UNIVERSITI PUTRA MALAYSIA
BERILMU BERBAKTI

INSTITUT PENYELIDIKAN PENUAAN MALAYSIA
(MYAGEING™)

MALAYSIAN RESEARCH INSTITUTE ON AGEING

DIGITAL LITERACY FOR OLDER PERSONS

MODULE 2

Mobile Navigation and Tracking



By
Mohamad Fazdillah Bagat
Siti Anom Ahmad
Fakhrul Zaman Rokhani
Foong Hui Foh
Siti Farra Zillah Abdullah

Malaysian Research Institute on Ageing (MyAgeing™), Universiti Putra Malaysia

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PREFACE

DIGITAL LITERACY FOR OLDER PERSONS

Malaysian Research Institute on Ageing (MyAgeing™)
Universiti Putra Malaysia

Older persons in Malaysia today were not born during the digital era. They are frequently marginalised when it comes to employing information and communications technology (ICT). Because most services have gone online, ICT use is deemed critical, especially during the COVID-19 pandemic. As a result of their lack of digital literacy, older persons who are frequently "offline" are unable to meet their needs. Yet, despite being the least digitally connected population, they are among the most vulnerable to the rising threat of cybercrime.

The Malaysian Research Institute on Ageing (MyAgeing™), Universiti Putra Malaysia started on the Digital Literacy for Older Persons program in response to 2021 theme of the United Nations International Day of Older Persons – Digital Equity for All Ages. The program aims to promote digital literacy and increase older people's digital literacy, self-efficacy, and self-confidence in using mobile devices and the internet. Ultimately, this initiative could reduce the digital divide between young and old people.

Five educational modules were developed to help older persons self-learn how to use smartphones and apps. The following digital literacy topics are covered in the modules:

Module 1: Mobile devices
Module 2: Mobile navigation and tracking
Module 3: Communication and messaging
Module 4: Online shopping, e-wallet, and self-checkout machine
Module 5: Trusted content online services

Who Should Enroll

The Digital Literacy Program is available to all Malaysians over the age of 60 years. Sign up with a valid email address to participate.

Certificate

To obtain a Certificate, participants are required to complete the assessment process which consist of pre- and post-evaluation. This Certificate will be issued by MyAgeing™, UPM.

Join Us Now

Now, more than ever, we must ensure that no one is disconnected. It is envisaged that this program will assist older persons in effectively using digital technologies, not only for knowledge and information, but also to stay in touch with family members and friends.

We sincerely hope you find this useful!

MODULE 2

Mobile Navigation and Tracking

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Synopsis

This module will introduce leading mobile GPS and navigation apps such as Google Maps. The module will also look into MySejahtera apps that were developed by the government to assist in managing the Covid 19 outbreak. These apps can be accessed using smartphones and tablets. Steps will be provided to teach the user how to install and use the features available in the apps mention above. In addition, the module will also demonstrate how to use the QR code scanner.

Expected outcome:
At the end of the module, you should be able to:

- Understand what mobile navigation and tracking are
- Use Google Maps
- Use MySejahtera
- Use QR Code Scanner



ChecBric

Based on your prior knowledge and the knowledge acquired after completion of this module, kindly complete the survey below using the following scale:

0 - No knowledge
1 - Limited knowledge
2 - Knowledgeable and able to clarify well
3 - Competent and can put to practice fully

Learning Achievement	Before	After
I understand what mobile navigation and tracking are.		
I know how to use Google Maps.		
I know how to use MySejahtera.		
I know how to use QR Code Scanner		
I have a positive attitude towards mobile navigation and tracking apps.		

2.0 Introduction to Mobile Navigation and Tracking

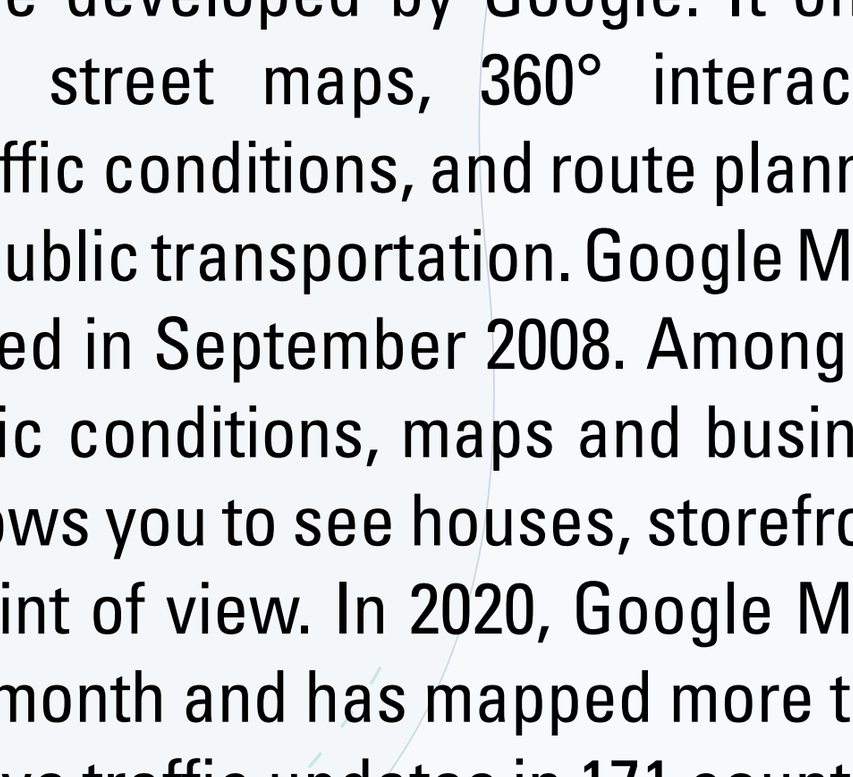
Learning Objective:

- To explain mobile navigation and tracking apps
- To learn how to install and use Google Maps and MySejahtera
- To teach participants how to use QR Code Scanner

Navigation apps is an application in a smartphone that provides navigational directions in real-time. Navigation applications use smartphones to collect anonymous location data from drivers and passengers and analyze this data to predict traffic. Google Maps is among the most popular applications for navigation and traffic congestion information in many countries because they do not have to rely on information from the transportation infrastructure and can provide traffic information even in areas without traffic cameras or sensors. As for MySejahtera, the app's 'Hotspot Tracker' was aimed at helping the public to plan their commute and avoid non-essential travel into risky areas. It can also be used for contact tracing and check-in at premises with information on user health status. QR Code is short for Quick Response Code that can be read quickly by a smartphone. It is used to take a piece of information from a transitory media and put it into your smartphones.

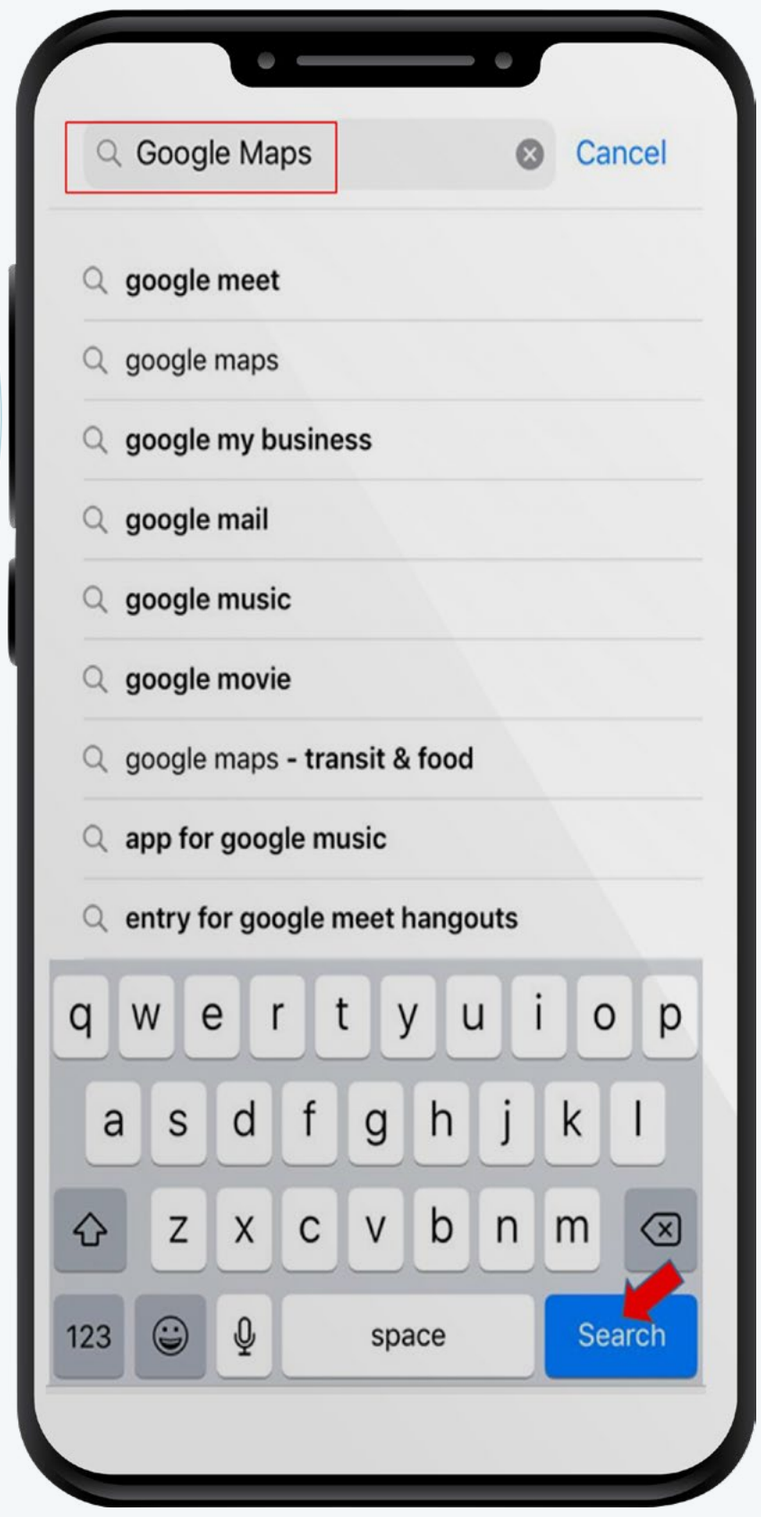
2.1 Google Maps

Google Maps is a web mapping service developed by Google. It offers satellite imagery, aerial photography, street maps, 360° interactive panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, bicycle, air and public transportation. Google Maps for Android and iOS devices was released in September 2008. Among the function are directions and transit, traffic conditions, maps and business listings. The Street View perspective allows you to see houses, storefronts and points of interest from a driver's point of view. In 2020, Google Maps was used by over 1 billion people every month and has mapped more than 220 countries and territories and offers live traffic updates in 171 countries (Japan Times 2020).



2.1.1 How to install Google Maps

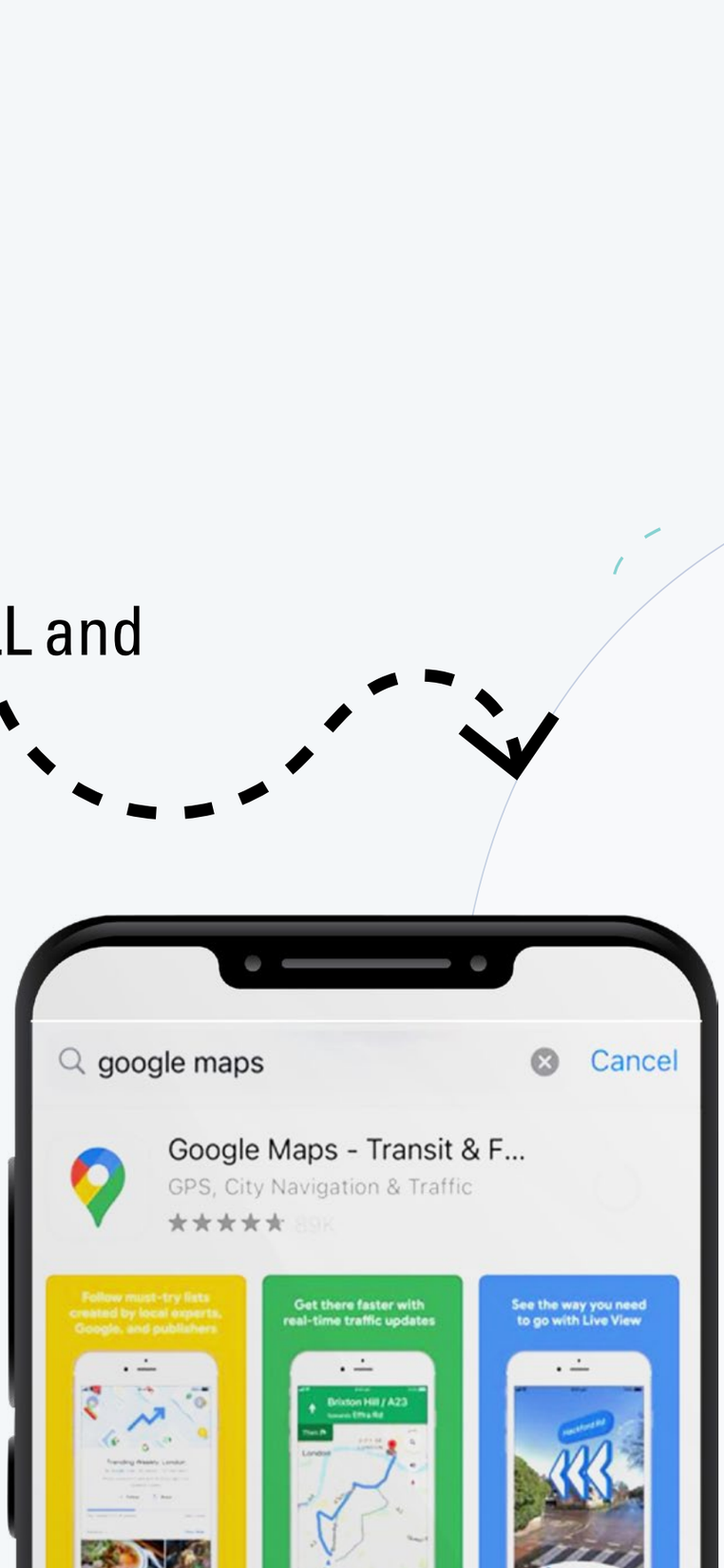
Follow the steps below to install:



STEP 1: On your device, go to the application store and type Google Maps. Press search

STEP 2: Press GET then press INSTALL and wait while Google Maps is installed.

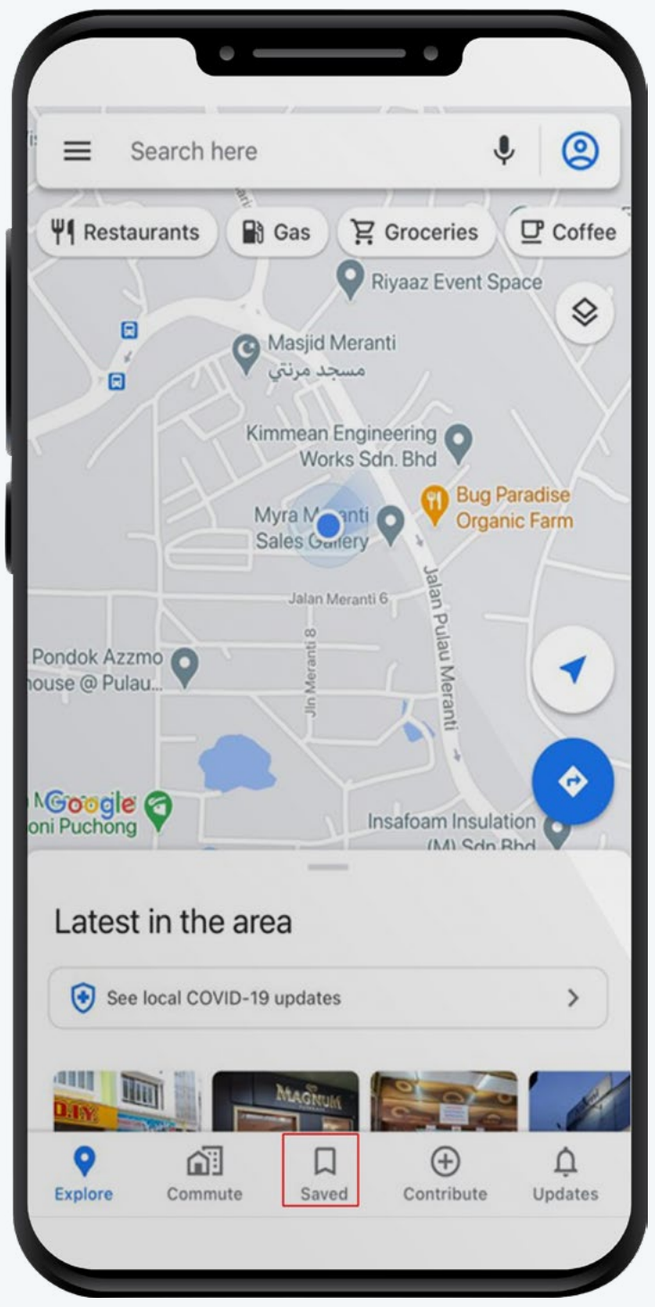




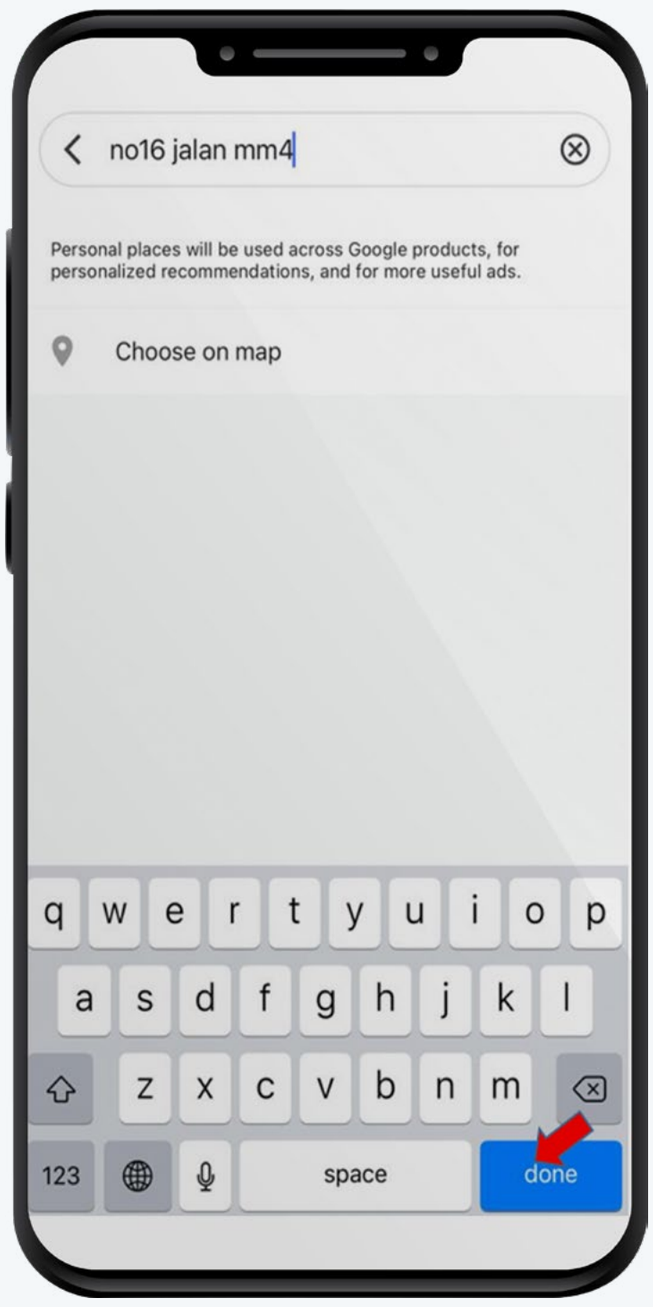
2.1.2 How to set or change your home, work or other place address

