

TECH SAVVY SENIORS

The NSW **Tech Savvy Seniors** program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Literacy Strategy.

Victorian Tech Savvy Seniors is a Seniors Card Age Friendly Partners program with Telstra delivering training through rural and remote libraries across Victoria.

INTRODUCTION TO SOCIAL MEDIA

Part 1

BEGINNERS GUIDE



AGE
FRIENDLY
PARTNERS
PROGRAM



TOPIC	INTRODUCTION TO SOCIAL MEDIA - PART 1
WHAT TO USE AND WHEN	<p>The internet helps you stay in touch with friends and loved ones. Social media sites like Facebook and Twitter let you see what's happening in the lives of friends, and allows you to let them know what's going on in yours. Other tools like YouTube and Flickr allow you to share videos and photos with them (and the world). Finally, there are tools like Skype that let you know when people are online and talk to them in an instant – and for free.</p>
WHO IS THIS WORKSHOP FOR?	<p>You will have heard about Facebook, Skype, Twitter and Flickr, but might not be sure about what they do or how to get set up to use them. This session demonstrates how they work, so you can decide if you want to create your own accounts.</p>
WHAT YOU'LL NEED	<ul style="list-style-type: none"> ▶ An internet-connected laptop or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop. ▶ A demonstration Twitter account, set up by the presenter. ▶ Two internet-connected computers with Skype pre-installed, two separate Skype accounts, and someone in the contacts list with whom to make a voice call.
WHAT YOU'LL LEARN	<p>This session walks you through the internet's most popular social media applications. By the end, you'll have a good understanding of what social media is and which services you can use and when. It's not an in-depth guide to using the services (those come in later sessions), but an overview of what they are and what they can do.</p>

TIMETABLE

We've broken down this workshop into five major sections, with several subsections in each. There's also a 15-minute break in the middle. As in all our workshops, we like this to be interactive, so feel free to ask questions at any time.



SUBJECT	DURATION
What is social media?	10 minutes
Keeping track of loved ones (and letting them keep track of you)	
Facebook	30 minutes
Twitter	15 minutes
Sharing media	
YouTube	15 minutes
Flickr	10 minutes
Break	15 minutes
Communicating	30 minutes
Other services	10 minutes
Summary	10 minutes
TOTAL	145 minutes

SUBJECT	WHAT IS SOCIAL MEDIA?
TIME 	10 minutes
OVERVIEW 	<p>Most of your internet experiences so far have probably been one-way. You go to a website like a news site, shopping site or humour page and grab information. You're not really communicating with anybody, just going to a central repository and getting information.</p> <p>Social media is a different beast. It's two-way. It's about communicating with other people. It can be friends, family, peers or just people with the same interests as you. It's not usually about downloading information – it about sharing and communicating.</p> <p>Social media services like the ones we're talking about in the workshop allow you to do things like:</p> <ul style="list-style-type: none">▶ Share your digital photo and video collections with friends and family (and the world, if you've a mind), and view the collections that other people have shared.▶ Let people know what you're up to, and see what they're up to.▶ Instantly communicate with somebody who's also online, either through voice, video or text.▶ Share short observations about the world that are immediately disseminated with those who care to listen.▶ Play online games with friends and strangers alike. <p>The world of social media is far too large to cover in one workshop. This first workshop is designed to give you just a taste of what's out there.</p>

SUBJECT	KEEPING TRACK OF LOVED ONES
OVERVIEW 	There are a number of social media services that let you keep track of friends and family, and which they can use to know what's going on in your life. The most popular are Facebook and Twitter.
TIME 	30 minutes
FACEBOOK 	<p>Facebook is by far the world's biggest social media website, with close to a billion users worldwide.</p> <p>It allows you to do more things than we can cover in this session, but we'll quickly walk through some of the most important.</p> <p>At the heart of Facebook is the idea of 'friends' (which can actually be family members as well). Your Friends list in Facebook is a circle of people you know and trust.</p> <p>When you first set up your Facebook Profile, you can perform a search for people you know using their name and location or email address to see if they're also on Facebook. You then invite them to be your friends, and if they accept, they're added to your Friends list. (You can also see each other's Friends lists, which makes it easy to add extra people).</p> <p>These people can see the things you say and share on Facebook, and you can see what they say and share. Other people can't (unless you specifically make something public).</p> <p>Facebook allows you to do many things with people on your friends list, including:</p> <ul style="list-style-type: none">  Providing updates as to your status and location  Sending public messages that all your friends can see, or private messages (like emails) that only one can see  Commenting on messages that other people have posted to Facebook (and they can comment on your messages)  Posting photo albums and video clips that only your friends can see  Inviting friends to events. <p>Facebook has an incredible number of features overall. You can send pages, links, games, news feeds and apps to friends. You can create and join discussion groups, participate in online trivia tournaments, play online bingo and much, much more.</p>

