



# Connect Through Tech

## Tech Coaching Quick Start Guide

### Using a Smartphone to Communicate with Family, Friends and Others

#### WhatsApp iPhone

*updated 4/7/2020  
v 1.0*





# Connect Through Tech

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## Connect Through Tech

### **Benefits**

WhatsApp is a multipurpose tool that lets you easily connect to family, friends and others all around the world. You can make calls, text, video chat, send pictures and so much more!

If you are new to video chat, you will be amazed at how much more connected you feel than on a regular phone call. With video chat on your mobile phone, you can see more than one another's faces. People use video chat to "attend" special events that they can't attend in person. Imagine being able to watch your grandchild's dance recital, graduation or wedding ceremony, even when they live on the other side of the world. People using video chat can show each other places they are visiting or live, introduce new family members, show off the special craft they just made and so much more. The possibilities are endless.

There are several reasons WhatsApp is so popular. One is it doesn't use your voice minutes or text plan and when you use Wi-Fi, it also won't use any of your data. That means calling, texting and video chats are free! Another benefit is that anyone can use it. Unlike FaceTime, where



## Connect Through Tech

### **Benefits (continued)**

both the caller and the recipient must have an Apple device, WhatsApp is available to users with many kinds of devices from many different brands. Third, it is used all over the world so you can connect with whoever you want no matter where they are.

With your DOROT user guide, you have everything you need to begin!



# Connect Through Tech

## **Prerequisites**

- iPhone smartphone with IOS 9 or later
- Wi-Fi coverage
- Apple ID
- At least 2-3 persons in contacts to communicate with who have WhatsApp installed on their device and have a WhatsApp account.



# Connect Through Tech

## Introduction

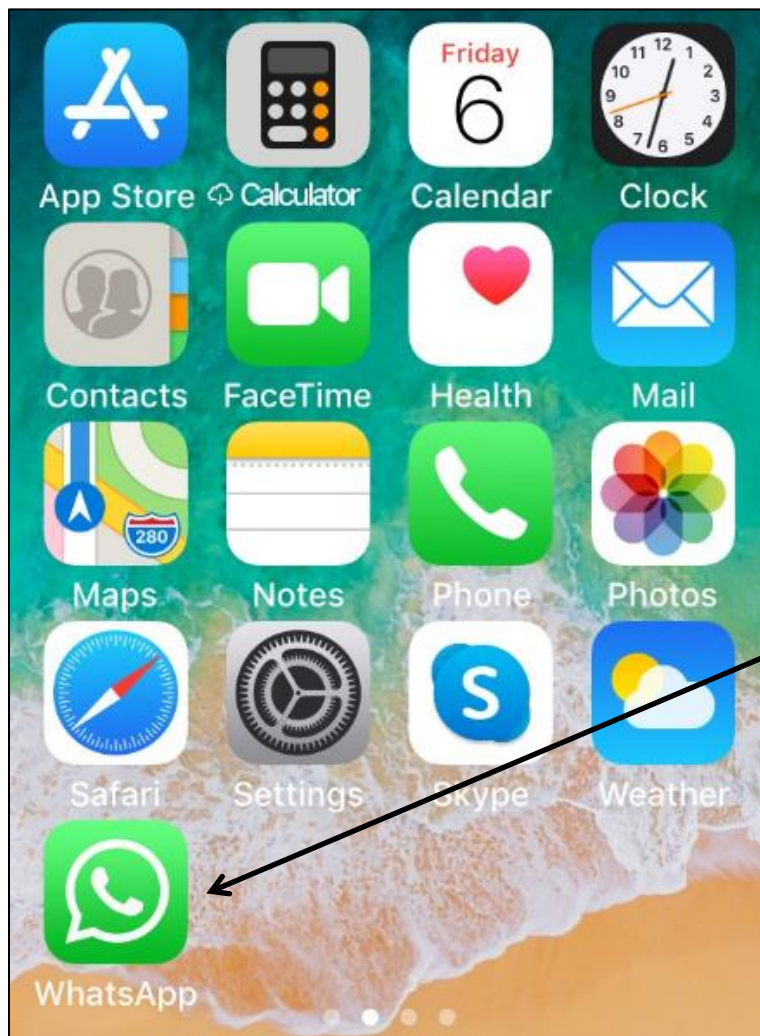
WhatsApp, owned by Facebook, is used by more than 1 billion people in more than 180 countries. An app, short for application, is a software program that allows you to perform a specific task or set of tasks. In addition to its ability to connect people internationally and often for free, WhatsApp is so popular because it combines all the tasks that are generally covered by individual apps for texting, calling, video chatting and sharing pictures and documents. This guide will show you how.



## Connect Through Tech

### First Time Running WhatsApp

Step 1. **Open** (start) *WhatsApp*. If WhatsApp is not yet installed, see Guide on *Select, Download and Install Apps*.



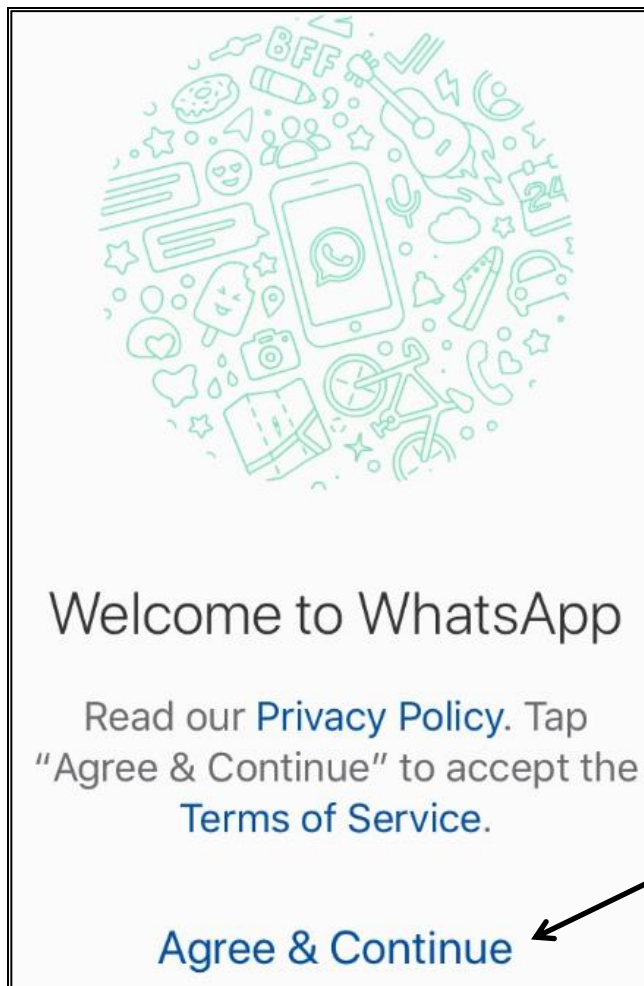
NOTE: This **icon** (picture) may be in a different location on your screen. If the **icon** (picture) is the same, it doesn't matter where it appears.



## Connect Through Tech

### First Time Running WhatsApp

Step 2. You must agree to be able to set up your account. “Terms and Conditions of Service” are part of every online account setup and can be a lengthy and technical read. It is an individual choice to read thoroughly or simply agree. **Click** (tap) *Agree & Continue* to accept Terms of Service.







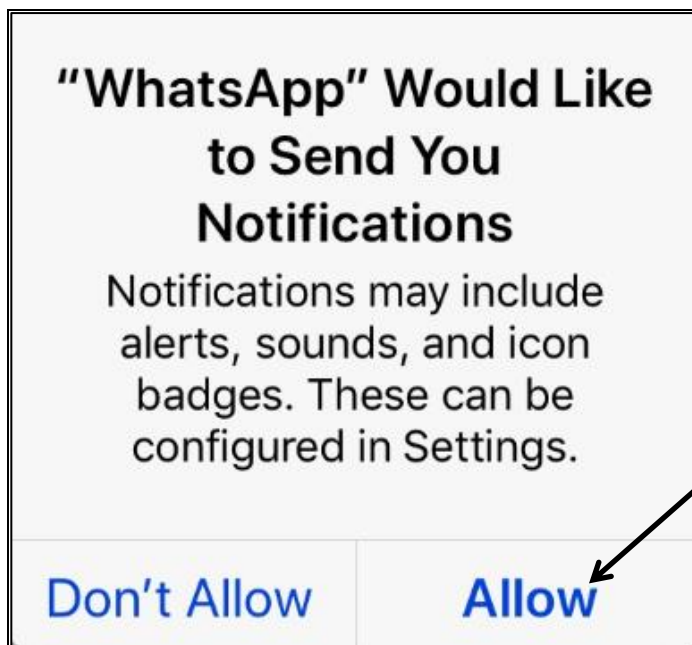
## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 3. Notifications let you know you have received calls, texts or status alerts. Notifications include:

- alerts/banners – visual messages
- sounds – audible alerts
- icon badges – image or numbers that are added to the app icon on your phone screen

To receive notifications, **click** (tap) *Allow*. If you prefer to check the app manually for calls, texts, and status updates, **click** (tap) *Don't Allow*.





## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 4. Unlike many other applications you may use, WhatsApp uses only your phone number for access – no user name or password is needed. **Enter** (type) your phone number, then **click** (tap) *Done*.

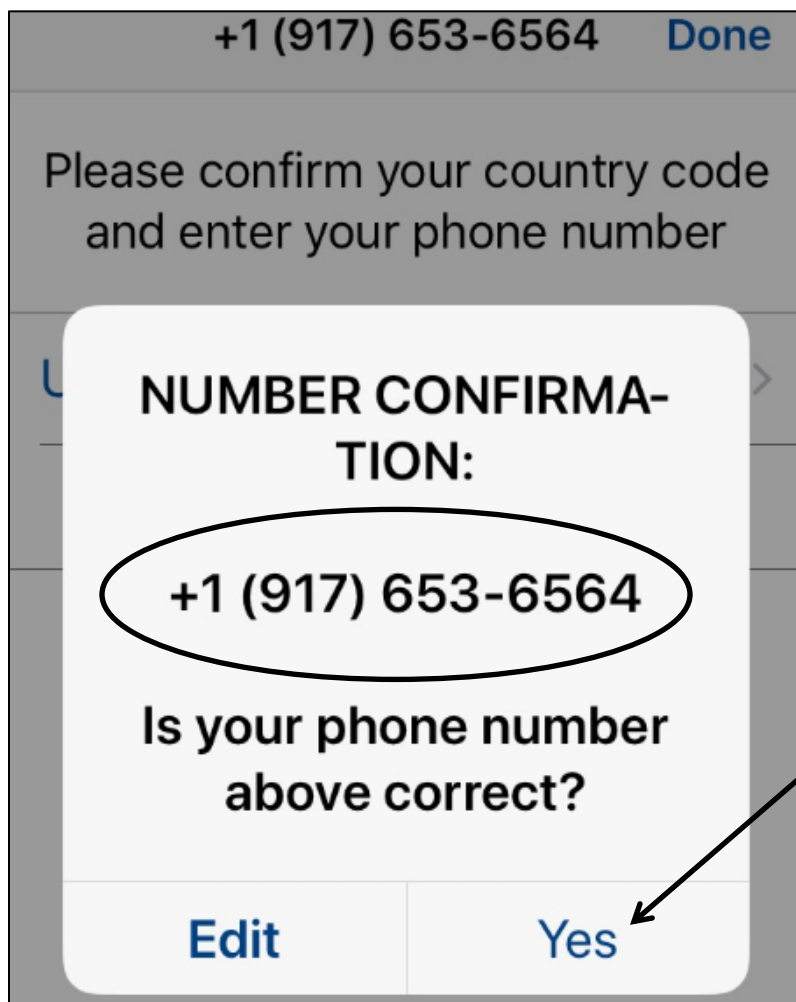
The image displays two side-by-side screenshots of the WhatsApp 'Your Phone Number' screen. Both screens show the title 'Your Phone Number' and a 'Done' button in the top right corner. The main instruction is 'Please confirm your country code and enter your phone number'. Below this, 'United States' is selected with a right arrow. The input field is circled in both screenshots. In the left screenshot, the input is '+1' followed by 'your phone nu...'. In the right screenshot, the input is '+1 (917) 653-6564'. An arrow points to the 'Done' button in the right screenshot. The keyboard is visible at the bottom of both screens, showing a numeric keypad and a SwiftKey keyboard.



## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 5. **Click** (tap) Yes to confirm that your phone number is correct. Check your number carefully before doing so. Use *Edit* to make corrections if needed (*Edit* will return you to Step 4).

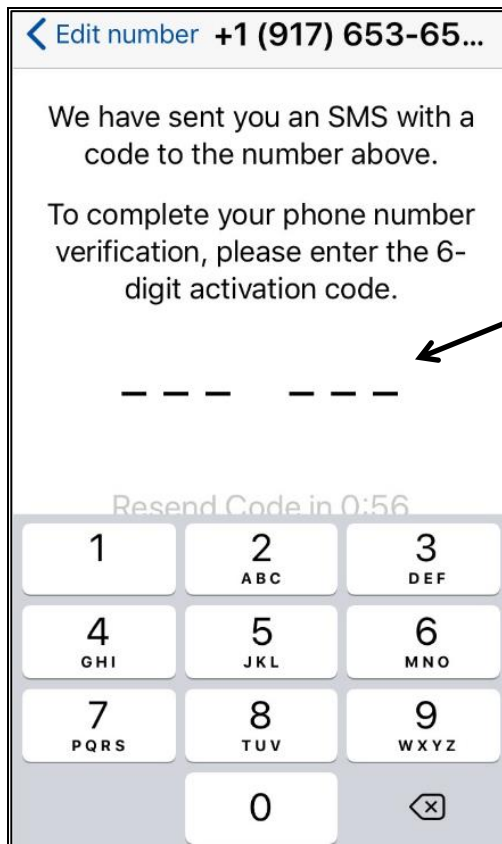




## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 6. To make sure you entered your phone number correctly, WhatsApp will send a text message with a 6-digit code. After opening your texting app to retrieve the code, return to WhatsApp to **enter** (type) the code number to complete setup of WhatsApp.



If you don't receive a text message within a few minutes, **click** (tap) *Edit number* on upper left of screen to confirm that you've entered your phone number correctly.

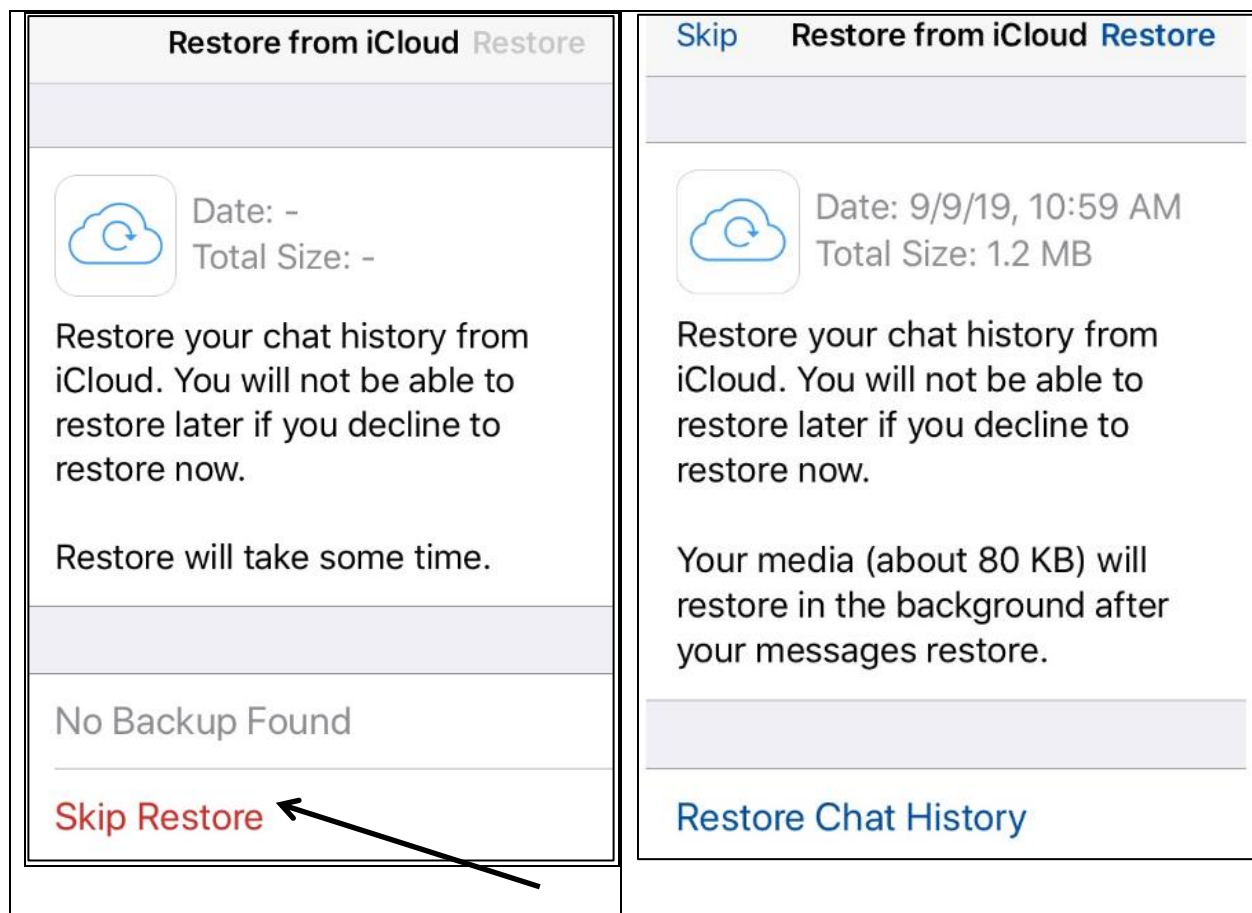


## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 7. If you have not used WhatsApp or used it with a different phone number, **click** (tap) *Skip Restore* (shown on left). If you've previously used WhatsApp on this phone or another phone using the same cell phone number, you will be given an option to restore your **chat history** – a list of previous messages (shown on right).