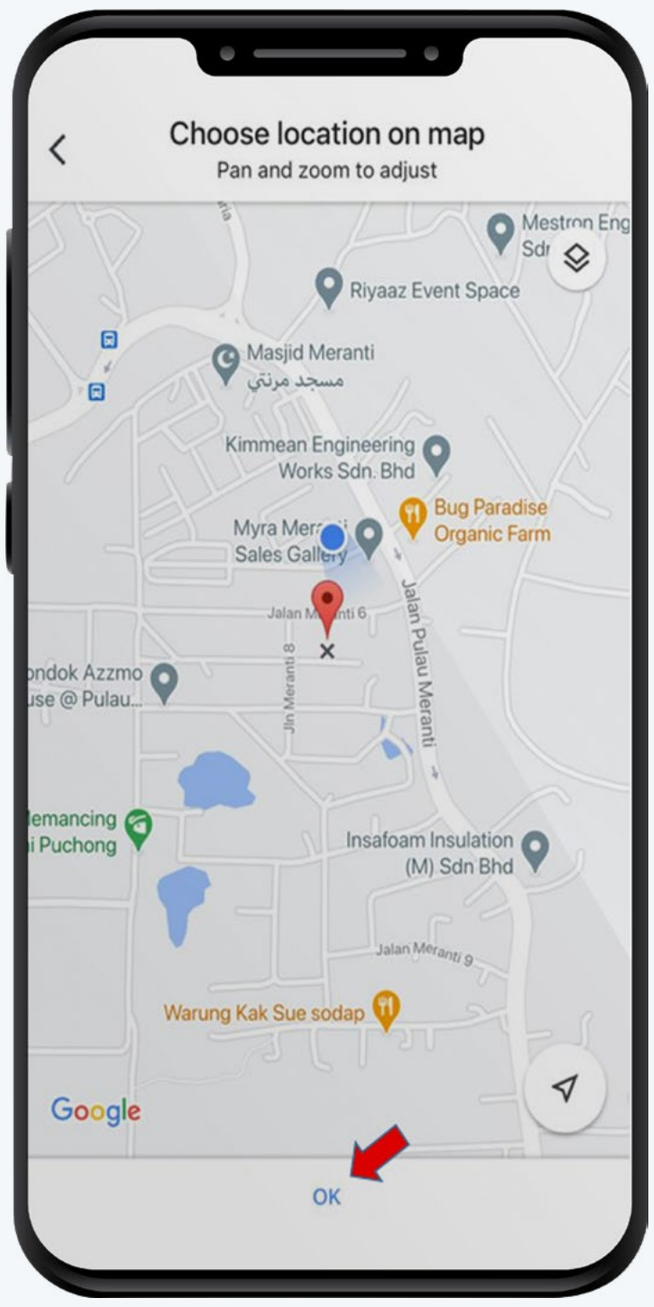
Users can save time by setting a home or work address in advance.

STEP 1: On your phone or devices, open the Google Maps app.

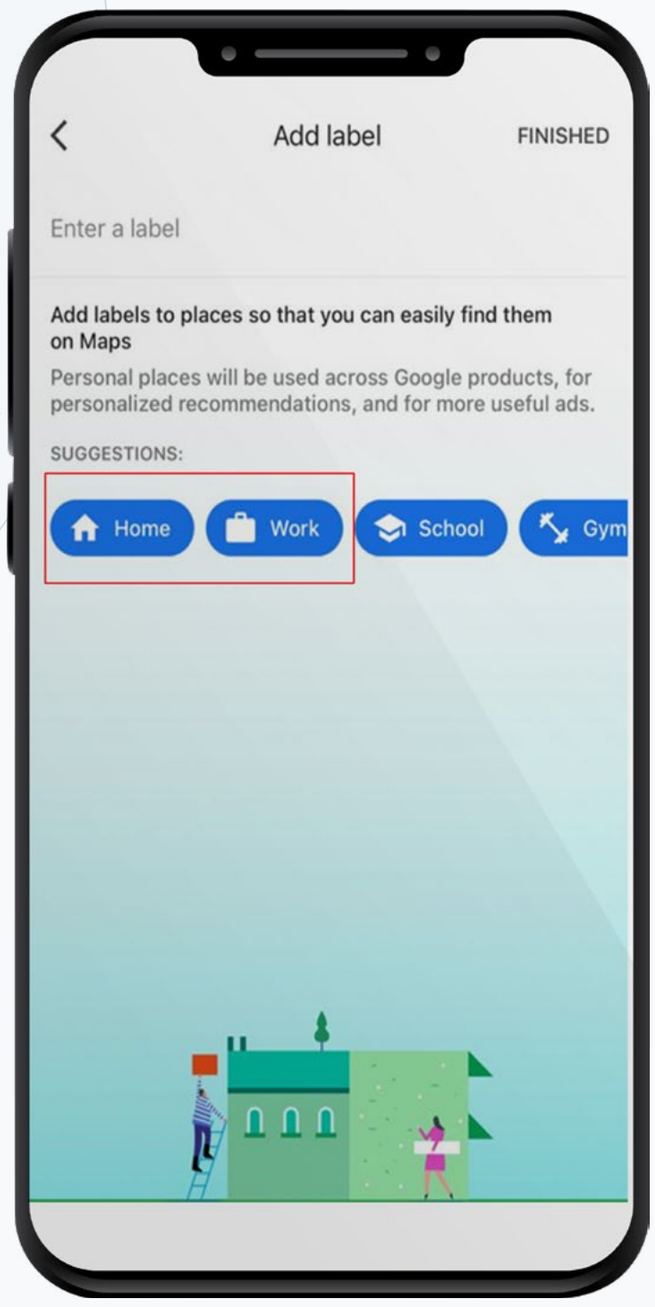


STEP 2: Tap Saved. Under “Your lists,” tap Labelled



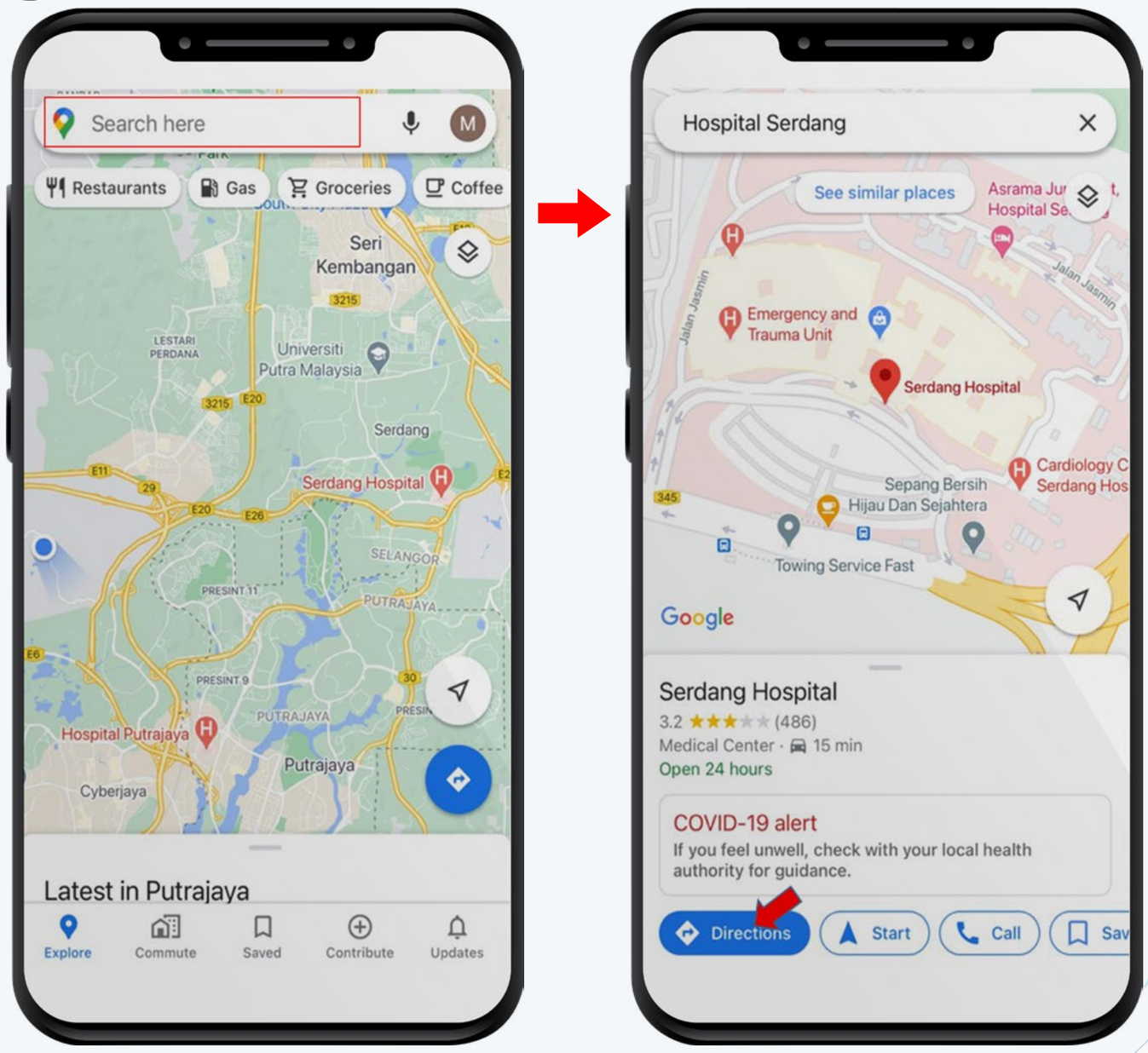


STEP 3: Enter the address, press done and choose location on map. Press OK.



STEP 4. Finally, choose home, work or other places.

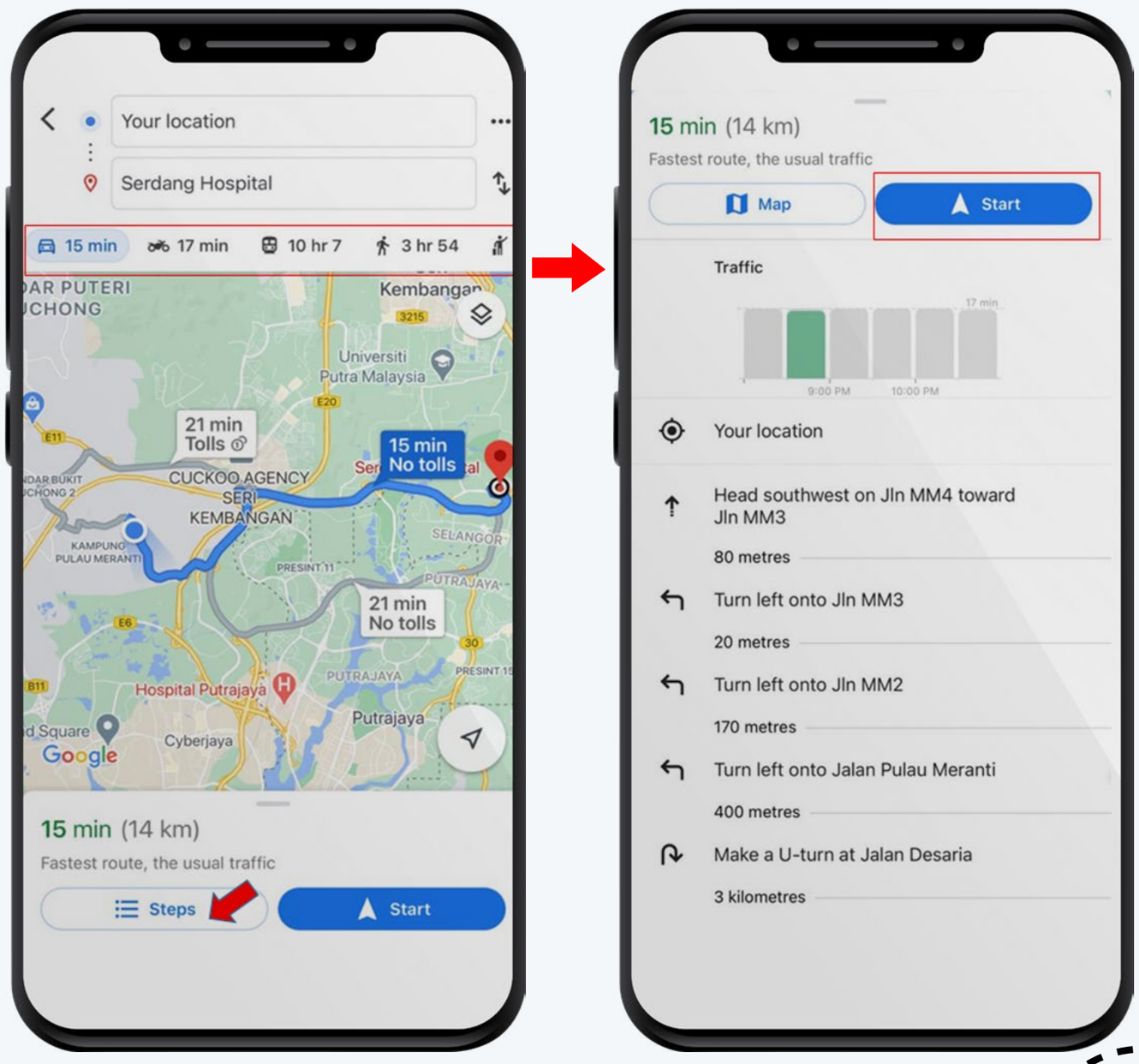
2.1.3 How to get direction using Google Maps



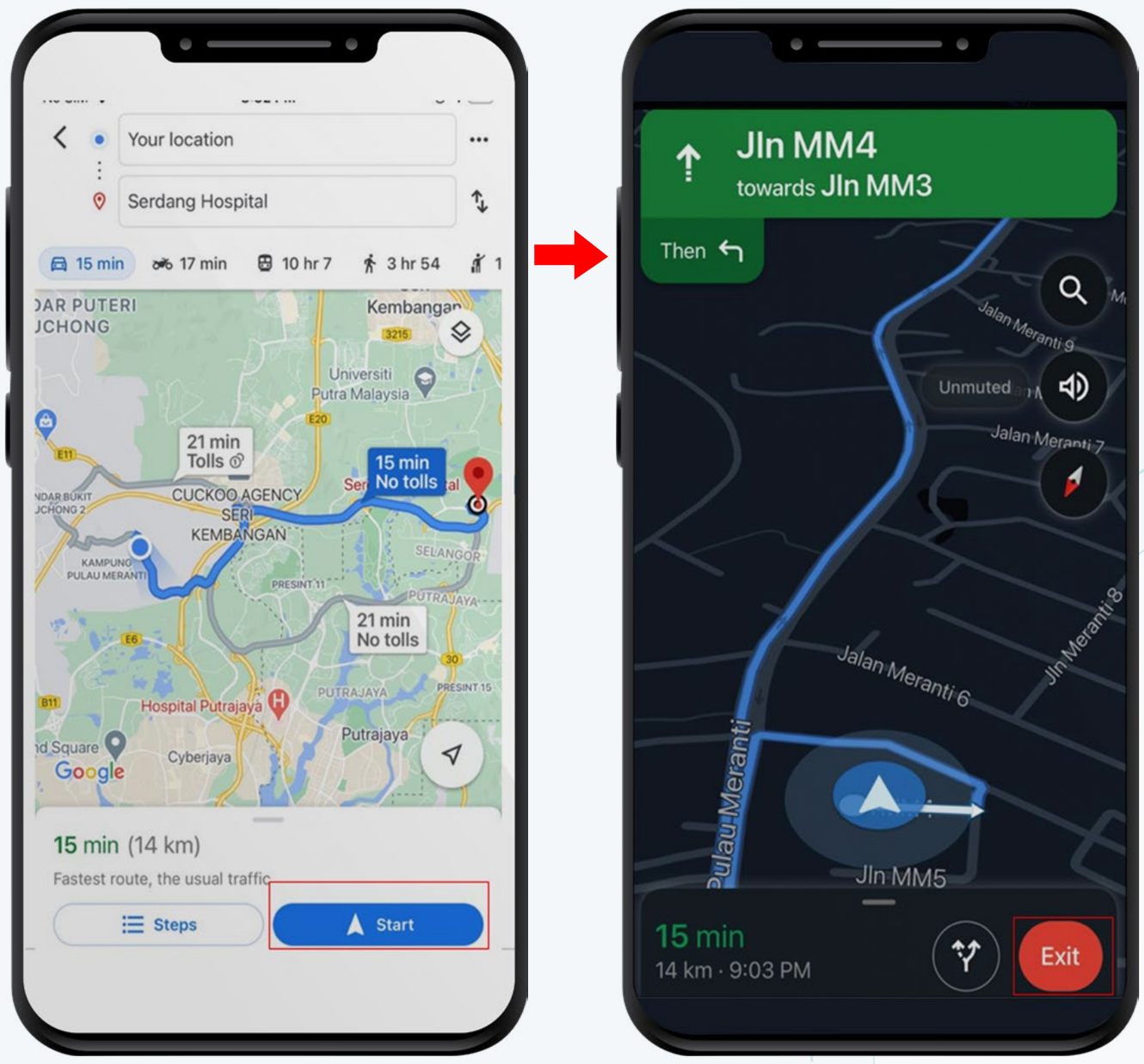
STEP 1: On your phone or devices, open the Google Maps app.