POSTING A MESSAGE TO FACEBOOK



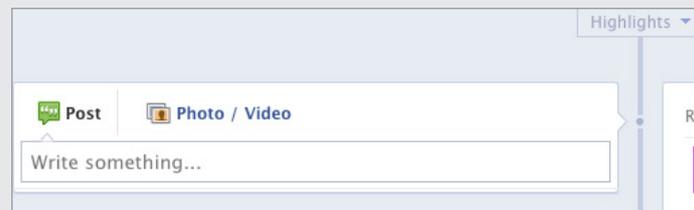
We'll create individual Facebook profiles in the *Introduction to Social Media 2* workshop, but here we'll demonstrate some features using a Facebook Page.

A **Facebook Page** is for public figures and institutions, businesses, charities and large community organisations, and unlike your personal **Facebook Profile**, a Facebook Page is visible to everyone on the internet. That means anyone can make comments, upload photos and receive message from its News Feeds.

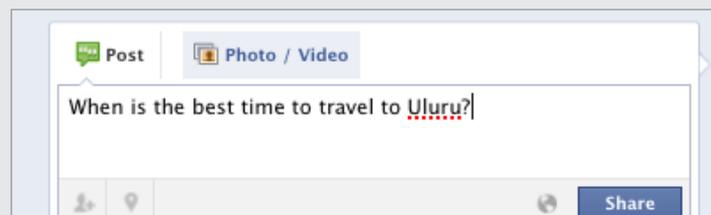
Type www.facebook.com/GreatSouthernRail into your **Address bar**. Click **About** to find out more about this page, then scroll down the page to browse the comments and articles.



Now, let's post a comment. On the left of the page is a box that looks like this.



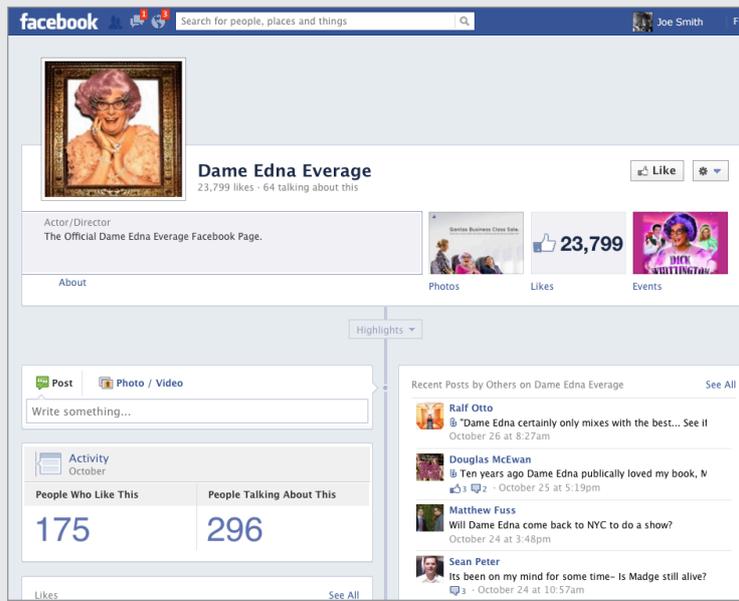
Click on **Post** and type a comment into the box. It can be a short comment on a place you'd like to visit, or a question about where to go, or how to get there.



You can click on the little grey icons in the bottom of the box if you'd like a note to be added to the post about where you are and who you're with.