Demonstrated below is *Skip Restore*.

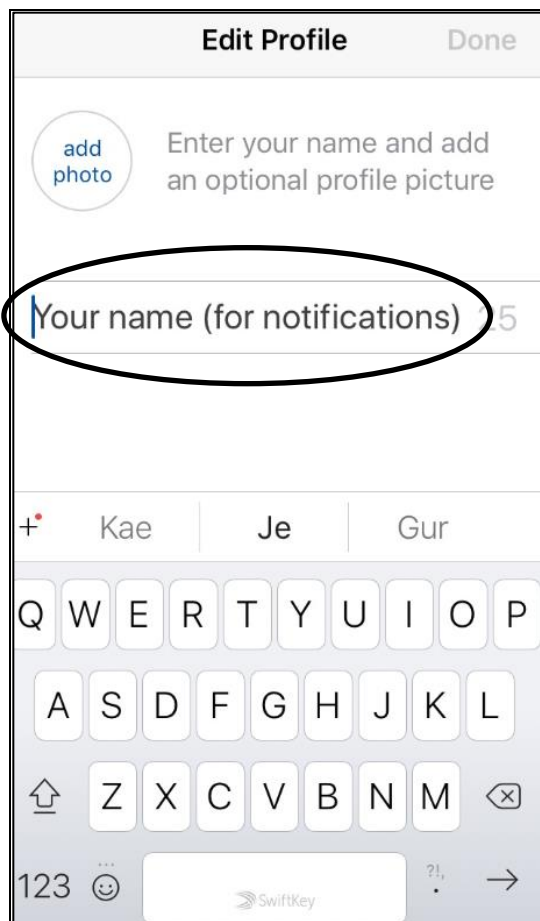




## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 8. **Enter** (type) name (and an optional photo). If you prefer, you can give yourself a nickname for your profile. Anyone contacting you through WhatsApp will only see your name as they have listed it in their contacts.

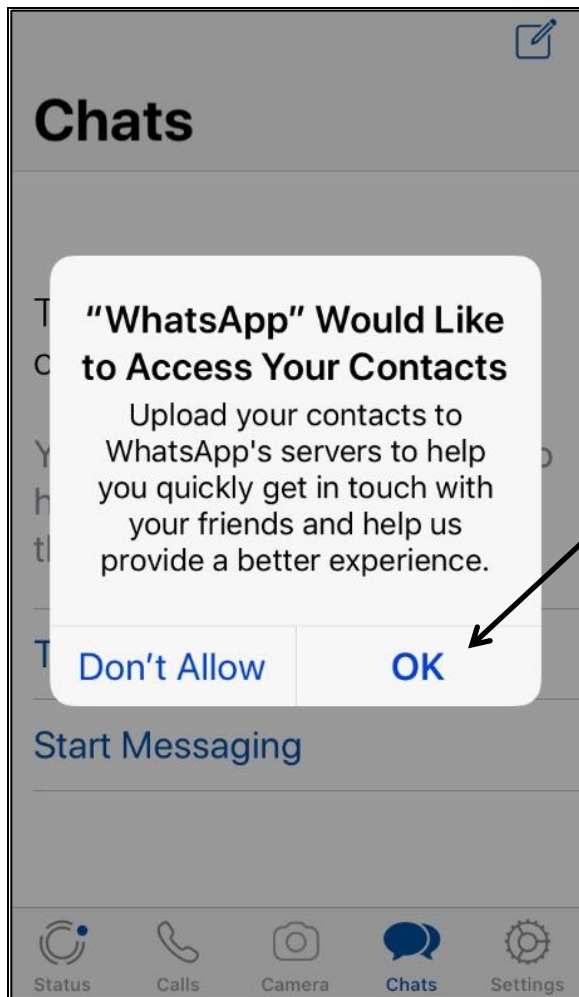




## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 9. Giving WhatsApp permission to access contacts already on your iPhone will make it easier to communicate through WhatsApp (recommended). If you choose *Don't Allow*, when you want to communicate with someone for the first time, you will need to **enter** (type) their phone number or full name. **Click** (tap) *OK* to select this option.



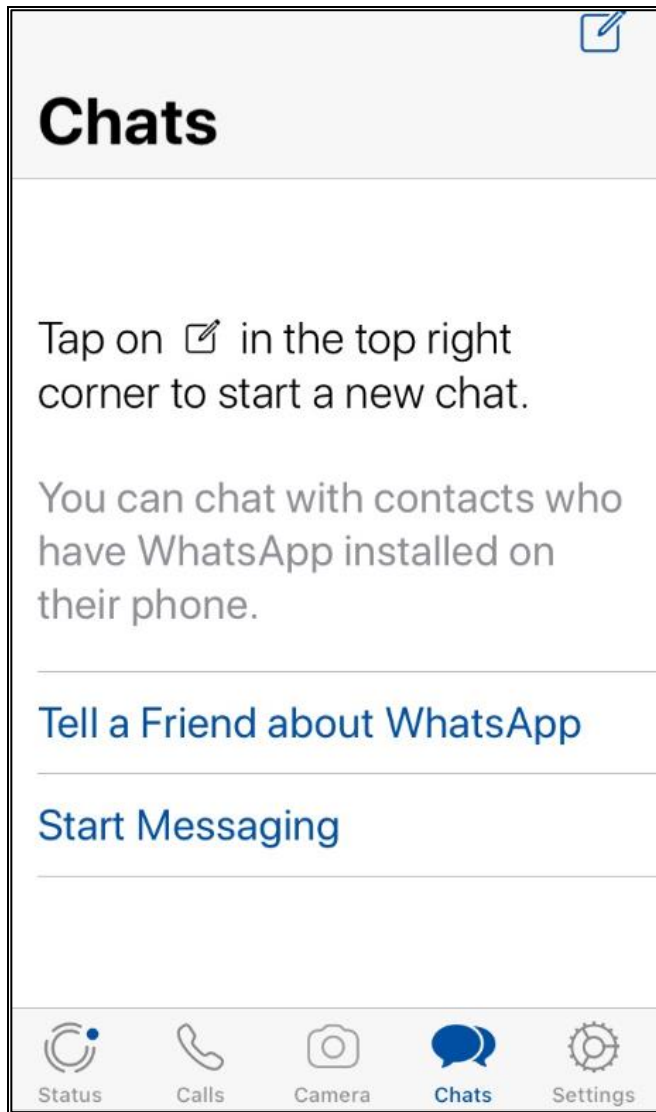




## Connect Through Tech

### First Time Running WhatsApp (continued)

Step 10. You are ready to use WhatsApp!





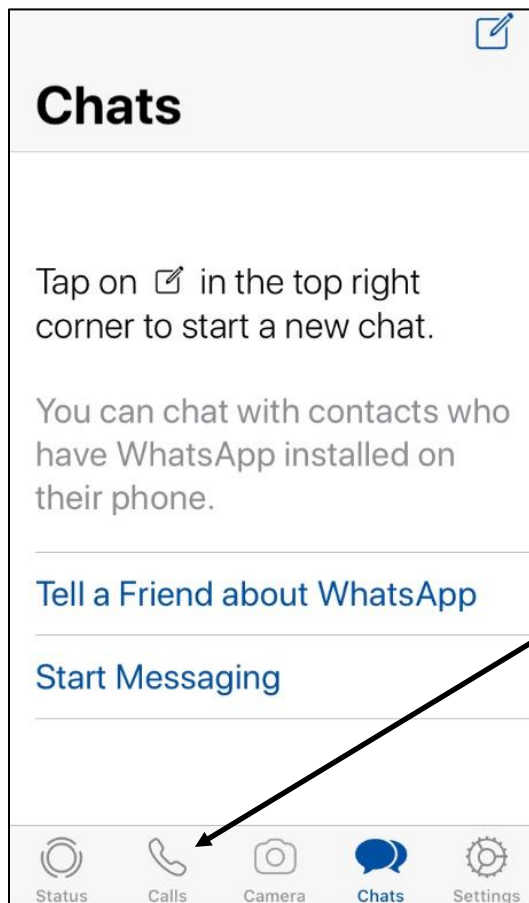


# Connect Through Tech

## Calls – Phone

*Calls* are for audio or video calls. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Chat* is current function).

Step 1. If not already in *Calls*, **click** (tap) on *Calls* to move there.



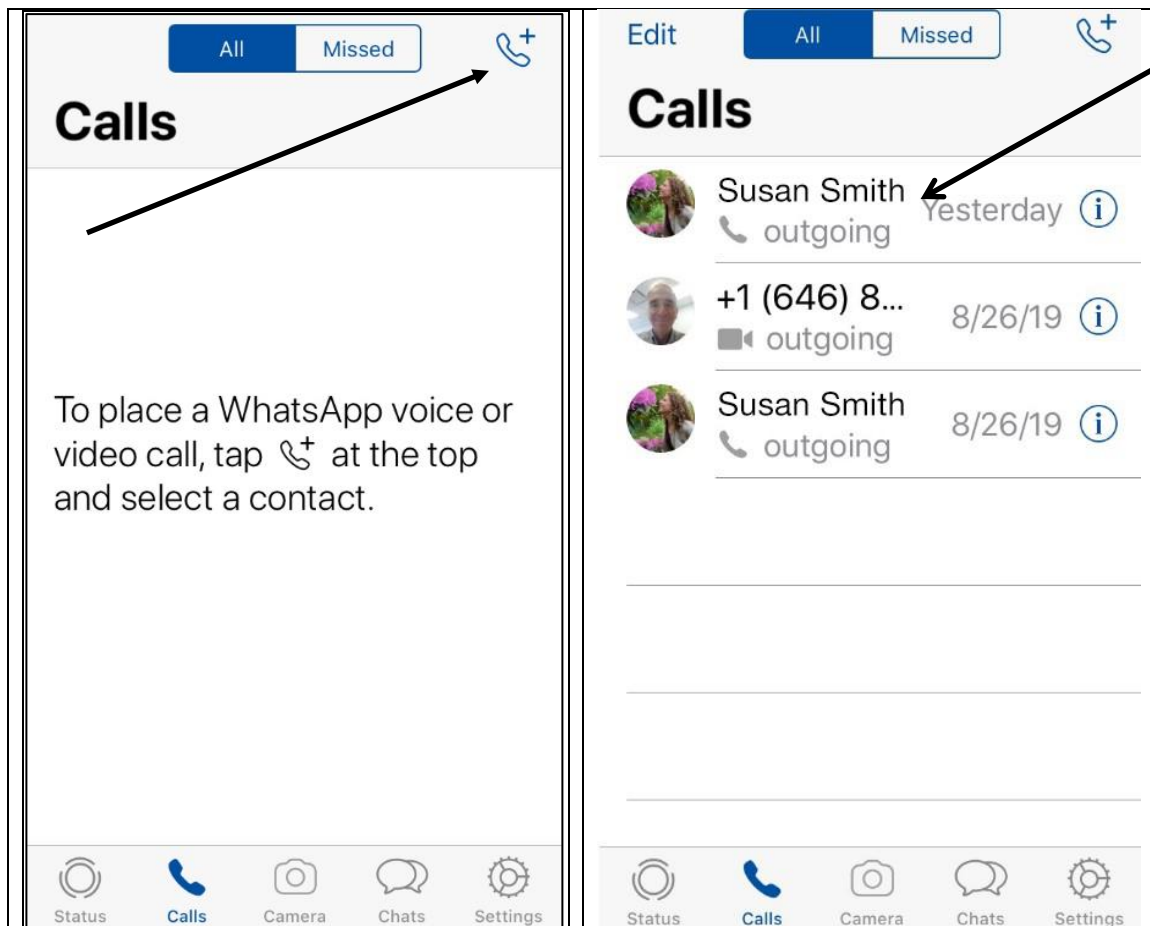


## Connect Through Tech

### Calls – Phone (continued)

Step 2. If this is your first WhatsApp call, **click** (tap) on phone icon on upper right of screen to select a contact to call (shown on left). Then go to Step 3.

If you are calling someone who you've previously spoken to with WhatsApp, you can call by **clicking** (tapping) on their name from the list under the word *Calls* to call again (shown on right) and skip to Step 4.





## Connect Through Tech

### Calls – Phone (continued)

Step 3. After **clicking** (tapping) the phone icon, it will display all people in your contact list who use WhatsApp. **Click** (tap) on the phone **icon** (picture) next to their name to make your call. If you don't see a person from your contacts list, that means they don't have WhatsApp.

NOTE - You may only call people who are in your contact list, not by directly entering a phone number.

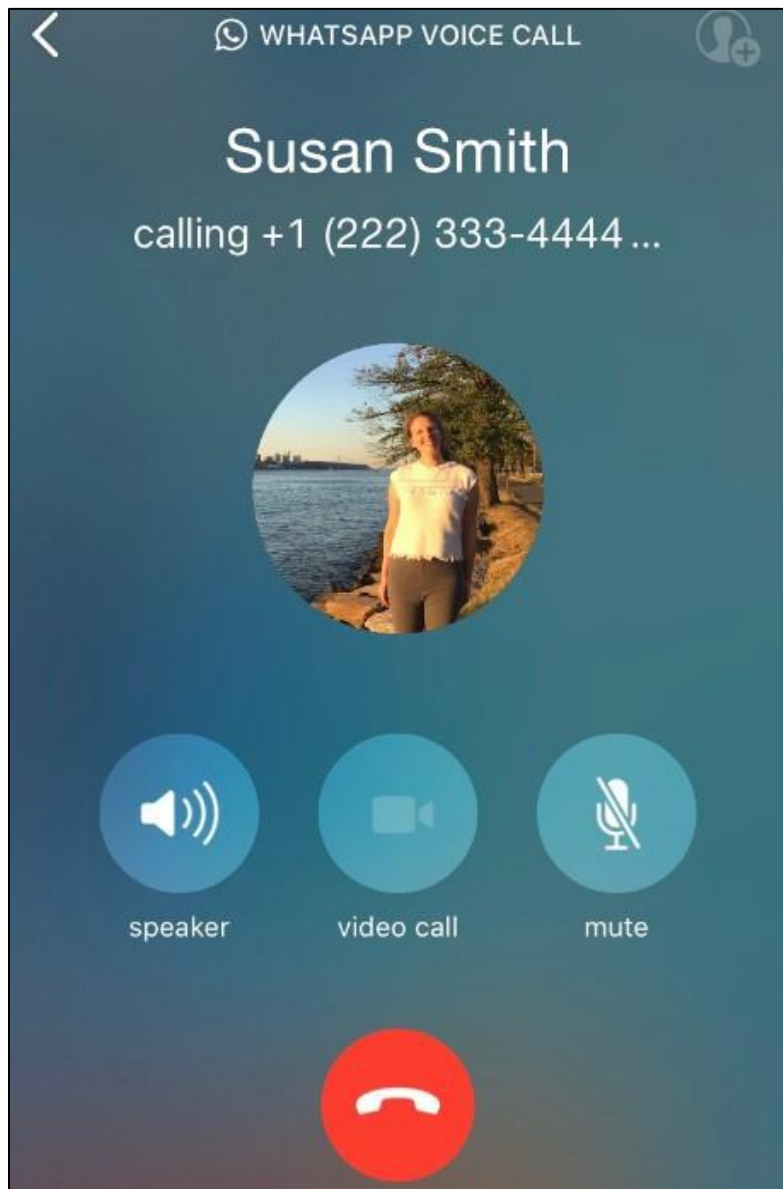




## Connect Through Tech

### **Calls – Phone (continued)**

Step 4. Their name and phone number will appear at the top of your screen while you wait for the person to answer the call.