STEP 2: Search for your destination or tap it on the map.

STEP 3: In the bottom left, tap direction.



STEP 4: Directions can be returned for four modes of transportation: driving, walking, bicycling and public transit. Estimated time is based on the mode of transport chosen. To get the list of driving, walking, or biking directions, on the bottom left, tap Steps. If alternate routes are available, they will be shown in grey on the map. To follow an alternate route, tap the grey line. Press start to begin your journey. To stop or cancel navigation, tap Exit.



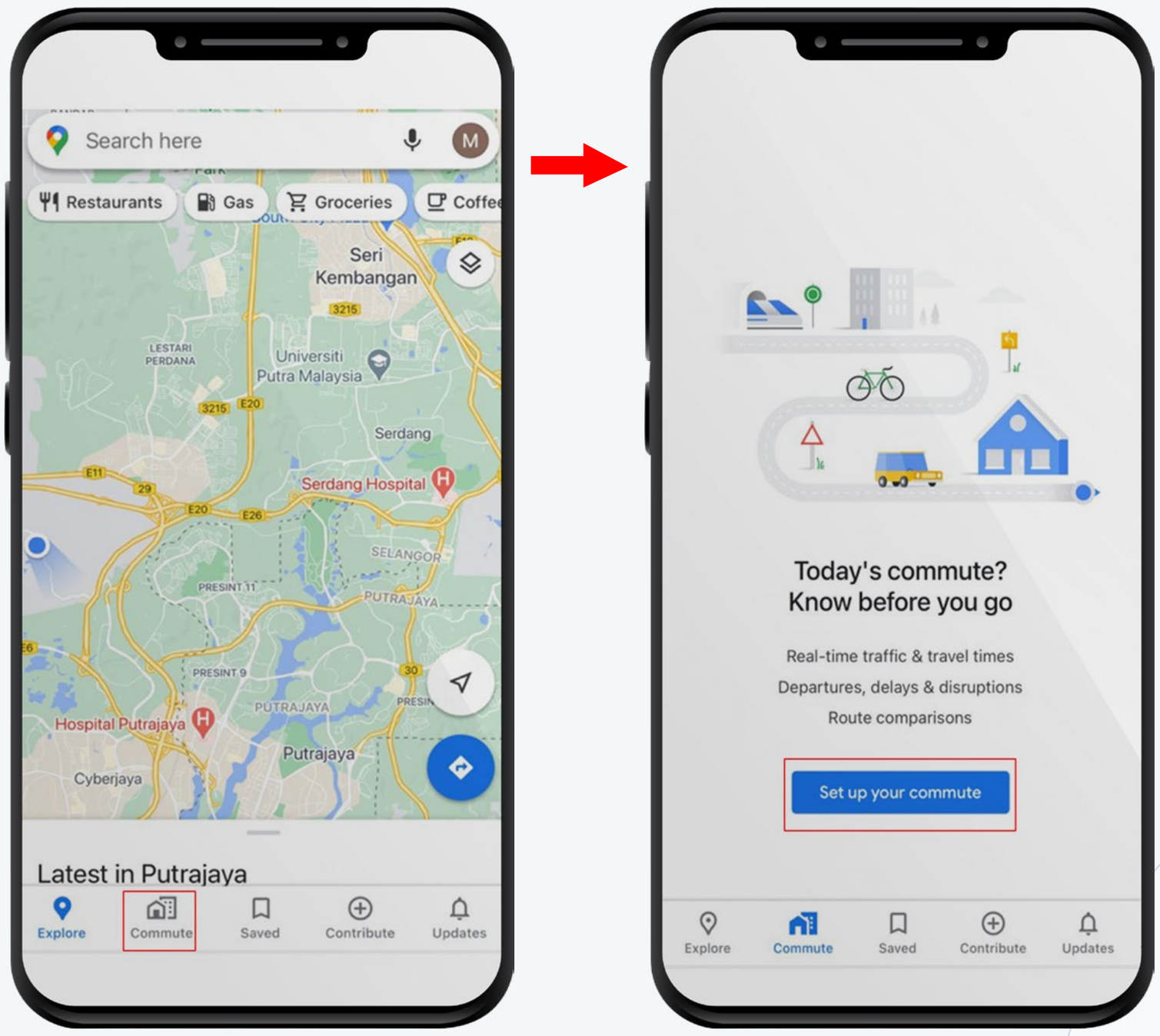
STEP 5: Press start to begin navigation. To stop or cancel navigation, tap Exit.

2.1.4 Plan your journey

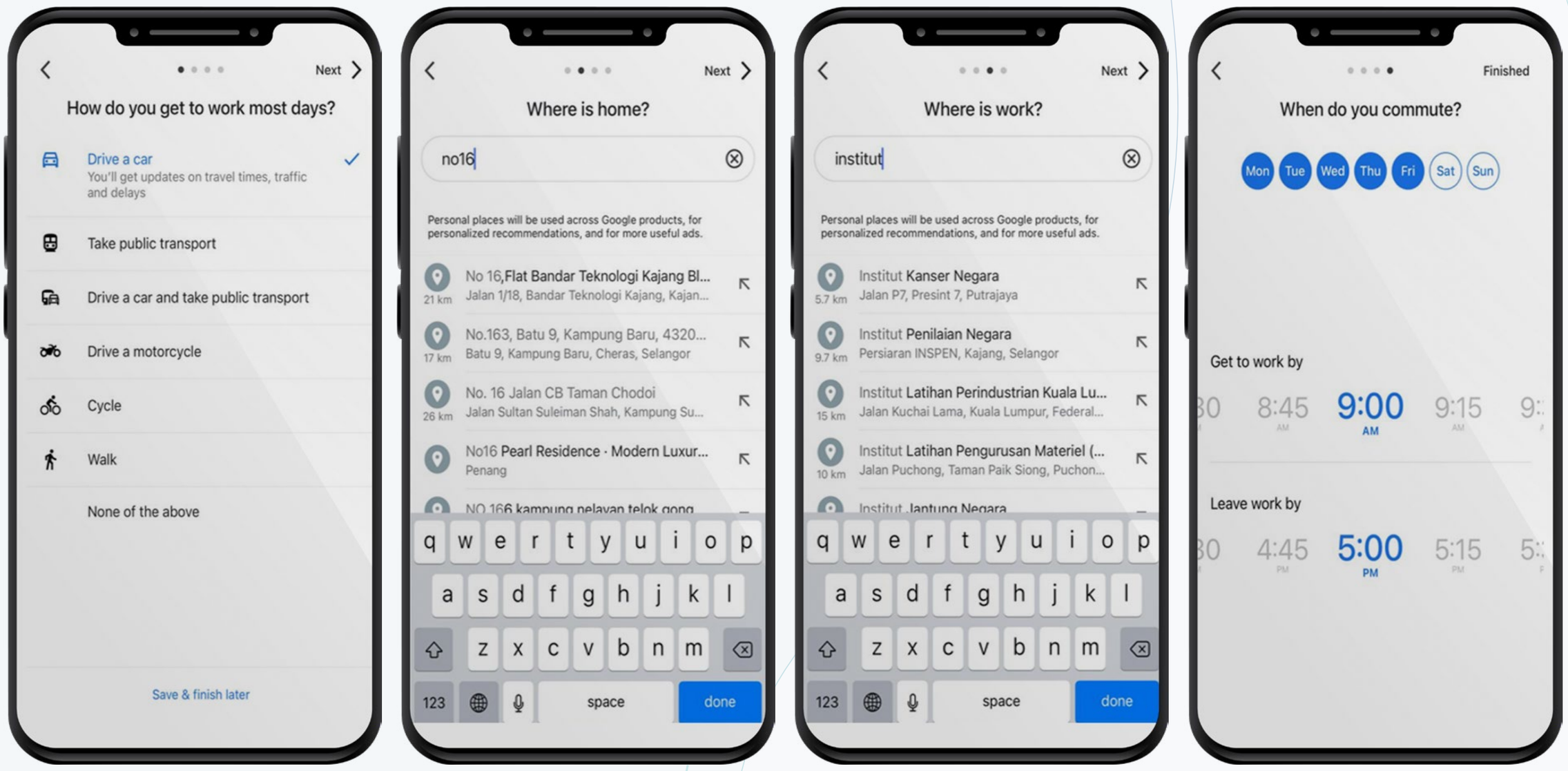
Before you start a trip to your home, work or other locations, organize your trip and find useful information. This way, you will know when to leave, what traffic to expect, what route to take, and if there are any disruptions along the way.

STEP 1: On your phone or devices, open the Google Maps app.

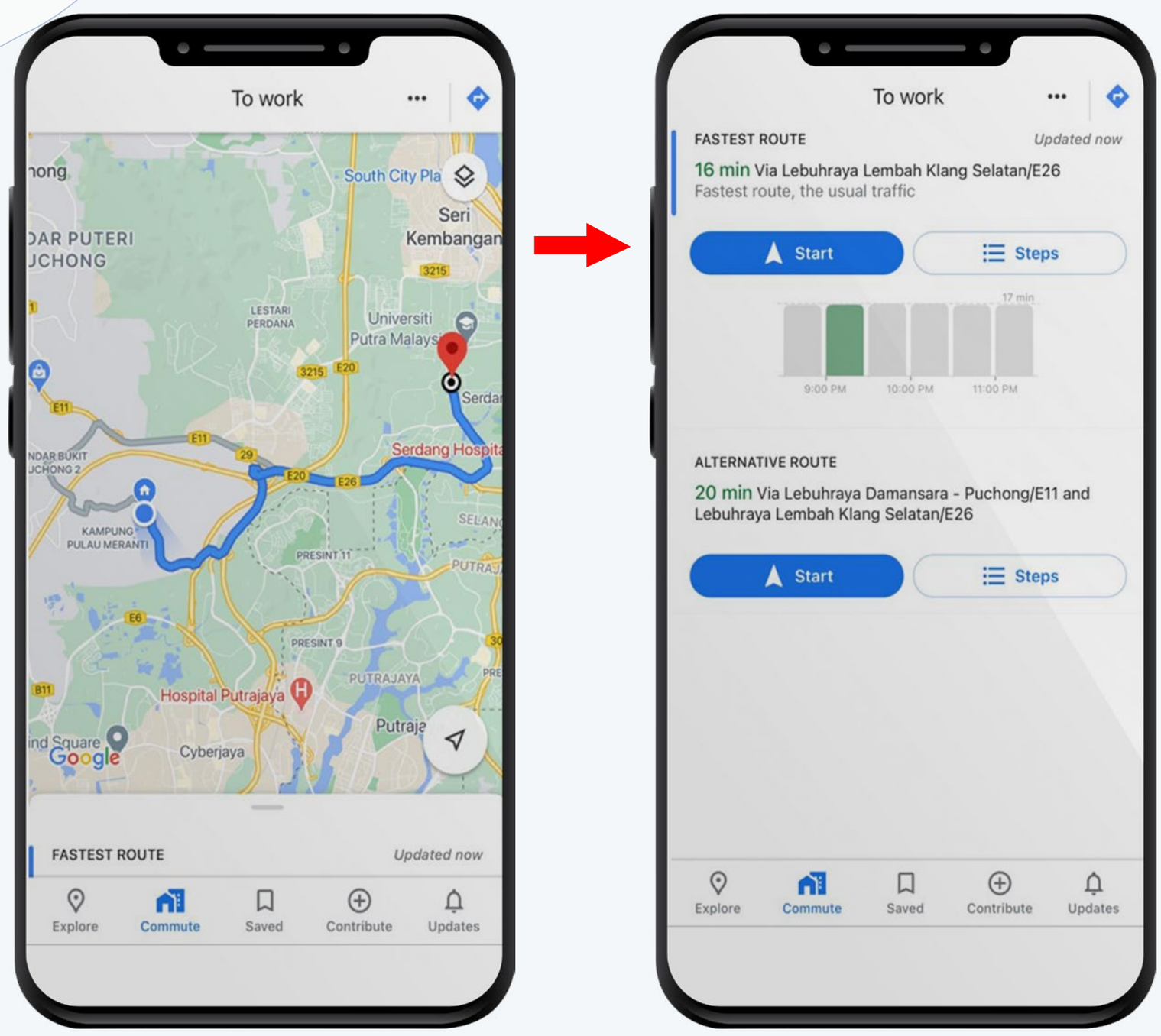
STEP 2: In the bottom of Google maps, tap commute and the press set up your commute.



STEP 3: Set your home & office address and when you commute.

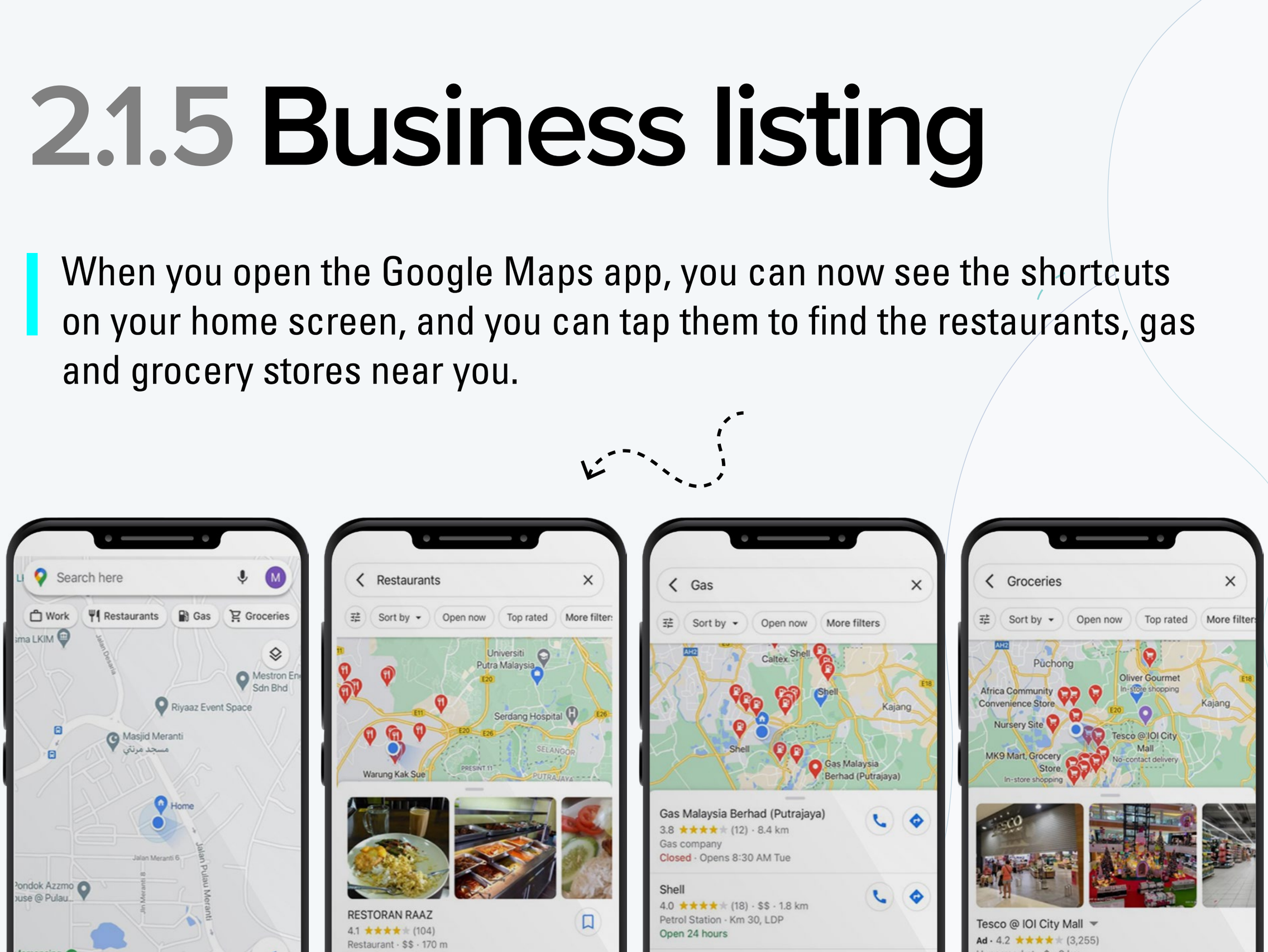


STEP 4: Google Maps will provide you with the information such as fastest and alternative route, traffic condition.



