click on the "SEND" button to send the message.



### 2.1.5. Add an attachment to a message

When you write an email you can send some files (a document, picture, short video) along with your email. Here, you will learn how to attach a file to your message.

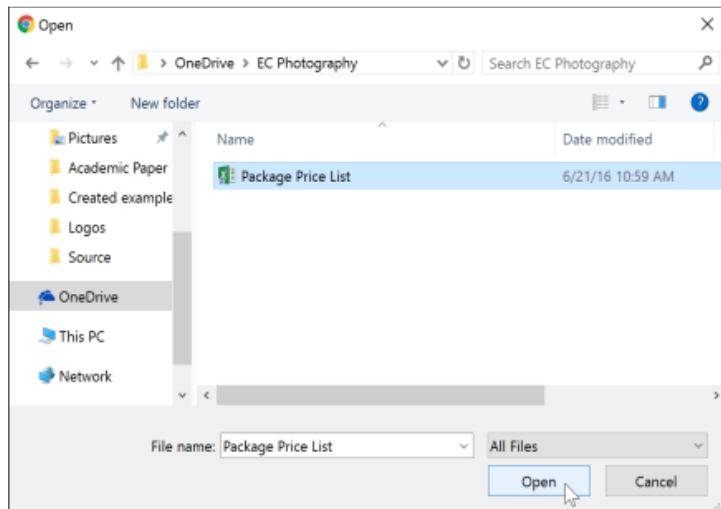
**STEP 1:** Click the paperclip icon at the bottom of the message box.



**Figure 21: Paper clip icon**

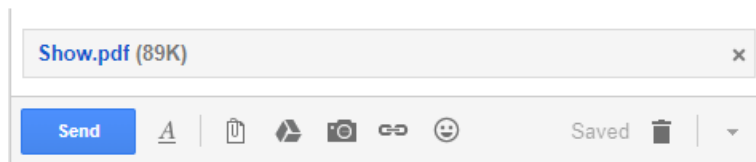
**STEP 2:** A dialog box will appear to upload a file to the message. Choose the file you want to send from your computer folder and then click **“Open”**.





**Figure 22: Uploading a file**

**STEP 3:** The attached file will appear at the bottom of the message box.



**Figure 23: Attached file**

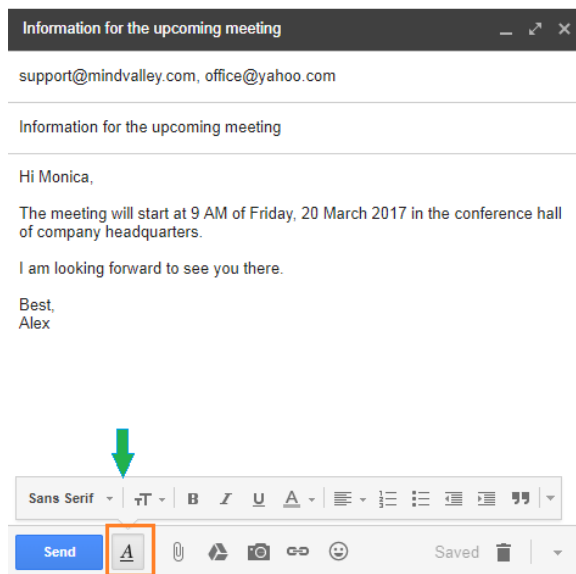
**STEP 4:** To send the email along with the attachment, click the **“SEND”** button.

### 2.1.6. Text formatting

When you write an email you can choose among various formatting options.

**STEP 1:** Click the **“Formatting options”** button on the bottom of the message box and various types of formatting will appear.

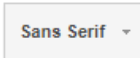





**Figure 24: "Formatting options" button**


**STEP 2:** To change the format of the text first you need to mark the entire text or the part of the text you will change.


Here are the options that the panel provides:


 By clicking on this button, you can change the font style. Google allows you to choose from several font styles. If you want to change the font style of the text, mark the text, then click on the button and choose one style.

 The **"Font size"** button allows you to change the size of the text.

Other options for formatting:

 The **"Alignment"** button allows you to change the alignment of the text message.

 The **"Numbered list"** button allows you to organize text into a list, using numbers.

 The **"Bulleted List"** button allows you to organize text into a list, using bullets.

When you finish with the text formatting, click the **"SEND"** button to send the message.

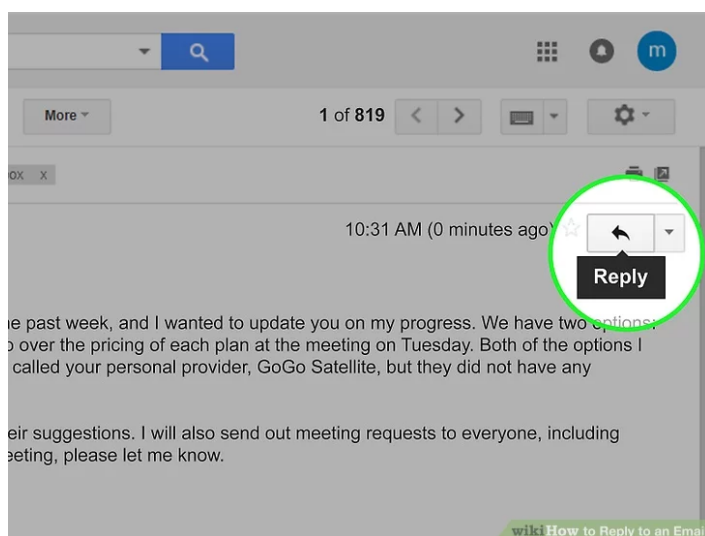


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### 2.1.7. How to reply to an email

We have already said that when you receive an email it will go directly to your inbox. When you want to reply to a message first you need to open this message by clicking on it. Now you can take other actions to reply to it:

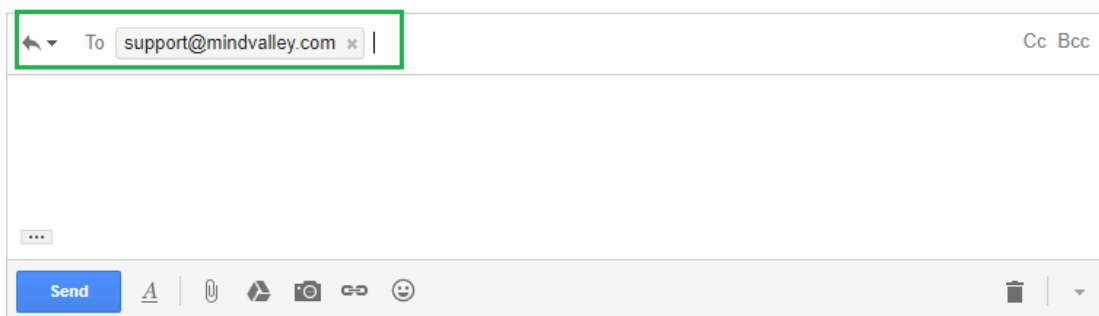
**STEP 1:** From the message box, click the **"Reply"** button at the top right corner of the message or the button **"Reply"** at the bottom of the message box.