Then just click **Share** to publish your comment. The page will be immediately updated.

Now, try a search for the Facebook Pages of politicians, entertainers, brands, TV shows, or stores that you like.



← Unlike your Facebook Profile, a Facebook Page is for public figures, businesses, museums and other larger organisations

SUBJECT

KEEPING TRACK OF LOVED ONES

TIME

15 minutes

TWITTER



Twitter looks and works a little like Facebook, but it's much simpler and designed for quick comments and image posts rather than full-on status updates.

It's also less about friends than it is about **Followers**.

When you post a new Twitter comment (called a **tweet**), people who follow your twitter feed will have their Twitter page updated.

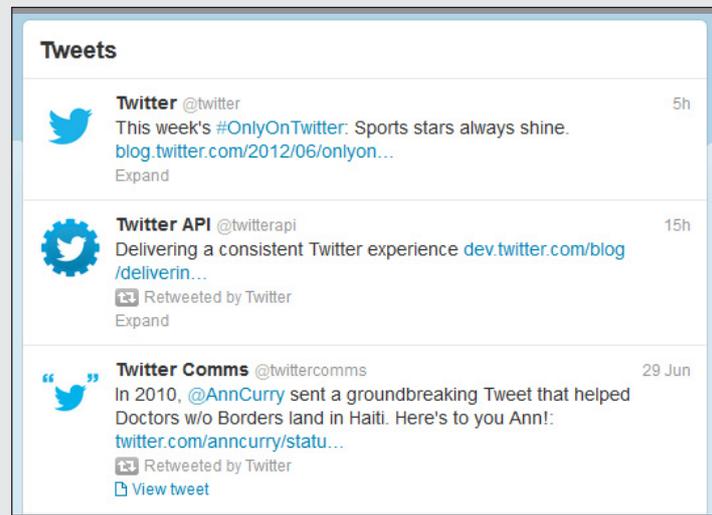
You can also set your account up to follow other people's tweets. So when they tweet something, your Twitter page will be updated.

You can follow anybody, and anybody can follow you. Lots of celebrities and politicians have **Twitter feeds** that you can follow.

You might even have friends and family members who tweet.

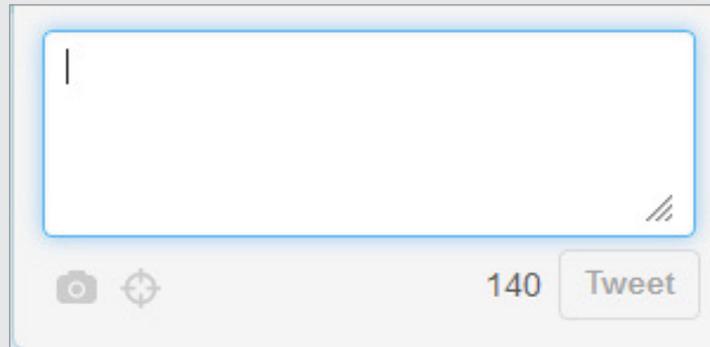
Famously, individual tweets are limited to 140 characters, forcing you to be brief (although you can attach an image to a tweet as well).

This is what your Twitter feed will look like:



POSTING A TWEET

- ▶ Log into twitter at **www.twitter.com**.
- ▶ On the left-hand panel of the Twitter page, click on the box with **Compose New Tweet**.
- ▶ The box will expand to look like this:



- ▶ On the bottom right you'll see the number of characters you have left.
- ▶ On the bottom left, you can click on the camera icon to add a picture to your tweet.
- ▶ Type a message of up to 140 characters into the box. Then click **Tweet**.
- ▶ The feed of every one of your followers will be instantly updated (and they can reply with tweets of their own).

SHARING MEDIA

Facebook and Twitter allow you to share some of your photo collections with friends and followers, but it's not really their main purpose. If you really want to share your homemade movies and digital photos either privately or publicly, you should look to YouTube and Flickr.

SUBJECT

SHARING MEDIA

TIME

15 minutes

YOUTUBE



YouTube is by far the world's most popular video sharing site.