2.1.5 Business listing

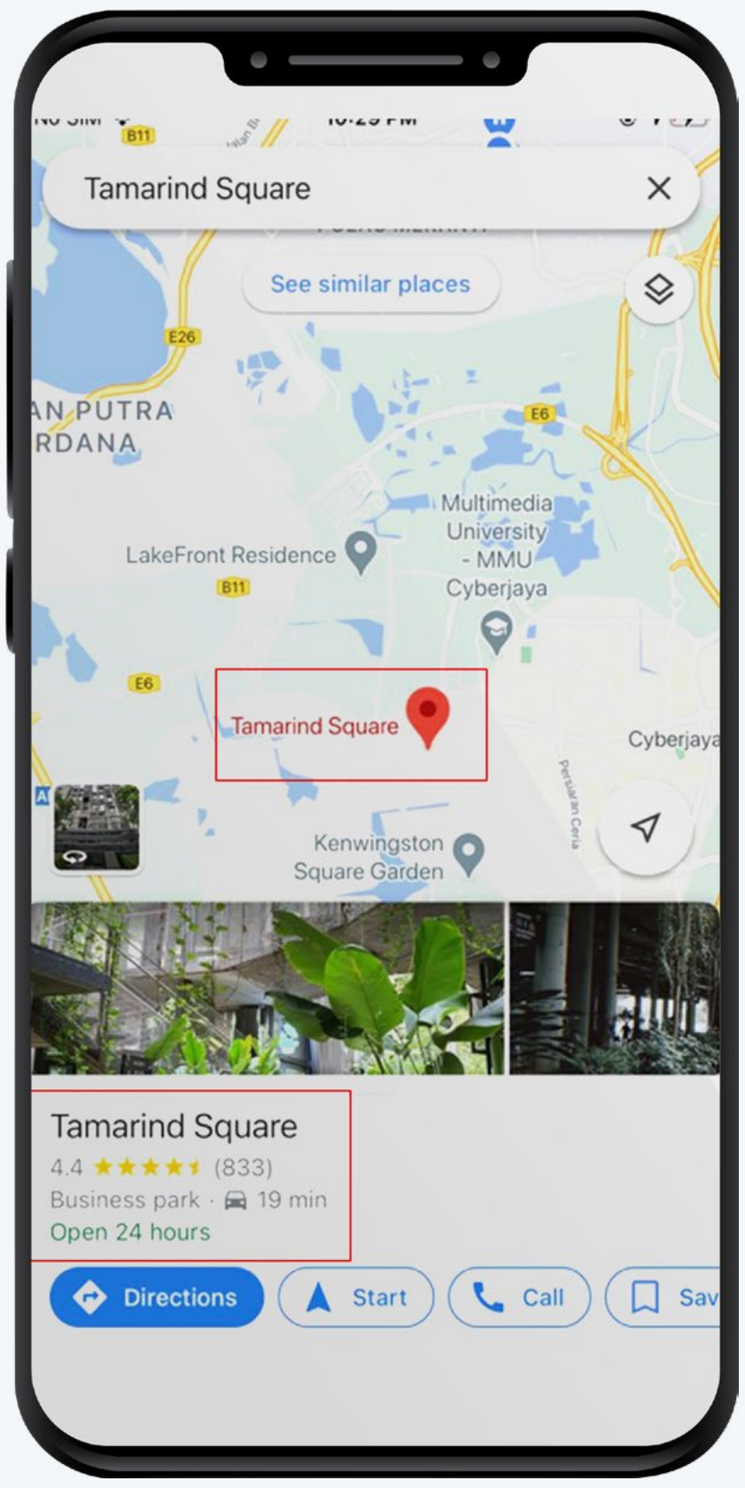
When you open the Google Maps app, you can now see the shortcuts on your home screen, and you can tap them to find the restaurants, gas and grocery stores near you.



2.1.6 The Street View

Google Street View is a technology featured in Google Maps and Google Earth that provides interactive panoramas from positions along many streets in the world. It was launched in 2007 in several cities in the United States, and has since expanded to include cities and rural areas worldwide (Wikipedia). To do street view in google maps apps, follow these steps:

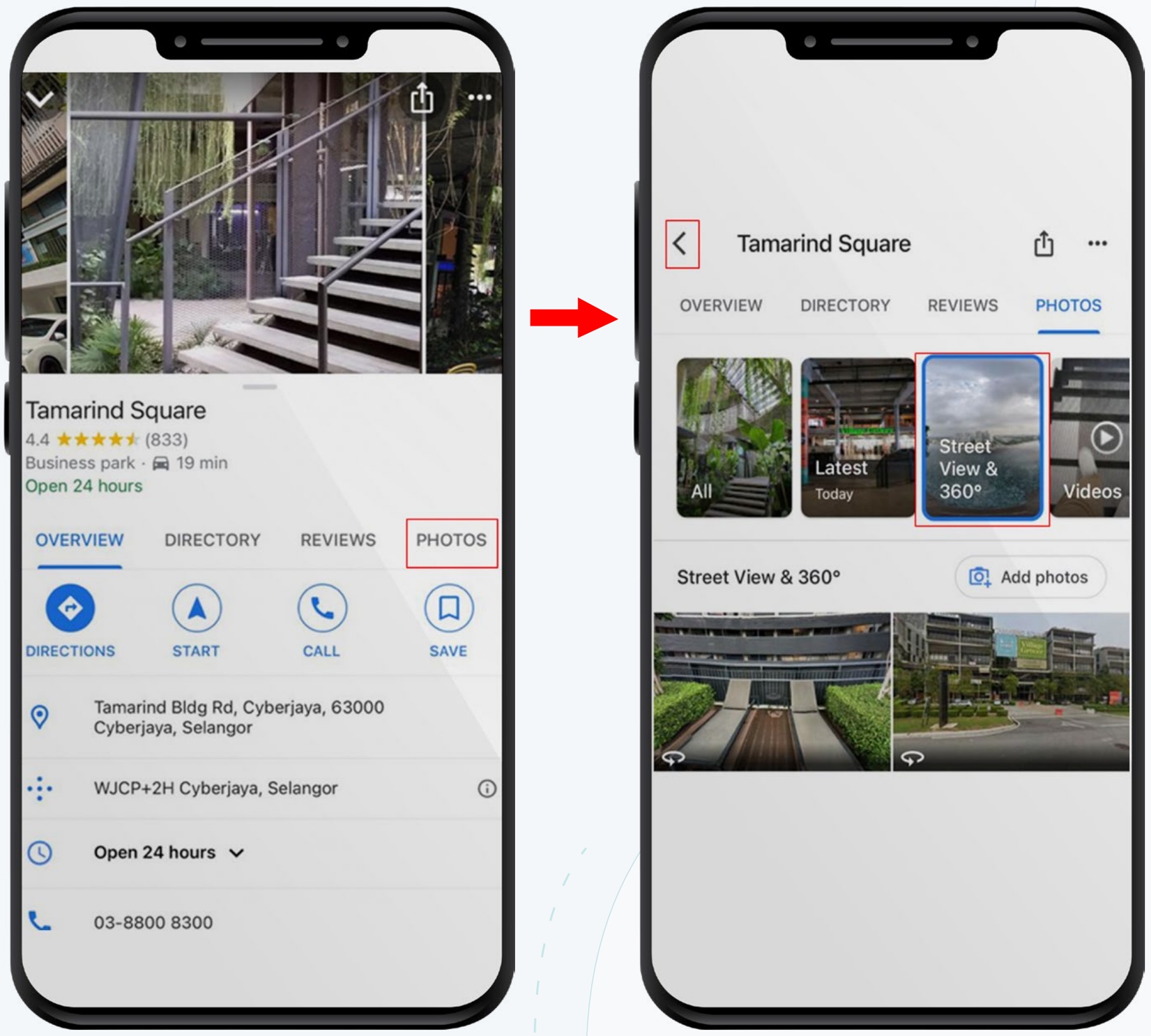
STEP1: Search for a place or drop a pin on the map.



STEP 2: At the bottom, tap the place name or address.

STEP 3: Scroll down and select the photo labeled “Street View” or select the thumbnail with a Street View icon.

STEP 4: When you’re done, go to the top left and press the Back button.



2.2 MySejahtera

MySejahtera is an application developed by the Government of Malaysia to assist in monitoring COVID-19 outbreak in the country by empowering users to assess their health risk against COVID-19. This application also provides the Ministry of Health (MOH) with the necessary information to plan for early and effective countermeasures. Registered users of MySejahtera application reached 15.1 million, as of August 2020.
(https://www.bharian.com.my/berita/nasional/2020/08)

MySejahtera application is developed to:

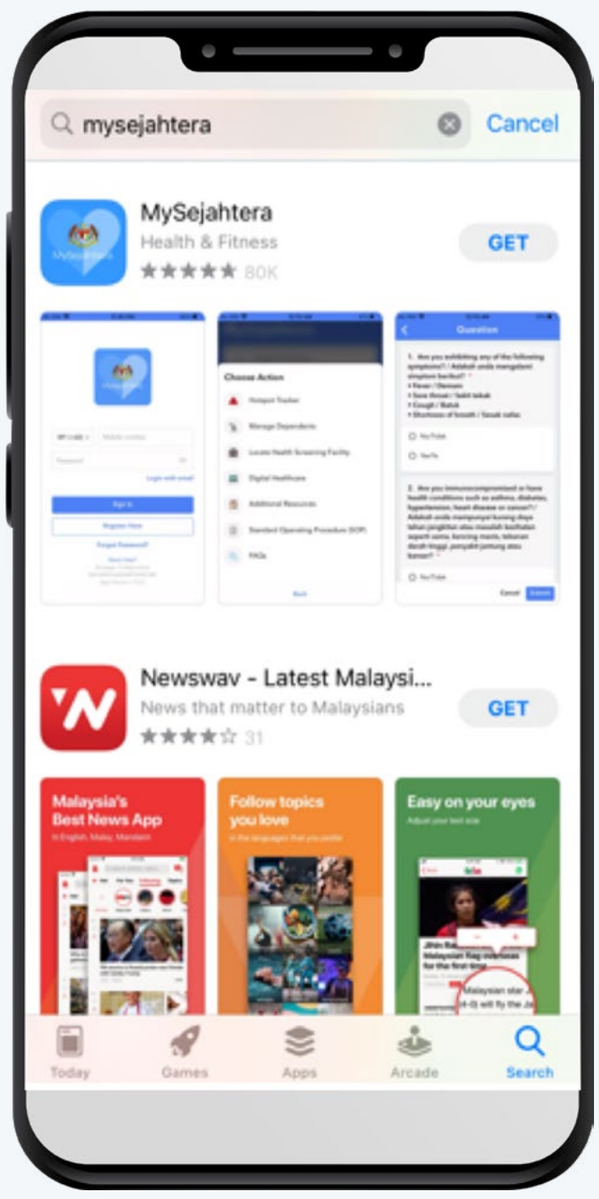
i. Assist the Government in managing and mitigating the COVID-19 outbreak;
ii. Help users in monitoring their health throughout the COVID-19 outbreak;
iii. Assist users in getting treatment if they are infected with COVID-19; and
iv. Locate nearest hospitals and clinics for COVID-19 screening and treatment.

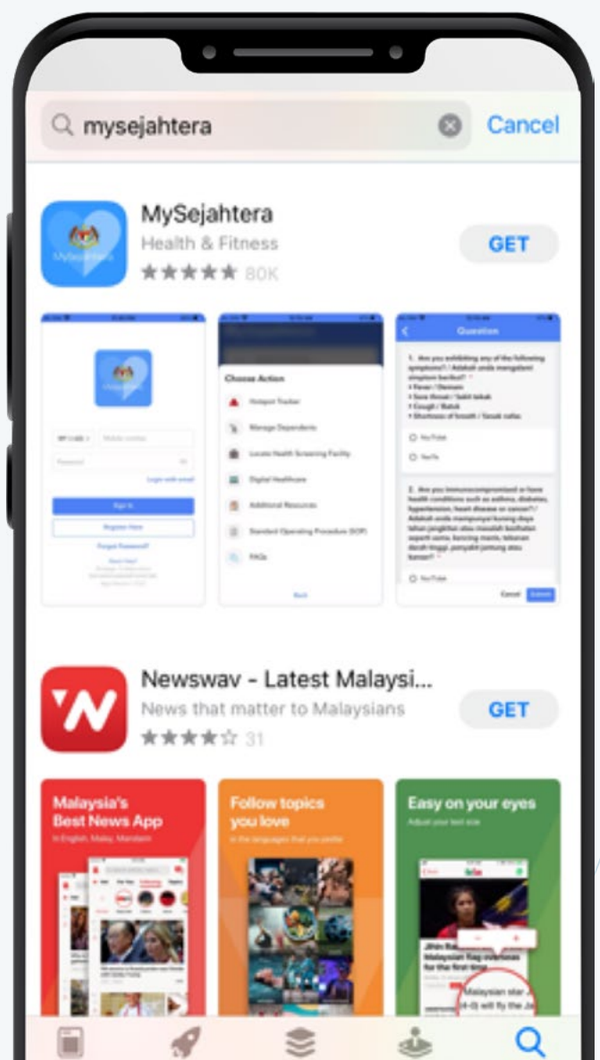


2.2.1 How to install MySejahtera

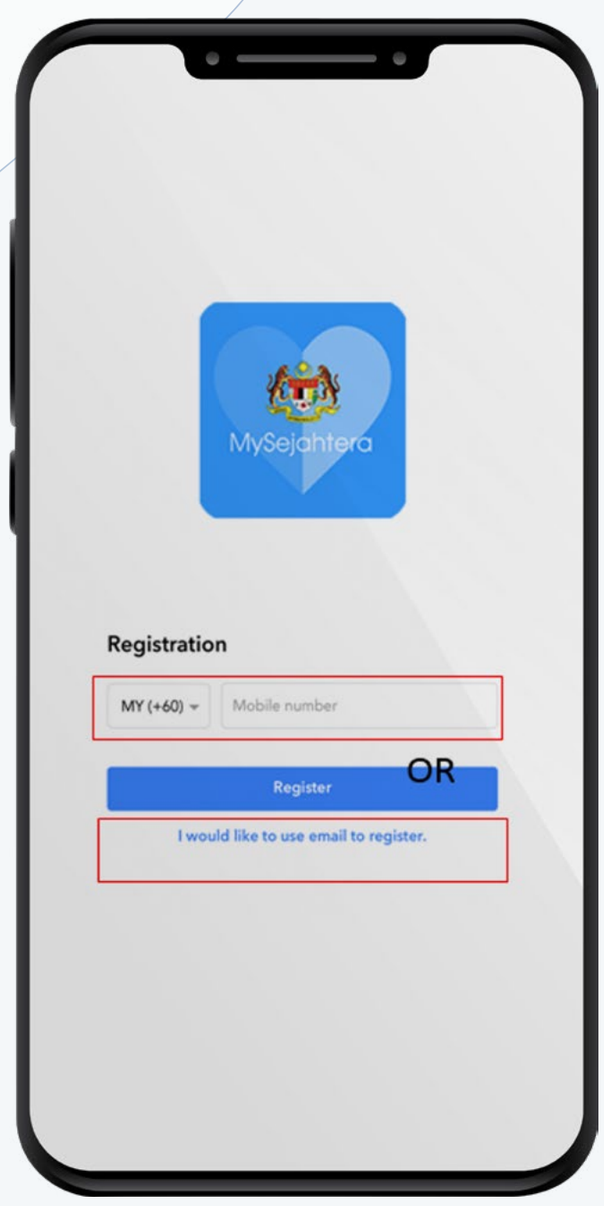
MySejahtera is available in Galeri Aplikasi Mudah Alih Kerajaan Malaysia (GAMMA), Apple App Store, Google Play Store and Huawei AppGallery.

STEP 1: Choose one of the application store above to download and install MySejahtera.



