UNIVERSITI PUTRA MALAYSIA
BERILMU BERBAKTI

INSTITUT PENYELIDIKAN PENUAAN MALAYSIA (MYAGEING™)

MALAYSIAN RESEARCH INSTITUTE ON AGEING

DIGITAL LITERACY FOR OLDER PERSONS

MODULE 3

Communication and Messaging



By
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Siti Anom Ahmad
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Mohamad Fazdillah Bagat

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 3

Communication and Messaging

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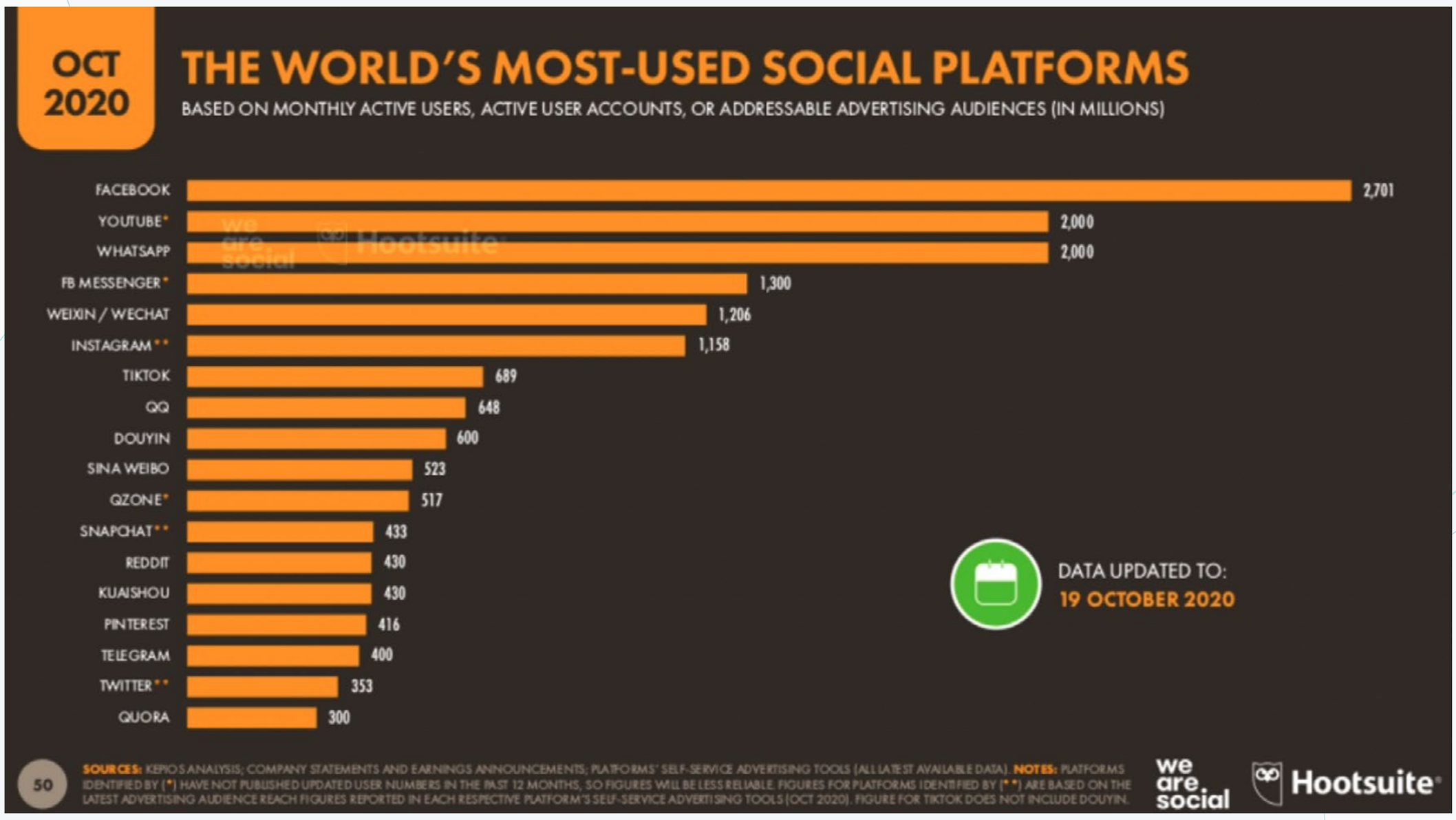
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Synopsis

In this module, essential guide to the use of communication and messaging tools such as Facebook and WhatsApp application will be provided. Digital 2020 reported that Facebook is leading when it comes to active users worldwide, while WhatsApp is the number one messaging app and closely followed by Facebook Messenger.



Facebook, Inc. (stylized as Facebook) is an American social media conglomerate corporation based in Menlo Park, California. Facebook is a social networking site that gives people the power to connect with friends and family, find communities and grow businesses. The site allows people to create profiles, share information such as photos and quotes about themselves, and respond or link to the information posted by others.

WhatsApp, a free messaging application that allows users to send messages or make calls to other WhatsApp users while connected to the internet. In addition to basic messaging, WhatsApp users can create groups, send each other images, video, and audio media messages.

Seniors who use the internet for communication obtain social benefits including frequent contact with social network members (Beckenhauer & Armstrong, 2009). Therefore, the senior must understand and optimize the use of mobile communication and messaging applications such as WhatsApp and Facebook to stay socially integrated.