**Figure 25: Display of the "Reply" button (source: <https://www.wikihow.com/Reply-to-an-Email>)**

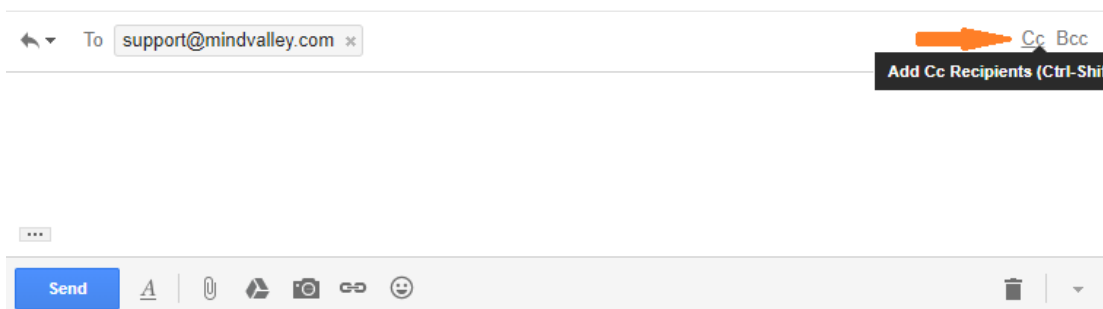
**STEP 2:** When you click on the "Reply" button another message panel will open below the opened email. The email address of the recipient will automatically appear in the field **"To"**. This way you won't need to type the email address of the person.





**Figure 26: Display of the recipient's email address in the field "To"**

**STEP 3:** If you want to send a copy of this replying email to other people, click on the first "Cc" button on the right side of the "To" field.



**Figure 27: Sending a copy of the email to other recipients**

**STEP 4:** You can send a copy to as many recipients as you want when typing all recipients' email addresses in this field, separating them with a comma. By clicking on the "Cc" button all recipients will be able to see to whom this email has been sent.

**STEP 5:** In case you want to send a hidden copy of the email you are sending to one or more recipients, click on the "Bcc" button, which is next to the "Cc" button.

**STEP 6:** Write your text message to the message box and then click the "SEND" button.

### 2.1.8. Forwarding an email

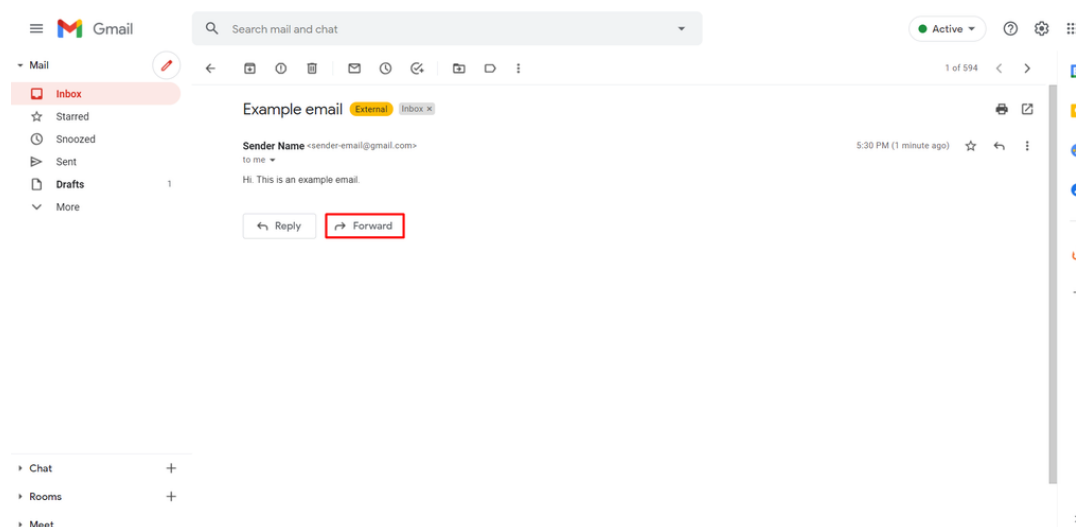
The forward email option allows you to send an email you received to someone who didn't receive the email, but he/she is supposed to receive it. Forwarding an email



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works the same as replying to an email – the original text of the message will appear as a quote.

**STEP 1:** When you open the message from the message box, click the **"Forward"** button at the top of the message.

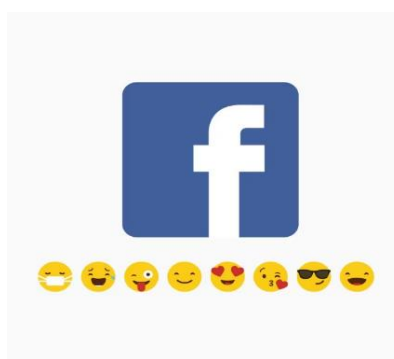


**Figure 29: "Forward" button**

**STEP 2:** Write the email address of the recipient in the **"To"** field.

**STEP 3:** Type your message in the message box and click the **"SEND"** button.

**Note:** For more information on how to use Gmail click on the video: <https://www.youtube.com/watch?v=v8TMDjxEvqc>



## 2.2 Facebook Introduction

Through the Internet and mobile networks, a variety of laptops, tablets, PCs, and smartphones can access Facebook, an online social media and social networking site.



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This well-known free website lets registered users post movies and photographs, send messages, and maintain contact with friends, family, and coworkers. The public elements of the website, which is accessible in 37 languages, include pages, groups, events, and more.

### **Facebook features:**

Your home page's News Feed is a continuously updated collection of stories. It consists of images, videos, status updates, links, friend posts, and generally all the activities that people, Pages, and groups that you follow on Facebook, do on the platform.

An online invitation to a social gathering or forthcoming event is called an event. They can be kept private so that only those you invite can attend, or they can be made public.

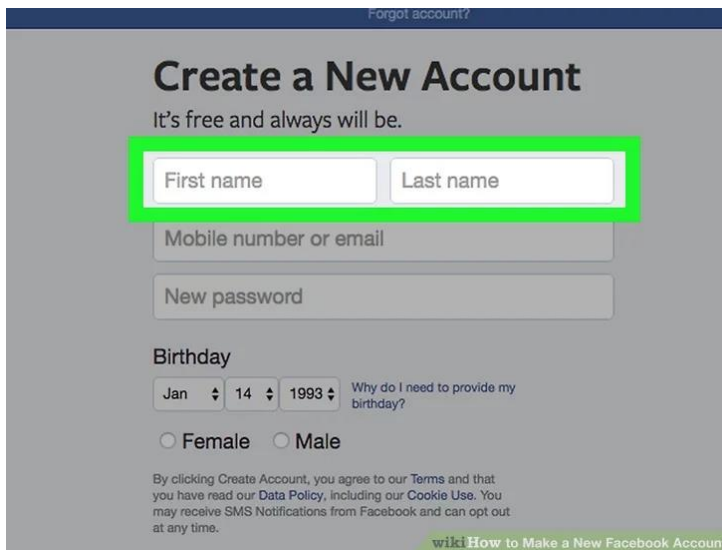
#### **2.2.1 Creating a Facebook account**

**STEP 1:** Open your browser installed on your computer and type [www.facebook.com/r.php](http://www.facebook.com/r.php)

**STEP 2:** Enter your name, (you can use also some nickname, but remember if you want to represent yourself as a public person, it is better to use your real/professional name), email or mobile phone number, password, date of birth and gender (as shown in the picture).