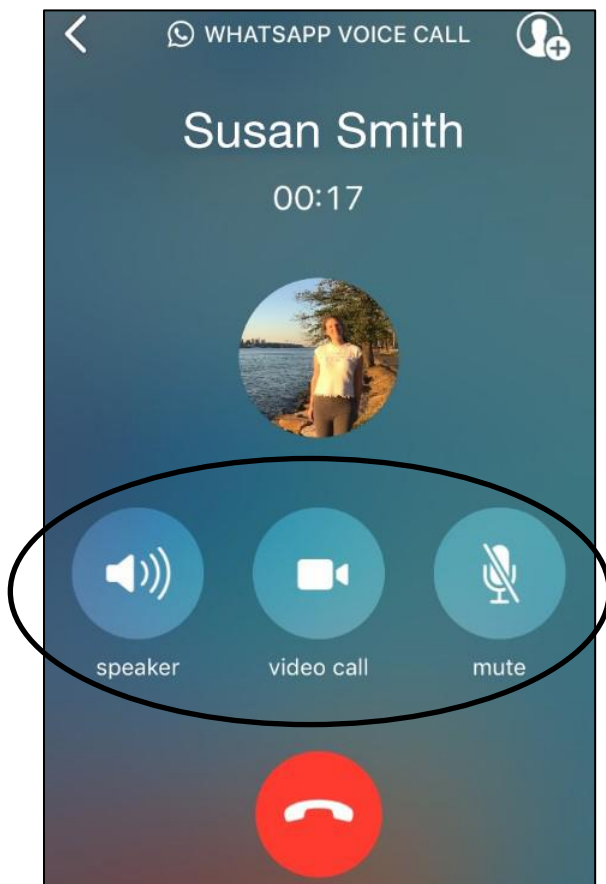


## Connect Through Tech

### Calls – Phone (continued)

Step 5. Enjoy your conversation. Screen **icons** (pictures) will display for:

-  *Speaker* to activate speakerphone
-  *Video call* to switch to video call (see page 23)
-  *Mute* to silence your microphone





## Connect Through Tech

### Calls – Phone (continued)

Step 6. **Click** (tap) red button to end call.

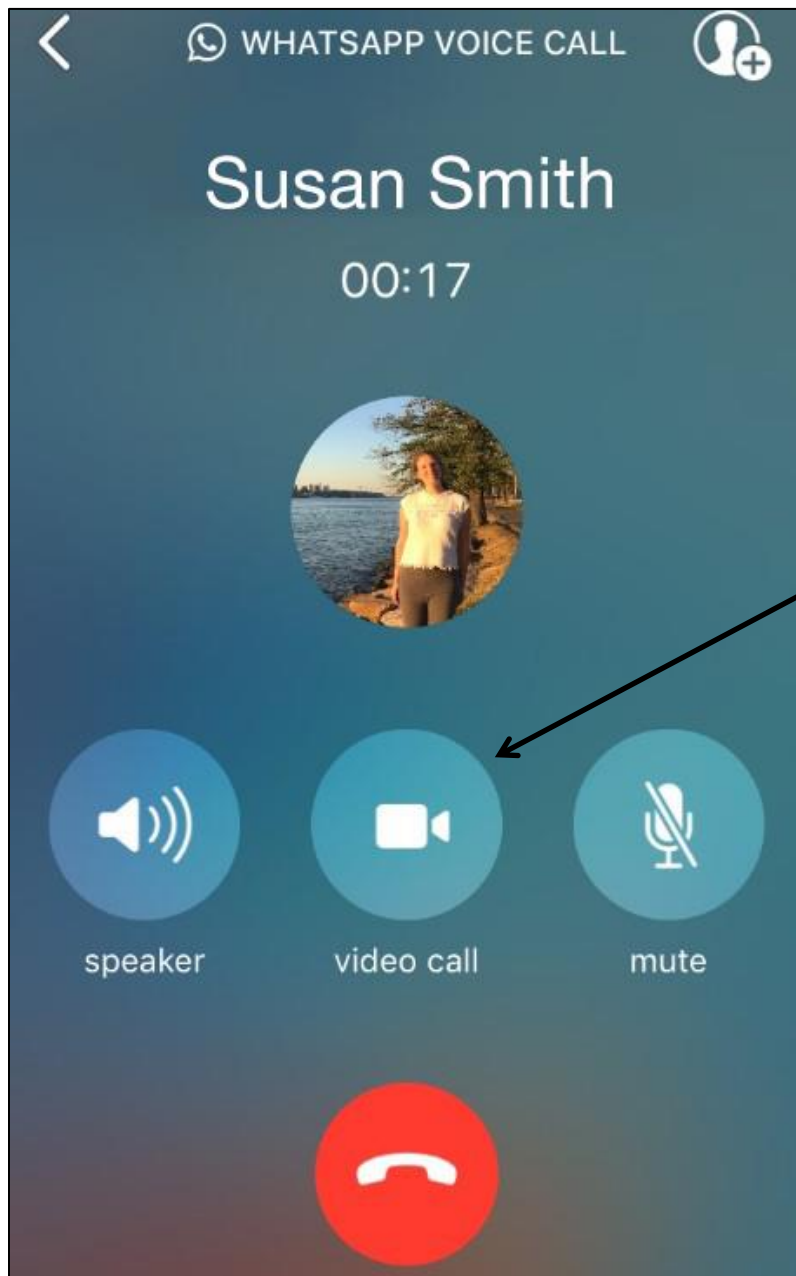




## Connect Through Tech

### Switching from Phone to Video

Step 1. While on a phone call, **click** (tap) on *video call*.



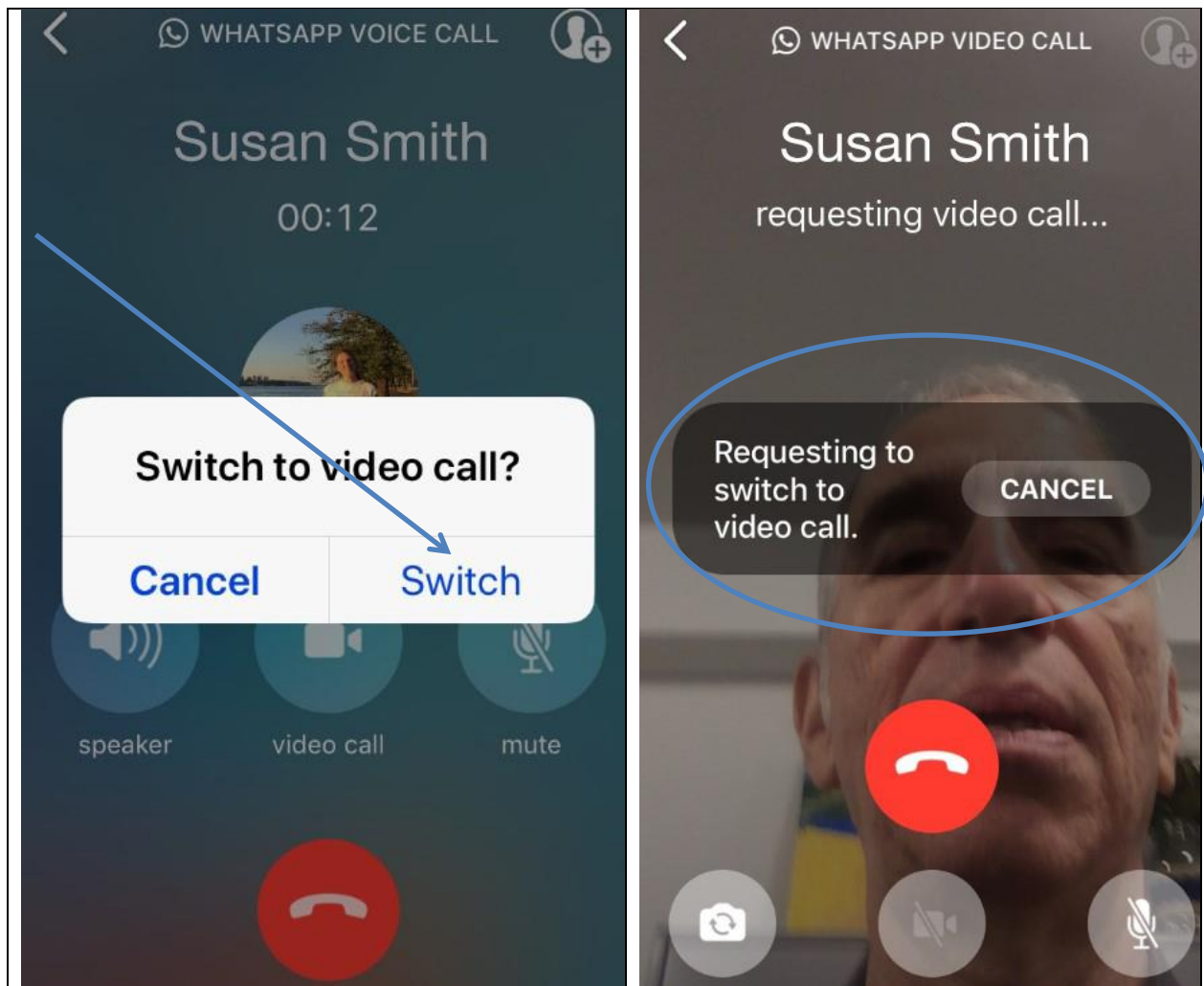




## Connect Through Tech

### Switching from Phone to Video (continued)

Step 2. **Click** (tap) on *Switch* (shown on left) to confirm that you wish to add video to your call, then wait for other person to accept your invitation to switch your call to video (shown on right).







## Connect Through Tech

### Switching from Phone to Video (continued)

Step 3. Once they have accepted, their image will appear on your screen and your image will appear in a small window in the upper corner of your screen. Enjoy your video call! **Click** (tap) red button when done. Screen icons are explained on next page.

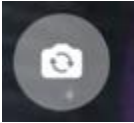






## Connect Through Tech

### Switching from Phone to Video (continued)

Screen **icons** (pictures) can be used to:

-  switch to out facing camera
-  turn off your camera
-  mute your microphone

If the icons (pictures) disappear, simply **click** (tap) anywhere on screen to restore them.

NOTE: It is not possible to switch from a video call to an audio call. What you can do is to turn off your camera and continue the call without being visible.

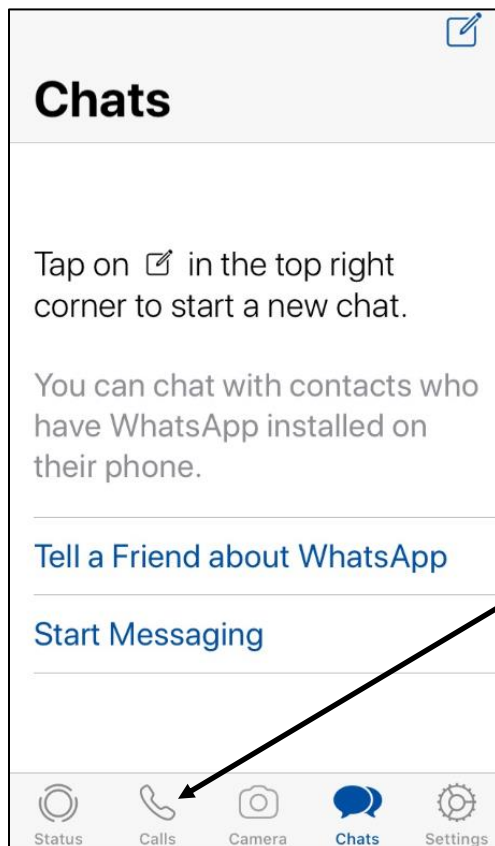


# Connect Through Tech

## Calls – Video

*Calls* are for audio or video calls. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Chat* is current function).

Step 1. If not already in *Calls*, **click** (tap) on *Calls* to move there.



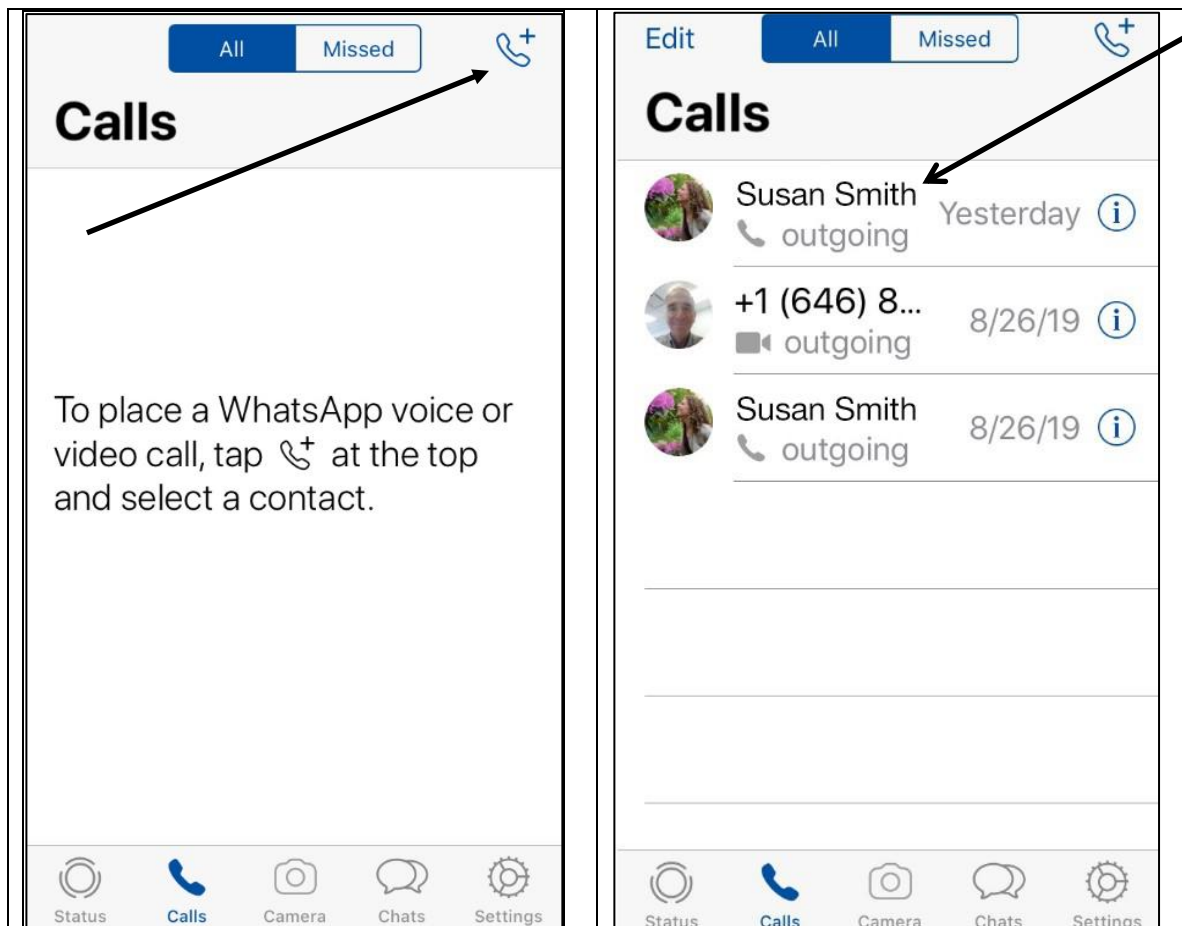


## Connect Through Tech

### Calls – Video (continued)

Step 2. If this is your first WhatsApp call, **click** (tap) on phone icon on upper right of screen to select a contact to call (shown on left). Then go to Step 3.

If you are calling someone who you've previously spoken to with WhatsApp, you can call by **clicking** (tapping) on their name from the list under the word *Calls* to call again (shown on right) and skip to Step 4





## Connect Through Tech

### Calls – Video (continued)

Step 3. After **clicking** (tapping) the phone icon, it will display all people in your contact list who use WhatsApp. **Click** (tap) on the video **icon** (picture) next to their name to make your call. If you don't see a person from your contacts list, that means they don't have WhatsApp.

NOTE - You may only call people who are in your contact list, not by directly entering a phone number.

