



HOW TO USE WHATSAPP

WhatsApp is a great way to keep in touch and stay connected through group chats and video calls where you can see and hear your family and friends. WhatsApp allows you to share photos, messages and calls with your loved ones, and is the best way for groups of friends or families to keep in contact through group chats. It is the next best thing to sitting down to have a chat with them in the same room, and they could be on the other side of the world or just around the corner.

What is WhatsApp?

WhatsApp is a free video and voice chatting application that lets you talk, for free, with any other WhatsApp user over the internet typically friends and family. It's an amazing way to reach out. You can call or text anyone in the world for free: all you need is a phone and internet connection. You can also use it whilst you are overseas and connected to wifi. Many use the group chat feature to share information and pictures within the family or friend group they create. You can also have one-on-one chats with anyone in the world.

How to install WhatsApp

WhatsApp can be installed through your phone's applications store. If you are using an iPhone, install WhatsApp using the official App Store. If you're using an Android phone, install WhatsApp using the official Google Play Store.

How to get signed up

Once you have installed WhatsApp on your device, tap on its icon to open the app and follow the steps to create an account.

You will be asked to provide your mobile phone number and to enter a verification code that will be sent to your mobile. WhatsApp will also ask to access your contacts and photos. This can make using the app more convenient and is safe, but you don't have to agree to share your personal data to be able to use WhatsApp.

Getting started

WhatsApp can use the existing contacts in your phone to quickly create a contact list of people to call.

First, WhatsApp will ask permission to access the names and numbers of family and friends stored in your phone's contact list. If you agree, WhatsApp can search your contacts for people who have WhatsApp and create a list of them for you to call or text through the application.

You can only make a WhatsApp video call from a mobile phone, not from a computer. To make a call, first tap on Calls at the top of the screen (Android phones) or the bottom of the screen (iPhones). Then tap on the New Call icon, which is a phone symbol with a plus (+) sign next to it. Then find the name of the contact you want to call from the list. Finally, tap the video camera symbol next to the name to start the video call.

How to stay safe from text and call scams on WhatsApp

Just like on any device, scams are a possibility on WhatsApp and it's best not to accept or make WhatsApp calls to people you don't know.



FAMILIES OF VETERANS GUILD

Scammers can reach you through text or calls, often providing links for you to click or using urgency or fear tactics to manipulate victims, so if something feels off, trust your instincts and end the call or delete and block the person.

Never share personal information, such as your bank details or government-issued numbers. Avoid clicking on any links or opening attachments in text messages from unknown sources.

Complete the privacy checkup to customise your privacy settings and add more layers of security. Adjust your privacy settings to control who can see your last seen and online status, profile photo, about information, live location, status updates, and group invites.

Finally, you can block and report unwanted contacts or conversations, and report channels that share illegal, harmful content, or spam. Following these guidelines will help keep your WhatsApp account secure and protect your privacy.

Examples of common text and call scams to avoid

1. Loved one in need scams

A WhatsApp scammer pretends to be a close family member or friend with a new phone number. The scammer uses social engineering techniques, often asking for money to help with an emergency.

2. Gift card scams

The victim receives a text message claiming to be from a legitimate company, with a link to claim a supposedly free gift card. In reality, the link leads to a malicious website.

3. QR code scams

Like a gift card scam, in QR code scams, scammers use WhatsApp to send a QR code, asking you to scan the code to receive a prize. But, by following the scammer's instructions, you may end up giving them sensitive information that they can use for identity theft or to access your bank account.

4. Call forwarding scams

A call forwarding scam starts with an unsolicited phone call. The scammer convinces you to call a number that, without your knowledge, will enable call forwarding from your number to a new one that the scammer controls.

5. WhatsApp Gold scams

In a WhatsApp Gold scam, a scammer will send you a text claiming that you've been invited to WhatsApp Gold, an exclusive version of WhatsApp. This "invitation" includes a link that takes you to a spoofed website or infects your device with malware.

How to spot a WhatsApp scam

Although WhatsApp scams take numerous different forms, they often share similar characteristics. Here are the most common signs of a WhatsApp scam:

- Unsolicited text messages from unfamiliar numbers
- Messages urging immediate action
- Messages with spelling and grammatical errors
- Requests for money or personal information
- Messages with suspicious links or attachments
- Messages claiming you won a lottery, prize, gift, coupons, etc.