Forgot account?

## Create a New Account

It's free and always will be.

First name Last name

Mobile number or email

New password

Birthday

Jan 14 1993 Why do I need to provide my birthday?

Female  Male

By clicking Create Account, you agree to our Terms and that you have read our Data Policy, including our Cookie Use. You may receive SMS Notifications from Facebook and can opt out at any time.

[wikiHow to Make a New Facebook Account](#)

**Figure 30: Creating an account (<https://www.wikihow.com/Make-a-New-Facebook-Account>)**

**STEP 3:** Click Create Account

**STEP 4:** After clicking on “Create Account” a dialog box will appear, informing you that you need to confirm the account. Facebook will send a message to the email address you provided with a link asking you to confirm your email address.

Click on the link to see how to confirm your email address:

[https://www.facebook.com/help/223900927622502?helpref=faq\\_content](https://www.facebook.com/help/223900927622502?helpref=faq_content)

**STEP 5:** When you confirm your email address from your email another Facebook will sign you in.

**STEP 6:** Click “Okay”

### 2.2.2. Facebook profile



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Now, when you sign in to Facebook you need to fill out your own Facebook profile before you start connecting with your friends and family. This is explained in detail below.

-Click on the box showing your name on the top-left side of the Facebook page.

Facebook will open your profile, called **Timeline**. The Timeline shows the story of your activity on Facebook, like photos and videos that you upload, posts you write, etc. It has three areas:

– a large horizontal cover photo on the top and two vertical columns below.

- the column on the left shows personal information about you, and

-the second column on the right shows chronologically your activity on Facebook.

To make your profile more recognizable you can follow the steps below:

#### **2.2.2.1 Uploading a cover photo on Facebook Timeline**

The cover photo is the larger photo at the top of your profile, above your profile picture. Like your profile picture, cover photos are public, which means anyone visiting your profile will be able to see them.

**STEP 1:** Click on “Add cover photo” on the left-top corner of the Facebook Profile and choose “Upload photo’ from the drop-down menu.

**STEP 2:** A dialog window will appear, and you need to choose a picture from your computer.

**STEP 3:** You can reposition the picture as you like by dragging it with the mouse.

**STEP 4:** Click the “Save Changes” button on the right bottom corner of the cover photo panel.

#### **2.2.2.2. Uploading a profile picture**

A profile picture is a picture that all your connections on Facebook will see. It is good if your profile picture is an actual photo of you.



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The profile picture is right below the Cover Photo, in a small square on the left bottom corner of the cover-photo panel (as shown in the picture above).

**STEP 1:** Click on **Add Photo**.

**STEP 2:** A dialog box will appear, click on the **“Upload photo”** and choose the picture you want to upload from your computer.

**STEP 3:** When choosing your picture, another dialog window will pop up, showing you what your photo would look like and asking you to make any changes.

**STEP 4:** Click the **“Save”** button when you are done.

### **2.2.2.3. Adding personal information**

Facebook allows you to add personal information about you. For example, you can add information about your birthday, contact information, address, education, work, places you have lived, family and relationships, more details about you, hobbies, favorite movies, books, sports, etc. Please, be careful what kind of information you put on social media.

**STEP 1:** Click on the **“About”** button right below the **“Cover photo”**.

**STEP 2:** Choose the section you would like to change in the left menu and click on it.

**STEP 3:** When choosing the section, a new panel opens on the left. Click on the field you would like to add information to and add it.

**STEP 4:** When you finish, from the audience selector you may choose who can see this information – public, friends or only you.

**STEP 5:** Click **“Save Changes”**.

Next to the **“About”** button, you have other options: **Friends, More, Photos**

The **“Friends”** button allows you to see all the people you relate to – friends, family members, colleagues, etc. When you click on the **“Photos”** button you will see all the pictures that you have uploaded in your profile. The **“More”** button is another option



that allows you to add information about what you like – movies, videos, sports, events, books, Facebook groups that you like, etc.

#### **2.2.2.4. Friending on Facebook**

To find a friend on Facebook you need to send a friend request to that person. To do so this person needs to have a Facebook profile as well.

#### **2.2.2.5. Adding a friend on Facebook**

**STEP 1:** Go to the “**Search**” bar at the top of Facebook.

**STEP 2:** Type the name of your friend (make sure that you type the name correctly) and press **Enter**.

If you see the **name of your friend**, click on it. In case, you cannot see your friend, click on “**People**” at the bottom of the drop-down menu.

**STEP 3:** Facebook will show you all suggestions for people with the same name.

**STEP 4:** To send a friend request, click on the “**Add friend**” button next to their profile picture.

If the person accepts your friend request, you will receive a notification and you will automatically follow that person. This means that you will see each other’s activity – either uploading photos, videos and etc.

#### **2.2.2.6. Accepting a friend request**

If somebody sends you a friend request, you will receive a notification for this at the top right corner of the Search bar.

**STEP 1:** Click on the “**Friend requests**” button and the drop-down menu will show you the people who sent you a friend request. You will be able to see their profile picture and name.



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**STEP 2:** Select **“Confirm”** if you want to accept their friend request or **“Delete Request”** in case you don't want to accept it.

### 2.2.2.7. Sending a message on Facebook

Sending a message on Facebook allows you to reach people instantly. You can send them a message, pictures, attachments – files, videos, stickers, etc. by using Facebook from your computer.

### 2.2.2.8. Sending a message from Facebook Chat

**STEP 1:** Click on the **“Message”** button at the right top bar of Facebook.

**STEP 2:** A message window will appear. Click **“New Message”**

**STEP 3:** A message box will appear. In the **“To”** field start typing the name of the person you want to send a message. Names of friends will appear in a dropdown. Select the person you want to message.

**STEP 4:** In the message box write the message and press **“Enter”** from the keyboard.

**Note:** For more information on how to use Facebook click on the link

<https://www.facebook.com/help/463972400461409/?helpref=breadcrumb>



Source: <https://www.freepik.com/>

## 2.3. Viber Introduction



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Viber is a popular messaging and calling app used by millions around the world. In this chapter, we'll walk you through the process of creating your Viber account. Whether you're new to messaging apps or looking for an alternative to traditional texting, this step-by-step guide will help you set up your account and start connecting with friends and family.