Expected outcome:

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

- Understand communication and messaging using mobile devices
- Set up mobile communication and messaging applications i.e. WhatsApp and Facebook
- Send text and voice messages
- Make voice and video calls
- Share media and other data

ChecBric

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

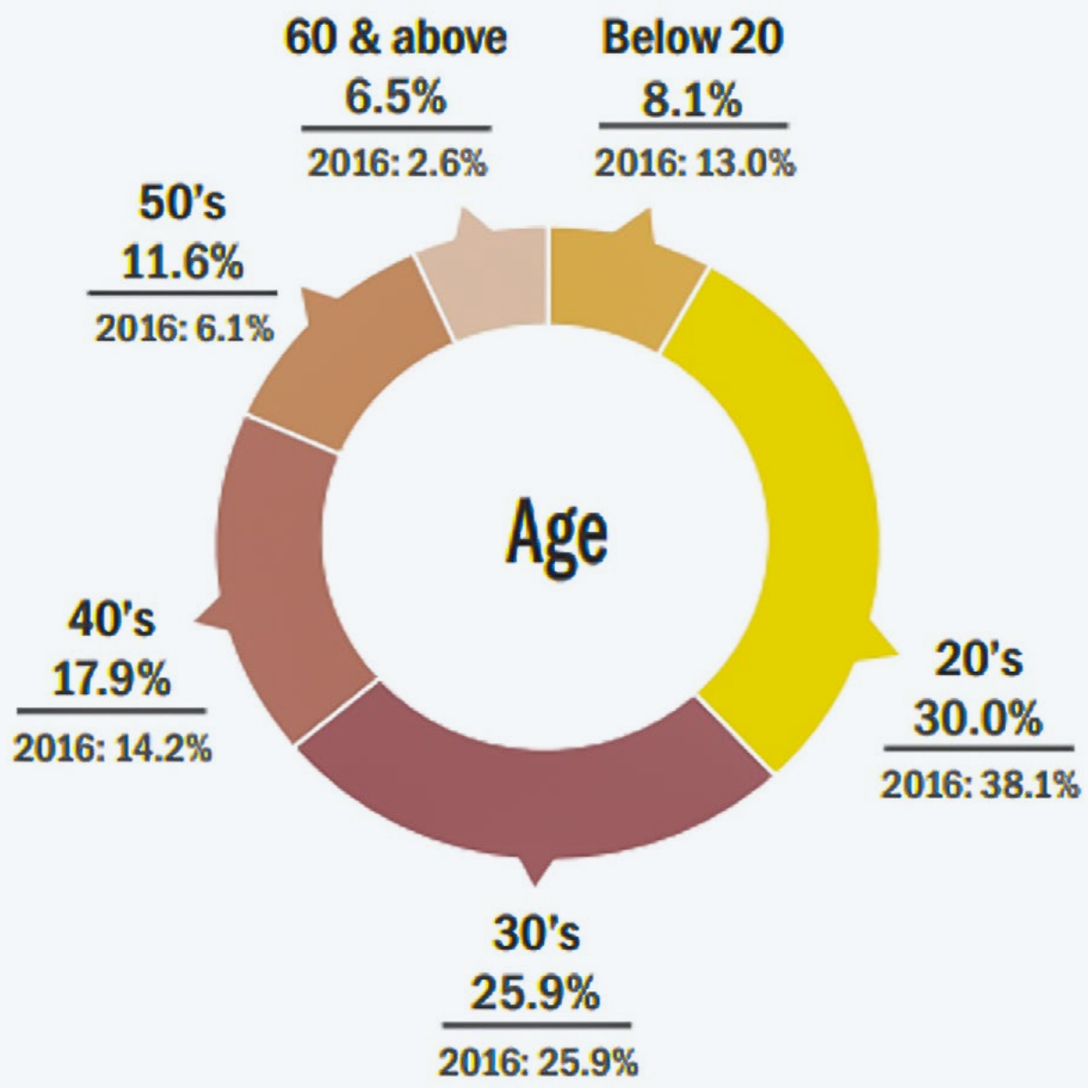
0 - No knowledge
1 - Limited knowledge
2 - Knowledgeable and able to clarify well
3 - Competent and can put to practice fully

Learning Achievement	Before	After
I understand what is communication and messaging using mobile devices		
I know how to set up and use the WhatsApp application		
I know how to set up and use the Facebook application		
I have a positive attitude towards the use of mobile communication and messaging		



3.0 Introduction to Communication and Messaging

Today, older adults are more digitally connected than ever before. The use of smartphones, tablets, and social media are on the rise in this demographic. Technology adoption rates are still lower among those 'silver surfer' age 60 years and above than the general population. There is a whole range of reasons for this.



Source: *Current Population Estimates, Malaysia, 2018, DOSM - July 2018 revision*

From mobility issues to limited social opportunities, there are many reasons why engaging with the community can become more difficult as people age. The result is an increased risk for social isolation—especially among those who live alone. Digital communication and messaging is a tool that will help the seniors to combat loneliness, and keep in touch with their families and friends (Chopik, 2016) especially during this difficult period and beyond.

Of course, it's not just about family. Communication technology makes all kinds of connections possible. For older adults with health issues, this could include contact with health care practitioners, professional caregivers, and community support workers. They can find online support groups for people who share their medical conditions. And they can engage with the outside world through a digital platform even if they are no longer able to move about as easily as they once could.

To provide senior with the basic skills they need to access our digital world, this module will facilitate seniors on the use of the most popular communication and messaging tools such as Facebook and WhatsApp application.

3.1 Facebook

The Facebook app does more than help you stay connected with your friends and interests. It's also your personal organizer for storing, saving and sharing photos. It's easy to share photos straight from your phone camera, and you have full control over your photos and privacy settings. You can choose when to keep individual photos private or even set up a secret photo album to control who sees it.

Facebook also helps you keep up with the latest news and current events around the world. Subscribe to your favourite celebrities, brands, news sources, artists, or sports teams to follow their newsfeeds, watch live streaming videos and be caught up on the latest happenings no matter where you are!

The following is a list of features that can be found on the Facebook website and mobile app and are available to users of the social media site:

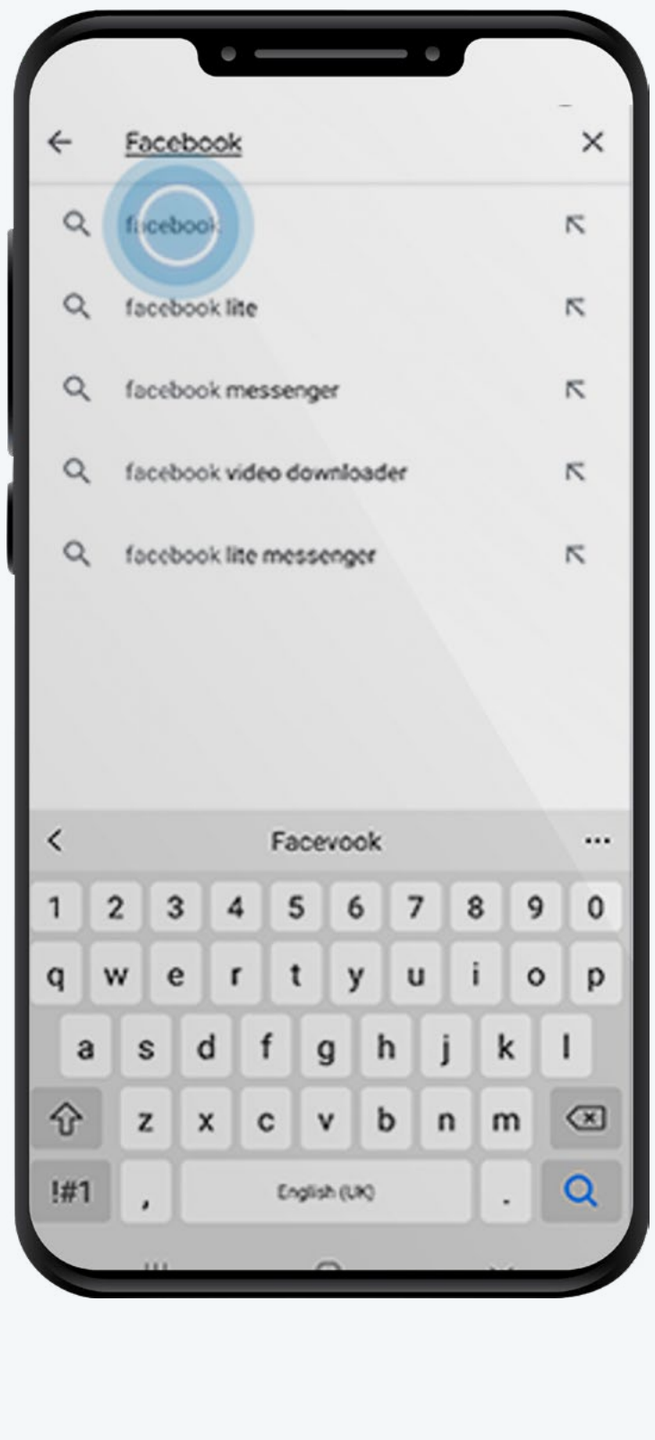
- Connect with friends and family and meet new people on your social media network
- Set status updates and use Facebook emoji to help relay what's going on in your world
- Share photos, videos, and your favourite memories
- Get notifications when friends like and comment on your posts
- Find local social events, and make plans to meet up with friends
- Play games with any of your Facebook friends
- Backup photos by saving them in albums
- Follow your favourite public figures or digital influencer, websites, and companies to get their latest news
- Look up local businesses to see reviews, operation hours, and pictures
- Buy and sell locally on Facebook Marketplace
- Watch live videos on the go



3.1.1 How to install Facebook

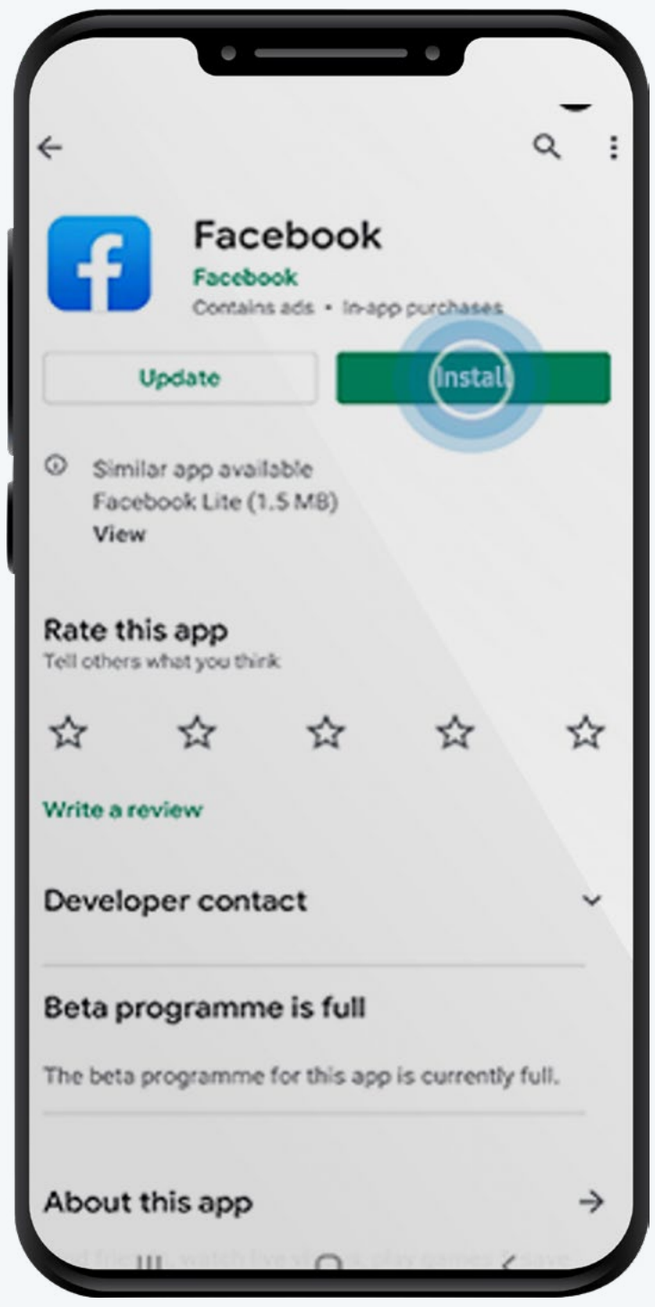
1. **Install WhatsApp.** The app is free to download from the Play Store (Android) or App Store (iPhone). Launch the phone's app store.





2. **Search Facebook.** Enter "Facebook" in the search bar at the top and then tap the Facebook app that appears in the drop-down list.

3. **Tap Install.** If you have disabled the Facebook app on a newer device which has the Facebook app pre-installed, you will instead have the option to “Update”. Tap UPDATE to re-enable the app. Facebook is a large app and it may take a few minutes to install.



4. **Launch Facebook.** Once Facebook has been downloaded, it will appear on your apps screen.



5. **Create account or login to Facebook.** Follow the instructions to set up an account or login with your Facebook details if you have an existing Facebook account.