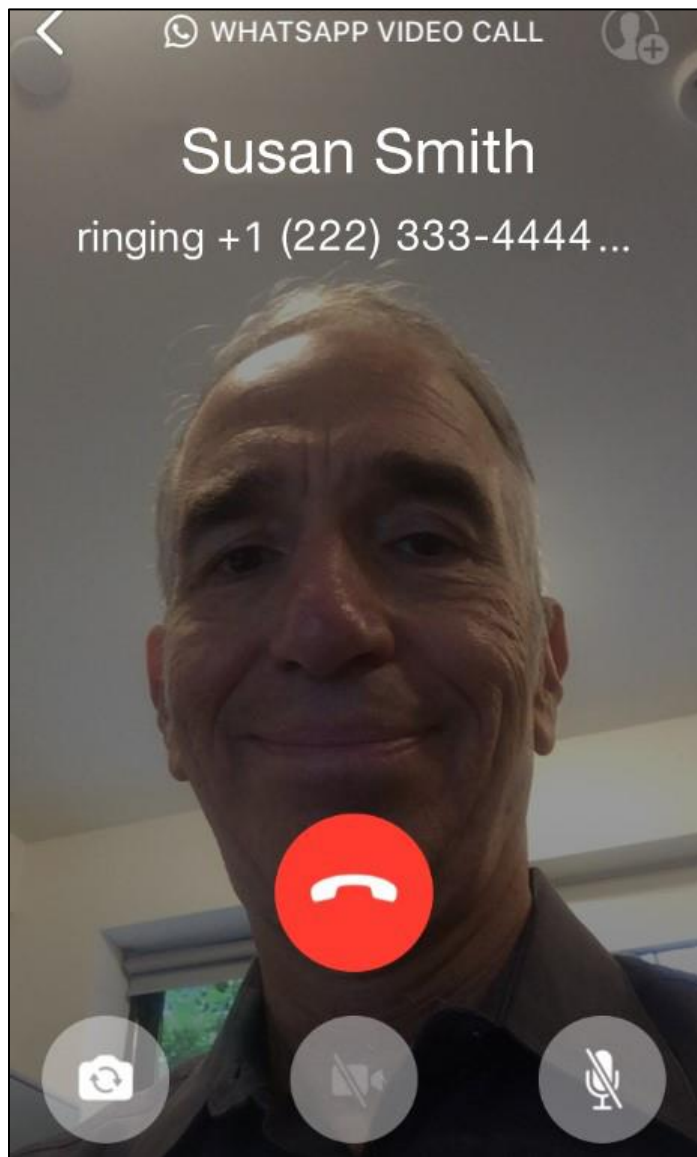




## Connect Through Tech

### **Calls – Video (continued)**

Step 4. While waiting for person to pick up call, their name and number will appear.





## Connect Through Tech

### Calls – Video (continued)

Step 5. When they pick up, you will see their face on the screen. Enjoy your video call! Screen **icons** (pictures) are explained on next page.

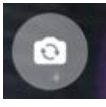






# Connect Through Tech

## Calls – Video (continued)

Screen **icons** (pictures) can be used:

-  switch to outward facing camera
-  turn off your camera\*\*
-  mute your microphone

If the **icons** (pictures) disappear, simply **click** (tap) anywhere on screen to restore them.

**\*\***It is not possible to switch from a video call to an audio call. What you can do is to turn off your camera and continue the call without being visible.





## Connect Through Tech

### Calls – Video (continued)

Step 6. **Click** (tap) red button to end call.





## Connect Through Tech

### **Flipping Camera**


Sometimes you may want to show the person you are calling something other than yourself, like the place you are visiting, other people at your location, items you have purchased or an event you are attending.

During a WhatsApp call, you can choose to flip your camera in opposite directions – facing towards you or away from you. By default, the camera faces the caller, so the caller and objects behind the caller are on the screen. When you flip the camera, it faces the other direction, showing what is seen behind the phone, i.e. what the caller is looking towards rather than what is behind the caller. This concept will become clearer when you practice using this feature.



## Connect Through Tech

### Flipping Camera (continued)

Step 1. While on a video call, tap screen to display screen icons, then **click** (tap) on  **icon** (picture).





## Connect Through Tech

### Flipping Camera (continued)

Step 2. Point phone to display what you would like other person to see, like a plant. Screen below shows what you will see on your phone, with the person you are calling remaining a large image. The small image of you in the corner is replaced with what camera is now focused on.

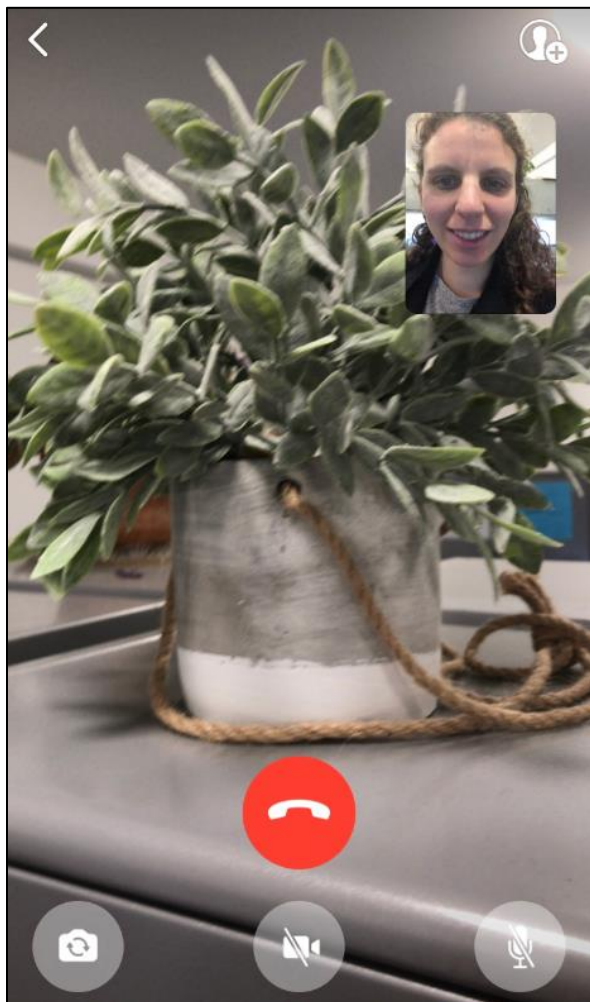




## Connect Through Tech

### Flipping Camera (continued)

To get a larger picture on your screen of what you are showing on the caller, **double click** (tap twice quickly) on small window image. Now your view is the same size as what your caller sees. When ready to return to previous view, **double click** (tap twice quickly) on picture.








## Connect Through Tech

### Flipping Camera (continued)

Step 3. **Click** (tap) on  to return to self-image (shown on right).



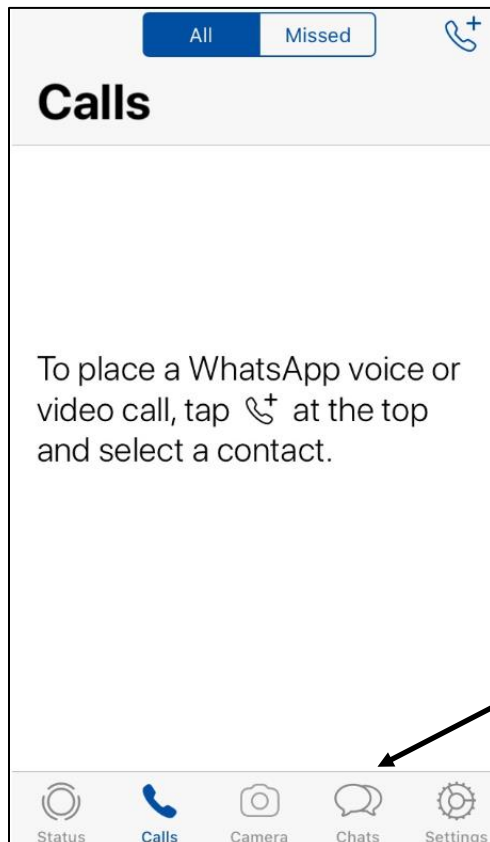


# Connect Through Tech

## Chats (Texts) - Individual

*Chats* (texts) are used to send text messages to individuals or to a group. (see page 44). When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Calls* is current function).

Step 1. If not already in *Chats*, **click** (tap) on *Chats* on bottom menu.



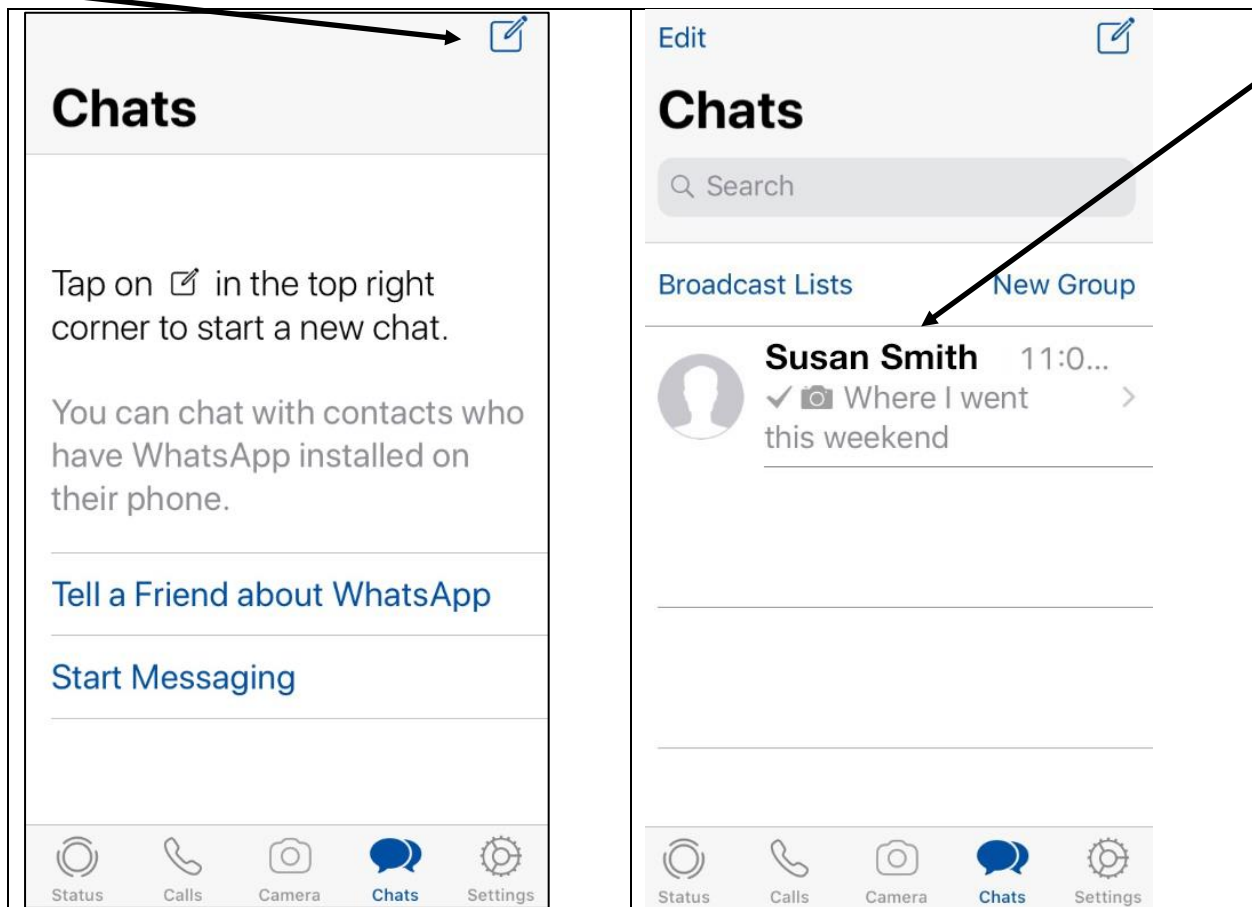


## Connect Through Tech

### Chats (Texts) – Individual (continued)

Step 2. If this is your first WhatsApp chat, **click** (tap) on paper-pencil **icon** (picture) on upper right of screen to select a contact to send a message to (shown on left). Then go to Step 3.

To reach someone you've recently chatted with on WhatsApp, **click** (tap) on their name in the list of recent chats to re-connect (shown on right) and skip to Step 4.







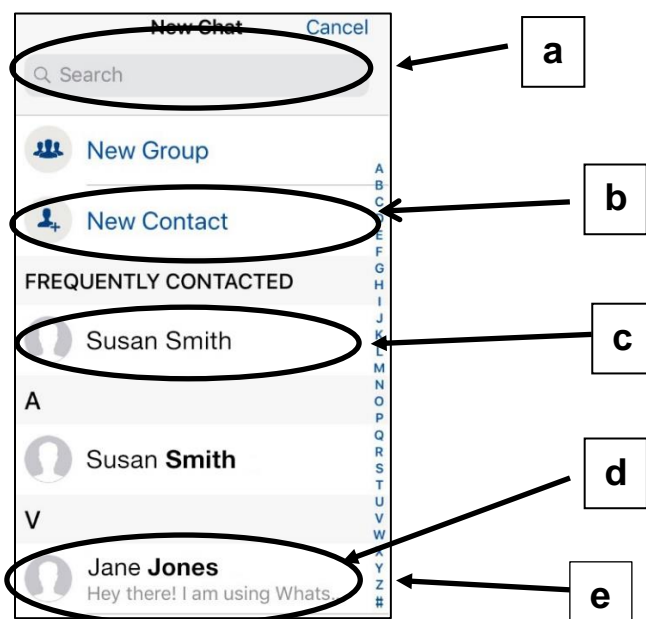
## Connect Through Tech

### Chats (Texts) – Individual (continued)

Step 3. If they are not in your list of recent chats, select the person to chat with by one of the options below:

- a. **Enter** (type) name in search box to find desired person OR
- b. Create new contact by entering phone number for person not in contacts OR
- c. Find person in Frequently Contacted list OR
- d. Scroll down to find person
- e. Use alphabetical list to quickly locate desired person

Then **click** (tap) on person's name.

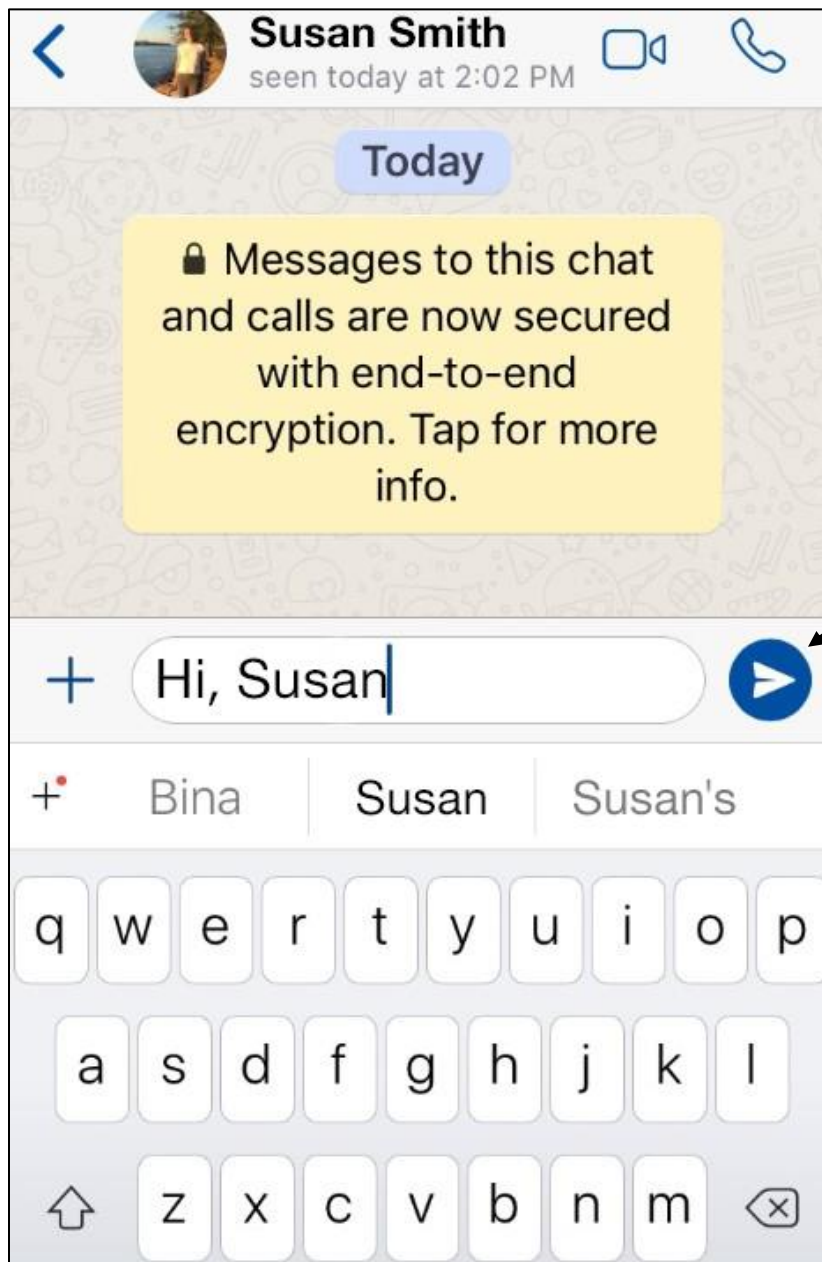




## Connect Through Tech

### Chats (Texts) – Individual (continued)

Step 4. Compose your message in the box above the keyboard. **Click** (tap) blue arrow to send.





## Connect Through Tech

### Chats (Texts) – Individual (continued)

Step 5. Your chat message is sent. It will appear with a check mark next to it.