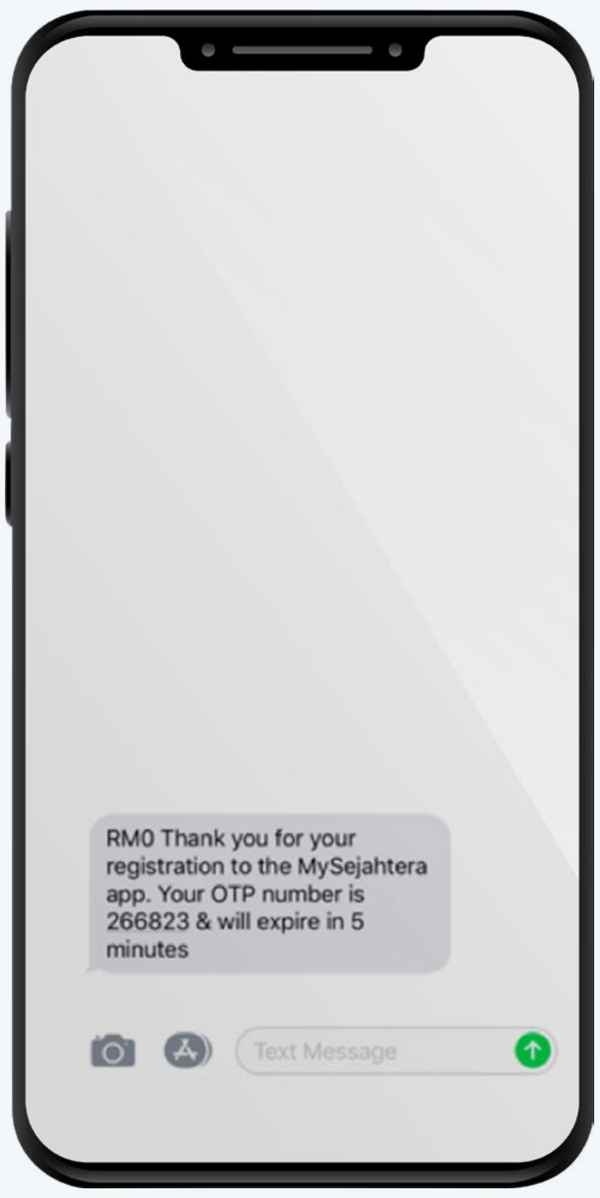


STEP 2: After downloaded, tap on REGISTER HERE to register a new account



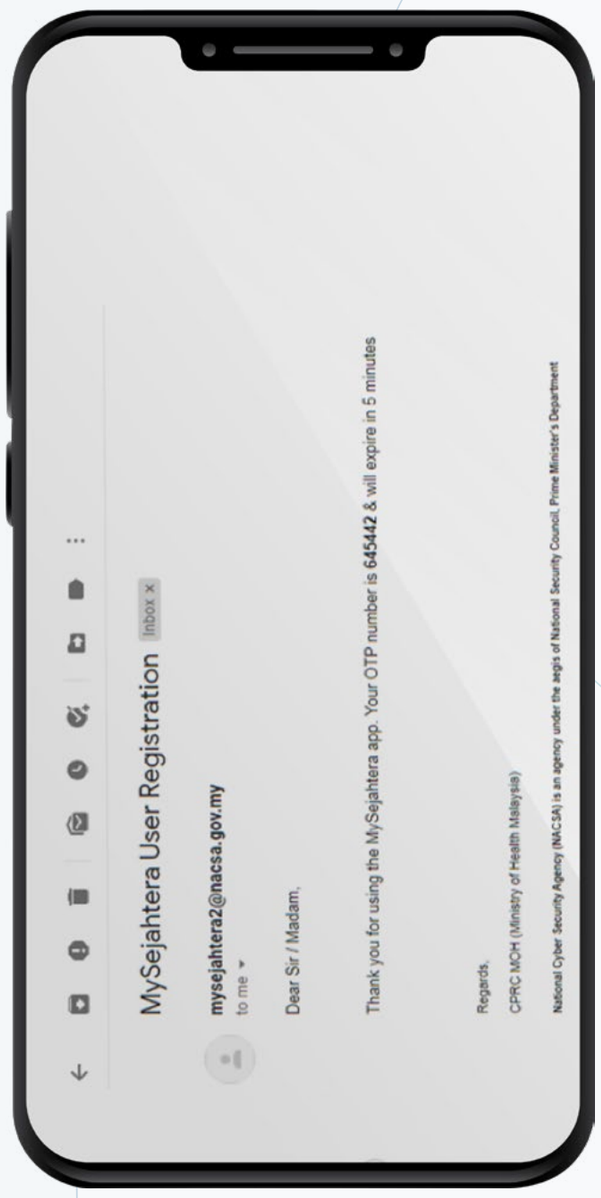
STEP 3: Enter your mobile phone number and click "Register" or click on the link "I would like to use Email to Register" (if you want to register using email address)

STEP 4: You will receive an OTP via SMS from 63839 (if you register using phone number) or email from mysejahtera2@nacsa.gov.my (if you register using email address)



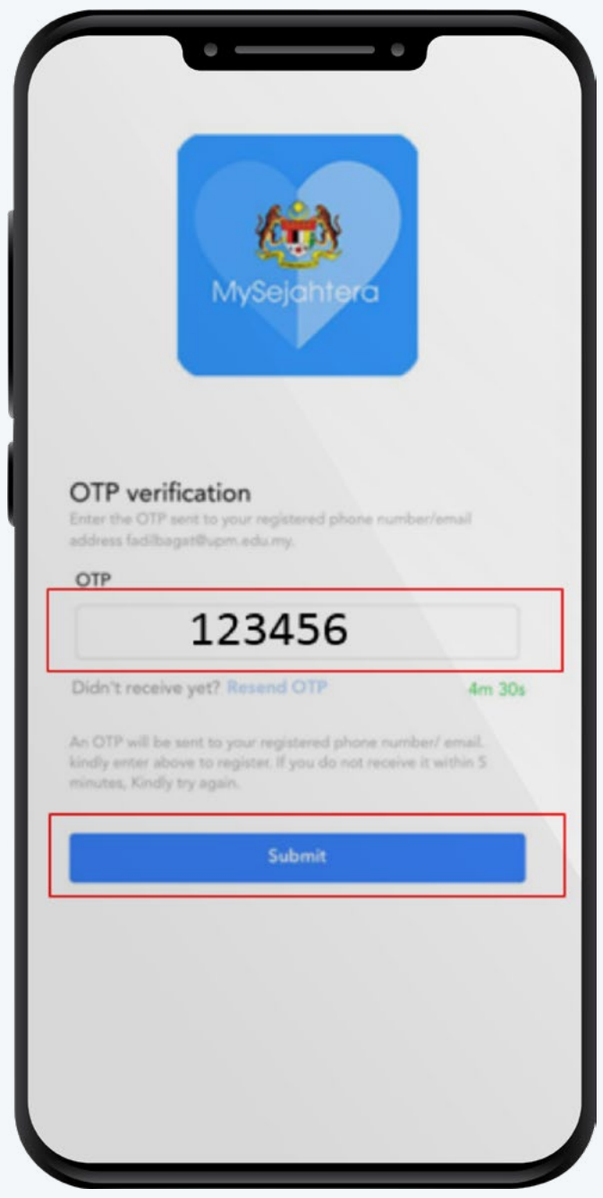
Via SMS

or

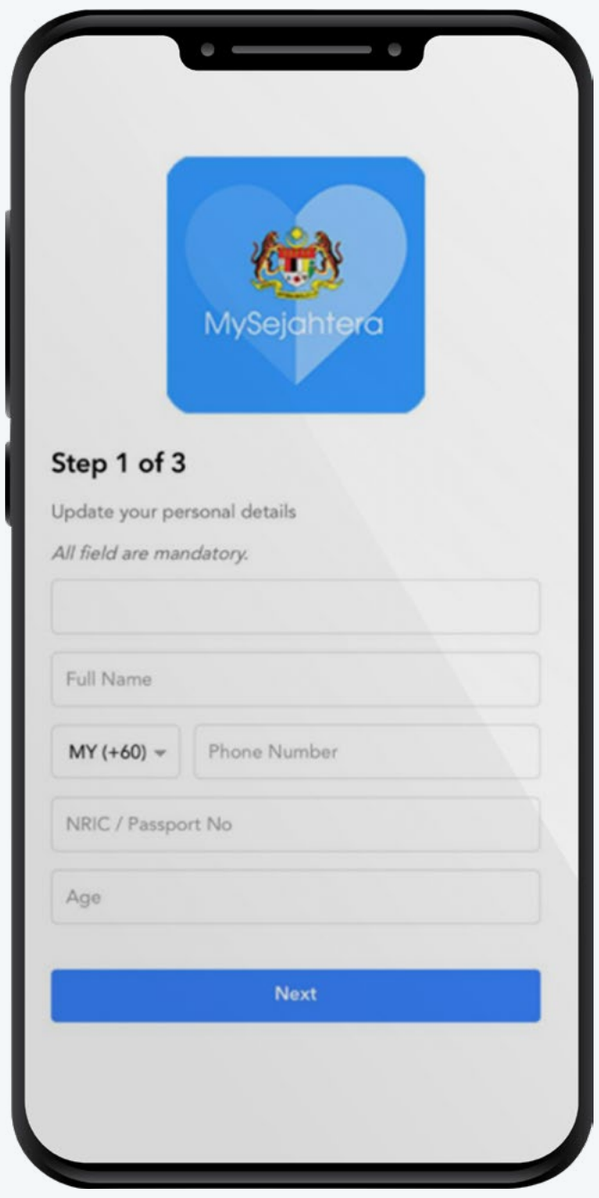


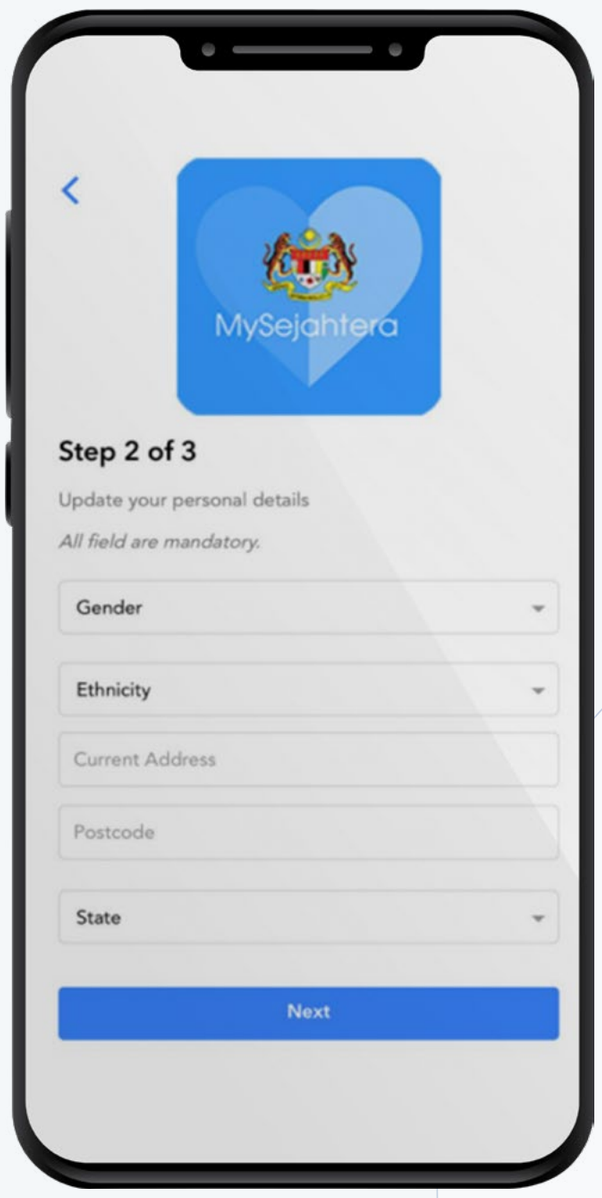
Via E-Mail

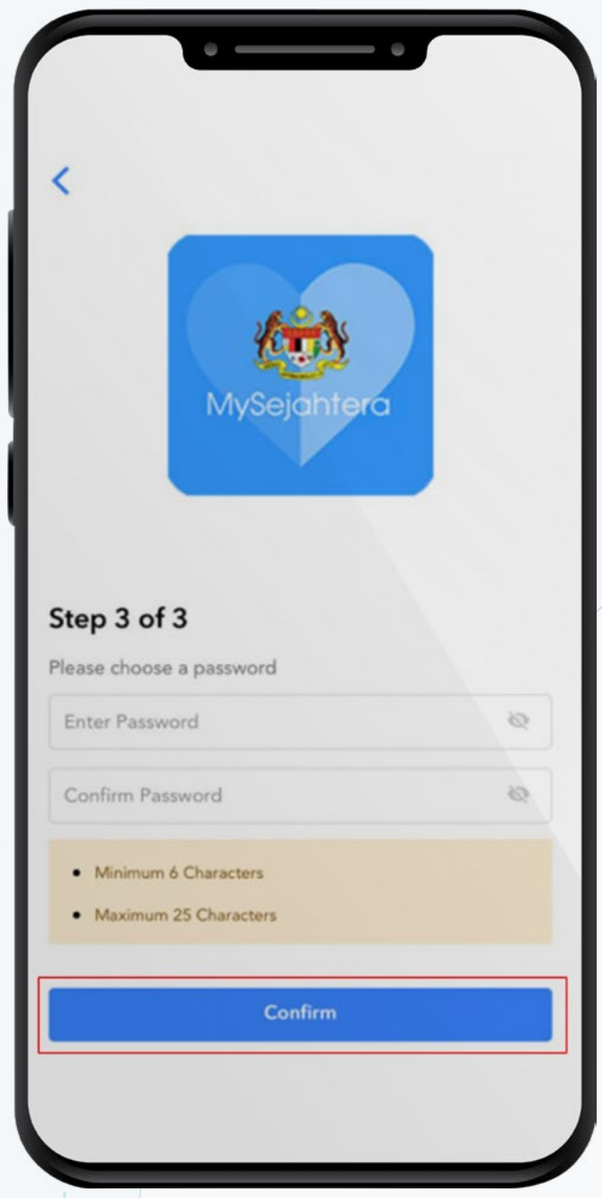
STEP 5: Enter the OTP within 5 minutes and tap SUBMIT to activate your account. If exceed the time given, please tap RESEND OTP and repeat step 4.



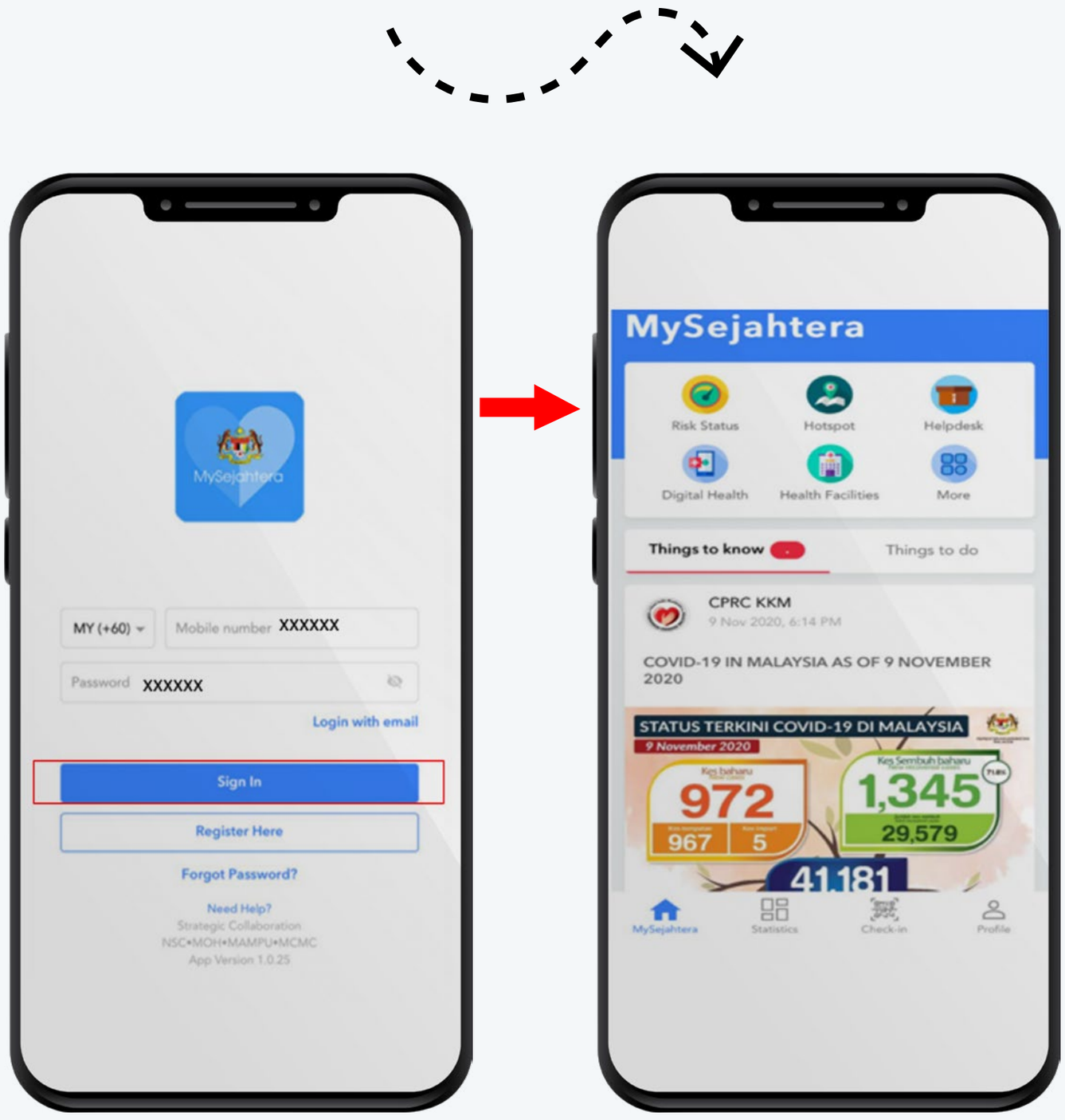
STEP 6: Fill in your registration details and click 'Confirm'





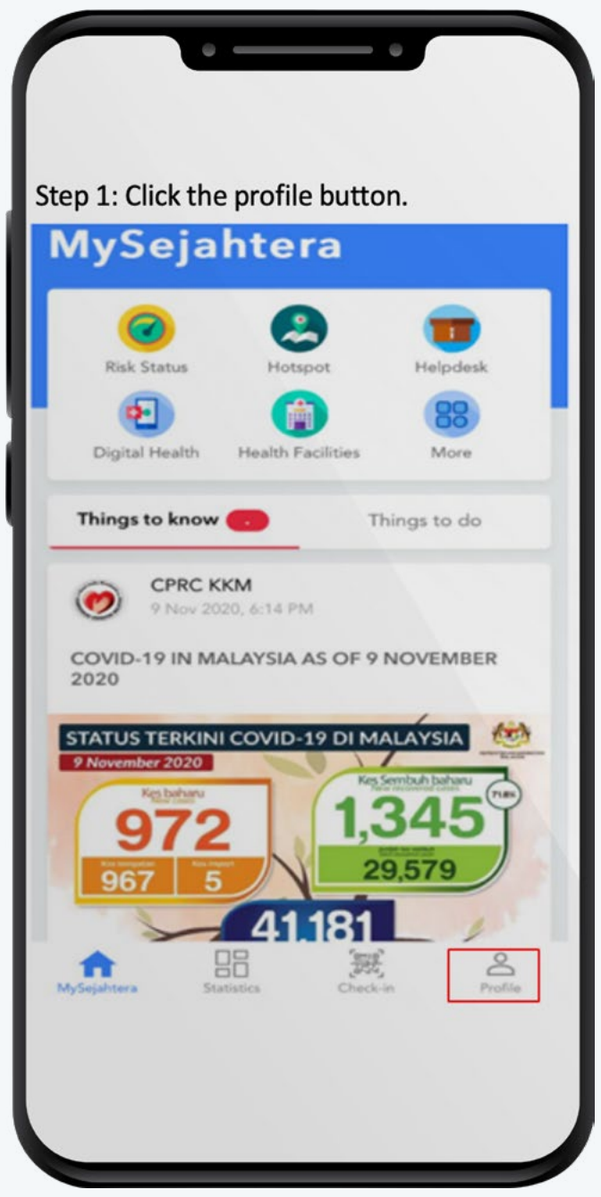


STEP 7: Open “MySejahtera” and login using the registered phone number or email and click sign in. You can now start using the apps