To create a Facebook account:

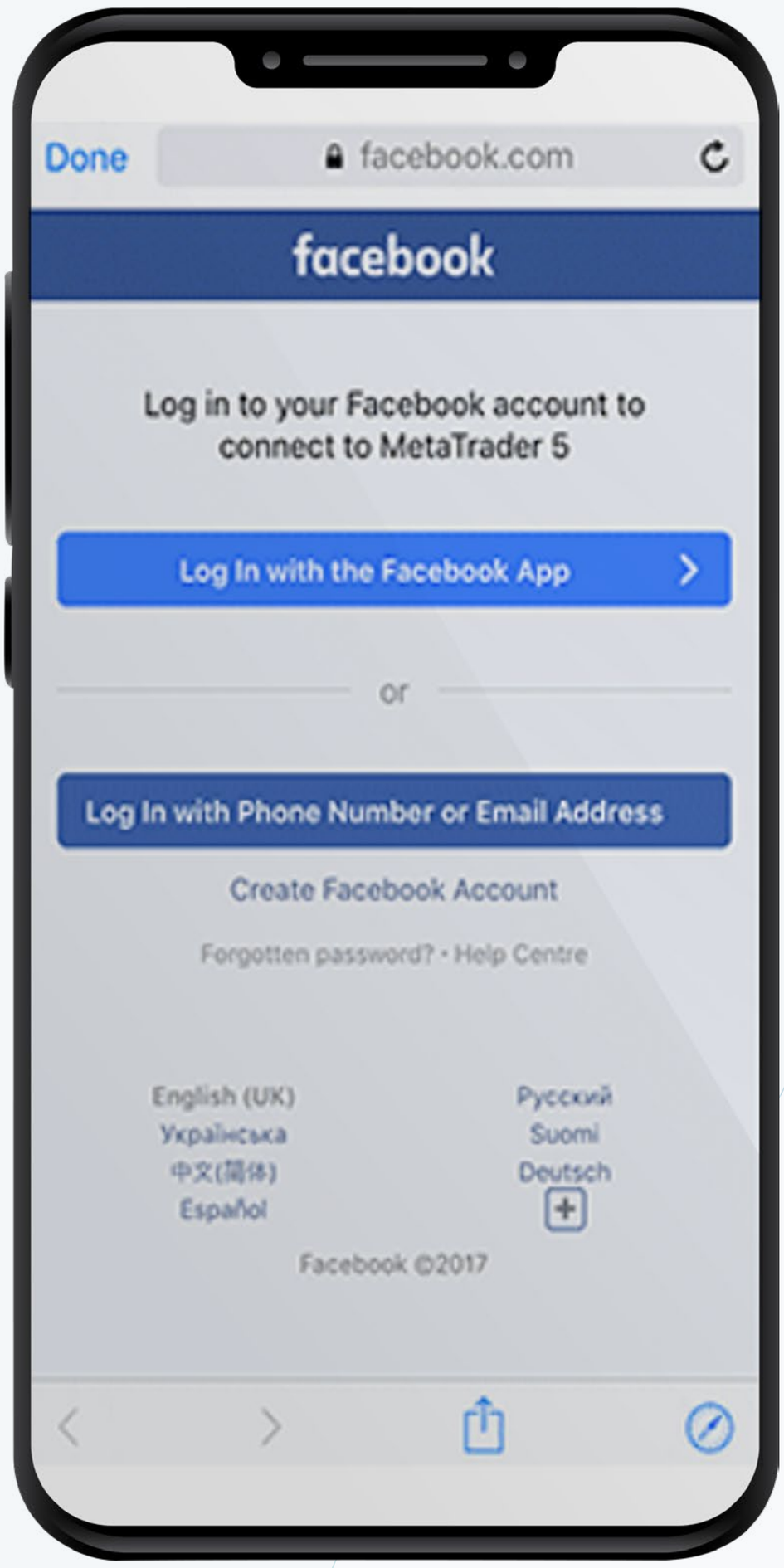
- Tap CREATE NEW ACCOUNT
- Enter the name you go by in everyday life.
- Enter your email or mobile phone number.
- Select your gender and date of birth, and choose a password.
- Tap SIGN UP.
- To finish creating your account, you need to confirm your email or mobile phone number.

To log into your Facebook account:

- You can login either using email or phone number:
  - Email: You can log in with an email that's listed on your Facebook account, or
  - Phone number: If you have a mobile number confirmed on your account, you can enter it here (don't add any zeros before the country code, or any symbols), or
  - Username: You can also log in with your username, if you set one up.
- Tap PASSWORD and enter your password.
- Tap LOG IN.

If you're having a problem logging in:

- If you're having trouble with your password, reset your password by tapping FORGOTTEN PASSWORD?
- Enter your email address or phone number to search for your account.
- Identify your account to reset your password.