It allows users to upload videos they've created. Visitors to the site can then watch videos in the web browser.

You can watch literally millions of videos that have been uploaded to YouTube.

It includes a rating system for videos: videos that people like will have people clicking **Like** and will get promoted to the front page: you can see what videos are **Trending** (popular) by clicking on links on the left.

You don't need to set up an account to watch videos, but you do need an account if you want to upload videos of your own.

Videos you upload can be either private or public.

If you set up an account, you can also subscribe to channels, which are lists of videos relating to a specific topic or by a particular person.

The most popular videos on YouTube are sometimes watched hundreds of millions of times.

LET'S WATCH SOME YOUTUBE!



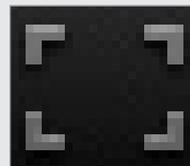
We don't need an account to watch YouTube videos. Just head to **www.youtube.com** in a web browser.

The front page will have a list of popular videos. You can click on any one to watch it.

You can also search for a specific topic by typing in search terms in the text field at the top of the window. Do a search for, let's say, **sleepy kitty** if you want to see something adorable.



Click the Maximise icon to view video at full screen



On the right you'll see suggestions for videos similar to the one you're watching.

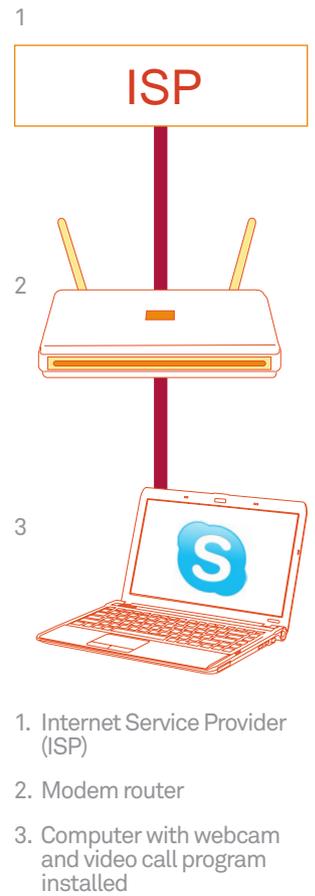
The play controls are just below the video. You can pause a video, or click anywhere on the progress bar to jump ahead.

You can make a video fill the screen by clicking on the **Maximise** icon at the bottom right of the video. Pressing **Esc** will return it to normal size.

SUBJECT	SHARING MEDIA
TIME 	10 minutes
FLICKR 	<p>Just as YouTube lets people share videos, Flickr lets people share photos they've taken. Over five billion photos have been shared on the site.</p> <p>It can be found at www.flickr.com.</p> <p>As with YouTube, if you want to upload photos, you need to create an account.</p> <p>Any photos you upload can be shared with the entire world, or with a limited group of people you select.</p> <p>If you just like looking at cool photos, you don't need an account. As with YouTube, any photos that are marked as public can be viewed without an account.</p> <p>Just click on Explore to get started, or type in a specific thing you want to see in the Search bar at the top of the screen.</p>

SUBJECT	COMMUNICATING
TIME 	30 minutes
OVERVIEW 	<p>Of course, you can always communicate directly with people over the internet. You've probably played with email by now, but there are other ways of talking directly to other people over the internet:</p> <ul style="list-style-type: none"> ▶ Instant Messaging (IM), where you type a sentence on your PC and it instantly pops up on their computer (and they can do the same to you). ▶ Voice chat, which works a lot like a phone call, but without the call costs (unless you call a regular phone with it, which is possible). ▶ Video chat, which is like a phone call where you can see a live video of the person you're talking to. <p>Like to other things we've talked about in this workshop, you'll need an internet connection and a broadband account with an ISP (internet service provider) to use Instant Messaging, voice and video chat on your computer. Unlike the other things we've talked about, you generally need to install a program on your PC to make use of these capabilities.</p> <p>There are a number of programs that can handle all three types of communication, but in this workshop we'll talk about one of the most popular: Skype.</p>
SKYPE 	<p>Skype can be downloaded from www.skype.com. When you install it you'll have to create an account. The person you want to communicate with must also have Skype installed. (This is true of most such programs). The exception is if you want to talk from your computer to a regular phone – that is, you're on your computer, but the other person is on their normal phone. Skype charges for this service. Other calls are generally free.</p> <p>Voice and video chats can include more than two parties – you can have a whole group of people on a voice call, for example.</p> <p>To use voice or video chat, you will need special hardware on your computer:</p> <ul style="list-style-type: none"> ▶ To voice chat you need a microphone or a voice headset. ▶ To video chat, you need a webcam.