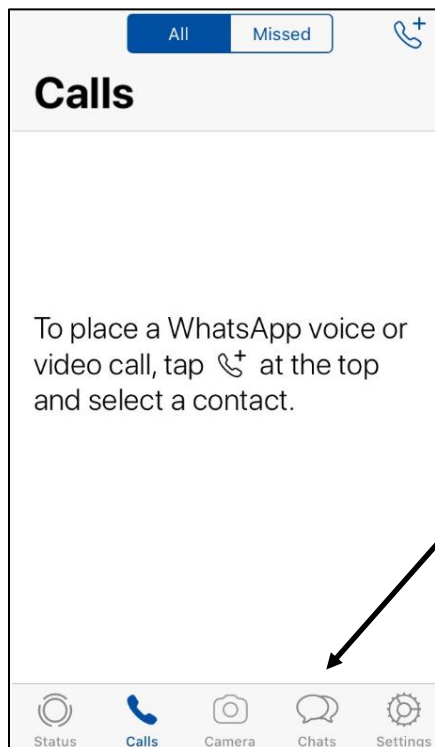


## Connect Through Tech

### Chats (Texts) – Group

*Chats (texts)* are used to send text messages to individuals (see page 39) or to groups. WhatsApp can be used for many things. When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Calls* is current function).

Step 1. If not already in *Chats*, **click** (tap) on *Chats* on bottom menu.



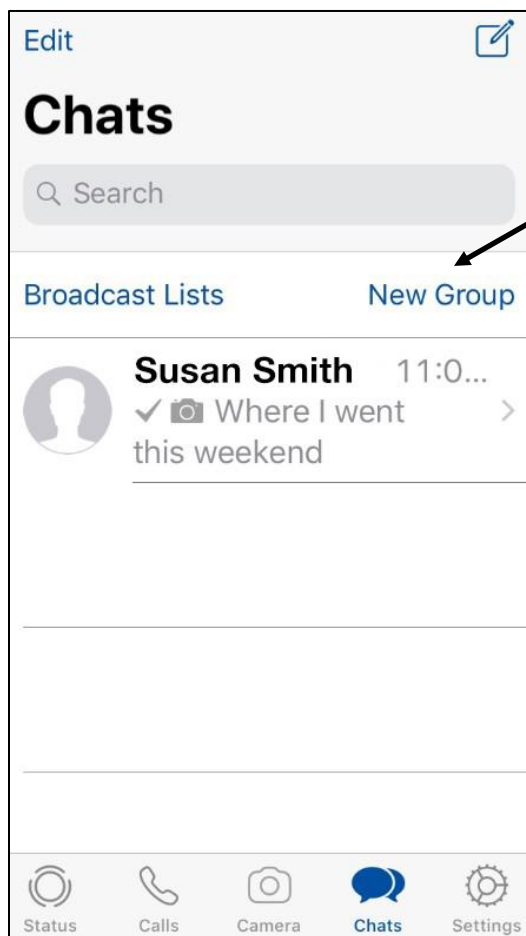


## Connect Through Tech

### Chats (Texts) – Group (continued)

Step 2. If you want to send a message to more than one person and have everyone respond to all those in the group, **click** (tap) on *New Group* (demonstrated below).

NOTE – *Broadcast Lists* are used if you want recipients to respond only to you, not to all group members. Process is similar but is not covered in this guide.

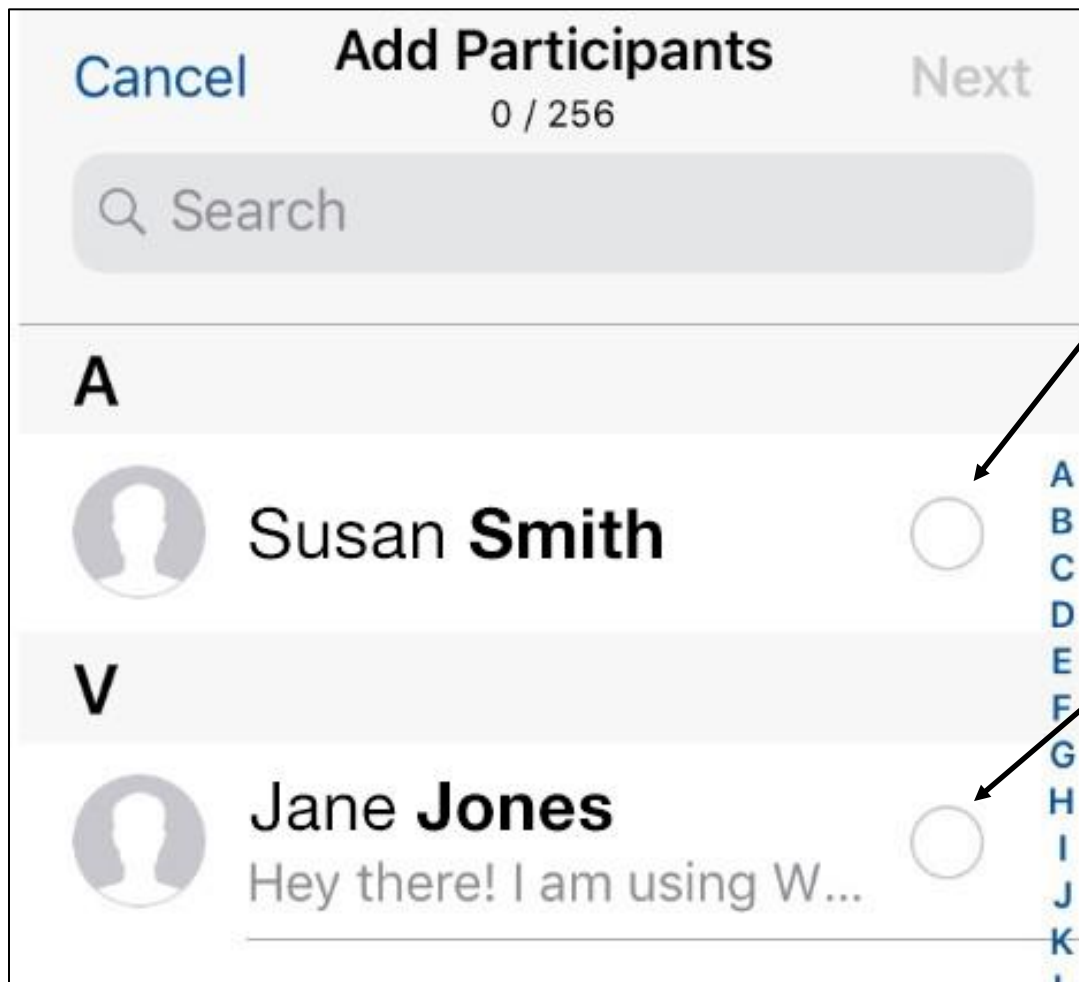




## Connect Through Tech

### Chats (Texts) – Group (continued)

Step 3. A list of your contacts who have WhatsApp accounts will appear. **Click** (tap) the circles next to the names of those to include in your group. You may have to scroll down to see your entire list.

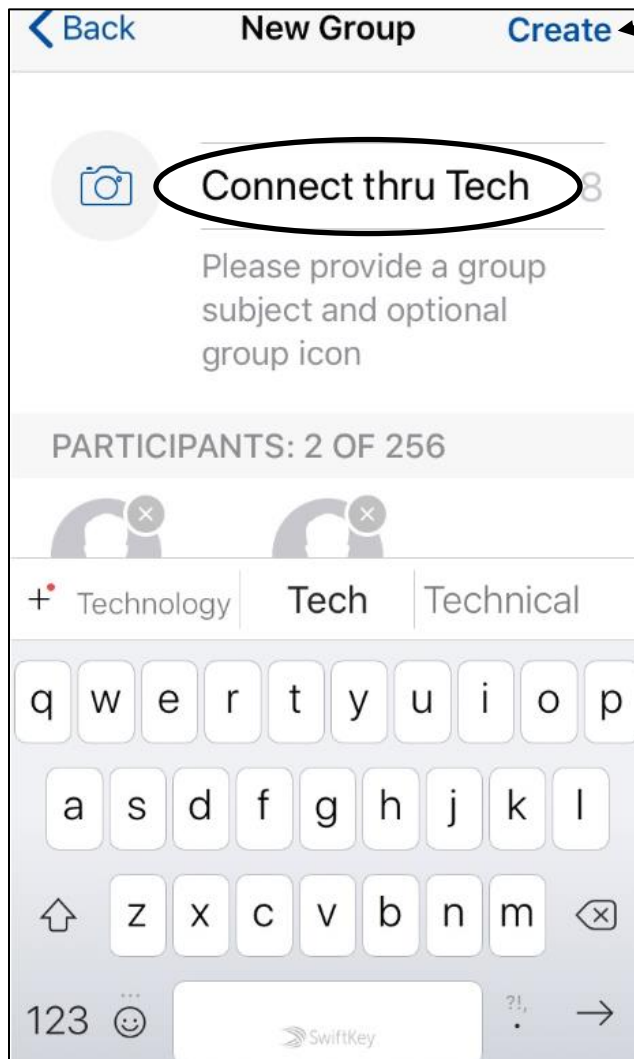




## Connect Through Tech

### Chats (Texts) – Group (continued)

Step 4. Enter a group name and, if desired, a group icon. Group icons can be fun if it is a group you will chat with regularly. Below, the name *Connect through Tech* is chosen. Click (tap) on *Create* to continue.



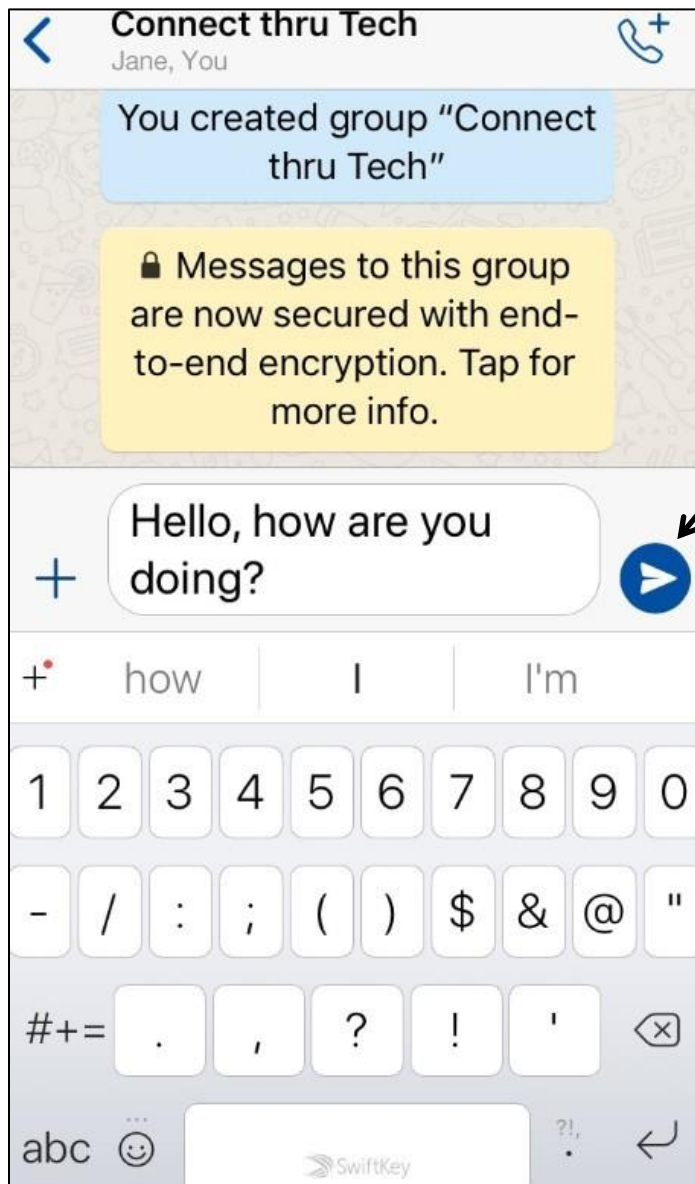




## Connect Through Tech

### Chats (Texts) – Group (continued)

Step 5. Compose your message in the box above the keyboard. **Click** (tap) blue arrow to send.



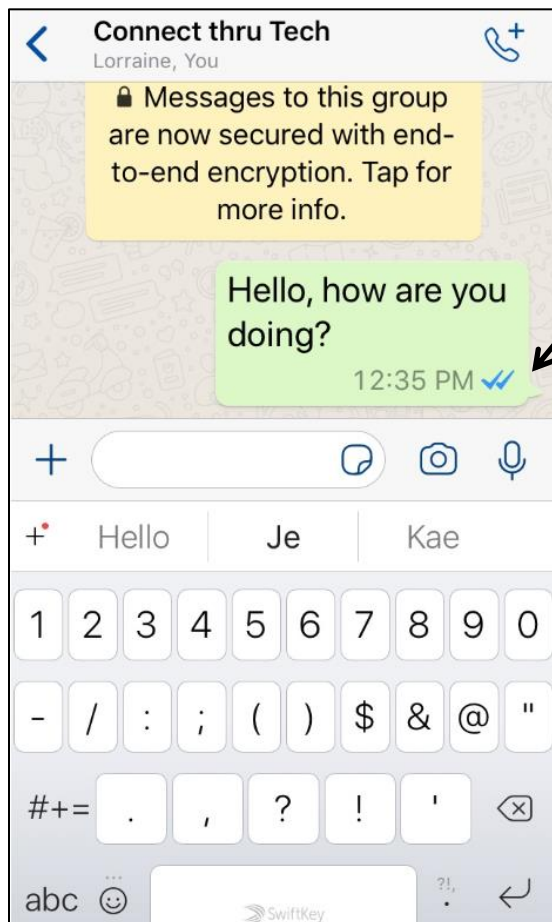




## Connect Through Tech

### Chats (Texts) – Group (continued)

Step 6. Message is sent to your group. If recipients respond, their responses will be sent to all group members. Two blue check marks will appear when all group members have read your message.





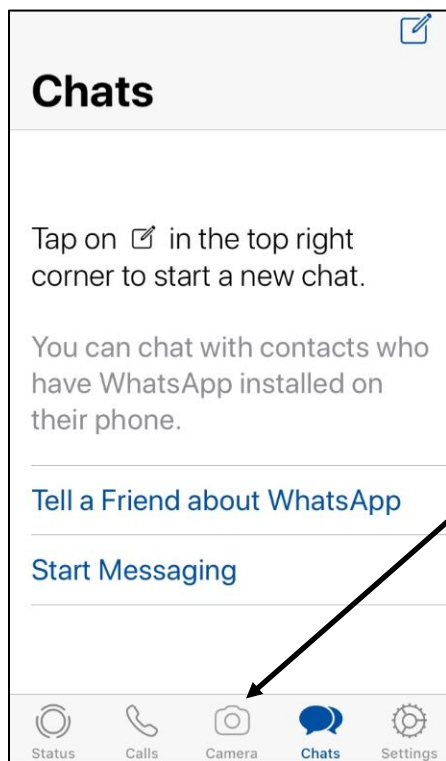
## Connect Through Tech

### Camera

Camera can be used to take and send new pictures or send ones already on your phone.

When entering WhatsApp, you will start with the most recent function you used. Check the heading on top of screen or blue highlight at bottom to see where you are (in example below, *Chats* is current function.)

Step 1. If not already in *Camera*, **click** (tap) on *Camera* on bottom menu (see arrow).




