

WEBINAR SERIES WORKSHEET

Staying Connected

FACETIME *By Apple*

PLATFORM

Mac, iPhone, iPad

FaceTime is an Apple product. That means it can only be used between Apple users. So if you have an iPhone, it can FaceTime another iPhone, iPad or Mac. If you have an iPad, it can FaceTime an iPhone or iPad or Mac.



INSTALLATION

Installing on an iPhone or iPad

1. Locate the **App Store**.
2. Tap on the icon or box that says **Search**.
3. The keyboard will appear, type in **FaceTime** and tap on **FaceTime** in the list of results.
4. After tapping and finding **FaceTime**, tap on **GET** to install the app.



***Note:** if you see **OPEN** instead of **GET**, you already have the app installed on your device.*

5. You may have to enter your **Apple ID** and **password**.

***Note:** Your Apple ID is usually your email address.*

6. Wait for **FaceTime** to finish installing on your device.

HOW TO USE FACETIME

Get up and running in no time

1. Go to your **Contacts** app on your iPhone or iPad.



2. A list of your contacts will appear, tap on the person you want to **FaceTime** with.

3. After tapping on the contact, you will see that person's contact information.

4. At the top, next to the **Message** and **Phone** icons, there is an icon named **Video** or **FaceTime**, tap this icon to make a **FaceTime** call with someone.

***Note:** if the **Video** or **FaceTime** icon is grayed out, that person does not have an Apple device, or they do not have **FaceTime** set up on their own device.*

SKYPE *By Microsoft*

PLATFORM

Apple, Android, Windows, Web

Skype is a Microsoft product. To use Skype, you must have a Microsoft account. Unlike FaceTime, Skype can be used on multiple platforms such as an iPhone or Android device, laptop and desktop computer or on the web.



INSTALLATION ON APPLE DEVICE

Installing on an iPhone or iPad

1. Locate the **App Store**
2. Tap on the icon or box that says **Search**.
3. The keyboard will appear, type in **Skype** and tap on **Skype** in the list of results.
4. After tapping and finding **Skype**, tap on **GET** to install the app.



***Note:** if you see **OPEN** instead of **GET**, you already have the app installed on your device.*

5. You may have to enter your **Apple ID** and **password**.

***Note:** Your Apple ID is usually your email address.*

6. Wait for **Skype** to finish installing on your device.

INSTALLATION ON ANDROID

Have an Android device? No problem.

1. Locate the **Play Store** on your device.



2. At the top of your device there is a white search box. Tap on it to reveal the keyboard.

3. Type in **Skype**, a list of apps will appear. Tap **Skype**.

***Note:** the **Skype** icon will appear like the blue icon above with the "S".*

4. Tap the **Install** button.

***Note:** if this is the first time downloading an app, **Play Store** may ask you for credit card information. Tap **Skip** if you do not want to at this time.*

5. Wait for the app to download. Once it has downloaded, tap the **Open** button which has replaced the **Install** button.

***Note:** You can also find the icon on the main page of your home screen.*

SKYPE *By Microsoft (Continued)*

HOW TO USE SKYPE

Get up and running in no time





1. Locate and open the **Skype** app on your device.
2. Tap on **Sign-In** or **Create**.

***Sign In:** if you already have a Microsoft Account, sign in using your email, phone and the password Microsoft has on file. Microsoft will let you know if you have on or not.*

***Create Account:** if you don't have an account, tap **Create One**. Fill in the information they require to create an account.*

MAKING A SKYPE CALL

You have the app, now what?

1. Open the Skype app on your device.
2. Find the person you want to call from your **Contacts**  list.
3. Select the contact you want to call, and then select the **audio** , or **video**  button. If you want to make a group call, simply add another participant.
4. At the end of a call, select the **end call**  to hang up.



GET THE HELP YOU NEED

CALL US TODAY AT 877-201-3586

NEED MORE HELP?

You might struggle with downloading and using the apps we've talked about. If you need a little help, connect with your

trainer or our customer care team. They'll help you set up and use the handy apps. Call us at **877-201-3586** to connect with us!

MESSENGER *By Facebook*

PLATFORM

Apple, Android, Windows, Web

Messenger allows you to do voice or video chats. Again, it is 100% free. Unlike FaceTime, you don't have to have Apple products to use it, but you do need a Facebook account in order to talk to others on Messenger.



INSTALLATION ON APPLE DEVICE

Installing on an iPhone or iPad

1. Locate the **App Store**.
2. Tap on the icon or box that says **Search**.
3. The keyboard will appear, type in **Messenger** and tap on **Messenger** in the list of results.
4. After tapping and finding **Messenger**, tap on **GET** to install the app.