Before we dive into creating your account, let's briefly introduce Viber. Viber is a free messaging and calling app that allows users to send text messages, make voice and video calls, share photos and videos, and more. It's available on various platforms, including smartphones and desktop computers.

### **2.3.1. Download the Viber App**

The first step is to download the Viber app onto your device. Viber is available for both iOS and Android devices. Head to the **App Store** (for iOS) or **Google Play Store** (for Android), search for "**Viber**" and download the app to your device.

Once the app is downloaded, install it on your device and open it to begin the account creation process.

### **2.3.2. Step by Step guide into Opening a Viber Account**

**STEP 1 - Agree to Terms and Conditions:** Upon opening the app, you'll be presented with Viber's terms and conditions. Take a moment to read through them, then agree to proceed.

**STEP 2 - Enter Your Phone Number:** To create your Viber account, you'll need to enter your phone number. Viber uses your phone number as your unique identifier on the platform. Enter your phone number and tap "**Continue.**"

**STEP 3 - Verification Code:** After entering your phone number, Viber will send a verification code to the phone number you provided via SMS. Enter the verification code into the app to verify your phone number.



**STEP 4 - Create Your Profile:** Once your phone number is verified, you'll be prompted to create your Viber profile. This includes adding your name and profile picture. Your profile picture should be clear and recognizable, such as a headshot. You can also choose to skip this step and add your profile details later.

**STEP 5 - Sync Contacts:** Viber will ask for permission to access your contacts. Granting this permission allows Viber to find and connect you with contacts who are already on Viber. You can choose to sync all contacts or select specific ones.

**STEP 6 - Explore Features:** Now that your account is set up, take some time to explore the features of Viber. You can start a new chat, make a voice or video call, send stickers and GIFs, share photos and videos, and more.

### 1. Adding Contacts and Creating Groups:

- Importing contacts from your phonebook.
- Creating group chats for multiple friends or family members.
- Naming and customizing group chats for easy identification.

### 2. Messaging Features:

- Sending text messages: Learn how to send simple text messages to individuals or groups.
- Using emojis, stickers, and GIFs to add personality to your messages.
- Sending voice messages for quick and convenient communication.

### 3. Making Voice and Video Calls:

- Initiating voice calls: Make high-quality voice calls to your contacts with just a tap.



- Video calling: Experience face-to-face conversations with friends and family using Viber's video call feature.
- Group calls: Learn how to start group voice or video calls with multiple participants.

#### **4. Sharing Media and Files:**

- Sending photos and videos: Share special moments with your loved ones by sending photos and videos directly through Viber.
- Sharing documents and files: Exchange files such as PDFs, Word documents, and spreadsheets effortlessly.

#### **5. Location Sharing:**

- Sharing your location: Use Viber's location-sharing feature to let your contacts know where you are.
- Meeting up: Plan meetups with friends and family by sharing your current location or a specific destination.

#### **6. Secret Chats and End-to-End Encryption:**

- Exploring secret chats: Discover Viber's end-to-end encrypted secret chats for enhanced privacy.
- Ensuring security: Understand how Viber keeps your conversations secure with encryption technology.

#### **7. Customization and Personalization:**

- Adjusting notification settings: Customize notifications to suit your preferences.





- Changing chat backgrounds: Personalize your chats by changing the background theme.

#### 8. Backup and Restore:

- Backing up your conversations: Learn how to back up your chat history to ensure you never lose important messages.
- Restoring conversations: Restore your chat history when switching to a new device or reinstalling the app.

#### 9. Exploring Additional Features:

- Viber Communities: Join public communities based on your interests to connect with like-minded individuals.
- Viber Out: Make international calls to non-Viber users at affordable rates.

By mastering these features, you'll be able to communicate effectively and stay connected with your friends and family on Viber. Whether you're sending a quick text message or having a video call halfway around the world, Viber has everything you need to keep in touch with the people who matter most.

**STEP 7 - Adjust Settings:** Finally, take a moment to review and adjust your Viber settings according to your preferences. You can customize notification settings, privacy settings, and more to suit your needs.

By following these steps, you'll have your Viber account set up and ready to use.





Source: <https://www.freepik.com/>

## 2.4 Instagram Introduction

Before diving into creating your account, it's essential to understand what Instagram is all about. Instagram is a social media platform primarily focused on sharing photos and videos. It's popular for its visual content and is widely used for personal expression, storytelling, and brand promotion.

### 2.4.1. Download the Instagram App

Instagram is primarily accessed through its mobile app, available for both iOS and Android devices. Head to the App Store (for iOS) or Google Play Store (for Android), search for "Instagram," and download the app to your device.

### 2.4.2. Create an Instagram account

**STEP1 - Sign Up:** Once the app is downloaded, open it, and you'll be greeted with the option to sign up. You can sign up using your email address or phone number, or you can choose to sign up with your Facebook account. If you prefer to keep your Instagram separate from Facebook, select the email or phone option.

**STEP 2 - Choose Your Username and Password:** Select a username that reflects you or your brand. Your username should be unique and easy to remember. If your preferred username is already taken, Instagram will suggest variations, or you can try a different one. Choose a strong password to secure your account.



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**STEP 3 - Complete Your Profile:** After selecting a username, you'll be prompted to complete your profile. This includes adding your name, a profile picture, and a short bio.

Your profile picture should be clear and recognizable, such as a headshot or a logo if you're creating a brand account.

Your bio is a brief description of yourself or your brand. Keep it concise and engaging.

**STEP 4 - Connect with Friends:** Instagram will give you the option to connect with friends from your contacts or Facebook. You can skip this step if you prefer to connect with people later.

**STEP 5 - Explore and Follow:** Once your account is set up, take some time to explore Instagram. You can search for accounts to follow based on your interests, such as celebrities, influencers, brands, or friends. The following accounts will populate your feed with their posts.

**STEP 6 - Post Your First Photo or Video:** Now that your account is set up, it's time to share your first post! Tap the "+" icon at the bottom center of the screen to upload a photo or video from your device's gallery. You can add filters, captions, and location tags before sharing.

**STEP 7 - Engage with Your Audience:** Instagram is a social platform, so don't forget to engage with your followers. Like and comment on posts, respond to comments on your posts, and interact with Instagram Stories. Engaging with your audience will help you grow your following and build relationships.

**STEP 8 - Experiment and Have Fun:** Finally, don't be afraid to experiment with different types of content and features on Instagram. Explore Stories, IGTV, Reels, and other features to find what works best for you. Most importantly, have fun expressing yourself and connecting with others on Instagram!



By following these steps, you'll have your Instagram account up and running in no time. Stay tuned for the next chapter, where we'll dive deeper into optimizing your Instagram profile and creating engaging content.