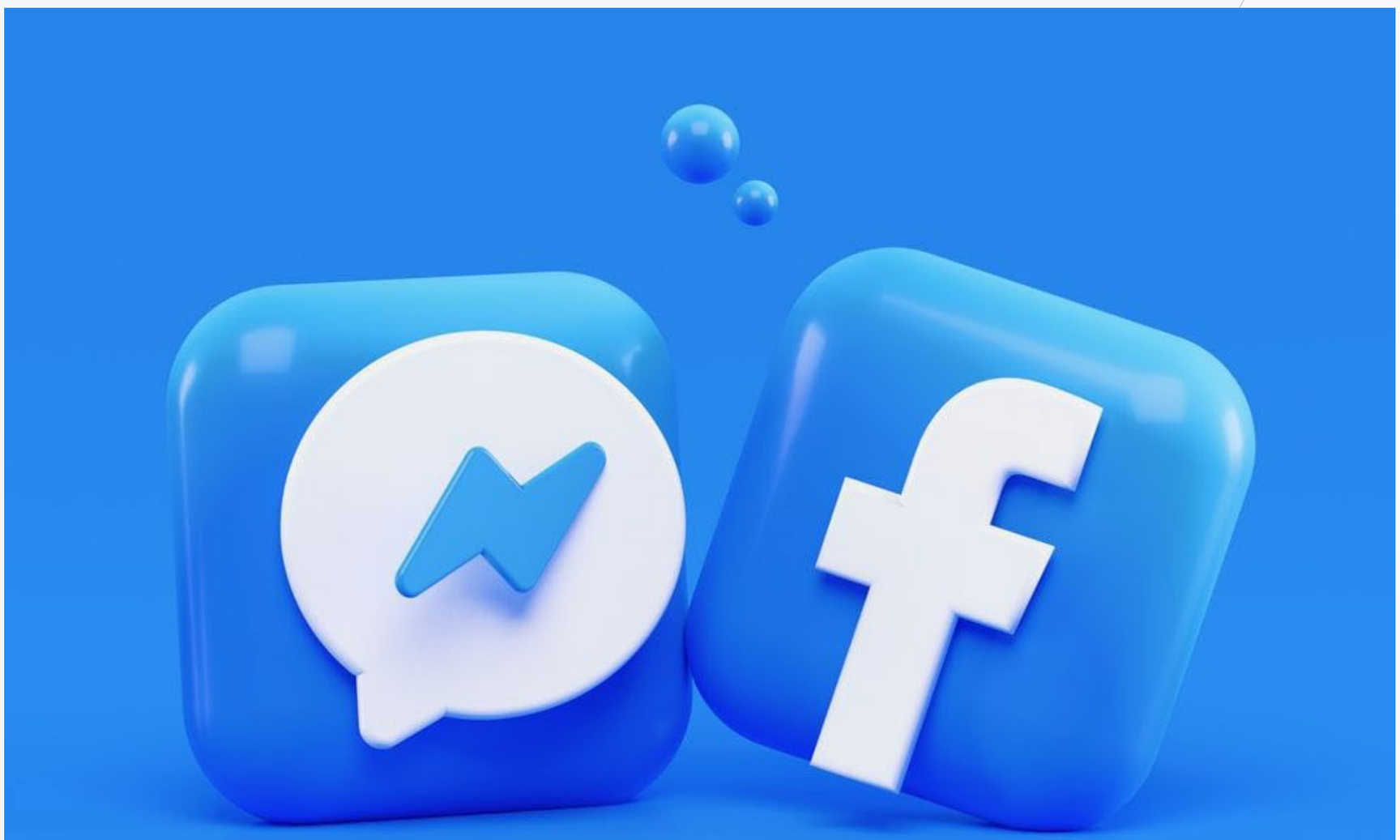


3.1.2 Facebook structure

1. **News Feed**

The news feed is the primary system through which users are exposed to content posted on the network. It created an alternative home page in which users saw a constantly updated list of their friends' Facebook activity. News Feed highlights information that includes profile changes, upcoming events, and birthdays, among other updates. News Feed also shows conversations taking place between the walls of a user's friends. An integral part of the News Feed interface is the Mini Feed, a news stream on the user's profile page that shows updates about that user. Unlike in the News Feed, the user can delete events from the Mini Feed after they appear so that they are no longer visible to profile visitors. The latest redesigned News Feed allow users to view recent stories first.

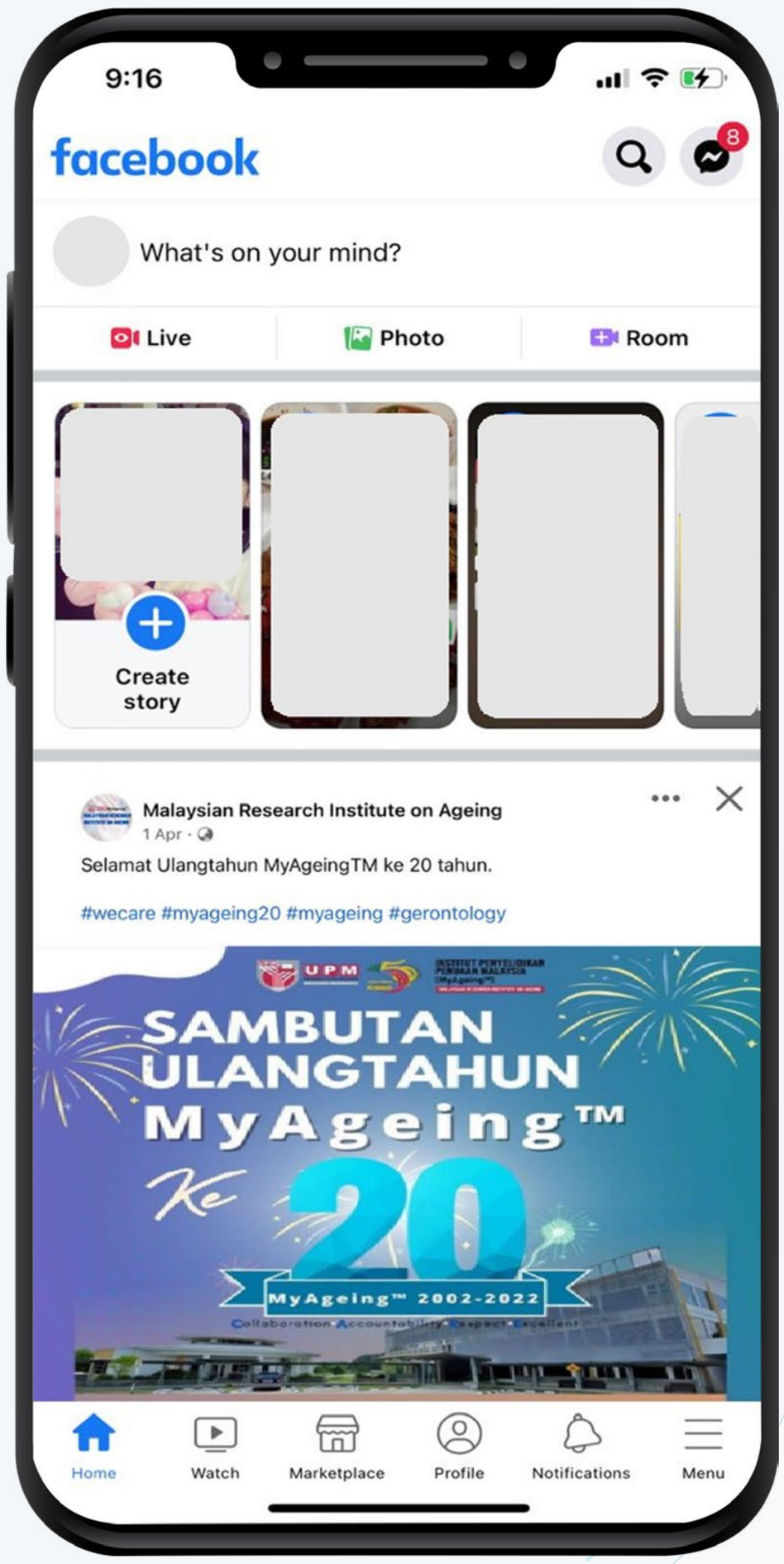
Users were able to control what types of information were shared automatically with friends. Currently, users may prevent friends from seeing updates about several types of especially private activities, although other events are not customizable in this way.