***Note:** if you see **OPEN** instead of **GET**, you already have the app installed on your device.*

5. You may have to enter your **Apple ID** and **password**.

***Note:** Your Apple ID is usually your email address.*

6. Wait for **Messenger** to finish installing on your device.

INSTALLATION ON ANDROID

Have an Android device? No problem.

1. Locate the **Play Store** on your device.
2. At the top of your device there is a white search box. Tap on it to reveal the keyboard.



3. Type in **Messenger**, a list of apps will appear. Tap **Messenger**.

***Note:** the **Messenger** icon will appear like the blue icon above with the "bolt".*

4. Tap the **Install** button.

***Note:** if this is the first time downloading an app, **Play Store** may ask you for credit card information. Tap **Skip** if you do not want to at this time.*


5. Wait for the app to download. Once it has downloaded, tap the **Open** button which has replaced the **Install** button.


***Note:** You can also find the icon on the main page of your home screen.*

MESSENGER *By Facebook (Continued)*

HOW TO USE MESSENGER




Get up and running in no time.

1. Locate and open the **Messenger** app on your device
2. **Log-In** using your Facebook account. If you don't have a Facebook account, you can create an account by tapping on the **Not on Facebook?** button.
3. Tap the **Compose** button .
4. The **Keyboard** will appear. Type in the name of the Facebook friend you would like to message.
5. Tap on the input box near the bottom middle, this is where you will type your message.

After you type your message tap the **Send** icon .

MAKING A MESSENGER CALL

You have the app, now what?

1. Open the **Messenger** app on your device.
2. Tap on the contact you want to call, or search for their name with the search field.
3. Select the contact you want to call, and then select the **audio** , or **video**  button.
4. At the end of a call, select the **end call**  to hang up.



GET THE HELP YOU NEED

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NEED MORE HELP?

Want to send money over Facebook Messenger, or make a call? Connecting with family and friends is easy once you get the

hang of it. Our patient, respectful trainers and customer care team are here to help. Call us at **877-201-3586** to get the help you need.

WHATSAPP *By Facebook*

PLATFORM

Apple, Android, Windows, Web

WhatsApp is probably the most robust of them all. You do not have to have an Apple product to access it. There is a mobile app, desktop app, and web version which means it is available on smartphones, tablets, and computers.



INSTALLATION ON APPLE DEVICE

Installing on an iPhone or iPad

1. Locate the **App Store**.
2. Tap on the icon or box that says **Search**.
3. The keyboard will appear, type in **WhatsApp** and tap on **WhatsApp** in the list of results.
4. After tapping and finding **WhatsApp**, tap on **GET** to install the app.



***Note:** if you see **OPEN** instead of **GET**, you already have the app installed on your device.*

5. You may have to enter your **Apple ID** and **password**.

***Note:** Your Apple ID is usually your email address.*

6. Wait for **WhatsApp** to finish installing on your device.

INSTALLATION ON ANDROID

Have an Android device? No problem.

1. Locate the **Play Store** on your device.
2. At the top of your device there is a white search box. Tap on it to reveal the keyboard.



3. Type in **WhatsApp**. A list of apps will appear. Tap **WhatsApp**.

***Note:** the **WhatsApp** icon will appear like the green icon above.*

4. Tap the **Install** button.

***Note:** if this is the first time downloading an app, **Play Store** may ask you for credit card information. Tap **Skip** if you do not want to at this time.*

5. Wait for the app to download. Once it has downloaded, tap the **Open** button which has replaced the **Install** button.

***Note:** You can also find the icon on the main page of your home screen.*

WHATSAPP *By Facebook (Continued)*


SETTING UP WHATSAPP

Let's set up your new app

1. Locate and open the **WhatsApp** app on your device.
2. Enter your **Mobile Phone Number** into the app.
3. You will receive a **Verification Code** via a text message, just make sure you use your phone number.
4. Copy or write down your **Verification Code** and enter it when asked.
5. Enter in your **Name**, then tap on **Done** on the top right. You will now be able to use **WhatsApp**.

MAKING A WHATSAPP CALL

You have the app, now what?

1. Open the **WhatsApp** app on your device.
2. In the **Chats** section, tap the conversation with the person that you want to call, assuming you have one. If not, you'll need to start a **New** chat with the contact before proceeding.
3. In the upper-right hand corner of the **Conversation** screen, tap the **Call**  icon, which looks like a phone. Your call should now start ringing.



GET THE HELP YOU NEED

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NEED MORE HELP?

Connecting with others is easy once the right technology is set up. If you've hit a roadblock or would like one-on-one help, give us

a call! Our customer care team and trainers can connect with you at **877-201-3586**.