



A short guide to using social media and keeping in touch online



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Why use social media?

Social media is a great way to stay connected with others; to friends and family, to organisations and to other people. It is also a good way to find and ask for support when you need it.

In the UK 38+ million people currently use social media, and that's growing.

Why not get involved?

In this guide, we'll introduce to the basics of Facebook and Twitter, and how to stay in touch using Skype and Whatsapp. We'll also share some hints and tips to stay safe online whilst using these platforms and provide some information about where you can look for more information about staying safe online.

Facebook

What is Facebook?

Facebook is a social networking site that allows you to keep up to date with and share with the people you meet. You can 'post' to their timelines, share photos, privately message and more.

How to get started

Create a Profile - Go to www.facebook.com and fill in the sign-up form.

Facebook will send a code to your email address, so you can confirm this email address belongs to you. Enter the code in the box and click continue.

Or, click on the 'Confirm your account' button within the email.

You can then set up some of the basics for your account such as:

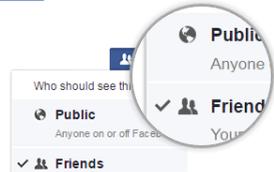
- Searching for friends via your email contacts (Facebook will link with your emails, and search for contacts)
- Getting to know and changing your privacy settings
- Uploading a profile picture
- Searching for friends by name.

- 1 Search your email for friends already on Facebook
People on Facebook find an average of 20 friends and family using the Facebook Friend Finder. Have you found all of your friends? Try it.

Find Friends

- 2 Get to know your privacy settings
You control how you share your stuff with people and apps on Facebook.

Take a Privacy Tour



- 3 Upload a profile picture



Add Picture

OR

Take a photo
With your webcam

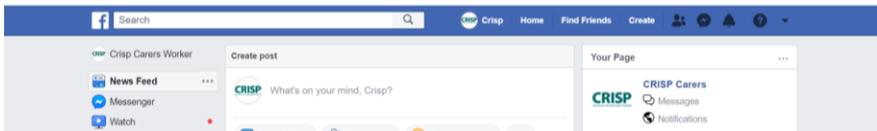
- 4 Find people you know
Search by name or look for schoolmates and colleagues.

Finding your way around

When you 'log in' to Facebook, you will be taken to the newsfeed. This is the page where everyone's stories, pictures and post show up. It is where you can connect with people by 'liking' their posts or by leaving a comment.

The Blue Toolbar

At the top of Facebook, there is a blue bar. This is your 'toolbar' – a place where you can navigate to different parts of Facebook. This blue bar will appear no matter what which part on Facebook you are on, so is useful to get to know.



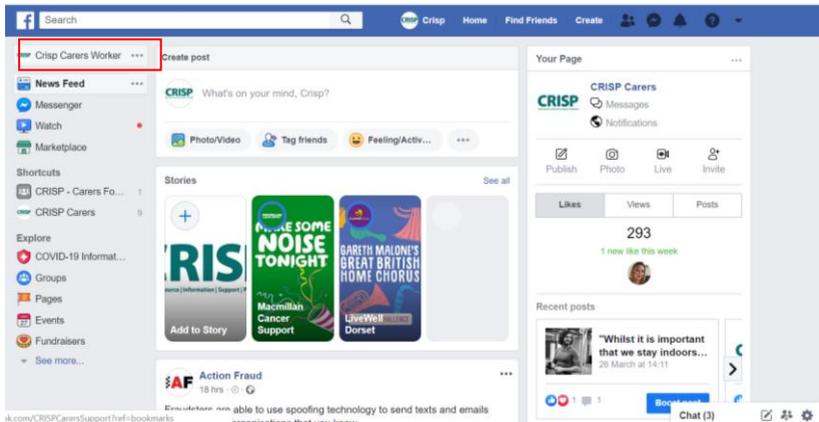
Starting at the left:

1. The white strip that says 'Search' – Here you can search of family/friends find articles or browse topics by typing in the key works you are looking for and then clicking the 'Enter' key on your keyboard.
2. Your profile picture and name – If you click on this, you will go to your personal page. This where your photos and posts are kept and is where someone will go to find out more about you – such as the town you live in, your photos and other information you have chosen to share.
3. Home – Clicking this takes you back to the main newsfeed
4. Find Friends, including the icon which looks like two silhouettes – Clicking 'Find Friends' takes you to a page where you can view any friends that Facebook suggests to you. Clicking the silhouette icon will show you any 'Friend Requests' you have received (they want to connect with you so you can see one another's posts and pictures). You have the option to accept or decline the request. Remember, only accept requests from people who you feel comfortable doing so. It is your choice.
5. Message icon – this looks like a circle with a lightning zap through it. If someone sends you a message, there will be a little number by this icon. You can click on this and sent and receive messages at any time.