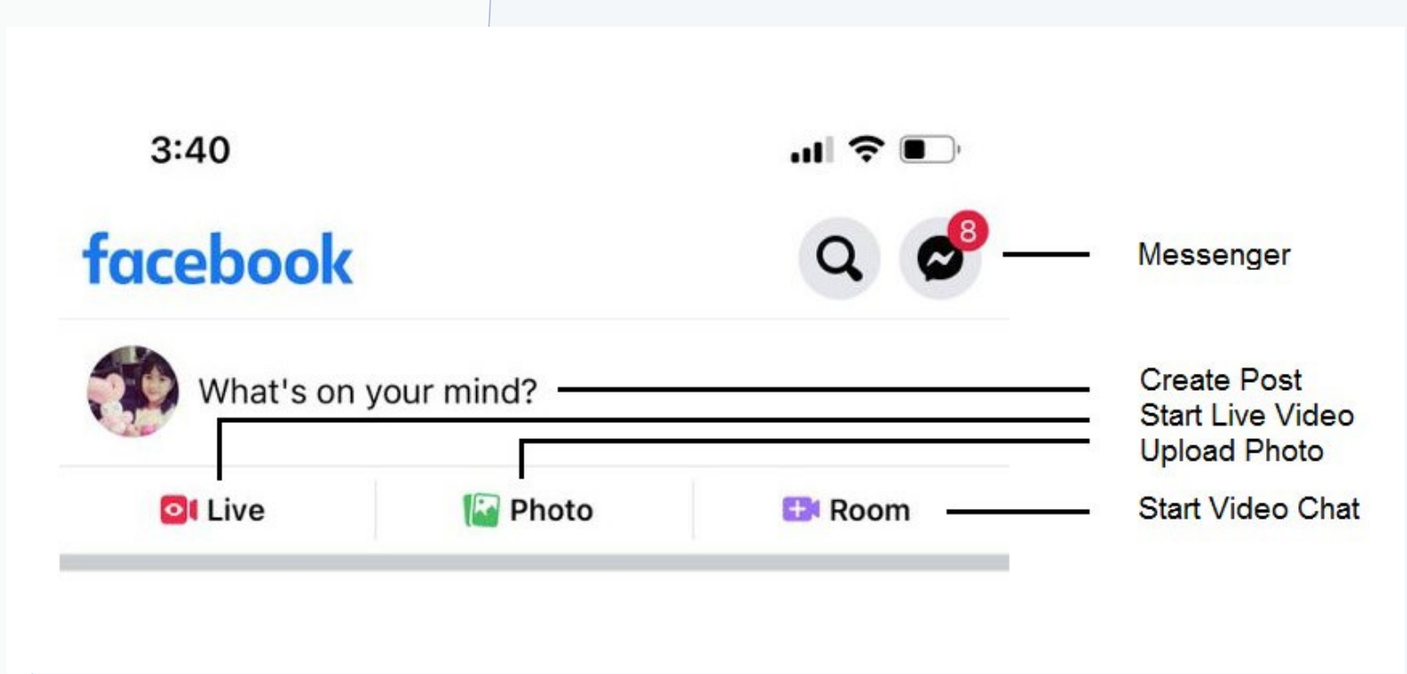


With the introduction of the “New Facebook” in early February 2010 came a complete redesign of the pages, several new features and changes to News Feeds. On their personal Feeds (now integrated with Walls), users were given the option of removing updates from any application as well as choosing the size they show up on the page. Furthermore, the community feed (containing recent actions by the user’s friends) contained options to instantly select whether to hear more or less about certain friends or applications.

Facebook has renamed the “News Feed”, the main element of the app, to simply “Feed” in order to simplify branding.

Facebook has recently felt a surge in demand for real-time video. Messenger Rooms, a newly launched feature, is a video tool that allows up to 50 people to meet at the same time with no time limit.