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## CHAPTER 3: Online Behavior and Safety



Source: <https://www.freepik.com/>

We leave a digital trail—an online persona that represents us in the virtual community—when we use the Internet. Our digital footprint is comprised of everything we upload, post, and do on the Internet, and it remains there forever in some fashion. This implies that every time you send an email, make a Viber call, or publish a photo on Facebook, you're creating a record of your online activity that could be viewed or traced by third parties.

Consequently, it's critical to exercise caution when using the internet and to be conscious of the data you leave behind.

Three fundamental ideas that responsible internet users need to understand are as follows:

### **-Positive participation**

We demonstrate empathy and moral behavior to our online community by upholding others' rights and carrying out our own obligations. We also stop harmful social behaviors like harassment, violence, and bullying.

### **-Knowledge of your online environment**



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It is critical to understand how to use your digital devices and maintain control over your online presence by safeguarding your digital footprint. In addition, you should develop your knowledge and abilities so that you can identify dangers and threats and take assured action.

### **-Make conscious choices**

The primary rule of this guideline is "Think before sharing." It indicates that you are conscious of what and who you are disclosing personal information to. By arranging appropriate privacy and security settings, you may make wise judgments when using the internet and safeguard both yourself and your friends.

## **3.1 How to handle inappropriate online conduct**

When we are active online, we contact friends and family, make new acquaintances, and meet new individuals. Regretfully, though, not everyone uses the Internet with the best of intentions, and you could easily fall victim to inappropriate behavior. You must simultaneously recognize others' rights, know when to draw the line and understand what conduct is inappropriate when using the internet.

In general, disrespecting the physical, emotional, and mental integrity, privacy, and security of people is considered unacceptable behavior when it happens online.

Among the improper internet conduct are some of the following:

1. Cyberbullying
2. Cyberstalking
3. Harsh, inconsiderate, racist, or violent behavior
4. Sexting
5. Grooming

### **3.1.1. Cyberbullying**



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Cyberbullying is a type of bullying that takes place online. It involves using digital devices, the Internet, or social media networks to harass, threaten, or embarrass someone else by uploading, posting, or transmitting personal information about them to make them feel uncomfortable or ashamed. The dissemination of rumors, threats, sexual remarks, hostile communications, embarrassing images, and derogatory labels are examples of harmful bullying behavior.

### **3.1.2 Cyberstalking**

Cyberstalking is like cyberbullying in that it uses technology to intimidate or harass the victim, but it can also involve finding the victim's private information and using it to make them feel watched and uneasy. Sometimes, after cyberstalking, there comes physical stalking that can be extremely dangerous.

### **3.1.3. Harsh, inconsiderate, racist, or violent behavior**

Online remarks that are improper, disrespectful, or abusive against other people are examples of these kinds of actions. These actions frequently take place in open forums or discussions.

### **3.1.4. Sexting**

Sexting is sending messages, pictures, and videos with sexual content. They are usually sent via SMS, social networks, or emails.

### **3.1.5. Grooming**

Grooming is inappropriate online behavior, in which an adult tries to develop a close emotional relation with a child, to engage the child in sexual abuse.

## **3.2 How to deal with inappropriate online behavior**



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Anyone can become a victim of inappropriate behavior on the internet. Understanding what to do and how to respond is crucial.

To start, make an effort to maintain your composure and avoid allowing others to agitate you or start heated arguments or discussions. Make an effort to support your viewpoint with reasoned and courteous arguments.

Make sure you protect your personal information by updating the privacy settings on your accounts on a regular basis to avoid falling victim to cyberstalking or bullying. Don't automatically save passwords when using a public computer or free public Internet access.

Read the terms of service and user guides regarding reporting inappropriate behavior before you register on any social media platform. Take caution, refuse friend requests from strangers, and develop the ability to spot phony accounts.

If you come across offensive or hurtful remarks, ignore them and look up ways to block or report the offender. Additionally, you can look for ways to report various forms of inappropriate behavior on blogs, forums, and websites. Speaking out about cyberbullying is not something to be afraid of; in extreme situations, call the police. For this reason, it is also recommended to keep evidence of the behavior (save texts or emails or take screenshots of social media sites).

### **3.3. Netiquette**

Netiquette, a phrase for Internet etiquette, is a compound word made up of the words network and etiquette. We frequently get the idea that we don't have to act in a certain way when communicating online because of the anonymity of the medium. But we should be aware that the internet is only an extension of our society, therefore when engaging with people online, we should uphold the same standards and morals.



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### **3.4 Online information Sharing – Think what you would not want to publish online**

The internet and social media provide us with a wealth of information, people, ideas, resources, and news in the modern world. With only a few keystrokes, we can post a joke, criticism, opinion, or even a compliment to hundreds or even millions of individuals, allowing us to stay in touch with both old and new acquaintances.

It is expected that anything we input into a computer, smartphone, tablet, or other electronic device—be it a text message, email, post, private message, or anything else—is visible to the public. Some people are tempted to share every aspect of their lives online. There is always a chance that your spouse, employer, or family may view it via a "share" of some sort. Because of this, everyone needs assistance in determining whether to post this.

Before sharing anything online, consider what private information you want the world to view. Have a look at the following samples:

#### **1. Credit cards, Passwords, Identification, and banking information**

Posting images of your ID, credit cards, or private financial information online is never justified. If there's a good cause for you to do so, redact or erase all private information.

#### **2. Home or work addresses and personal phone numbers**

For good reason, the majority of us do not disclose our addresses to random users on the internet. It's not a good idea to give up your personal phone number to strangers or businesses you don't know well since they might use it to harass or spam you.

#### **3. Confidential information**

It is improper to share confidential information with just anybody, whether it originates from your personal or professional life. It might get into the wrong hands,



which could have disastrous consequences for your business, friends, family, or even you.

#### 4. Inappropriate remarks or jokes

Always keep in mind the layout, functionality, and target audiences of each social media network. What amuses you may offend or touch a nerve in your online acquaintances?

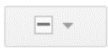
#### 5. Sharing everything with everybody

- The specifics of your next trip.
- Things that might affect your profession.
- Checking in everywhere you go, making yourself easily trackable by thieves and stalkers.
- Posting improper pictures of yourself or others without their consent.
- Talking about personal issues in public with friends or strangers.

Are you that interested in sharing intimate details with the world?

### 3.5. Manage your security in social media

It is important to keep your social media account safe, as it stores your personal data and sensitive information. To set up your security and privacy settings on Facebook,

click on the icon  in the right top corner and go to Settings. On the left, you have a menu bar, where you can find options for “**Security and login**” settings.

There you can:

6. choose friends to contact if you have problems with accessing your account,
7. see where and on which devices you have been logged in,
8. change your password,
9. set two-factor authentication and other extra security options.



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In the left bar, you have also option “**Privacy**”, where you can do several privacy settings for your account:


10. You can check who can see your future posts,
11. manage posts you are tagged in,
12. limit the audience for posts you have shared,
13. manage friend requests,
14. who can see your friends list and
15. how people can find you.