- Bell icon – this is the notifications button and is where Facebook lets you know about anything relating to the content you have added. For example, if you post a photo, Facebook will let you know if someone has ‘liked’ or commented on it. There will be a little number next to the bell if there are any new notifications.

Editing your Profile

When you are logged in, click on your profile name at the top left hand side of the screen. This will take you to your profile.



Once in your profile. The tabs along the top allow you to make changes to the details people see. You can also add friends here.



If you click on the ‘About’ tab. This will provide you with different options to update information about yourself. Such as basic information about you, your friends etc.

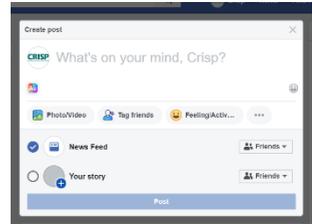
Please be careful about the information you add to your profile. This can sometimes be seen by people you might not want to give your information to.

Helpful things to know

People

Everyone using Facebook has a [User Profile](#) and a [Home page](#) (where you can see what all of your friends are doing).

You can tell people what you are doing, and share photos by clicking in the box that asks 'What's on your mind?' – You can type into the box and then click post.



Friends

Friends are people using Facebook that know each other and choose to interact.

- People can invite each other to be friends by clicking 'add friend' on each other's profile.
- This will send a friend request to the other user
- People can also send you friend requests

You can search for friends by clicking in 'Find friends' box at the top of the homepage



Pages

Pages are normally used by businesses and organisations, who want to talk to their customers or the people they support.

CRISP has a Facebook page, where we share local information, support and keep you up to date. You can find us by searching for 'CRISP Carers' in the search bar at the top of the page.



Click on 'CRISP Carers' and it will take you to the CRISP Carers page. You can then click 'like', and will receive updates added to the page.



Groups

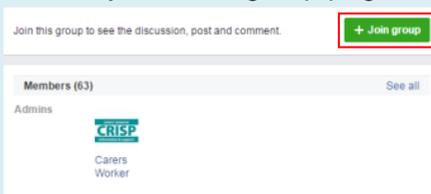
Groups are a collection of people with a common interest. Anyone can be in a group, and these can be open or closed. A closed group means that you need to have approval before you can join.

CRISP has a closed Facebook group, where you can talk to other carers in Bournemouth and Poole. You can ask questions about your caring role, or just have general conversation with others. This can be a really useful way of talking to others in the same situation as you, without needing to leave the house. You can also use it to ask questions about caring and support available. You need to be registered with the Carers Information Service in order to join the group.



You can find us by searching for 'CRISP – Carers Forum' in the search bar at the top of the page. Clicking it will take you to the group page.

Click on 'Join group', and someone will soon approve your request to join. You will then be able to post questions or comments to the group by clicking in the 'Write something' box. It will be approved by admin first, before appearing in the group.



Private Messaging / Chat

You can use private messaging/chat to talk to your friends, businesses or pages privately.

At the bottom of your screen you will see a Facebook Chat screen where you can send private and instant messages. There will be a search bar where you can search for friends, or businesses you would like to message. To message CRISP, search for 'CRISP Carers'.

OR click the message icon at the top of the screen (the circle with the lightning bolt), and click the 'new message' button

Type your message, and then click the 'enter' button on your computer to send it.

Facebook Privacy and Security

You can control the information people can see about you on Facebook by carrying out a privacy check-up.

To do this, click on the question mark symbol at the top right hand side of the page, and then click 'privacy check-up' at the bottom

It will take you through four sections ensuring that only the people you want can see what you are posting.



You can also visit <https://www.facebook.com/about/basics/how-to-keep-your-account-secure/> which will give you lots of information about keeping your account secure, such as choosing secure passwords.

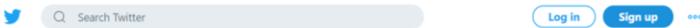
Twitter

What is Twitter?

Twitter is an information network which allows users to share real time information, news and thoughts in 280 characters (characters are made up of letters, spaces and symbols)

You can 'follow' organisations, people, and topics of interest and their conversations. This means that you can make conversation with people based on your interests and follow information quickly.