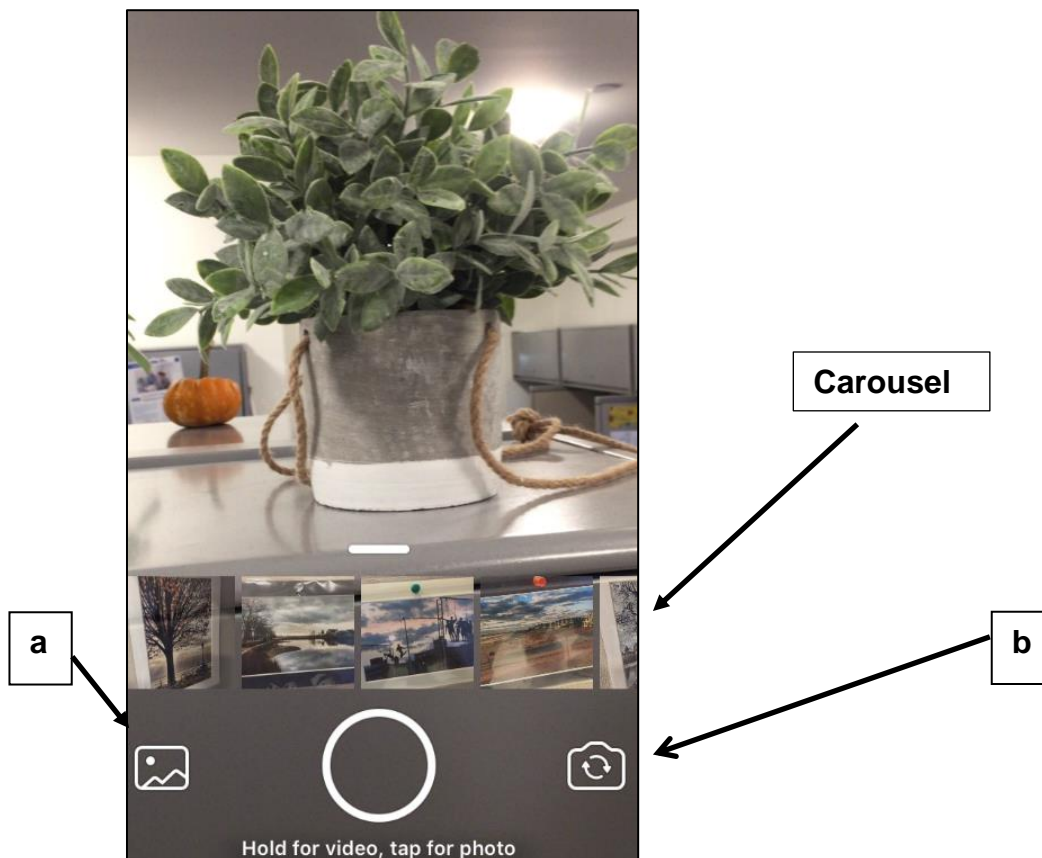


# Connect Through Tech

## Camera (continued)

Step 2. Your options are to:

- Swipe* left or right on **carousel** (strip of pictures on your camera) to select photo already on camera (demonstrated below) OR **click** (tap) on  **icon** (picture) to view all available photos
- Click** (tap) on camera **icon** (picture) on bottom right to use selfie camera

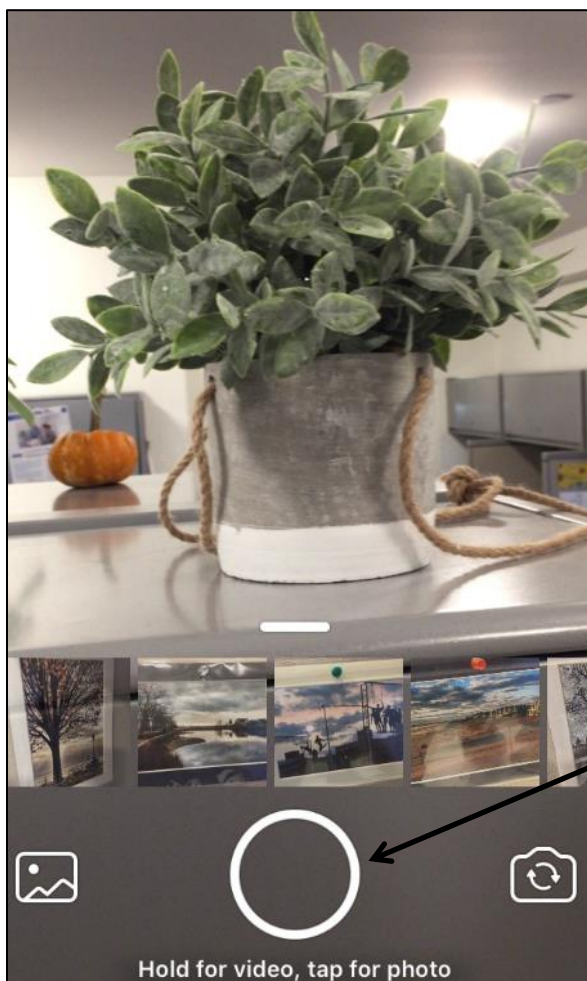




## Connect Through Tech

### Camera (continued)

- c. **Click** (tap) on circle to take a new photo
- d. *Press and hold* circle to take a new video



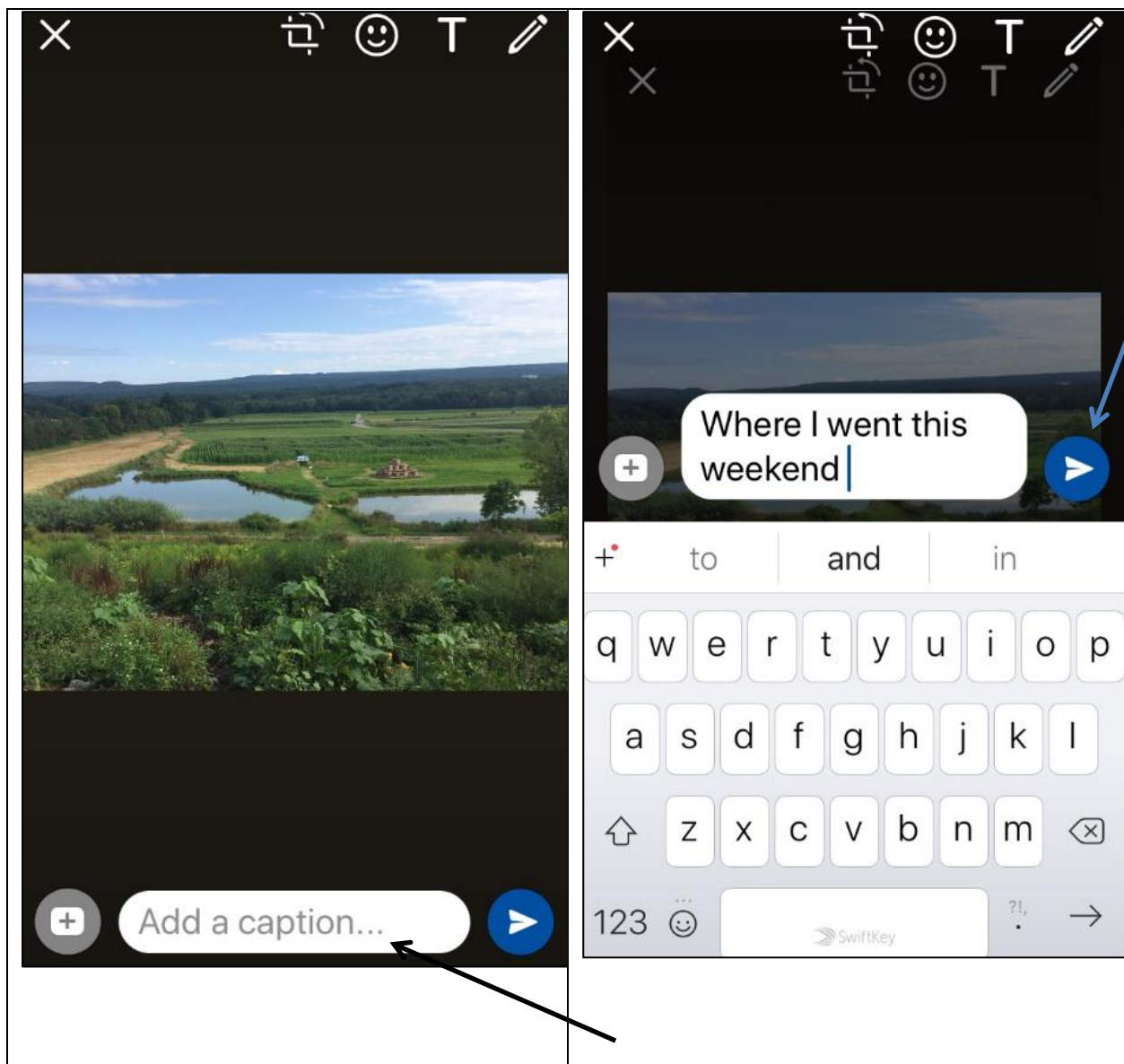
c, d



## Connect Through Tech

### Camera (continued)

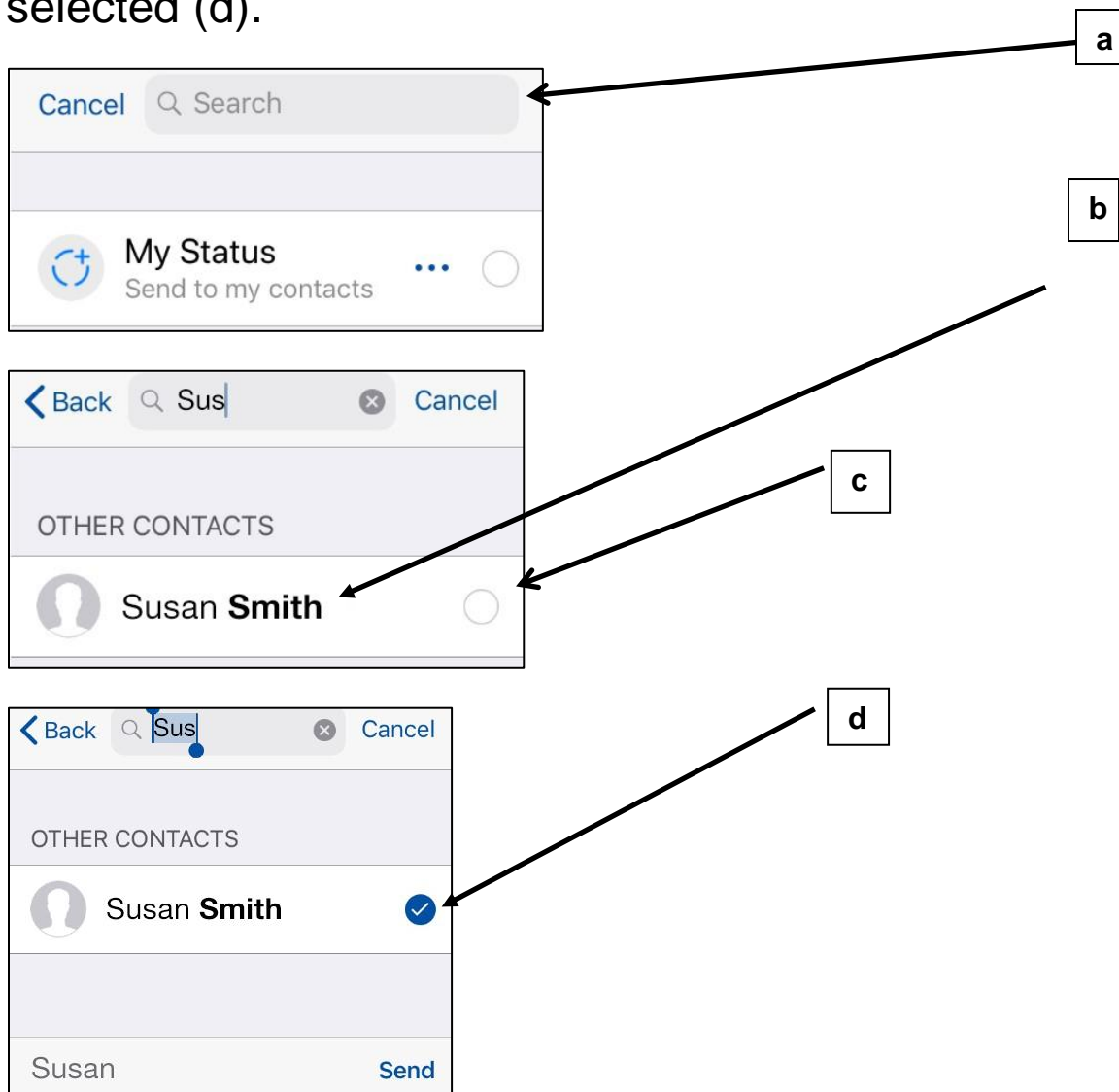
Step 3. Compose a caption to accompany your photo (shown on left), then **click** (tap) blue arrow to choose who to send to (shown on right).



# Connect Through Tech

## Camera (continued)

Step 4. First, search for contact to send photo to by **entering** (typing) their name (a). Next, after name of desired person appears (b), **click** (tap) circle next to name to select (c). Then check mark appears when person is selected (d).





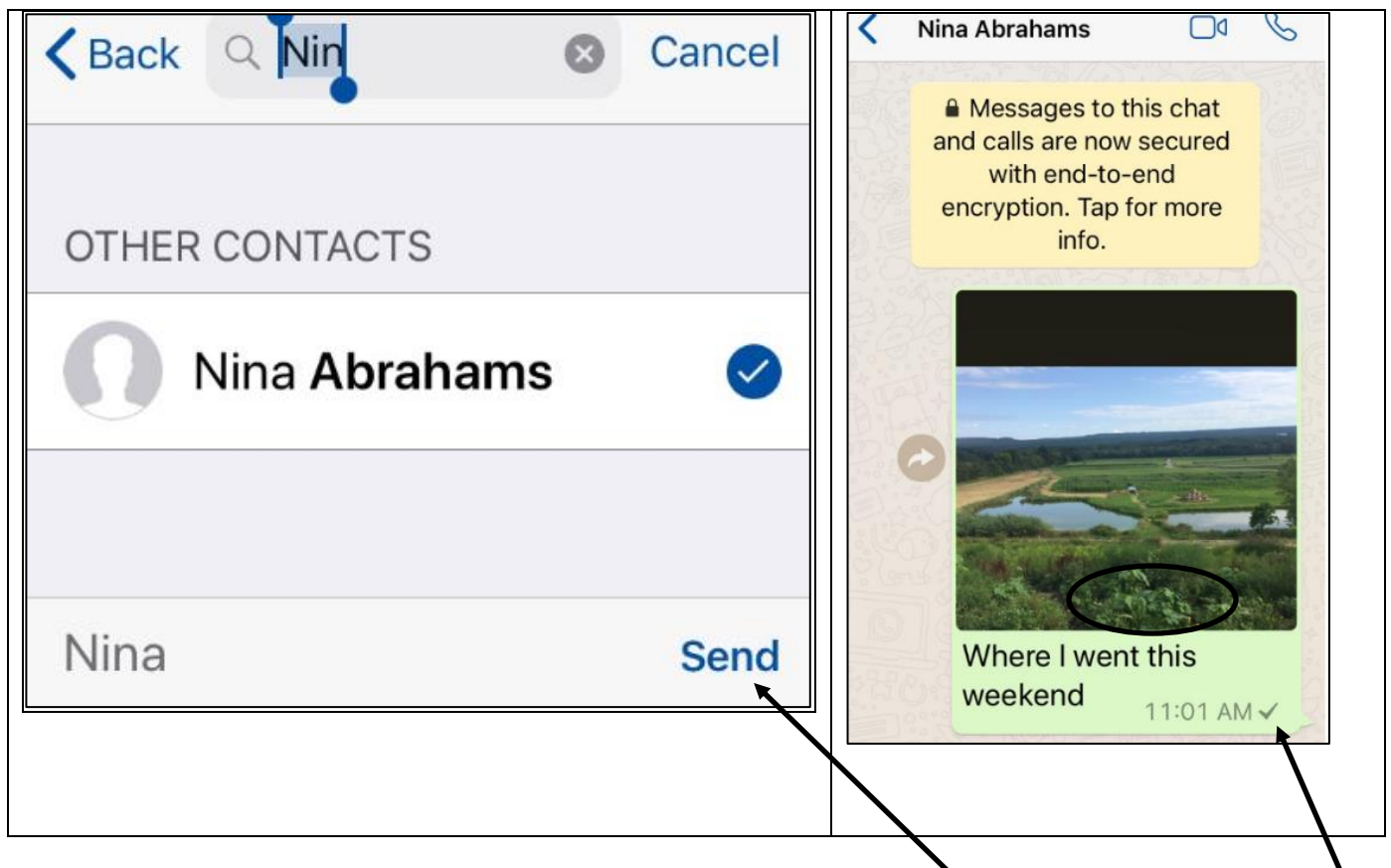


## Connect Through Tech

### Camera (continued)

Step 5. **Click** (tap) *Send* to send photo via chat (shown on left). Sent message will display with the time sent and check mark(s) (shown on right):

- Single check mark – message sent
- Two check marks – message received but not read
- Three check marks – message received and read





## Connect Through Tech

### **Status Messages**

Status messages are brief statements, pictures or videos that provide an update to your contacts on what you are doing or how you feel at the moment. To send and receive status updates, you and your contacts must be in each other's Contacts and must both be users of WhatsApp. Status updates will only appear for 24 hours.

For those who rely on WhatsApp as a daily and primary mode of communication, status updates can be a fun or useful feature. NOTE - Many WhatsApp users do not regularly update their status.

you don't create one, your default status message will be 'Hey there! I am using WhatsApp.'

Status messages can be created with text (see page 57) or with text and a photo (see page 63).