What you need to video call



SKYPE



Webcams usually have a microphone built-in, so you usually only need a webcam, not a webcam and mic if you want to video chat. If you have a webcam you can also just voice chat without the video.

If you have a notebook computer, there's a good chance that it has a webcam and microphone built-in. If you have a desktop computer, there's a smaller chance – but some desktop monitors do have built-in webcams and microphones.

MESSAGING WITH SKYPE



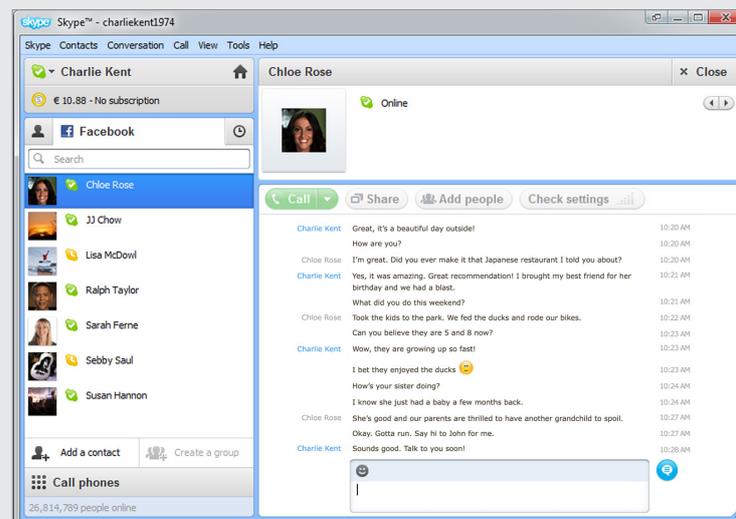
To give you an idea of how video calls work, your presenter can demonstrate how to make a Skype call. The main steps in the process are reproduced below for you to take away after the workshop.

(Note: To replicate a real-world video call, the demonstration will involve two PCs with web cameras. Both PCs will have the Skype program pre-installed and be setup with two separate Skype accounts.)

Start up the Skype program on the PCs by left-clicking on the **Skype** logo in Windows.

You should sign in automatically.

The Skype interface looks like this:

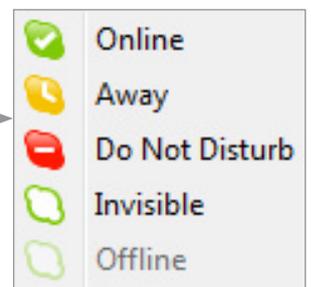


On the left side of the screen you will see your list of contacts. Next to them will be a little icon indicating their current status:

Skype will tell you when people are online and connected to Skype or not. If the arrow is green, it means they're online and you can currently talk to them. If the person is offline, or away from their computer, the status will change.

As a side note, you can manually change your status (if you don't want people bothering you at that particular time), by left-clicking on the **Status** icon next to your name and selecting a status.

You can add new contact by clicking on **Add a Contact** in the bottom left hand corner of the screen.



MESSAGING WITH SKYPE



Now starting a text, voice or video chat is easy. Just click on the person's name you want to talk to. Their profile will appear in the main part of the window.



Instant message window

Then, to send an instant text message, just go down and left-click on the text box at the bottom of the window.

Type in the message you want to send, then click on the **Send Message** button just to the right of the box.

The message will instantly appear on the other person's computer, and they can reply to you in the same way.

MAKING A SKYPE VOICE CALL



Now let's make a call! Put your headset on or set yourself in front of the computer's camera.

You'll see two buttons in the window, below the person's name: **Call** and **Video Call**.