How to get started

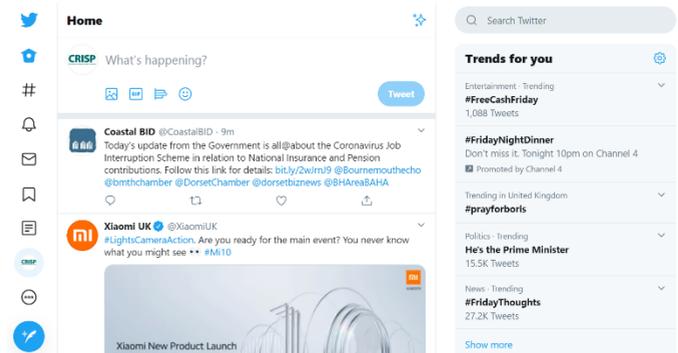


Create and account - Go to www.twitter.com and click 'Sign up'. Then, follow the steps by step instructions to create your account (You can choose whether to sign up using your email or mobile number). Depending on which option you choose, you will need to verify that the email address/mobile number belongs to you.

You will then be able to choose a username – this is the name that people will see and use when connecting with you on Twitter.

Once your account is set up, you will be taken to your homepage. This is where you will see all the posts made by other people and organisations.

From here you can access your own profile where you will be able to update the information on your profile such as profile picture. Follow the step by step instructions to complete your profile.

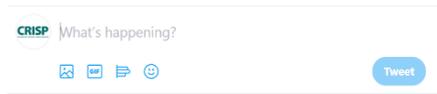


Helpful things to know

Tweets

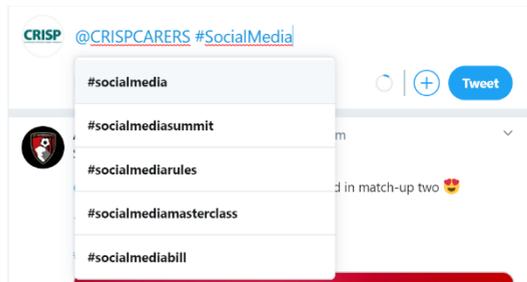
Tweets are updates for 280 characters or less, which can include @Mentions to other users, hashtags, external links, or simply regular text.

You can 'tweet' by clicking into the box which says 'What's happening?' at the top of the homepage, type what you want to tweet, and then clicking the 'Tweet' button.



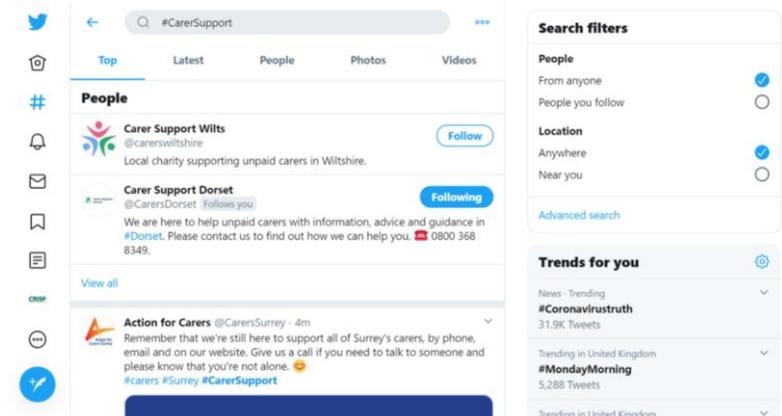
@Mentions

Mentions include another person in your tweet, and will notify them. To mention someone in your tweet, type the @ button followed by their name/username.



Hashtags

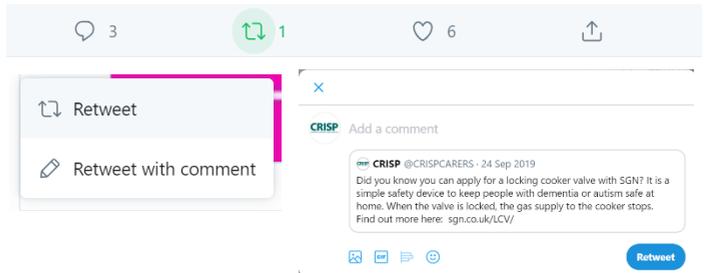
Prefacing a word with a '#' will create a hashtag. A hashtag makes a certain word easily searchable on Twitter. For example, searching for #CarerSupport brings up the following results.



Retweet

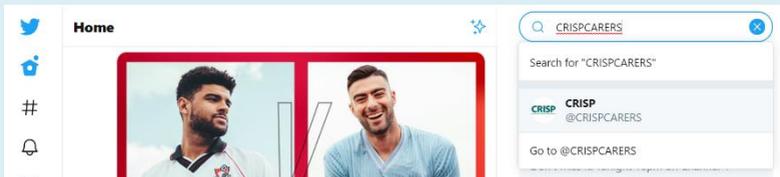
Retweeting allows you to take a tweet from one user and post it yourself, so that all your followers can see it.

To retweet, click on the arrows symbol underneath the tweet. You can add your own comment if you would like to.