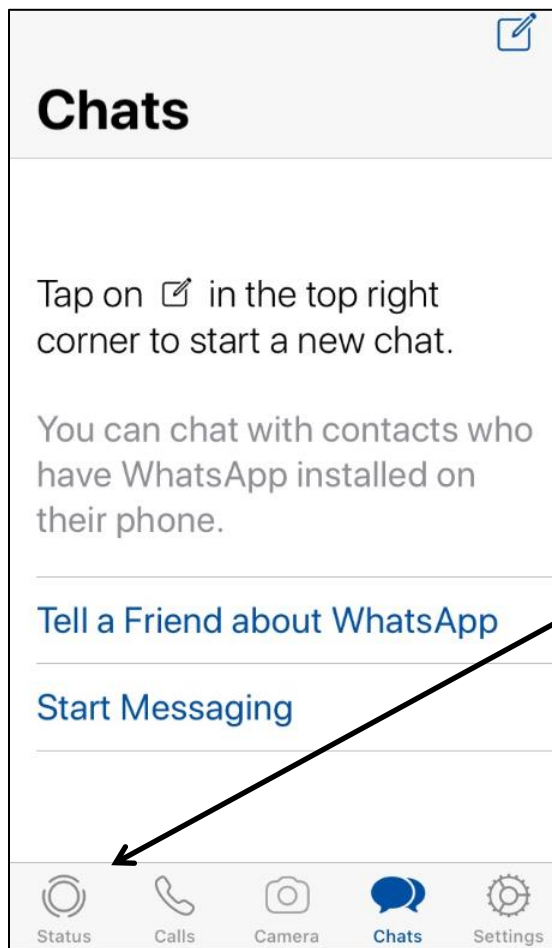




## Connect Through Tech

### Setting Your Status - Text

Step 1. When entering WhatsApp, you will start with the most recent function you used. Check heading on top of screen or blue highlight at bottom to see where you are (in example below, *Chats* is current function). If not in *Status*, **click** (tap) on *Status* on bottom menu.

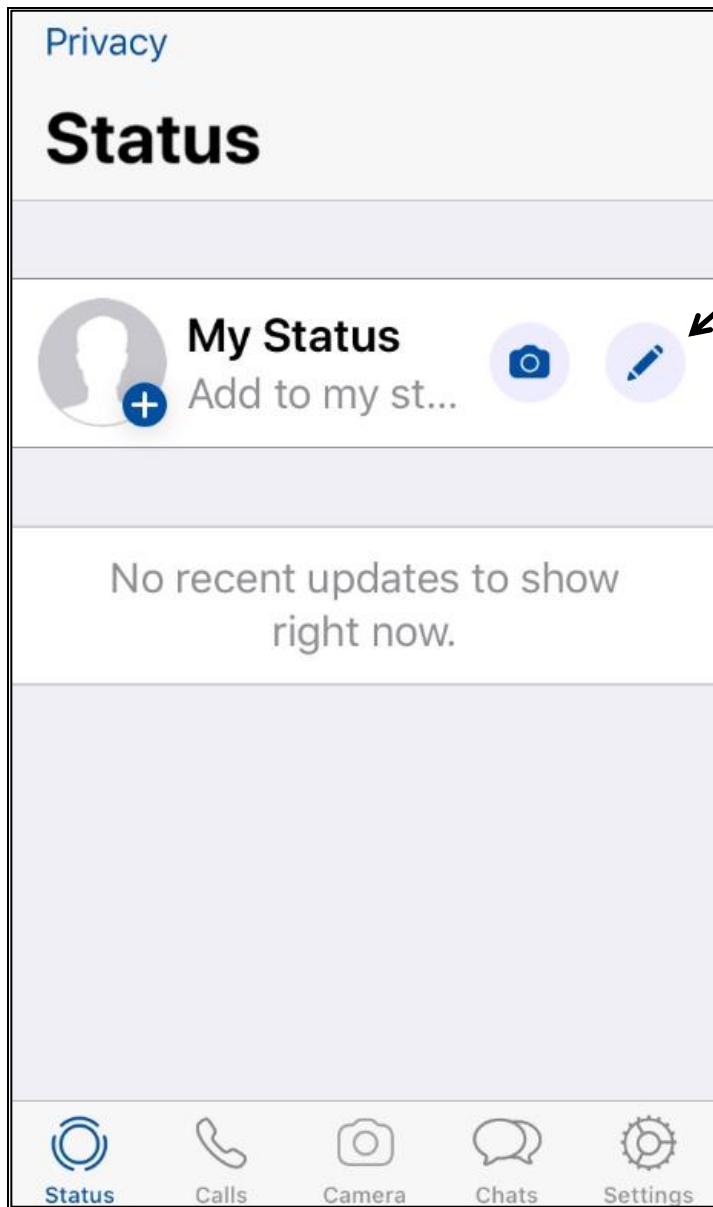




## Connect Through Tech

### Setting Your Status – Text (continued)

Step 2. **Click** (tap) on pencil icon to create a new text status message.

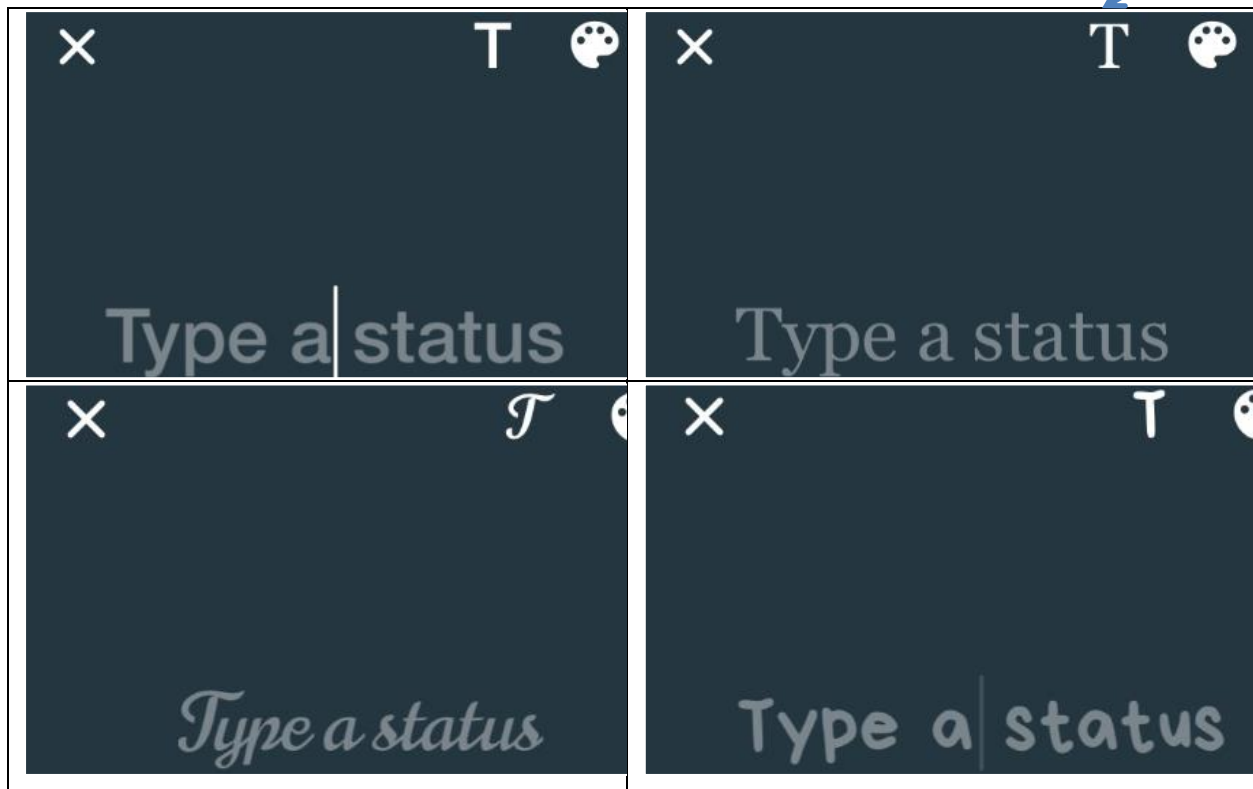




## Connect Through Tech


### Setting Your Status – Text (continued)

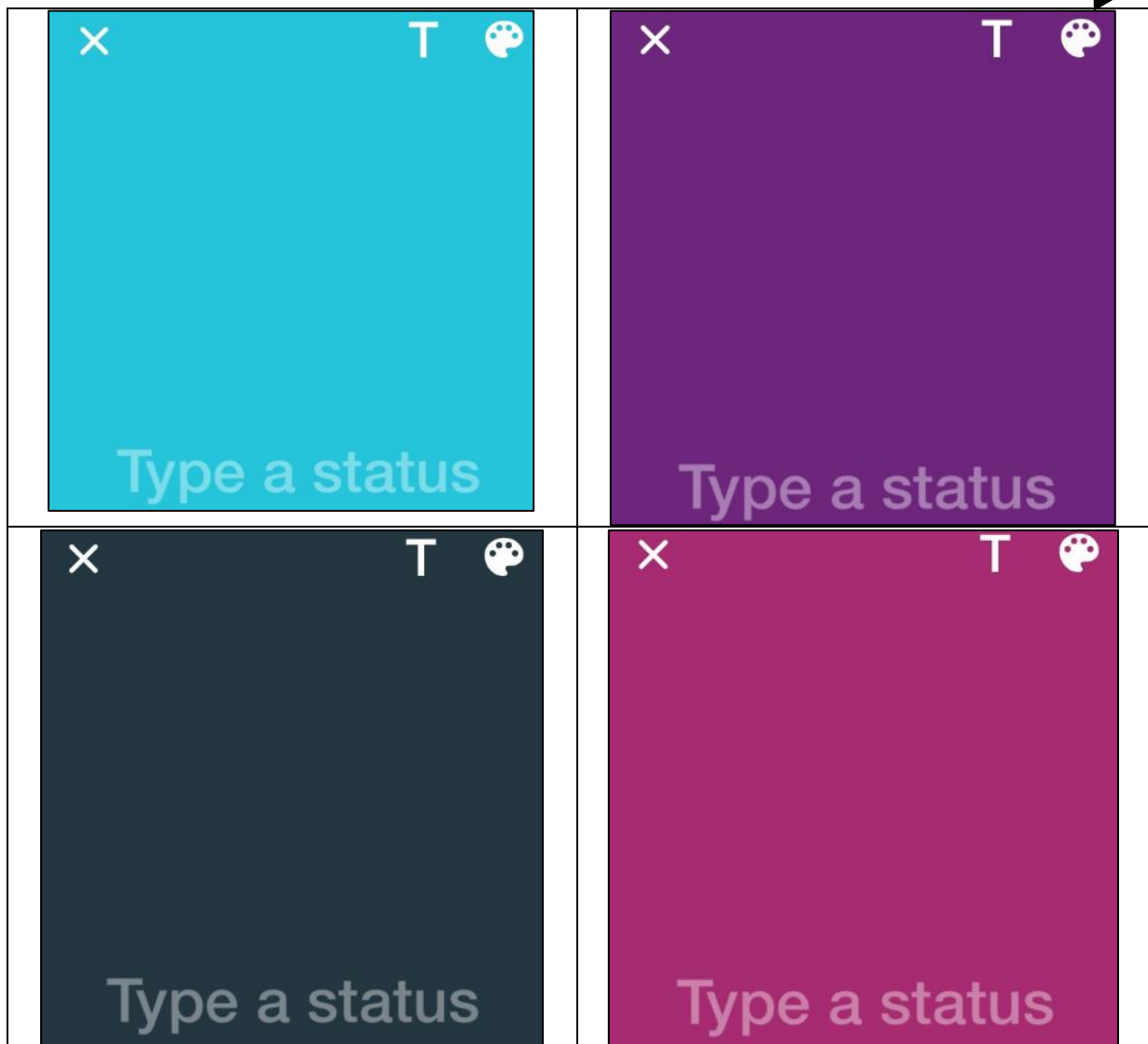
Step 3. To customize the look of your message, **click** (tap) on the “T” font icon on upper right of screen to choose desired font. Your screen will show one at a time. Keep clicking until you get a font you like. Examples of some fonts are shown below.



## Connect Through Tech

### Setting Your Status – Text (continued)

Step 4. To choose background color, **click** (tap) on  palette **icon** (picture) on upper right of screen. Keep clicking until you get a color you like. Examples of some colors are shown below.

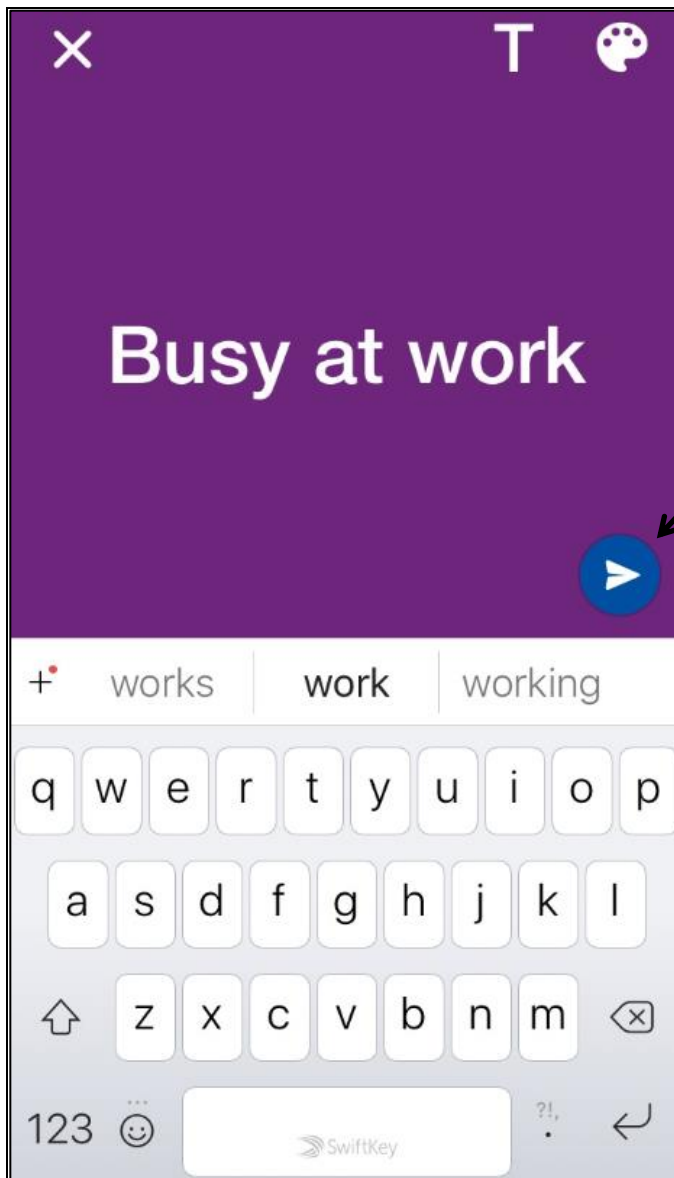




## Connect Through Tech

### Setting Your Status – Text (continued)

Step 5. Use keyboard to compose a status message, then **click** (tap) blue arrow to update status.

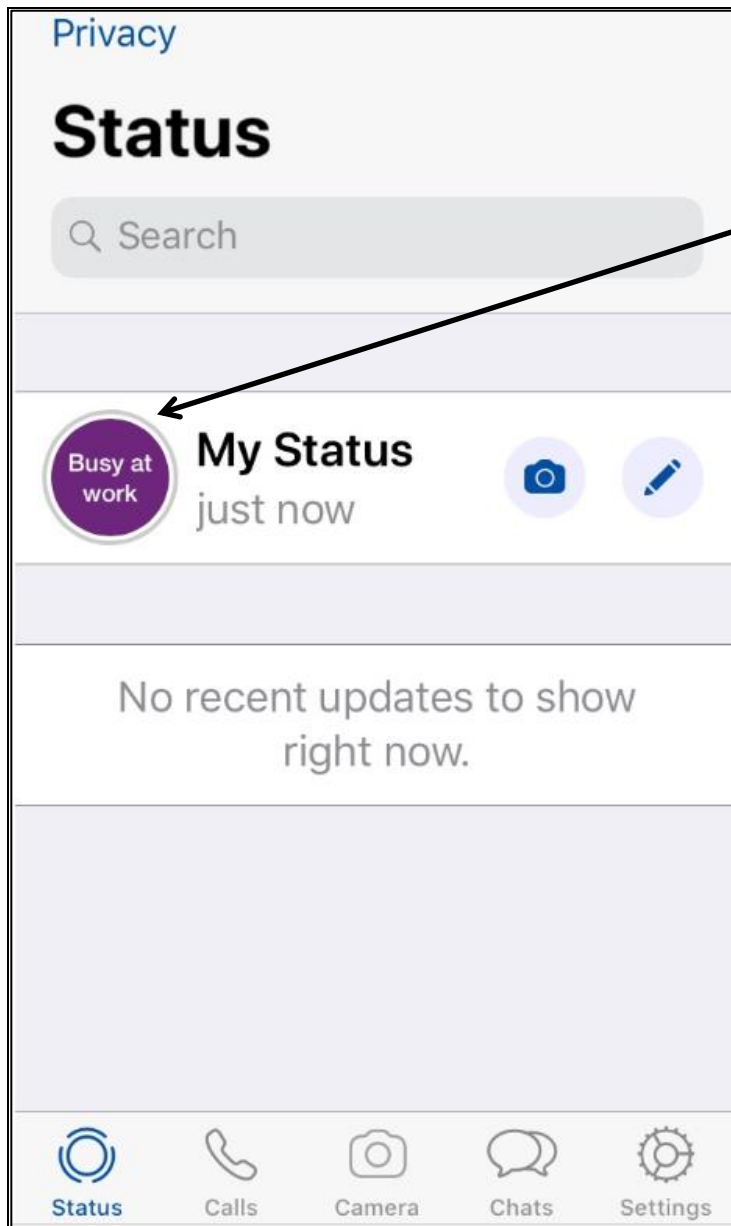




## Connect Through Tech

### Setting Your Status – Text (continued)

Step 6. New status message is saved with the background color and font type you chose.