### 3.6. Blocking someone from your Facebook Profile

Generally speaking, blocking is a feature that limits someone's ability to view your profile and has an impact on how you and that person connect. Every social media platform has such a feature. Blocking can be your next move if you've already attempted to handle the person's unpleasant attitude diplomatically, but they still reply abusively.

On Facebook, you can block someone from stopping them from seeing anything you publish on your page, contacting you, or adding you as a friend.

In your blocking options, to block a person:

**STEP 1:** Click  at the top right of Facebook and choose **Settings**.

**STEP 2:** Go to the left side of Facebook and click **Blocking**

**STEP 3:** Click **Blocking** in the left side menu.

**STEP 4:** Enter the name of the person you want to block and click **Block**.

**STEP 5:** Select the specific person you want to block from the list that appears and click **Block > Block [name]**.

People will not be notified when you block them.



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If you can't find someone using this method, try going to the person's profile and selecting Block from the menu on their cover photo.

### 3.7 Restricted Lists

In addition to blocking, you can include individuals on a **restricted list**.

16. You could wish to add a friend to this list; for instance, if someone made you a friend request, you might accept it to avoid being rude, but you don't want them to view your private posts.
17. -Individuals that you add to your Restricted list will not be able to view posts on Facebook that you share with Friends exclusively. They might still view postings that they are tagged in and items that you broadcast to the public or on the timeline of a common friend.
18. When you add friends to your Restricted list on Facebook, no notification is sent to them.

Additionally, you can restrict Facebook pages, invites, apps, and messages there.

### Conclusion / Summary

Social media is a computer-based technology that makes it easier to create virtual communities and networks and to share ideas and information. One of the sectors in the world with the quickest growth is social networks. Seniors can gain much from this industry, but there is also a chance that they will feel alone and left behind.

Through social media, they can maintain relationships with friends and family, connect with others who share their interests, discover new hobbies, or pursue existing ones. To help low-skilled seniors become more independent and lead active social lives, this module teaches them how to use social media.

The goal of this module is to familiarize seniors with limited skills with social media and teach them how to use it to maintain an active social life. The module explains the



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fundamentals of communicating on various social media platforms. Furthermore, information regarding social media security is provided; words such as email, accounts, online etiquette, and cyberbullying are clarified.



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## Activities of Chapter 1

### Questions and quizzes

**Q1:** Social media is a computer-based technology that facilitates the sharing of ideas and information and the building of virtual networks and communities.

**True**

False

**Q2:** To use social media, you need to create a personal profile that should represent you as an individual.

**True**

False

**Q3:** Social profiles should not reveal information about the person, like profile photos, biographical data, recent activity, interests, photos, or feeds of recent posts.

True

**False**

**Q4:** What can a social media user do through this medium?

1. post and share photos
2. post and share videos,
3. create their own blog,
4. play games with others from another site in the world,
5. send messages, etc.
6. **All the above**



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## Activities of Chapter 2

### Questions and quizzes

**Q1:** Gmail is perhaps the most popular email account service provided by;

1. Hotmail
2. Yahoo
- 3. Google**
4. Outlook
5. AOL

**Q2:** Facebook is a free online social media and networking site. This site lets registered users:

1. post movies
2. post photographs
3. send messages
4. post events
5. maintain contact with friends, family, and coworkers
- 6. All the above**

Viber is a free messaging and calling app that allows users to send text messages, make voice and video calls, share photos and videos, and more.

**Q3:** To create your Viber account, you'll need to enter your phone number. Viber uses your phone number as your unique identifier on the platform.

**True**



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False

## Activities of Chapter 3

### Questions and quizzes

**Q1:** Which one of the following is not improper internet conduct?

- 1 Cyberbullying
- 2 Cyberstalking
- 3. Cybertrading**
- 4 Sexting
- 5 Grooming

**Q2:** In your Facebook account the option “**Privacy**”, allows for several safety options.

Which of the privacy settings below are available?

- 1 You can check who can see your future posts,
- 2 manage posts you are tagged in,
- 3 limit the audience for posts you have shared,
- 4 manage friend requests,
- 5 who can see your friends list and
- 6 how people can find you
- 7 All the above**

**Q3:** The internet is only an extension of our society, therefore when engaging with people online, we should uphold the same standards and morals. There is a new phrase used to describe the correct online behavior:



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1. Cyberetiquette
2. ITetiquette
- 3. Netiquette**
4. Onlinetiquette

## Teaching Guidelines – Trainer’s guide

Recommended Time	Learning Activities/Advice for Trainer	Materials	Resource
<b>10-15 min.</b>	<ol style="list-style-type: none"> <li>1. Welcoming the learners</li> <li>2. Icebreaker – Presentation of trainer: Start with a welcome and a short introduction about yourself (for example name, occupation, etc) Presentation of learners: Ask everyone to introduce themselves as well, **Icebreaker suggestion: along with the typical introduction, you could ask everyone to share a fun fact about themselves.</li> <li>3. Rules of the training session – agree on the rules everyone should respect during the training (phones on silent, ask questions, no question is silly, be constructive, it is OK to disagree with others, disagreement is not to be taken personally or as an attack, have fun and</li> </ol>	A welcoming flipchart paper/ slide, Flipchart paper and Markers, PPT	Introduction – Learning Objectives



	<p>enjoy yourself, etc.), write them on a Flipchart paper and ask everyone to sign.</p> <p>4. Learning objectives and competencies: present the slides with the Learning Objectives and Competencies</p>		
<b>10-15 min.</b>	<ol style="list-style-type: none"> <li><b>1. Introduction to social media</b></li> <li>2. Make one slide pointing out the main benefits of social media for older people. Make a second slide for explaining what social media refers to, including a list of examples.</li> <li>3. Make sure to spend a few minutes on potential questions and clarifications.</li> </ol>	<p>Projector. PPT, Discussion</p>	<p>Chapter 1 → Subchapters 1.1., 1.1.1., 1.1.2., 1.1.3, 1.1.4.,1.2.</p>
<b>35 min.</b>	<ol style="list-style-type: none"> <li><b>1. Email introduction</b> – Reference to key points</li> <li>2. Explain step-by-step how to create an email account, including key features, adjusting the font, attaching files, categorizing emails, creating drafts, <u>and more</u>.</li> <li>3. You can use the figures or the video links included in the content of the module (such as:<a href="https://www.youtube.com/watch?v=v8TMDjxEvqc">https://www.youtube.com/watch?v=v8TMDjxEvqc</a> ).</li> <li>4. Make sure you make a demonstration and help your learners with tryouts to ensure they can apply the information in real life.</li> <li>5. It is advisable to create an interactive course instead of a simple theoretical one since practicing can lead to better results.</li> <li>6. Make sure to spend a few minutes for potential questions and clarifications, since such an amount of information can be overwhelming.</li> </ol>	<p>PPT, Projector, Laptop, Discussion</p>	<p>Chapter 2 → Subchapters 2.1., 2.1.1., 2.1.2., 2.1.2.1., 2.1.3.</p>
<b>35 min.</b>	<ol style="list-style-type: none"> <li><b>1. Facebook introduction</b> – Reference to key points.</li> <li>2. Explain step-by-step how to create a Facebook account, including key features, selecting a profile picture, sending friend requests, searching, <u>and more</u>.</li> </ol>	<p>PPT, Projector, Laptop, Discussion</p>	<p>Chapter 2 → Subchapters 2.2., 2.2.1., 2.2.2., 2.2.2.1., 2.2.2.2., 2.2.2.3.,</p>