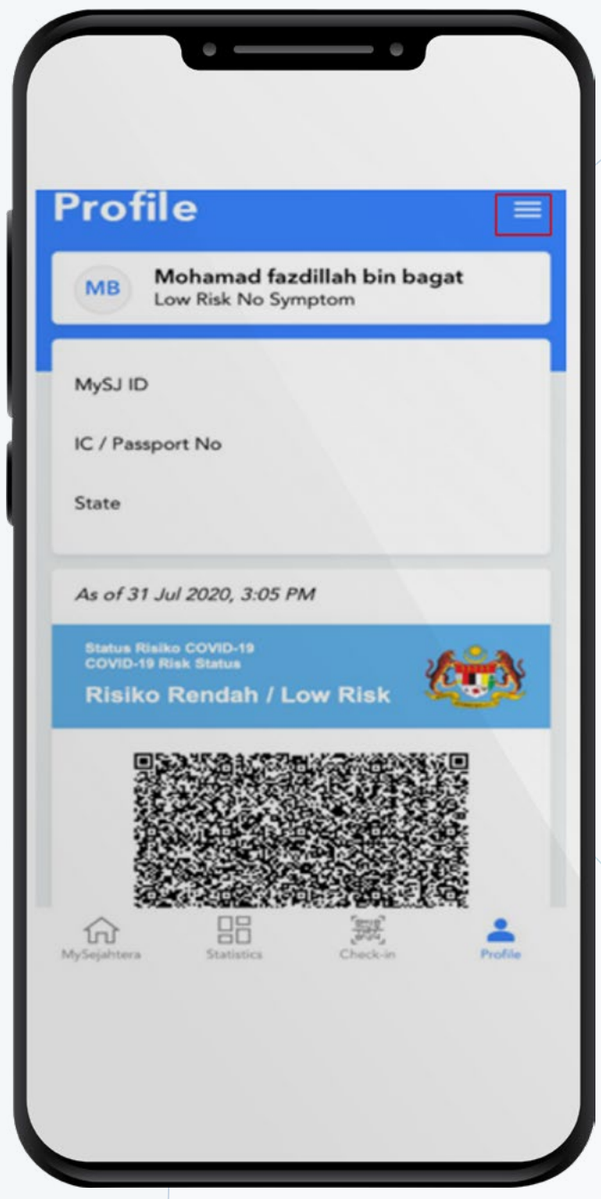


2.2.2 How to update personal details

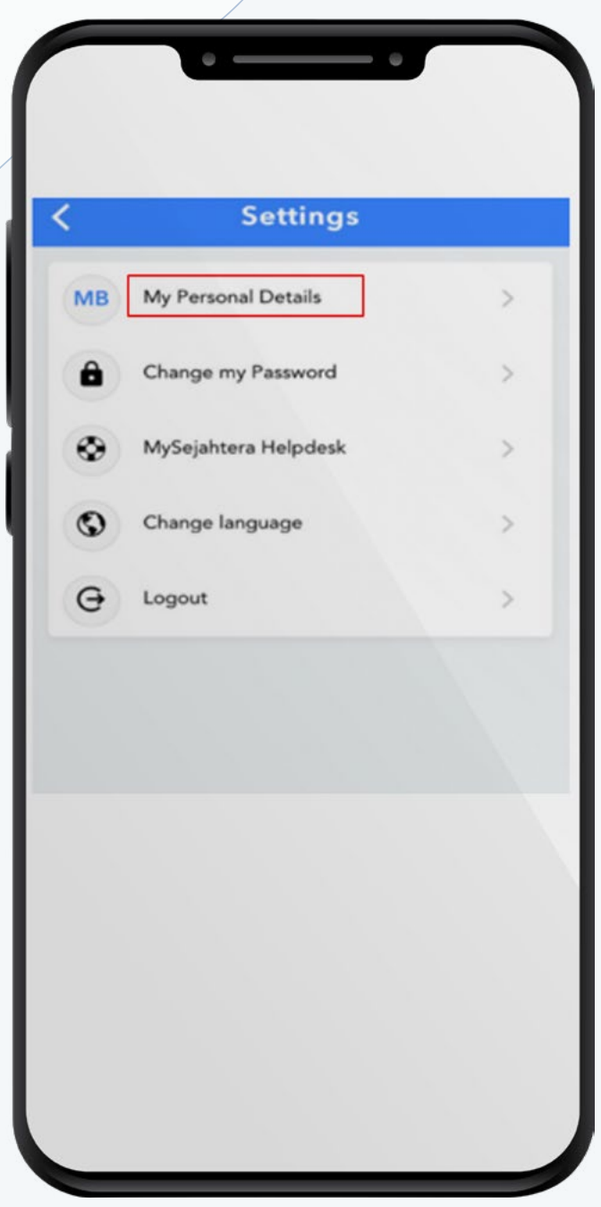
MySejahtera user can update their personal details by following these steps:



STEP 1: Click the profile button.



STEP 2: Then click the dropdown list icon on the top left corner to open the setting menu.

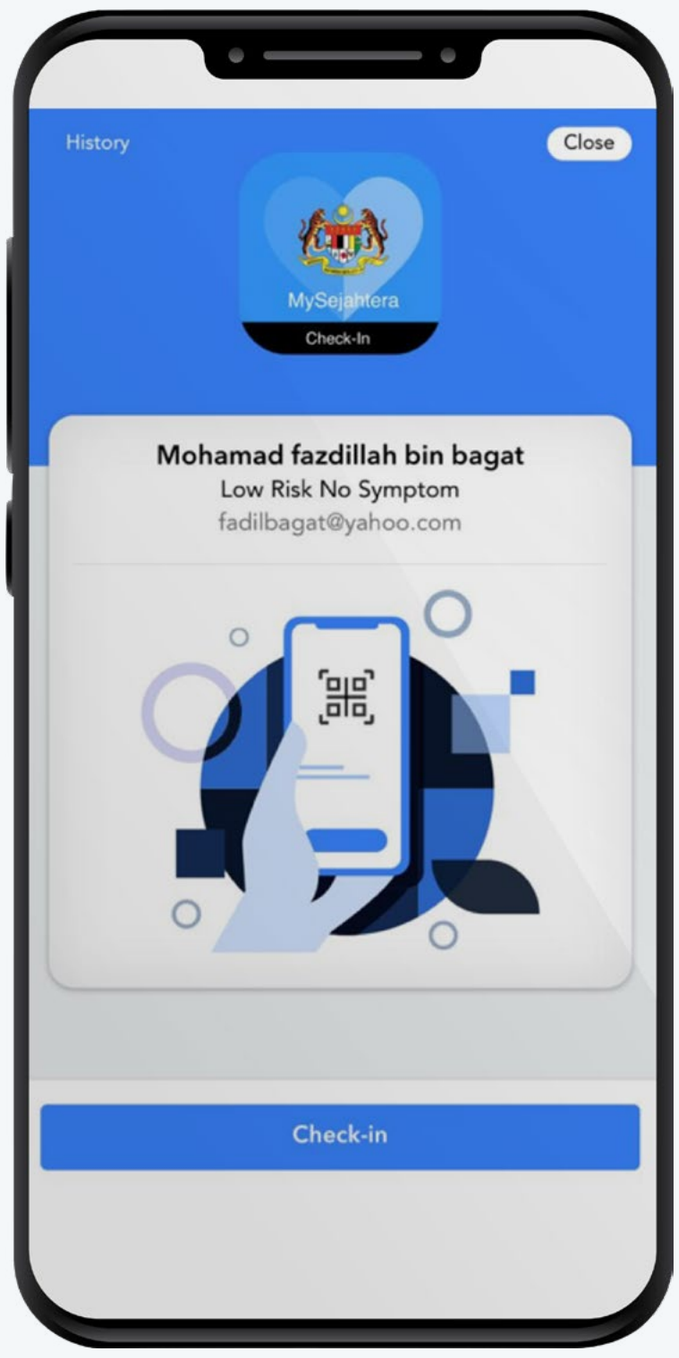


STEP 3: Click my personal details button.

STEP 4: Update your information and click save. User can also set password, change language and logout from the setting menu

2.2.3 How to update Covid-19 risk status

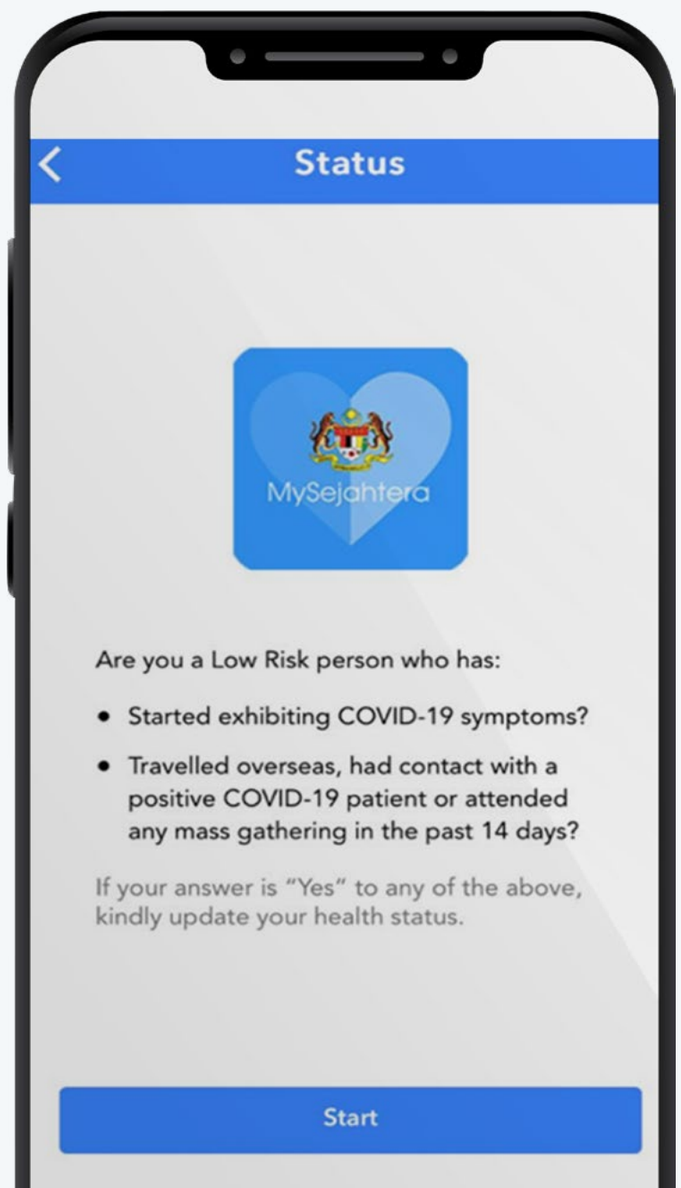
MySejahtera user can update their Covid-19 risk status by following these steps. This is for first time use and when updates is necessary if user start exhibiting Covid-19 symptoms or had travelled oversea, had contact with Covid-19 patient or attended any mass gathering in the past 14 days.



STEP 1: Launch MySejahtera App and then click close to go to the home screen.

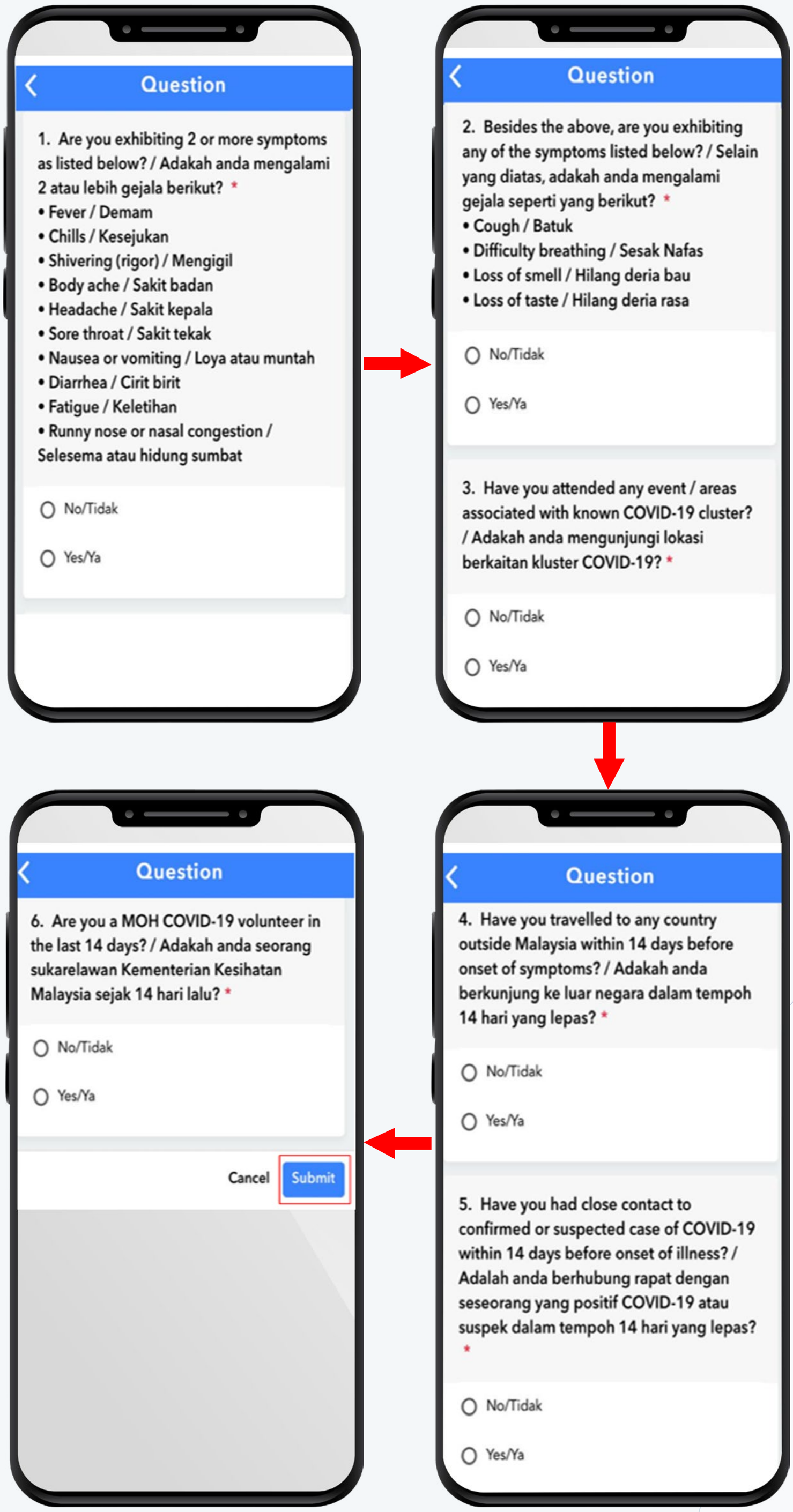


STEP 2: Click the Risk Status icon.

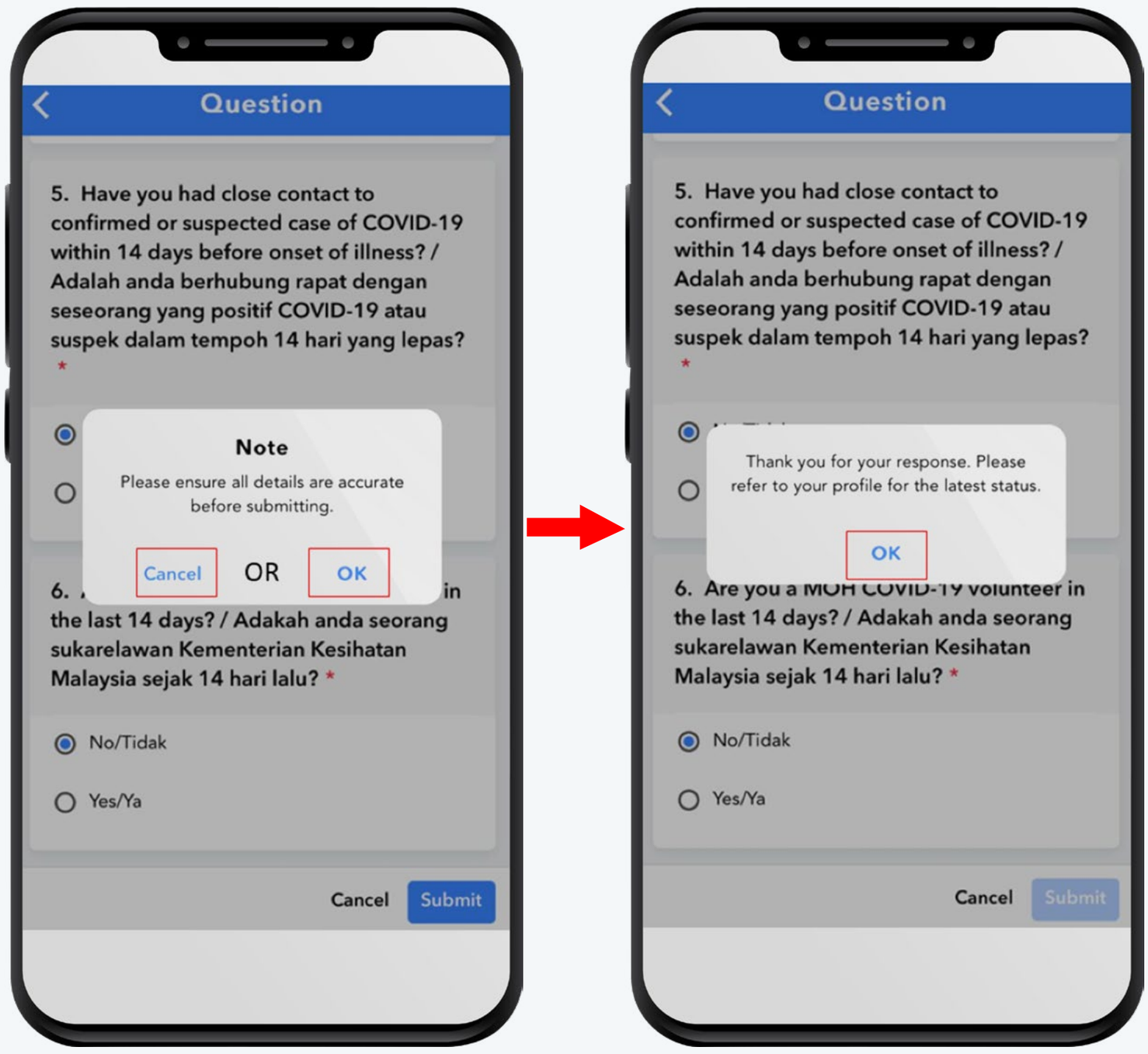


STEP 3: Then press start button.