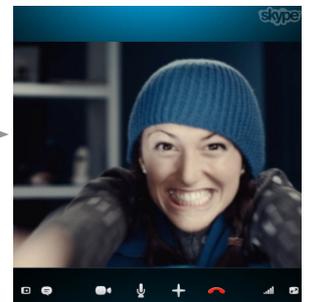
Now just click on **Call** to make a voice call or **Video Call** to make a video call.

That person's computer will ring to indicate they have an incoming call. When they click on the **Pick Up** button, the conversation will start.

If it's a video call, a video window will appear, looking something like this:

Talk as long as you want. To end the conversation, just click on the red **Hang Up Phone** button.

This, of course, is just a taste of Skype. You can also use it to send files. You can talk to multiple people at once. You can actually call landline phones – although this costs money. There's a lot to explore!



ALTERNATIVES

We've talked a lot about Skype here, but there are many alternatives, such as: Windows Live Messenger: windows.microsoft.com/messenger/, which is more focussed around instant messaging, but can also do voice and video.

Apple FaceTime: www.apple.com/mac/facetime/, video chatting for Mac computers.

Google Video Chat: www.gmail.com, if you have a Gmail account, you can video chat and instant message from right within your web browser when you login to Gmail (no computer software required).

SUBJECT	OTHER SERVICES
TIME 	10 minutes
USEFUL WEBSITES 	<p>There are many other social networking sites and applications you can experiment with. Some examples include:</p> <ul style="list-style-type: none"> ▶ Google+: plus.google.com, which is a lot like Facebook, but it lets you set up different circles of friends, rather than having just one big group. ▶ LinkedIn: www.linkedin.com, a site for maintaining professional contacts. ▶ LiveJournal: www.livejournal.com, if you've an interest in publishing an ongoing journal online. ▶ Meetup: www.meetup.com, a site for organising group meetings for people with common interests.

THE COST OF SKYPE

While there is no charge for making Skype-to-Skype calls over the internet, you will need to have a broadband internet connection and an account with an ISP. Charges apply when you make a Skype-to-landline, or Skype-to-mobile phone calls, but it's far less than the cost regular mobile and STD rates.

SUMMARY

You've now had your first taste of social networking. Here's an overview of what we've covered in this workshop:

TIME

10 minutes

RECAP



- ▶ What social networking is
- ▶ How Facebook works
- ▶ What a tweet is and how to send one
- ▶ Good places to find and share videos and pictures
- ▶ How you can communicate directly with voice, video or text chats.

ADDITIONAL WORKSHOPS

We have further Everyone Connected workshops on social media as well. In these you'll learn:

- ▶ How to set up accounts
- ▶ How to configure your security settings
- ▶ How to create and upload pictures and videos to media sharing sites.

USEFUL WEBSITES



If you're interested in experimenting with any of the services we've talked about today, you can just head to the websites. All have handy help systems to walk you through the setup process:

Facebook: www.facebook.com

Flickr: www.flickr.com

Skype: www.skype.com

Twitter: twitter.com

YouTube: www.youtube.com

GLOSSARY



TERM	EXPLANATION
BLOG	A kind of online journal.
FACEBOOK	A popular social networking site.
FACEBOOK APPS	Add-ons for your Facebook page that let you play games and perform other group activities with friends.
FLICKR	A website for sharing photos.
FOLLOWER (on Twitter)	A person who receives all the tweets (see below) from the followed person.
FRIEND (Facebook)	A person who can see your Facebook profile.
INSTANT MESSAGE	A text message that is sent and received instantly (like a phone text, but usually free).
ONLINE	Connected to the internet/available for chat.
SKYPE	A program for text, voice and video messaging.
TWEET	An individual message on Twitter.
TWITTER	A social media service that lets people send short messages across the internet.
VOICE OVER IP	A technology that allows you to use the internet to make phone (voice) calls.
YOUTUBE	A site for sharing videos.

VICTORIAN TECH SAVVY SENIORS

Everyone can benefit from being connected and online irrespective of their age, income, ability or geographical location. The Victorian Tech Savvy Seniors Program is a Seniors Card Age Friendly Partners Program in partnership with Telstra.

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