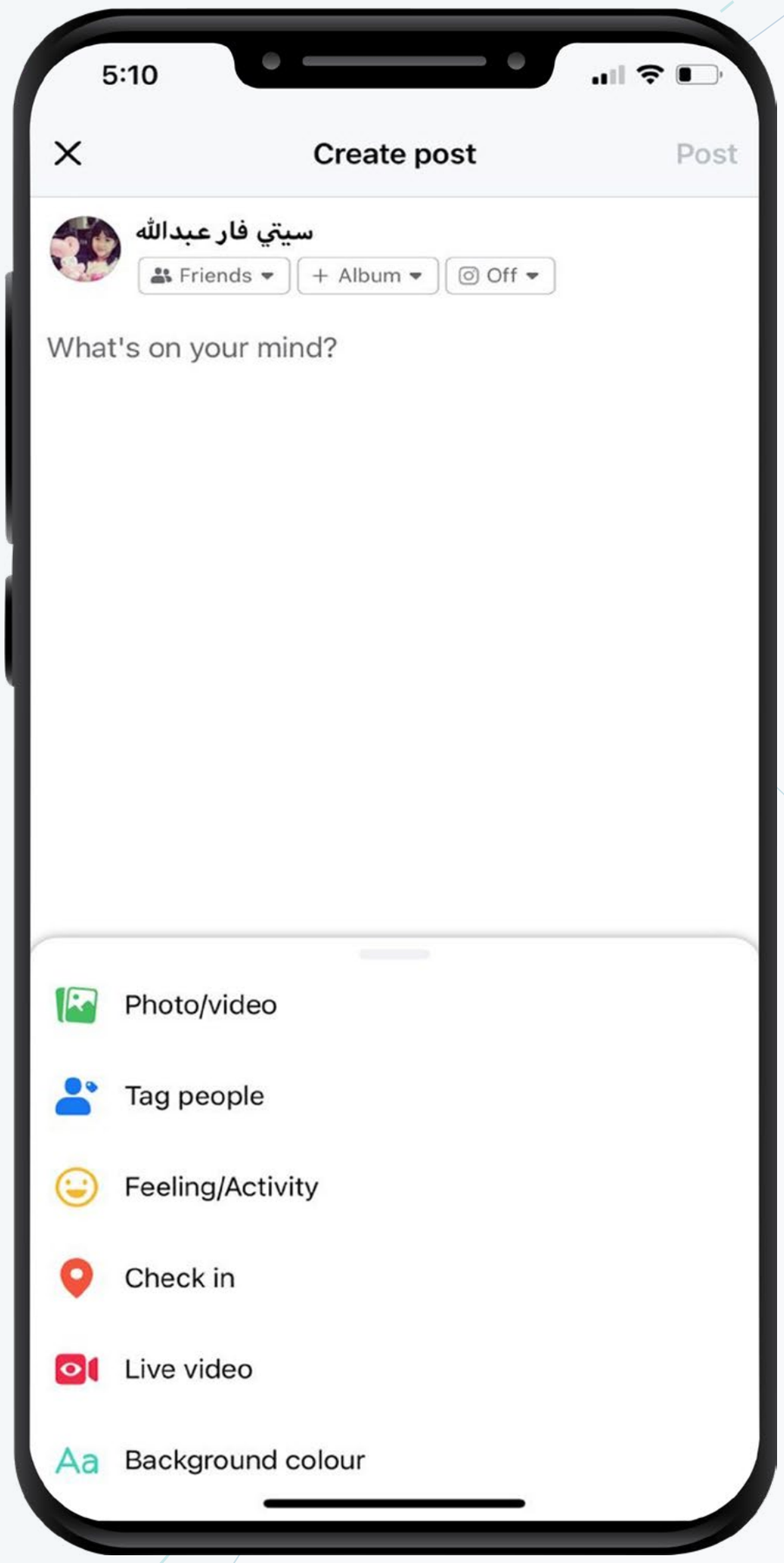


Facebook allows users to upload photos and videos, and to add them to albums. The current version enabled facial recognition technology, helping users identify people to tag in uploaded photos.

- Tap PHOTO and choose the picture or video you want to upload. You can upload multiple photos or videos at once by selecting on them. You can either choose from the camera roll or tap on the camera icon to take a photo.
- Enter a caption in the Photo/Video caption text box. Skip this step if you want to upload a photos/videos-only post.
- Tap DONE to post.

How to create a post?

- You can post on your own page, a friend's page, or the page of a group to which you belong.
- Navigate to the page where you want to make a post. This will differ depending on where you want to publish your post:
  - Your page - From the top of the Feed, you can create a post for your page.
  - A friend's page - In the top search bar, type in a friend's name, tap their name, and then tap their profile image.
  - A group – Tap ☰ , then Groups, then the Groups tab, then your group.
  - Tap on the postbox. This box is located at the very top of the News Feed. If you're posting to a friend's page, you'll find it below the photo section near the top of their page. If you're posting to a group, the box will be located just below the cover photo.



There will generally be a phrase "What's on your mind?" in the box.

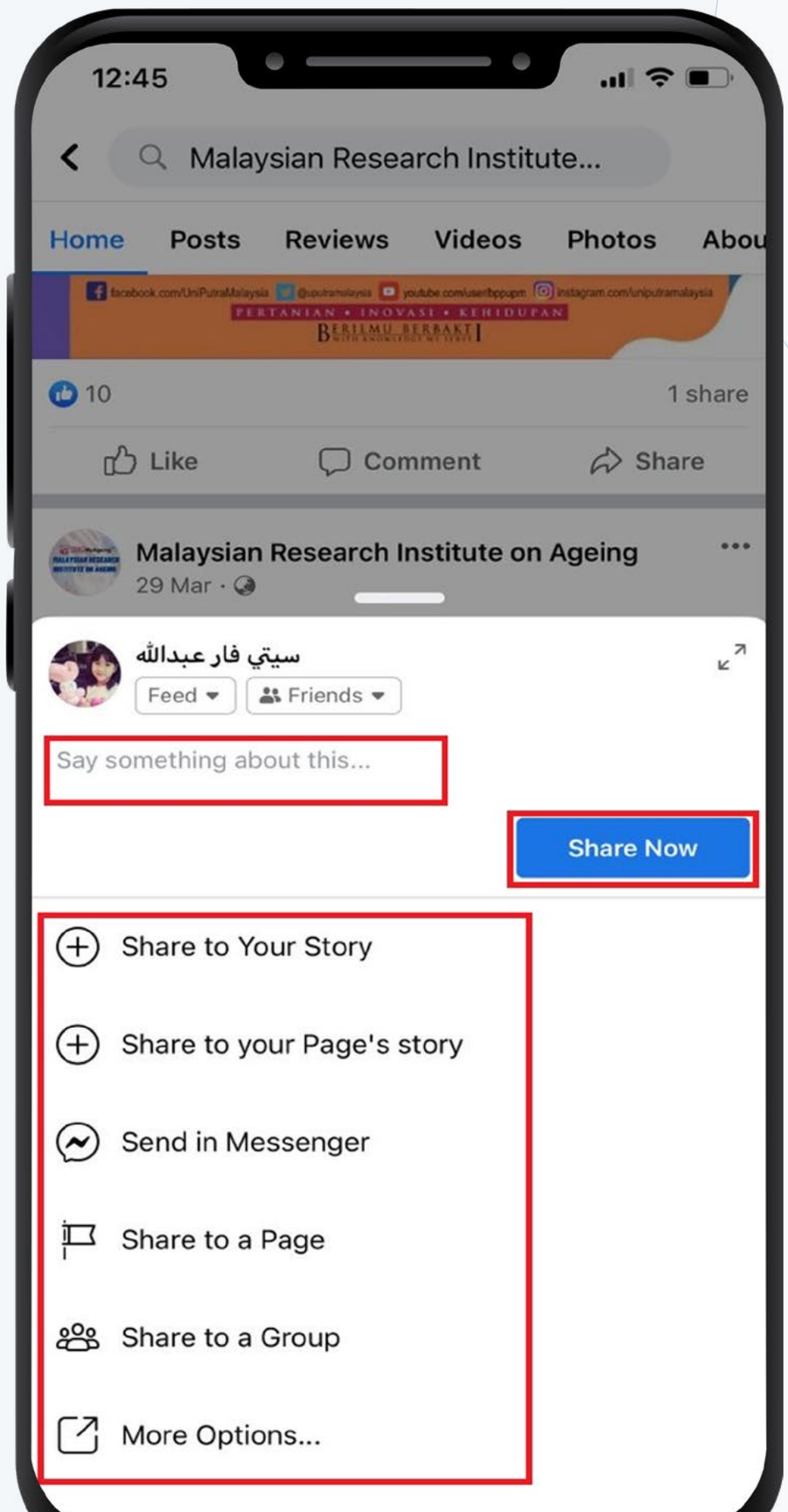
- Add your post. Text, photos, videos, friends, feeling/ activity and location data can all be included in posts.
- Tap POST. It's located in the upper-right corner of the screen. This will create your post and add it to the page you're currently on.