	<ol style="list-style-type: none"> <li>3. You can use the figures or the video links included in the content of the module (such as <a href="https://www.facebook.com/help/463972400461409/?helpref=breadcrumb">https://www.facebook.com/help/463972400461409/?helpref=breadcrumb</a>).</li> <li>4. Make sure you make a demonstration and help your trainees with tryouts to ensure they can apply the information in real life.</li> <li>5. It is advisable to create an interactive course instead of a simple theoretical one since practicing can lead to better results and understanding.</li> <li>6. Make sure to spend a few minutes for potential questions and clarifications, since such an amount of information can be overwhelming.</li> </ol>		2.2.2.4., 2.2.2.5., 2.2.2.6., 2.2.2.7., 2.2.2.8.
20 min.	<ol style="list-style-type: none"> <li>1. <b>Viber introduction</b> – Reference to key points.</li> <li>2. Explain step-by-step how to create a Viber account, including key features, selecting a profile picture, syncing contacts, video calling, <u>and more</u>.</li> <li>3. It is advisable to create an interactive course instead of a simple theoretical one since practicing can lead to better results and understanding.</li> <li>4. Make sure to spend a few minutes for potential questions and clarifications, since such an amount of information can be overwhelming.</li> </ol>	PPT, Projector, Mobile phone, Discussion	Chapter 2 → Subchapters 2.3., 2.3.1., 2.3.2.
20 min.	<ol style="list-style-type: none"> <li>1. <b>Instagram introduction</b> – Reference to key points.</li> <li>2. Explain step-by-step how to create an Instagram account.</li> <li>3. Make sure you make a demonstration and help your trainees with tryouts to ensure they can apply the information in real life.</li> <li>4. It is advisable to create an interactive course instead of a simple theoretical one since practicing can lead to better results and understanding.</li> </ol>	PPT. Projector, Mobile phone, Discussion	Chapter 2 → Subchapters 2.4., 2.4.1., 2.4.2.



	5. Make sure to spend a few minutes for potential questions and clarifications, since such an amount of information can be overwhelming.		
<b>10 min.</b>	Present key points of how to be a responsible internet user	PPT, Projector	Chapter 3
<b>15 min.</b>	<ol style="list-style-type: none"> <li>1. Provide a short description of definitions of what is considered inappropriate online conduct.</li> <li>2. Make room for Q&amp;A in case some definitions are unclear.</li> </ol>	PPT, Projector, Discussion	Chapter 3 → Subchapters 3.1., 3.1.1., 3.1.2., 3.1.3., 3.1.4., 3.1.5.
<b>10 min.</b>	<ol style="list-style-type: none"> <li>1. Emphasize the importance of keeping personal information private.</li> <li>2. Include some examples of security threats that may occur by sharing such information.</li> </ol>	PPT, Projector, Discussion	Chapter 3 → Subchapters 3.2., 3.3., 3.4.
<b>10 min.</b>	<ol style="list-style-type: none"> <li>1. Provide a step-by-step guide on how to take action when dealing with online security threats, restrictions, etc.</li> </ol>	PPT, Projector	Chapter 3 → Subchapters 3.5., 3.6., 3.7.
<b>5 min.</b>	General conclusion and short session on potential questions or remarks.	Discussion	Conclusion



## Setting methodology and design of the online (Self) Assessment Tool

### The DSSI online (Self)-Assessment Tool

#### **Assessment Methodology**

The DSSI Course is an online Training Course through an OER Learning Platform. Thanks to evaluation tools, the learners will follow custom-made modular training reflecting their level of qualification. All training contents have a modular structure. This non-formal learning method assures flexibility and easy access for the trainees in acquiring new high-quality knowledge, skills, and competencies.

### 1. Self-Assessment Test

It is suggested that with the completion of each DSSI Training Module, the participant will be able to follow a self-assessment tool that will provide online evaluation and evidence of the participants' acquired skills and improvement.



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- **Each Module Assessment Test includes 10 questions** in the form of multiple choices. The assessment tool will have the form of an interactive questionnaire, which will assess the participant's performance in each Module separately and it will provide a **% score**:
- If the score for the Module is **0 – 50 %** a text will appear saying that the learner has not achieved the learning outcomes of the module and we strongly recommend that he/ she does not proceed to the next Module, but he/she revisits this Module,
- If the score for the Module is **51– 100 %** a text will appear saying that the learner has acquired the basic knowledge of this Module, and he/she can proceed to the next Module.

## **2. The DSSI Assessment Questionnaire.**

This assessment questionnaire will be available to learners after the completion of the DSSI 6 Module Training Course. The questionnaire will be an **online interactive self-assessment tool**, which will also be able to work offline as part of the DSSI e-books series, for a face to training or training in a blended environment.

Below there is a suggested Template for the development of the DSSI Assessment Questionnaire.

- Each partner will be responsible for the development of 10 questions per module for the training modules that they have created.
- The questions will be in the form of Multiple choice.

### **Suggested Template**



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MODULE NUMBER TO WHICH QUESTION REFERS	LEARNING OUTCOME (LO) TO WHICH QUESTION REFERS	QUESTION	POSSIBLE ANSWERS/ Multiple Choice
1.	1.		a) 1 b) 2 <b>c) 3</b> d) 4
1.	2.		a) 1 b) 2 c) 3 d) 4
2.	1.	.....	a) <b>1</b> b) 2 c) 3 d) 4

-The **Drop-Down Analytical Score** will refer to the scores achieved for the individual Modules.

For each Module:

+ When the score is 0 – 50%, a text will appear saying that according to the score, the learner is not yet familiarized with the contents of the Module, and we recommend a revision of the Module.

+ When the score is 51 – 100% a text will appear stating that the score suggests that the learner has a good understanding of the Modules and its concept.

-When the learner concludes all 6 Modules and their assessments, an **Overall Score is**



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calculated automatically.

The Overall Score will have the following suggested evaluation.