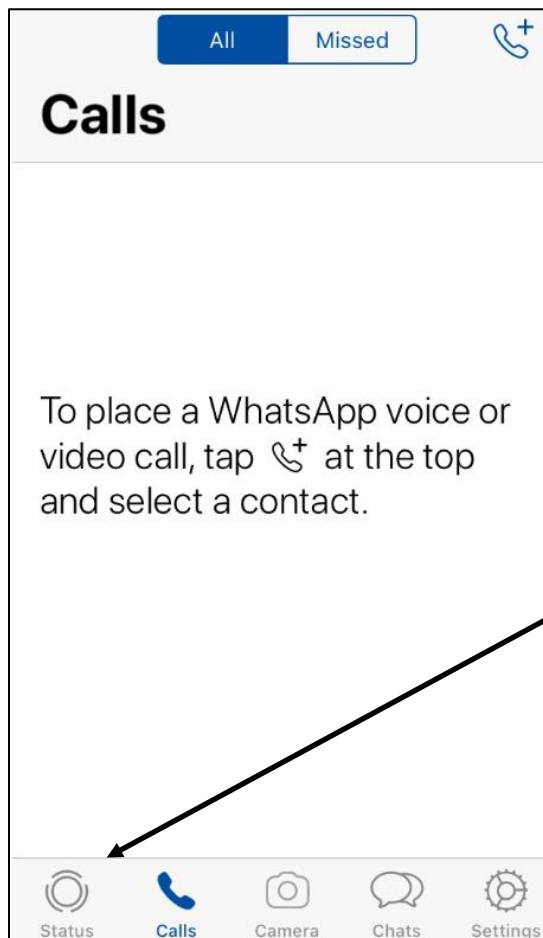




## Connect Through Tech

### Setting Your Status – Text and Photo

Step 1. When entering WhatsApp, you will start with the most recent function you used. Check heading on top of screen or blue highlight at bottom to see where you are (in example below, *Calls* is current function). If not in *Status*, **click** (tap) on *Status* on bottom menu. If not already in *Status*, **click** (tap) on Status on left side of bottom menu.



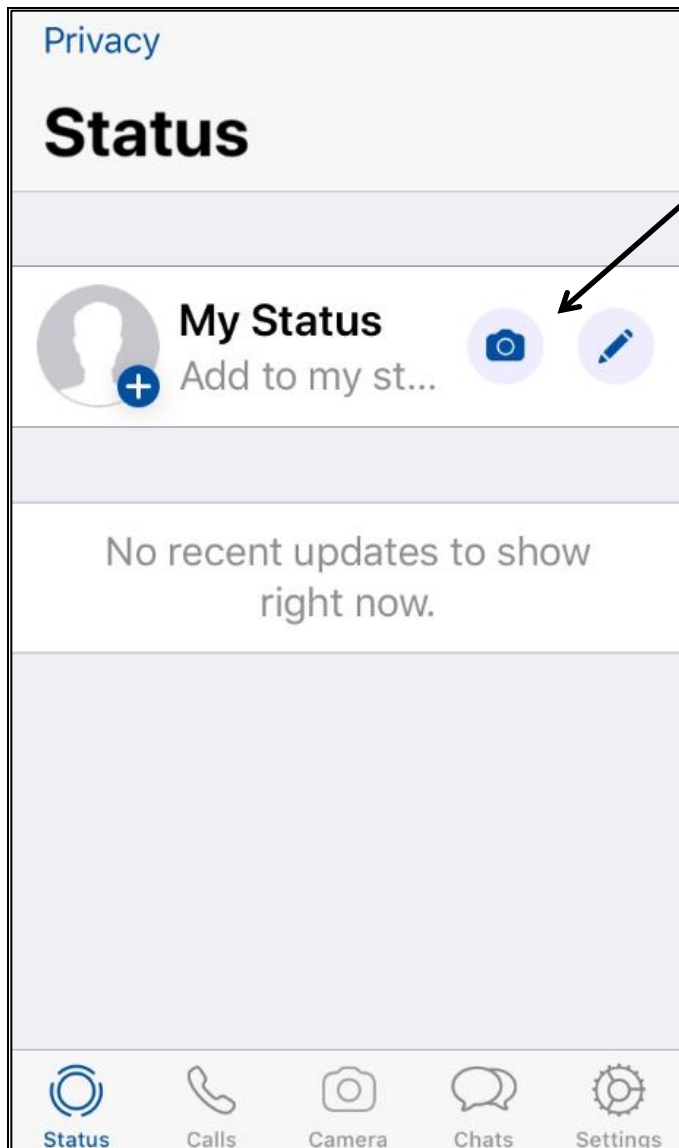




## Connect Through Tech

### Setting Your Status – Text and Photo (continued)

Step 2. **Click** (tap) on camera icon to create a new picture status message.






## Connect Through Tech

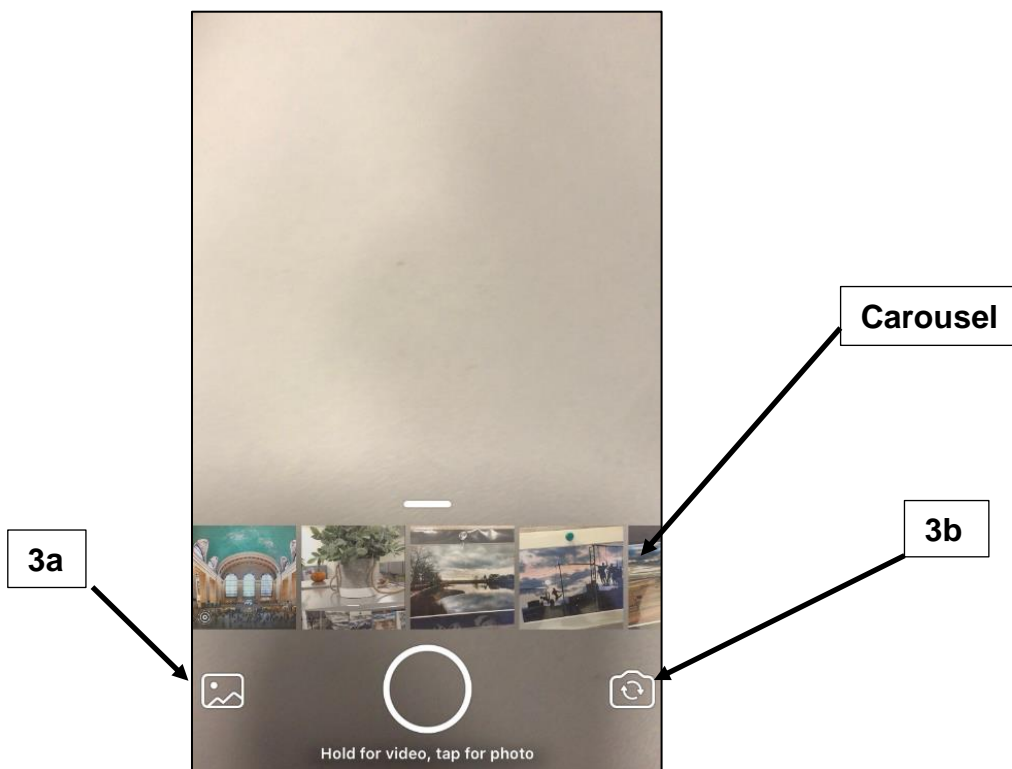
### Setting Your Status – Text and Photo (continued)

Step 3. Your four options are to:

a. *choose a picture on your phone* - *Swipe* left or right on **carousel** (strip of pictures on your camera) to select photo already on camera (demonstrated below)

OR **click** (tap) on  **icon** (picture) to view all available photos.

b. *take a picture of yourself* - **click** (tap) on camera icon in bottom right corner of screen to switch to selfie camera, then take photo.

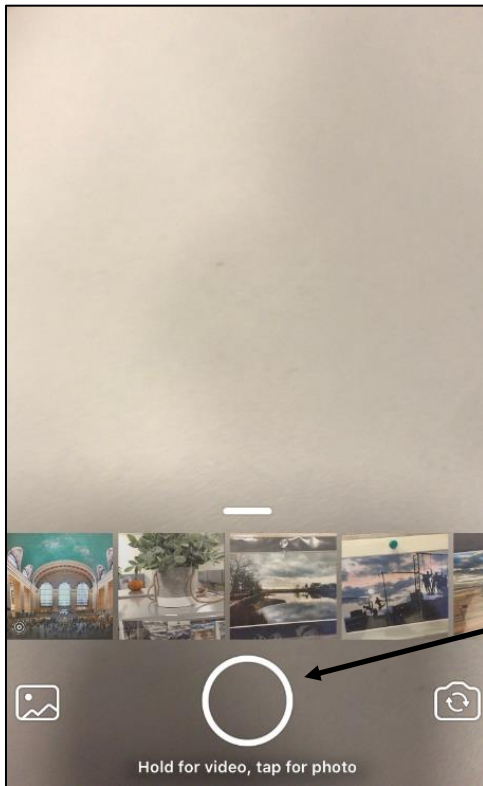




## Connect Through Tech

### Setting Your Status – Text and Photo (continued)

- c. *take a new photo* - **click** (tap) on circle in bottom middle of screen, then **click** (tap) again to take photo.
- d. *take a new video* - *press and hold* circle in bottom middle of screen, then release when done.



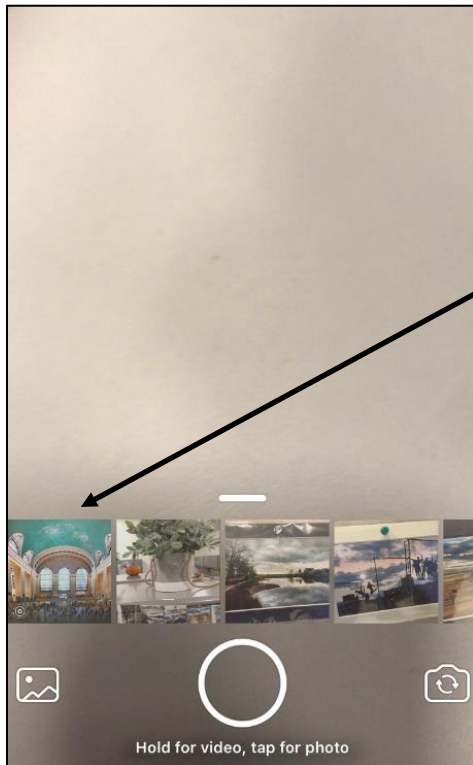
3c, 3d



## Connect Through Tech

### Setting Your Status – Text and Photo (continued)

Demonstrated below is option 3a which chooses a picture already on your phone – **click** (tap) on desired photo.

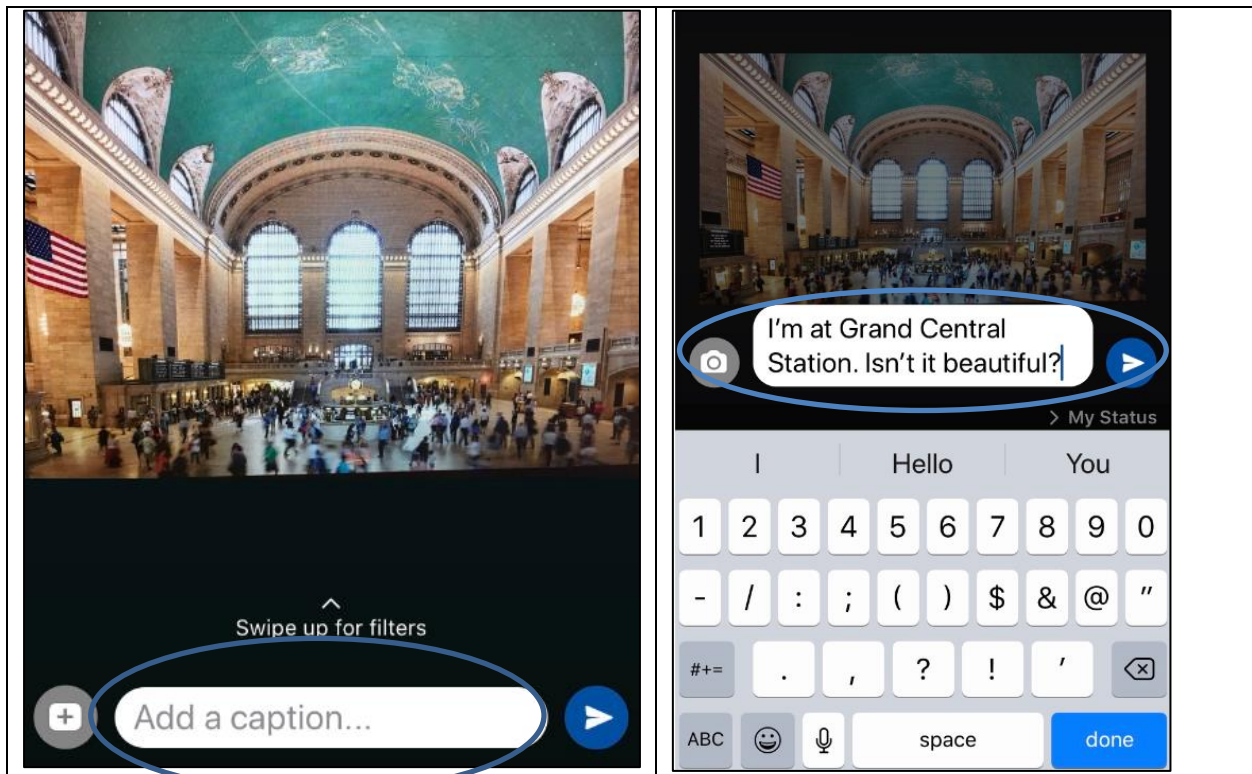




## Connect Through Tech

### Setting Your Status – Text and Photo (continued)

Step 4. To add text to appear with your photo or video, **click** (tap) on *Add a caption* (shown on left) to display keyboard. Type your desired caption, then **click** (tap) blue arrow to update your status.

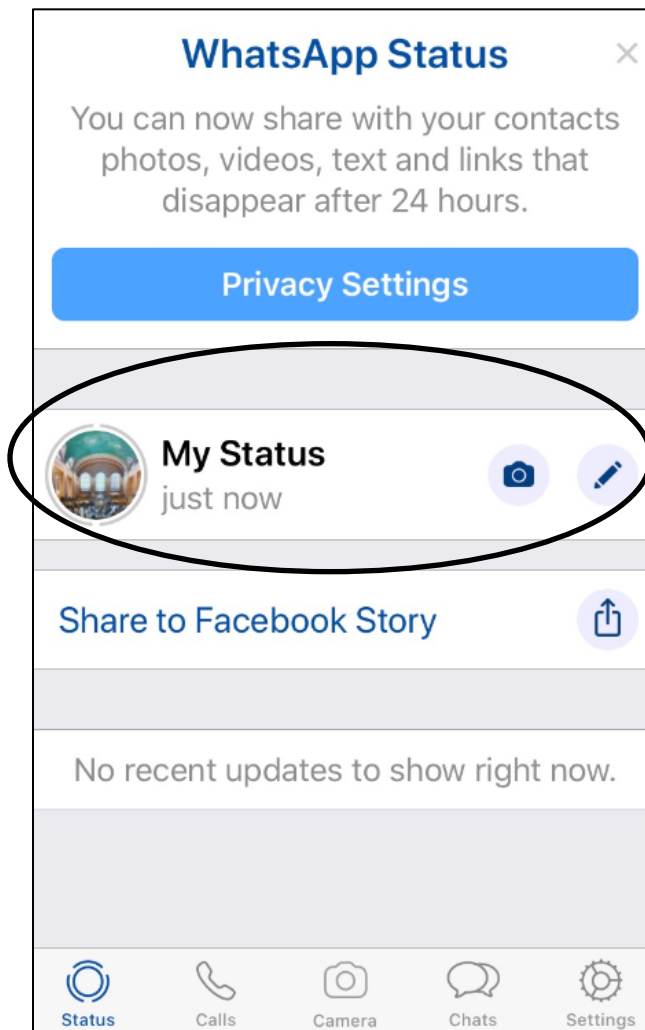




## Connect Through Tech

### Setting Your Status – Text and Photo (continued)

Step 5. New status message is saved with the picture and caption you selected. NOTE: The caption doesn't appear on your phone, only the picture. When others view your status, they will see the picture and your caption.





## Connect Through Tech

DOROT hopes that you have found this guide useful and that it has made technology easily more accessible.

We would love to hear from you. Please share your comments through [technologyhelp@dorotusa.org](mailto:technologyhelp@dorotusa.org).