HOW TO: WHATSAPP

## Confidently connect and communicate on WhatsApp

WhatsApp is a free messaging app that helps you stay connected with friends, family, and groups through text, voice, and video. You can share photos, documents, and updates in private or group chats from anywhere in the world. Learning how to use WhatsApp safely and confidently helps you stay connected, protect your privacy, and make the most of your conversations.

1. What you need to start

- Mobile device and phone number
- Internet access: Whatsapp is accessed online through an app or a web browser (Google Chrome, Apple Safari, Internet Explorer)

2. Downloading the WhatsApp app on your mobile device

- Open the App Store (iPhone) or Google Play Store (Android).
- In the search bar, type "WhatsApp Messenger".
- Look for the app by WhatsApp Inc.
- Tap Download or Install.
- Wait for it to finish installing, then tap Open.
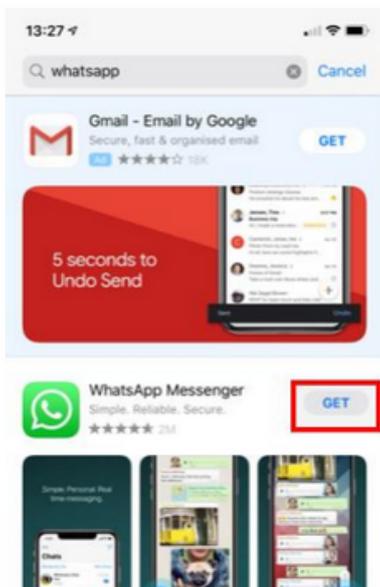
Scan the QR code to view the Digital Literacy Guides
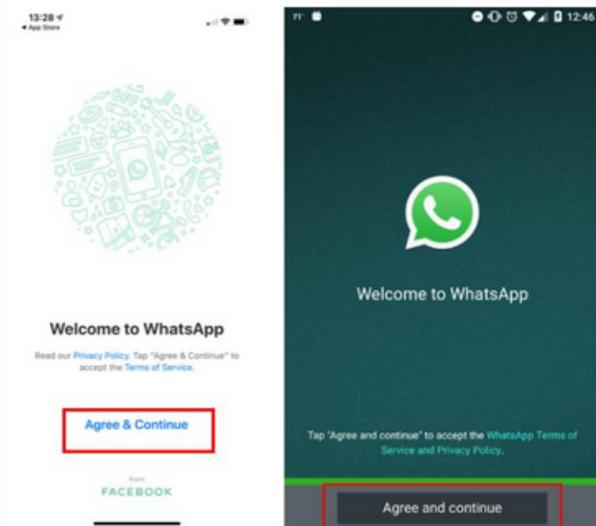or visit: familiesofveterans.org.au/digital-literacy-war-widows

3. Set up WhatsApp

- Read and tap Agree and Continue to accept the Terms of Service.
- Enter your mobile phone number and tap Next.
- WhatsApp will send you a 6-digit verification code via SMS.
- Enter the code to verify your number.

4. Set up your profile

- Click the three dots on the top right hand corner, and then click settings.
- Click the top section under Settings with profile photo, name and status.
- Add your name and a profile photo so contacts recognise you.
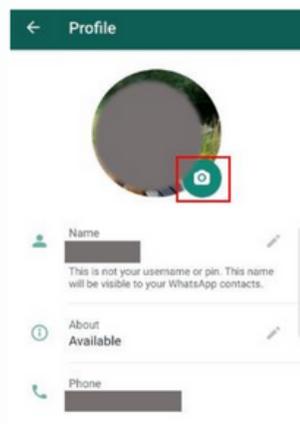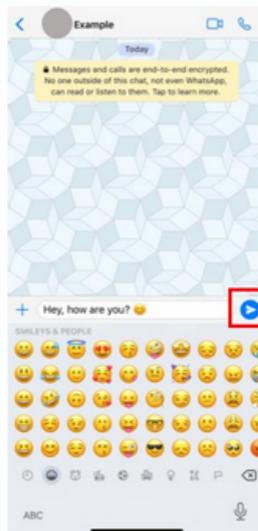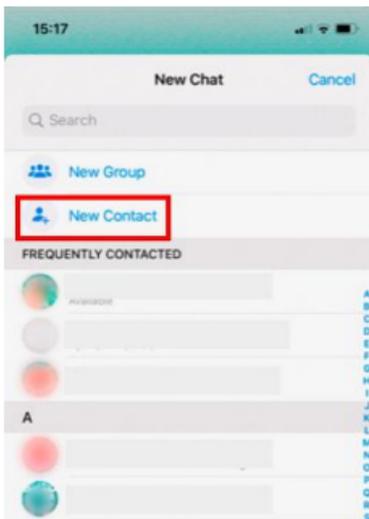

5. Allow permissions

- Grant access to Contacts, Microphone, Camera, and Photos/Storage so WhatsApp can call, send media, and show your contacts.

6. Send messages

- Tap New Chat (or the chat icon), pick a contact from your phonebook, type your message and press Send.
- In a chat tap the attach/paperclip or + icon → choose Photo/Video/Document → add a caption → send.
- Press and hold the microphone icon to record; slide up to lock recording (hands-free) or swipe left to cancel.

7. Make voice and video calls

- Open a chat and tap the phone or video icon to call that contact. Ensure mic/camera permissions are allowed.
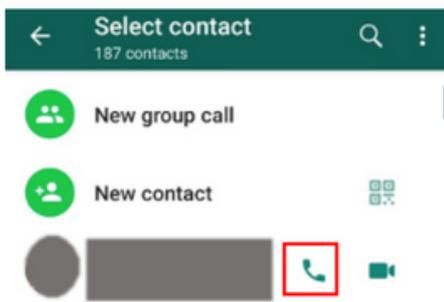
8. Create a group

- Tap New Group, select participants, add a group name and optional photo. You can change group settings (admins, who can edit info).

9. Other tips for using WhatsApp

Backup your chats
- Settings → Chats → Chat backup. Android uses Google Drive; iPhone uses iCloud. Turn backups on and choose frequency.

Adjust privacy & security
- Settings → Account → Privacy: control Last Seen, Profile Photo, About, Status, Read Receipts. Enable Two-step verification under Account for extra security.

Manage storage
- Settings → Storage and data → Manage storage to review and delete large files or clear space.

Mute & notifications
- Open a chat or group → tap the contact/group name → Mute to silence notifications for a chosen time. Adjust overall notifications in Settings → Notifications.

Search, star & pin
- Use the search bar to find messages/files. Long-press a message to Star it for quick access. Pin important chats to the top of your list.

Forwarding & quoting
- Long-press a message to Forward or Reply (quote) — useful in group chats to keep context.

Basic etiquette & safety
- Ask before adding people to groups. Don't share sensitive personal info. Be careful with forwarded content — check sources.

10. Common troubleshooting

- If you can't send messages, check your internet connection.
- For verification SMS not received, confirm your phone number & country code, try "Call me".
- If photos or videos won't download, check your phone's storage space and permissions.

Disclaimer
These guides are here to help you build confidence with technology. While we've done our best to make the information accurate and easy to follow, technology changes quickly and some details may become outdated. Always take care when sharing personal information online, and reach out to a trusted person or service if you're unsure.