SCORE	LEVEL	WHAT DOES IT SAY?
80-100 %	<b>EXCELLENT</b>	Well done! Your knowledge is of a very high level. You can be proud of yourself. Digital Skills is a sector that you know quite well. Visit the Dropdown analytical score and familiarize yourself with the score that you achieved from each of the Modules. You may want to revisit the areas in which you might have made minor mistakes!
50-80 %	<b>AVERAGE</b>	Good job! Your knowledge is at a good level. Just a bit more exercise and you will become proficient in Digital Skills. Visit the Drop-down analytical score for details on individual Modules. Keep trying and revisiting the Modules you are not that familiar with, to reach the EXCELLENT score.
0-50 %	<b>LOW</b>	We advise you to revisit and repeat your efforts! We know that if you insist you will manage more! Visit the Dropdown analytical score for details on individual Modules. Invest some extra time in reading and obtaining some more information about Digital Skills by returning to the training modules! When you





		take this test next, you will reach a score of 100%!
--	--	--

**The interactive assessment tool** will provide an evaluation of skills acquired and knowledge gained and will offer results and targeted evaluation.

It will be possible to:

- offer customized advice on action for improvements,
- offer direct links to specific areas of the Training Course and

### **3. An Improvement Self-Assessment Question will be available to be answered at the end of each module.**

To obtain the quality and success of the vocational training offered, the proposal is to add a question of self-evaluation, allowing users to assess their progress after consulting the modules by comparing their acquired knowledge with their starting point.

With the completion of each module, the user will be presented with the following question:

**Please rate the improvement of your knowledge on the subject. (corresponding Module Title), because of the completion of the above module.**

**0%, 25%, 50%, 75%, 100%**



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## Further resources

Name of source	Description	Link or contact	European/ National Service
Eurolib	Eurolib is a collaborative network connecting library and information services of EU institutions, agencies, and related organizations. It aims to support EU policies and programs by providing robust library services and managing information effectively.	<a href="#">Eurolib</a>	European
Europeana Libraries	Europeana Libraries is a project that aggregated digital collections from 19 major European research libraries into Europeana and The European Library. It includes 5 million digitized objects like books, images, and videos. The initiative also improved metadata, enhanced search capabilities, and created a sustainable library aggregation model.	<a href="#">Europeana Libraries</a>	European
NISRT - National Information System for Research and	Greece's National Information System for Research and Technology offers an integrated digital	<a href="#">NISRT</a>	National - Greece



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Technology	environment which provides access to rich databases of scientific content and a range of services to the country's scientific, educational and business community.		
EKT – Ethniko Kentro Tekmiriosis & Illektronikou Periexomenou	<p>Browsing through digital libraries in NISRT, you can discover a wealth of digitized material, search and navigate collections of significant cultural and educational value.</p> <p>The National Documentation Centre (EKT) is the organization responsible for the development and technical support of digital libraries. EKT acts as a national aggregator to support the organization and distribution of Greek digital content</p>	<a href="#">EKT</a>	National - Greece
e-me Digital Educational Platform	As part of the national plan for the digital transformation of education in Greece, the Greek Ministry of Education's technical body designed and developed "e-me", a social, collaborative, and extendable cloud-based digital educational platform for pupils and teachers. The goal was	<a href="#">e-me4all</a>	National - Greece



	<p>for e-me to provide a safe digital workspace and collaboration environment for the entire Greek K-12 community of 150.000 teachers and 1.5M pupils and, thus, to operate as the Greek public official digital educational platform for schools by supporting formal, non-formal, or informal learning experiences. It was used nationwide as an asynchronous distance learning platform during the Covid-19 pandemic and continues to evolve, currently serving more than 650,000 users.</p>		



## E- Service Demonstration

### Greek Example:

#### Έκδοση αποτελεσμάτων ιατρικών εξετάσεων και βεβαιώσεων νοσηλείας

Εκδώστε την υπεύθυνη δήλωση που χρειάζεστε ηλεκτρονικά.

Η υπεύθυνη δήλωση που θα εκδώσετε είναι νομικά ισοδύναμη με υπεύθυνη δήλωση που φέρει το γνήσιο της υπογραφής και μπορείτε είτε να την αποστείλετε ηλεκτρονικά, είτε να την εκτυπώσετε και να την καταθέσετε σε έντυπη μορφή.

Η διαδικασία που πρέπει να ακολουθήσετε περιγράφεται αναλυτικά παρακάτω.

#### Βήμα 1: Είσοδος στο MyHealth – Ιατρικός Φάκελος Ασθενούς

Μεταβείτε στην ιστοσελίδα <https://myhealth.gov.gr/>

Στην αρχική σελίδα, επιλέξτε το «Ξεκινήστε εδώ».

Στη συνέχεια, κάντε κλικ στην επιλογή ενέργειας «Έκδοση βεβαίωσης νοσηλείας - Χρησιμοποιήστε την εφαρμογή προκειμένου να εκδώσετε βεβαιώσεις νοσηλείας ή επίσκεψης.» ή

«Έκδοση βεβαίωσης εργαστηριακών εξετάσεων - Χρησιμοποιήστε την εφαρμογή προκειμένου να εκδώσετε βεβαιώσεις εργαστηριακών εξετάσεων σε δημόσιες και ιδιωτικές κλινικές.»

Στη συνέχεια, κάντε κλικ στην επιλογή «Επισκόπηση των στοιχείων σας».

Στη συνέχεια, επιλέξτε εάν θέλετε να εκδώσετε την βεβαίωση για εσάς ή για το παιδί σας.

#### Βήμα 2: Ταυτοποίηση Χρήστη

Για να προχωρήσετε, πρέπει πρώτα να συνδεθείτε. Κάντε κλικ στην επιλογή «Σύνδεση».

Μπορείτε να συνδεθείτε στην υπηρεσία με 2 τρόπους:

1. με τους προσωπικούς σας κωδικούς web banking,
2. με τους προσωπικούς σας κωδικούς πρόσβασης στο Taxisnet (αφού πρώτα εγγραφείτε στο Εθνικό Μητρώο Επικοινωνίας (ΕΜΕπ), ώστε να επιβεβαιώσετε τον αριθμό του κινητού σας τηλεφώνου).

Μετά την εισαγωγή των στοιχείων, θα λάβετε έναν κωδικό επιβεβαίωσης μέσω SMS ή email, ανάλογα με τις ρυθμίσεις σας.

Εισαγάγετε τον κωδικό για να ολοκληρώσετε την ταυτοποίηση.

#### Βήμα 3: Συμπλήρωση ΑΜΚΑ

Συμπληρώνετε τον αριθμό ΑΜΚΑ σας, και πατώντας «συνέχεια», θα λάβετε έναν κωδικό στο κινητό σας τηλέφωνο.

Μόλις συμπληρώσετε τον κωδικό που λάβατε, θα εμφανιστούν τα αποτελέσματα των προ-επιλογών σας.



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#### **Βήμα 4: Επισκόπηση και Επιβεβαίωση**

Ελέγξτε προσεκτικά τα στοιχεία που έχετε καταχωρίσει.

Βεβαιωθείτε ότι η δήλωση περιλαμβάνει όλες τις απαραίτητες πληροφορίες.

#### **Βήμα 5: Αποθήκευση**

Μπορείτε να αποθηκεύσετε το έγγραφο στον υπολογιστή σας για μελλοντική χρήση ή να εκτυπώσετε ένα αντίγραφο.



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