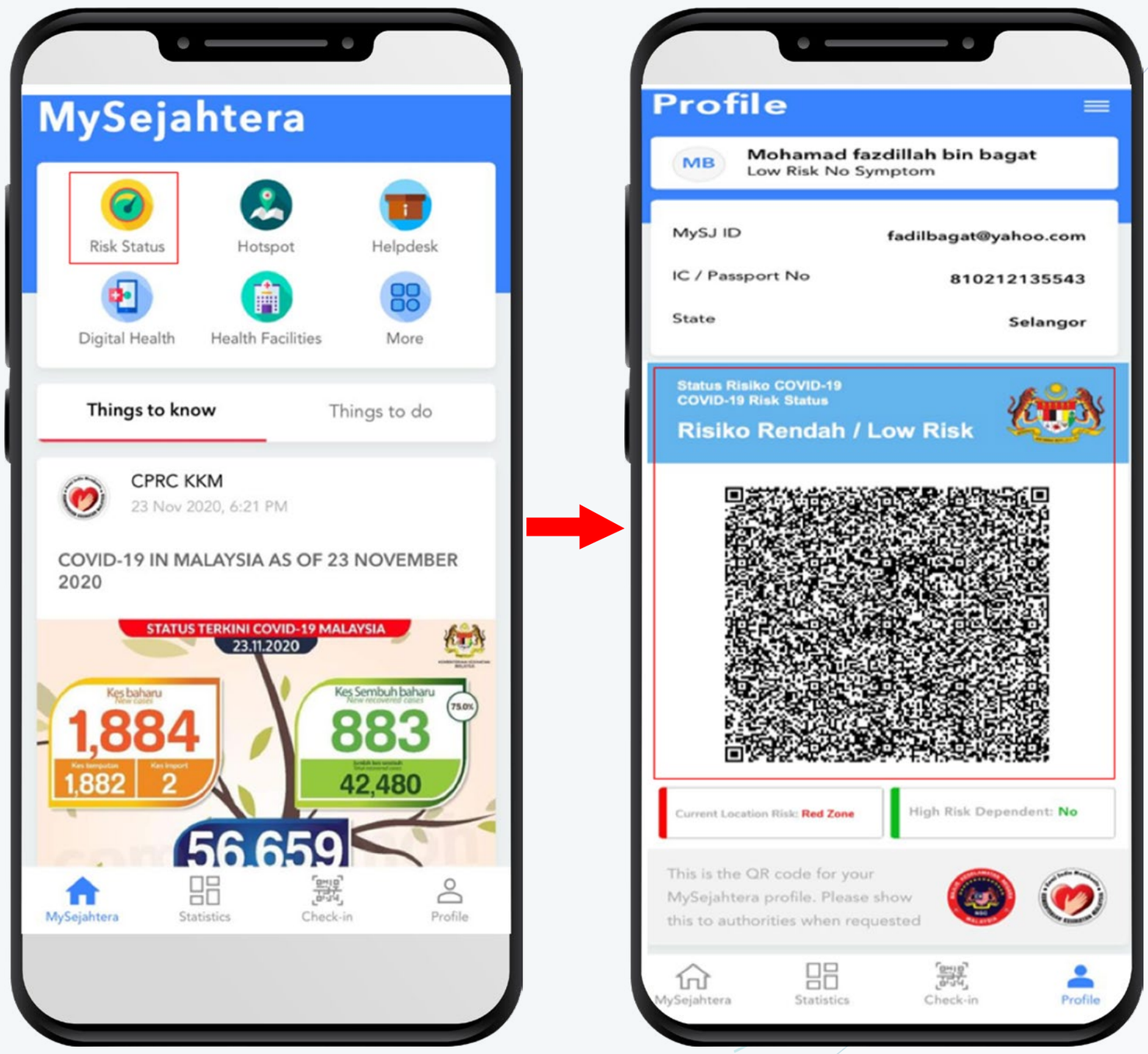
STEP 4: Answer all the questions and press submit.



STEP 5: Ensure all details are correct before submitting. Press cancel to change the answer. Press OK if all details are correct. A pop up box will appear to thank you for your response. Press OK.



STEP 6: The apps will bring you to this main page. Press the Risk Status icon and now you can see your updated Covid-19 risk status.

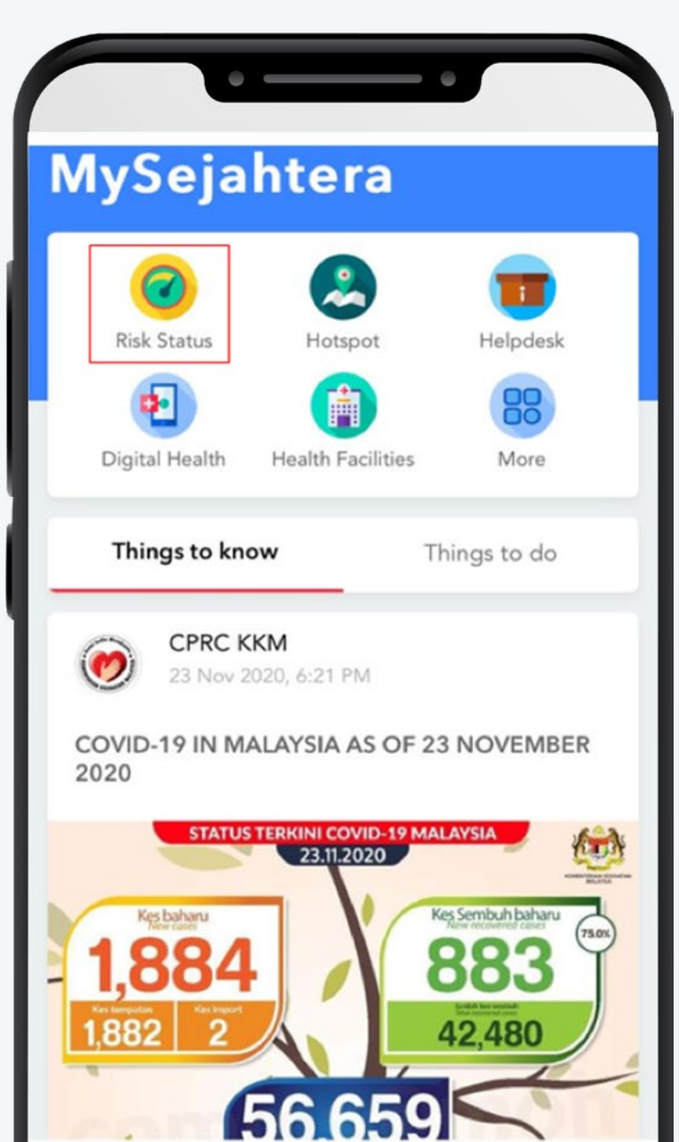


2.2.4 How to use MySejahtera check in features

MySejahtera Check-In is a features that registers and controls the entry of visitors into a premises. Its aims to assist the Government in managing the COVID-19 outbreak and ensure public safety. It also helps authorities to conduct contact tracing in the event of Covid-19 cases. This features can be used in business premises, public transports, shops, offices and many other places with the condition that the premise owner have registered and received a unique QR Code from mysejahtera.malaysia.gov.my. Functions of MySejahtera Check-In feature include:

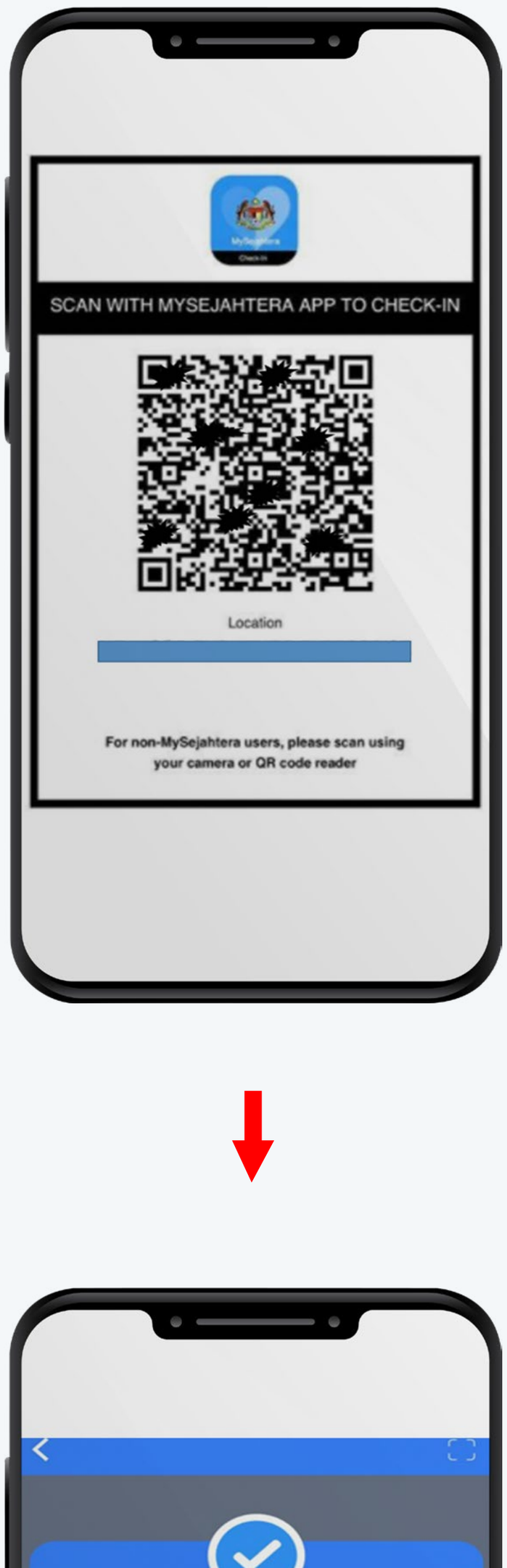
i. Assists in automatic registration of visitors;
ii. Reduce visitor congestion;
iii. Preventing the spread of the infection by increasing compliance of the new norms; and
iv. Ensures the safety of user's data

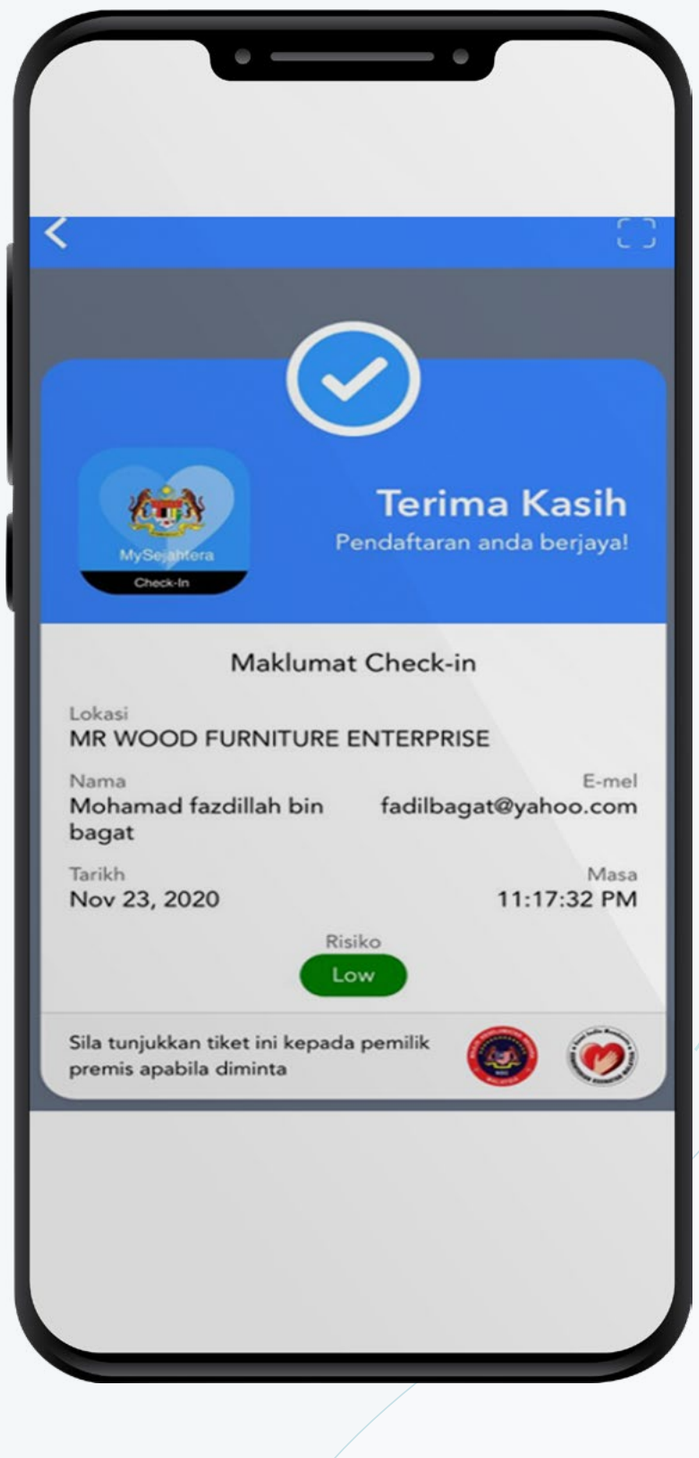
Follow this steps to use MySejahtera Check-In features.



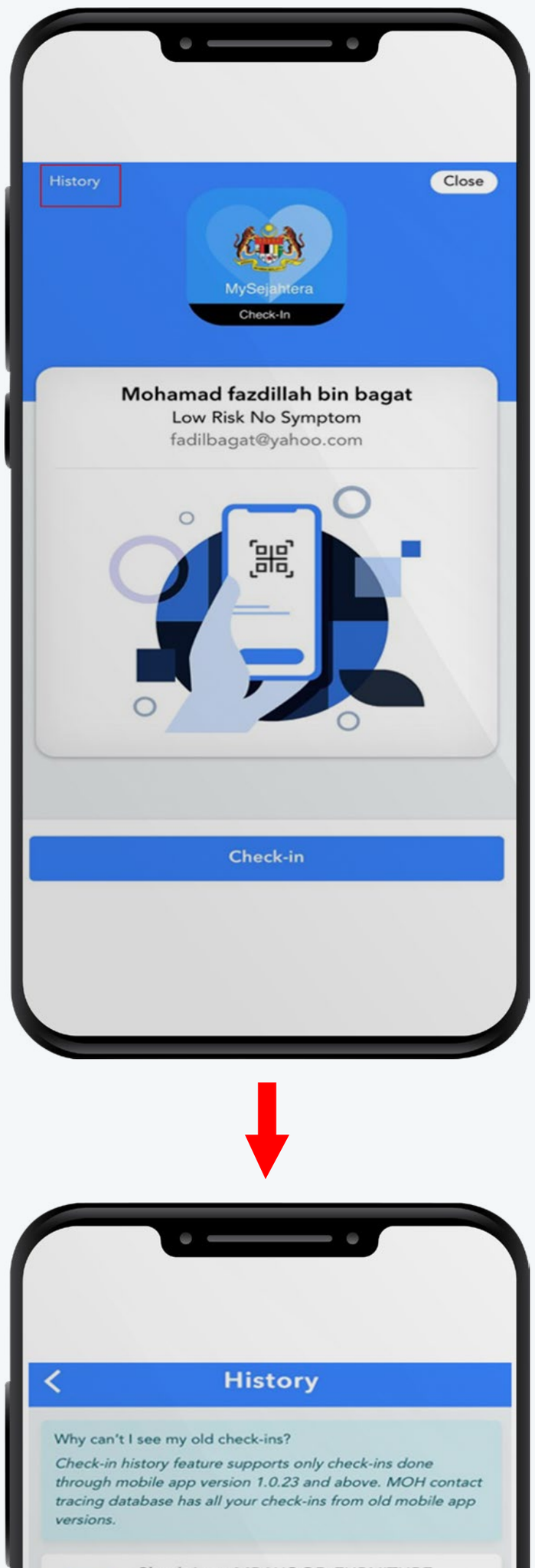
STEP 1: Go to MySejahtera home screen and click the chek-in icon to register entry.

STEP 2: Scan the premise's MySejahtera QR Code and you will receive a check in report.