Private Messaging

You can send a private message to other users. To this you need to go to the page of the person or organisation. You can then click the message button which will open a new window. Type your message, followed by the arrow button (the end button at the bottom right of the window).



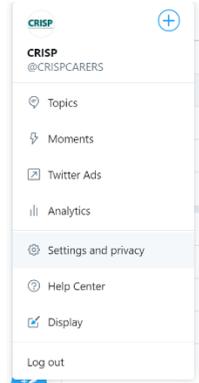
CRISP has its own Twitter page. To follow us, search for @CRISPCARERS in the search bar at the top right-hand side and click to open our profile. You can then click the follow button (this is below the large image on the profile), and updates from us will appear on your homepage.



Twitter Privacy and Security

It is important to ensure that you keep your information safe when using Twitter. You can manage your security and privacy settings, including who can see and add information about you, and who can make contact with you.

To do this, click on the  symbol. This can be found towards to the bottom of the symbols on the left-hand side of the page. This will bring up a menu where you can click 'Settings and Privacy'.



WhatsApp

What is WhatsApp

WhatsApp is a free app (application) for smartphones and computers. It allows you to send messages, pictures, videos and voice recordings, and well as make voice and video calls over the internet for free, using a WIFI connection.

How to download WhatsApp

You can download the app to your smartphone using the app store (this might be called the Play Store, App Store, Store, or similar depending on the device you have). You can also download WhatsApp to your computer or laptop by visiting www.whatsapp.com

Once you have downloaded WhatsApp, it will take you through the signup process when you use it for the first time. After this, it should keep you logged in.

WhatsApp will use your existing phone contact list to let you know who is already using the service.

How to use WhatsApp

To send a message on WhatsApp:

1. Press the message button at the bottom right hand side of the screen - this looks like a speech bubble
2. You can choose to send a message to someone already in your contact list or to a new contact. Click on the name of the person you want to message.

Or, you can also choose to create a new group to send a message to – for example, you may want to keep in touch with family as a group conversation. To do this, click 'New Group', then select the people in your contact list who you wish to include, then click the arrow button at the bottom right hand of the screen. You can give the group a name, but you do not have to.

3. To send a message, click into the box which says 'Type a message' at the bottom of the screen, type your message and then click the arrow button next to the box you have typed into.

You can also send attachments such as images, videos, audio etc, by clicking on the paperclip or camera button within the same box.

More help:

WhatsApp has some frequently asked questions online, visit: faq.whatsapp.com

Skype

What is Skype

Skype is a free to use service, where you can send messages, have audio and video calls with groups of up to 50 people. It is available on both your computer or smart phone.

Getting Started

Firstly, you will need to download Skype to your device. You can download Skype to your smartphone using the app store (this might be called the Play Store, App Store, Store, or similar depending on the device you have). You can also download Skype to your computer or laptop by visiting <https://www.skype.com/en/get-skype/>

You will need to create an account to use Skype.

Once you have done this, Skype will ask you if you would like to use your existing contacts (for example, the contacts you already have saved in your phone or emails) You can also search for contacts by using their name, mobile phone contact number or email address.

More help:

Skype has more information online, broken down into helpful sections, visit: <https://support.skype.com/en/skype/all/>

Digital Trends also has a step by step guide to using all of the areas of skype online here: <https://www.digitaltrends.com/computing/how-to-use-skype/>

Staying safe online – Some hints and tips



1. Check your settings – as outlined above, many social networks allow you to change your privacy and security settings. You can ensure that only the people you want to see your information, can see it. You could also speak to your friends and ensure that they are aware of these settings too – even if your own account is locked as private, personal information you have shared with others through their pages could be seen by others.
2. Try to make your password 'long and strong'. Combine capital and lowercase letters with numbers and symbols to create a more secure password. Always avoid using things like your mother's maiden name, or pet names etc.
3. Think before you post! Consider if you would be happy with friends, colleagues or someone you respect seeing or reading your post. If it makes you feel uncomfortable, don't do it! Likewise, be discrete when posting – posts containing things like your place of work, address and birthdates could potentially leave you exposed. If you are going away on holiday or are away from your home for a long time, don't share this information – It may let people know that your property will be empty and unguarded.
4. Check what information is actually needed. Don't give out information online just because it is asked for. For example, consider whether giving your mobile number, or date of birth is necessary. If it is, ensure that this cannot be viewed publicly.
5. Private message if you can – unless you are happy to share your conversation with potentially large numbers of people.

There is a lot of information about staying safe online at:

Get Safe Online - www.getsafeonline.org/

Action Fraud - <https://www.actionfraud.police.uk/>