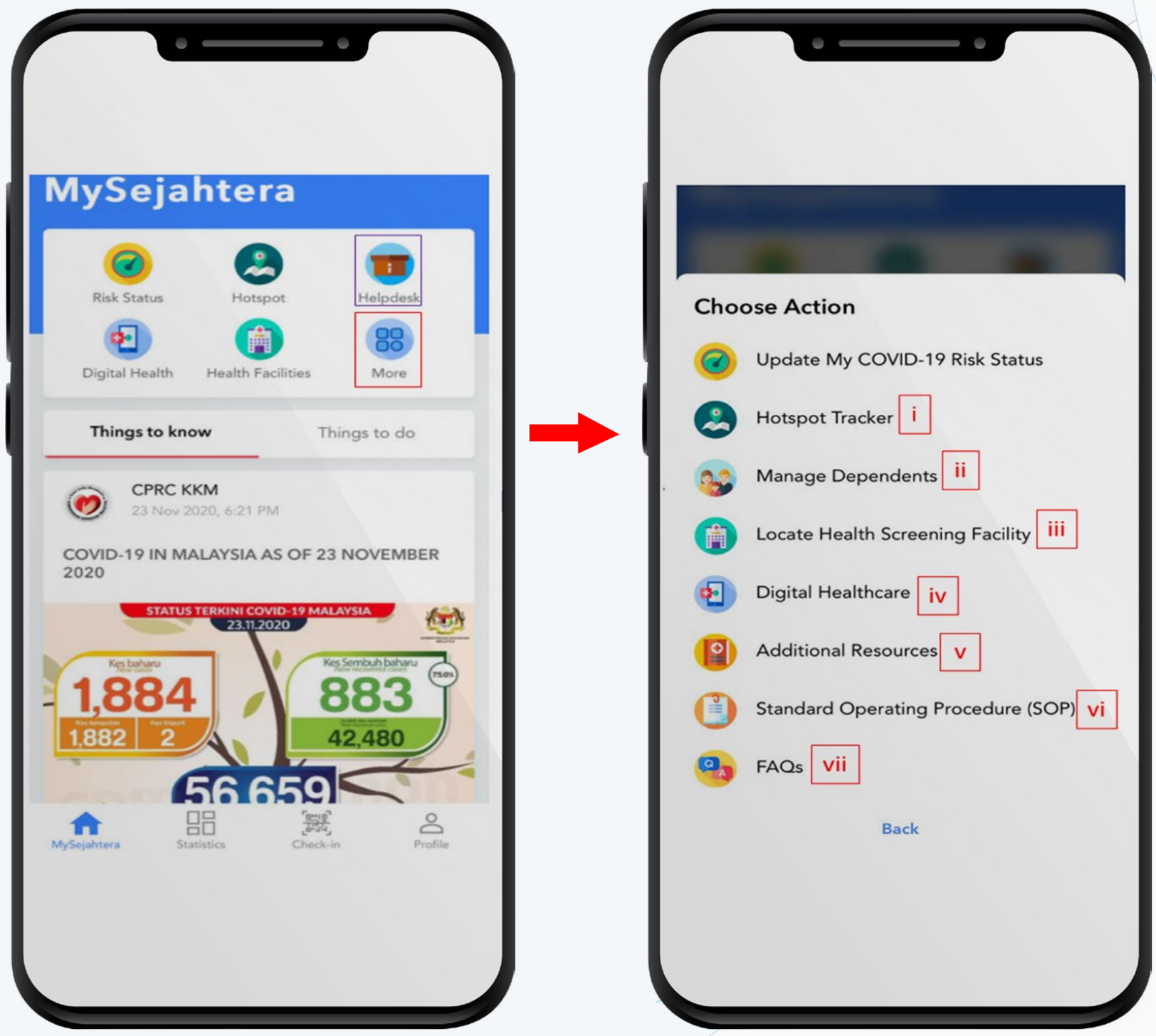
Your sensitive information is safeguarded by the use of the MySejahtera QR Code scanner and will only be used for the control and prevention of COVID-19 outbreaks. In addition, you will no longer be needed to manually register with the MySejahtera QR Scanner, as it is now automatically collected after you have scanned the QR code. User can check their check-in history by clicking history.



2.2.5 Other features of MySejahtera

To access other features and use of MySejahtera, go to the home screen and click more. Choose other function that you like to use that includes:

i. Hot spot tracker. Detect and track reported case within 1KM radius of a search location in the past 14 days.
ii. Manage dependents. Can register for other family members and help to monitor their health. The user needs to click 'Add Dependents' to include the details of their family members. For individuals who want to check-in other individuals, you can pick names that have been registered with the app.
iii. Identify the location of the nearest Covid-19 screening facility QR Code scanner for personal health status and check in at premises.
iv. Digital healthcare. Access to virtual health advice and online clinic appointment booking.
v. Additional resources. Additional and up to date and authentic information about Covid-19 (e.g.: hotline number, Covid-19 Test At Home (Self Paid) contact number).
vi. Information on Standard Operation Procedure (SOP).
vii. Frequently Ask Questions (FAQs)



MySejahtera user can also use the online help desk if they encounter any problems. This helpdesk icon is located on the top corner of the home screen or in the setting. Users are advised to regularly update MySejahtera application in the Galeri Aplikasi Mudah Alih Kerajaan Malaysia (GAMMA), Apple App Store, Google Play Store and Huawei AppGallery.

2.3 QR code scanner

The QR code (abbreviated from the Fast Response code) is a type of matrix barcode (or two-dimensional barcode) first developed for the Japanese automotive industry in 1994. A barcode is a machine-readable optical mark that provides information about the object to which it is attached. In practice, QR codes also contain location, identifier, or tracker data that point to a website or application. QR code uses four regular encoding modes (numeric, alphanumeric, byte/binary, and kanji) for effective storage of data; extensions can also be used. The Quick Response system became popular outside the automotive industry due to its rapid readability and improved storage space compared to standard UPC barcodes. Applications include inventory monitoring, product recognition, time tracking, record management, and general marketing (Wikipedia).



2.3.1 How to scan QR code

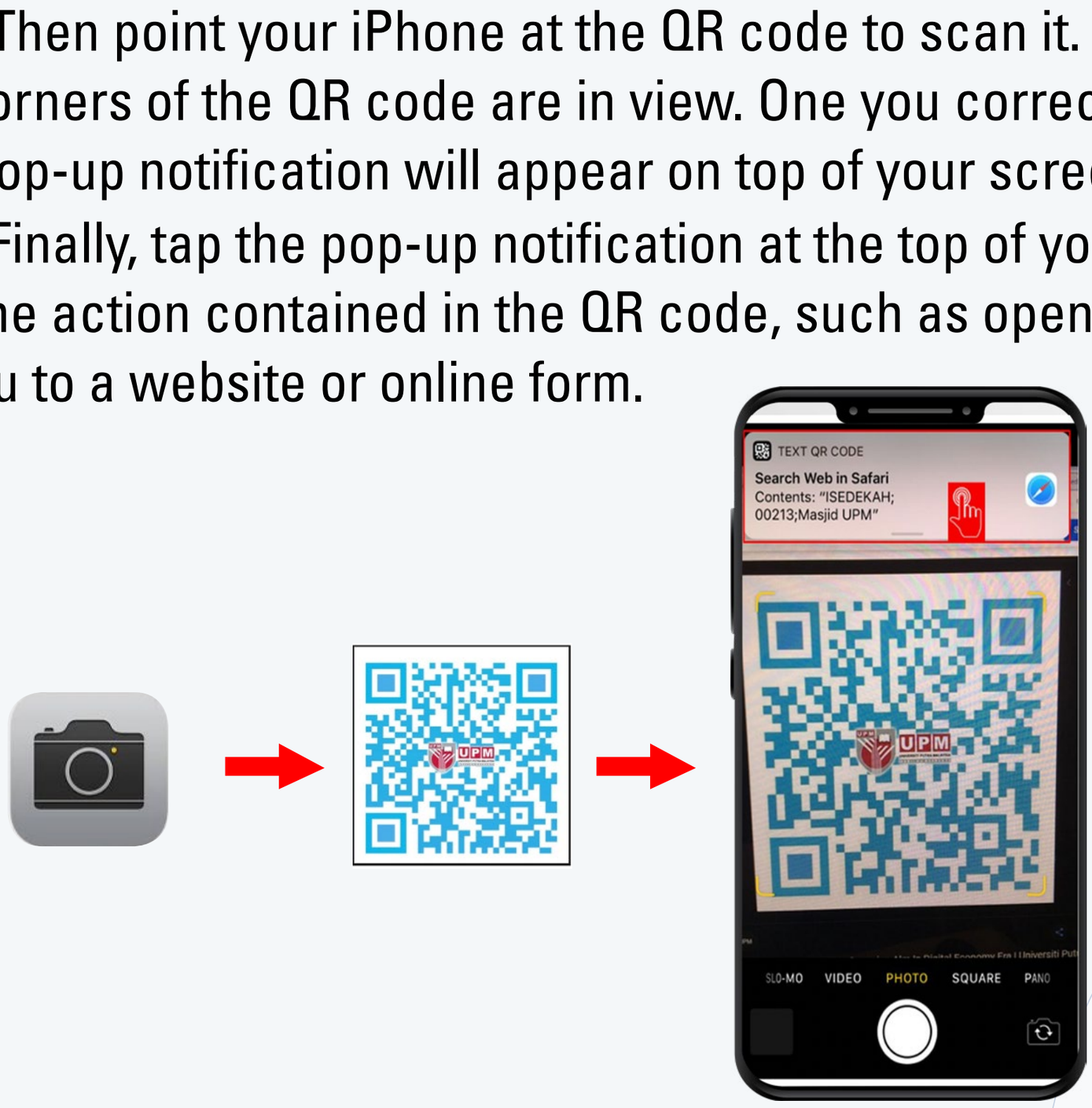
QR codes are everywhere these days. You can open a web page easily, download an apps, pay bills and more with these modern-day barcodes. To get access to all this helpful material, all you have to do is scan them with your smartphone camera. Here's how to use your iPhone and an Android phone to scan a QR code.

On IPhone:

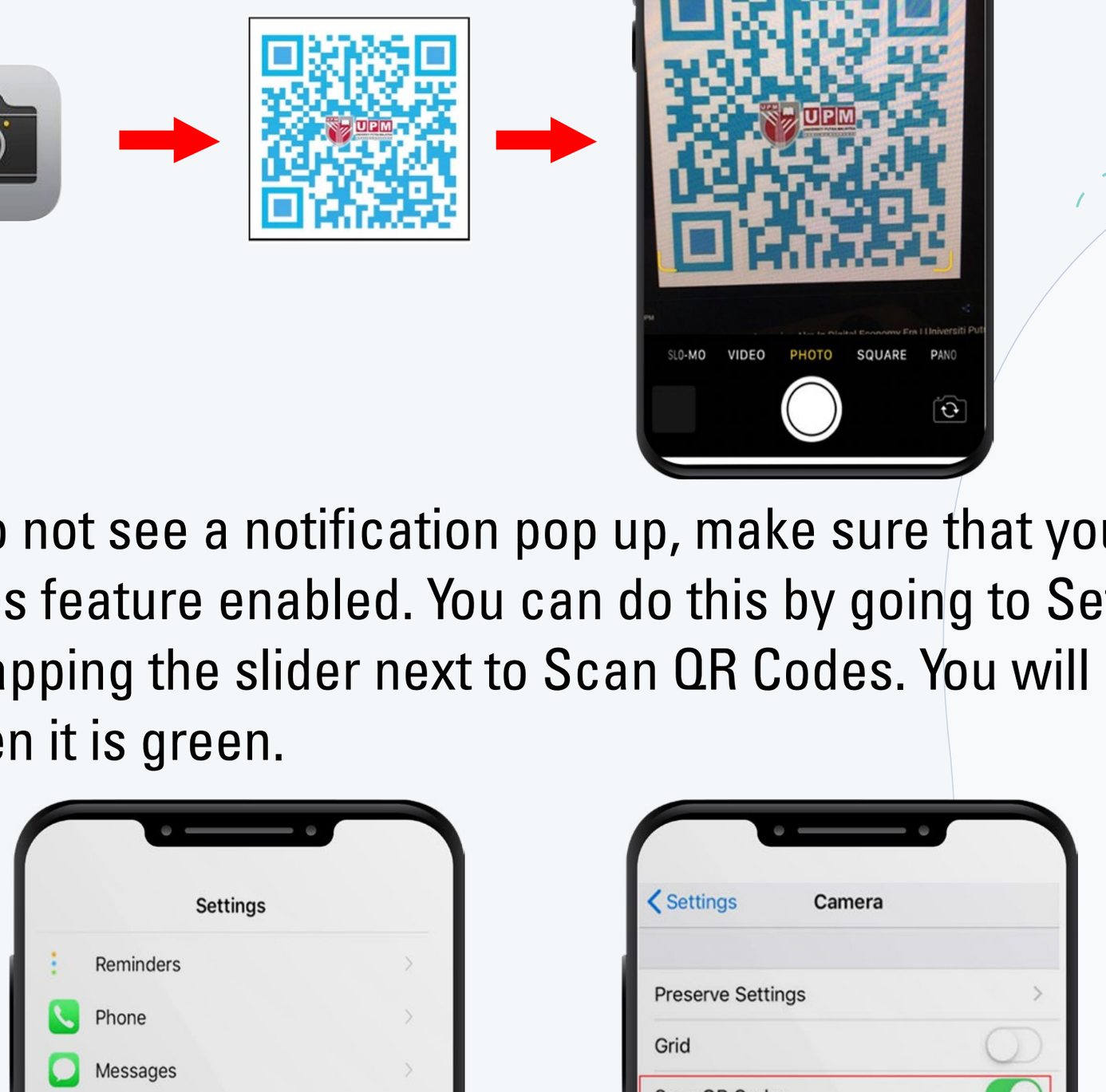
STEP 1: Open the Camera app on your iPhone.

STEP 2: Then point your iPhone at the QR code to scan it. Make sure that all four corners of the QR code are in view. One you correctly scan the QR code, a pop-up notification will appear on top of your screen.

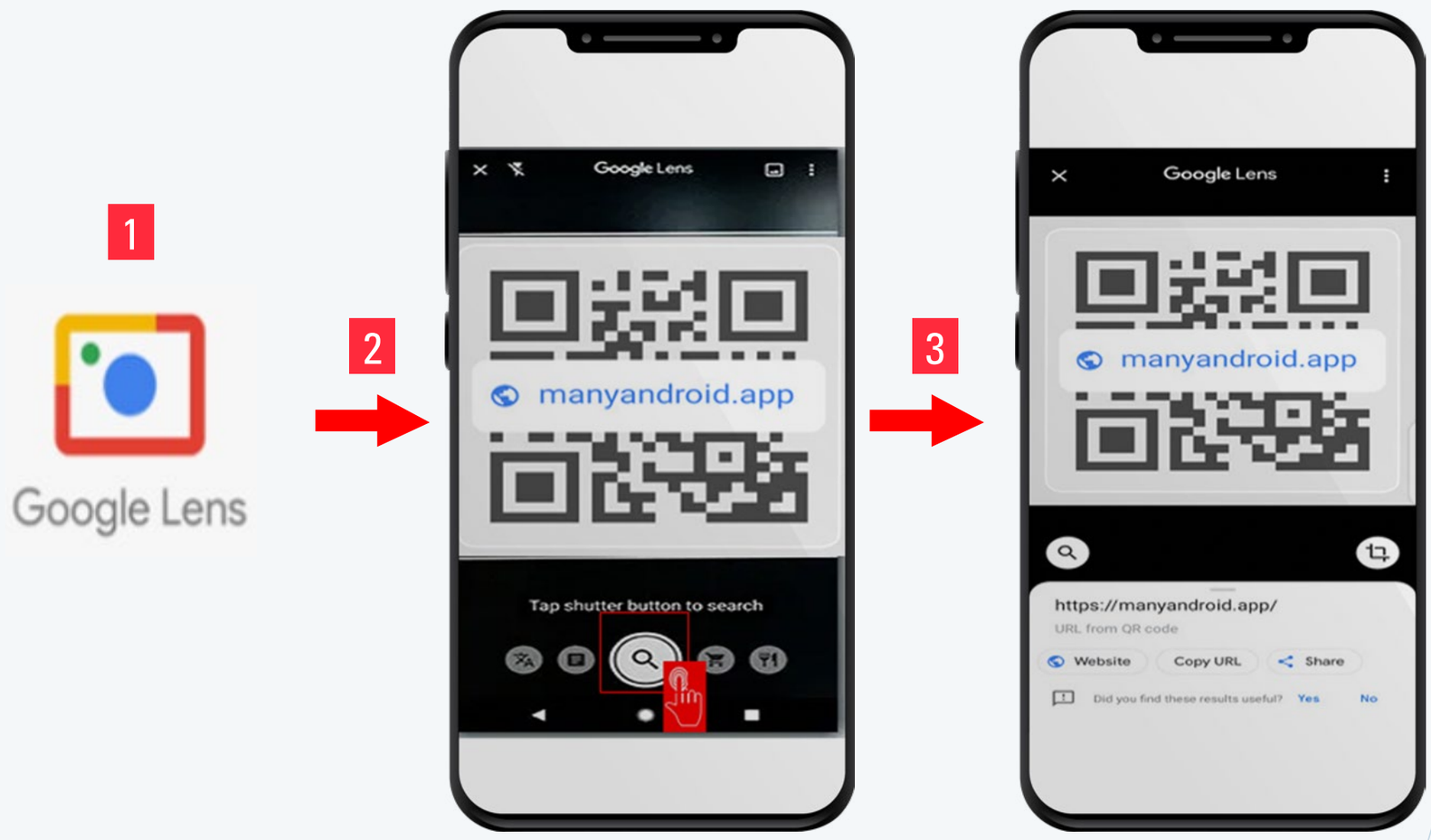
STEP 3: Finally, tap the pop-up notification at the top of your screen. This will run the action contained in the QR code, such as opening a document, taking you to a website or online form.



Note: If you do not see a notification pop up, make sure that you have the Scan QR Codes feature enabled. You can do this by going to Settings > Camera and tapping the slider next to Scan QR Codes. You will know it is turned on when it is green.



On Android:
Only Android 8 to and Android 10 has built in QR Code Reader. Google Screen Search allows consumers to scan QR codes without an app instantly. All one has to do is point their camera at the QR code, long-press the Home button and click on 'What's on my screen?' The QR code link will be available for consumers to open. If the smartphone's screen search is not on, open the Google app and tap Navigation. From the settings, enable Screen Search. An AI interface by Google, Google Lens recognizes everything in the camera including QR codes. It is available on both the camera app as well as the Google Assistant. Simply download Google Lens and start scanning QR codes or use Google Lens from Google Assistant.



STEP 1: press and hold the home button and tap the google lens.
STEP 2: Then point your camera at the QR code to scan it. Make sure that all four corners of the QR code are in view. Then tap the magnifying glass icon to scan the QR code.
STEP 3: Finally, tap the pop-up notification. You will then be directed to the information or action embedded in the QR code.

Android 7 and below have to install an apps to scan the QR Code. After installing the app, all QR codes can be scanned. According to research by Beaconstac in 2019, these 5 free QR code reader apps for Android are perfect for older Android versions that allows Android phones to read QR Codes –Bar-Code, I-nigma, Kaspersky's QR scanner, NeoReader and QR Droid.

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