How to share a post?

Not all posts are shareable. You won't be able to share the post if the person who made it has their privacy settings set to "Friends" or "Friends of Friends." Look for a Share button beneath the post; if you find one, you can share it.
To share a post you see on your:

- Tap SHARE below a post.
- Tap on the postbox in the popup menu.
- Select a sharing option. In the drop-down menu, click one of the following options
- Share Now - Share the post to your Feed.
    - Share as Message - Tap Send in Messenger. You can specify a friend (or a group of friends) to whom you want to send the post.
    - Share to a Page - Opens a "New Post" window in which you can share the post as one of the pages you manage.
    - Share to a Group - Opens a "New Post" window in which you can share the post in your group. You can use the search bar to find the name of the group you wish to share to.
- Tap on More Options if you wish to share in other social media platform e.g. Instagram or WhatsApp.

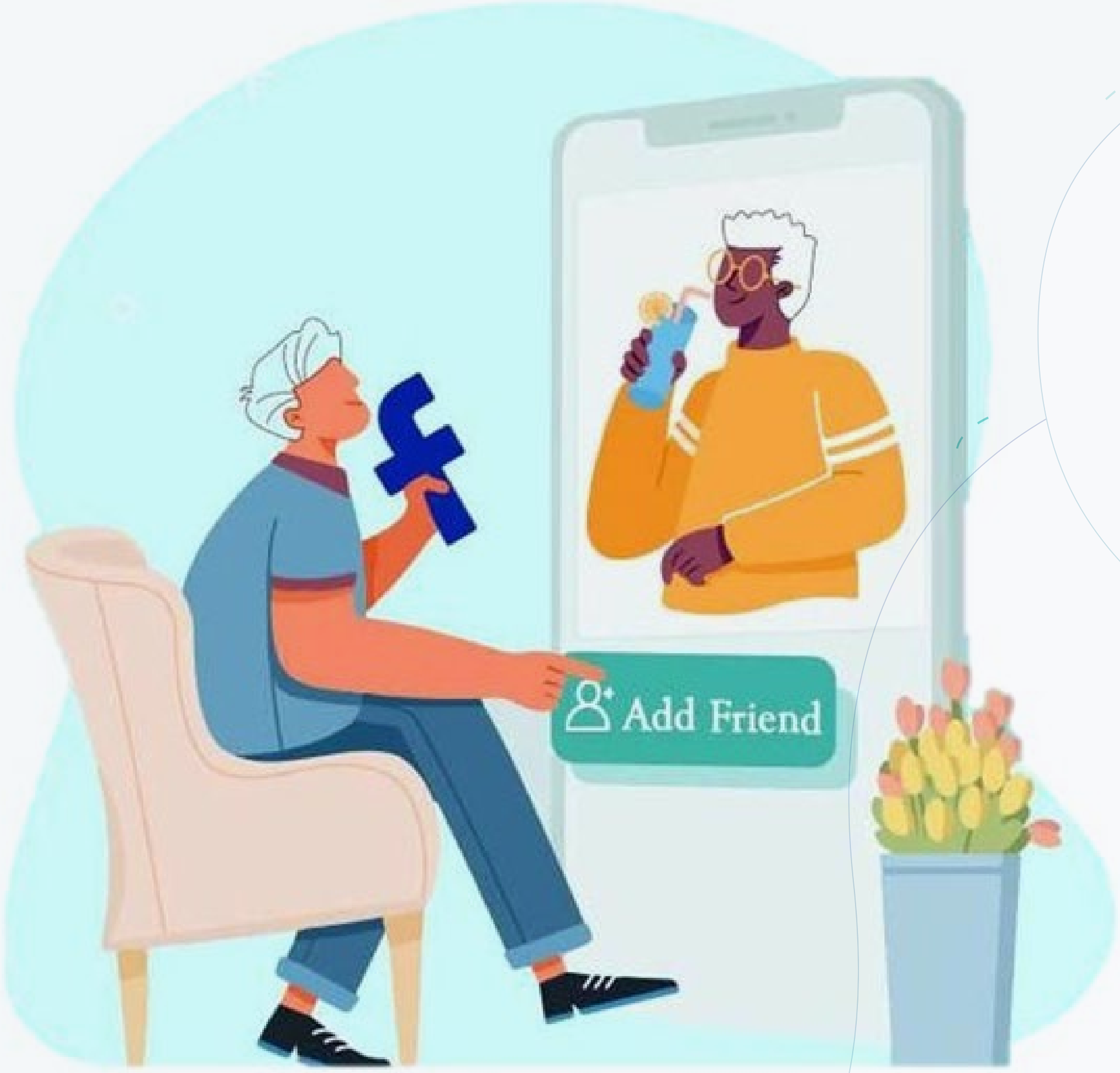




2. **Friends**

"Friending" someone on the platform is the act of sending another user a "friend request" on Facebook. The two people are Facebook friends once the receiving party accepts the friend request. In addition to accepting the request, the user has the option of declining the friend request or hiding it using the "Not Now" feature. Deleting a friend request removes the request, but does allow the sender to resend it in the future. The "Not Now" feature hides the request but does not delete it, allowing the receiver to revisit the request at a later date.

It is also possible to remove a user from one's friends, which is referred to as "unfriending" by Facebook. Facebook does not notify a user if they have been unfriended. Facebook profiles also have advanced privacy features to restrict content to certain users, such as non-friends or persons on a specific list.



How do I find and add friends?

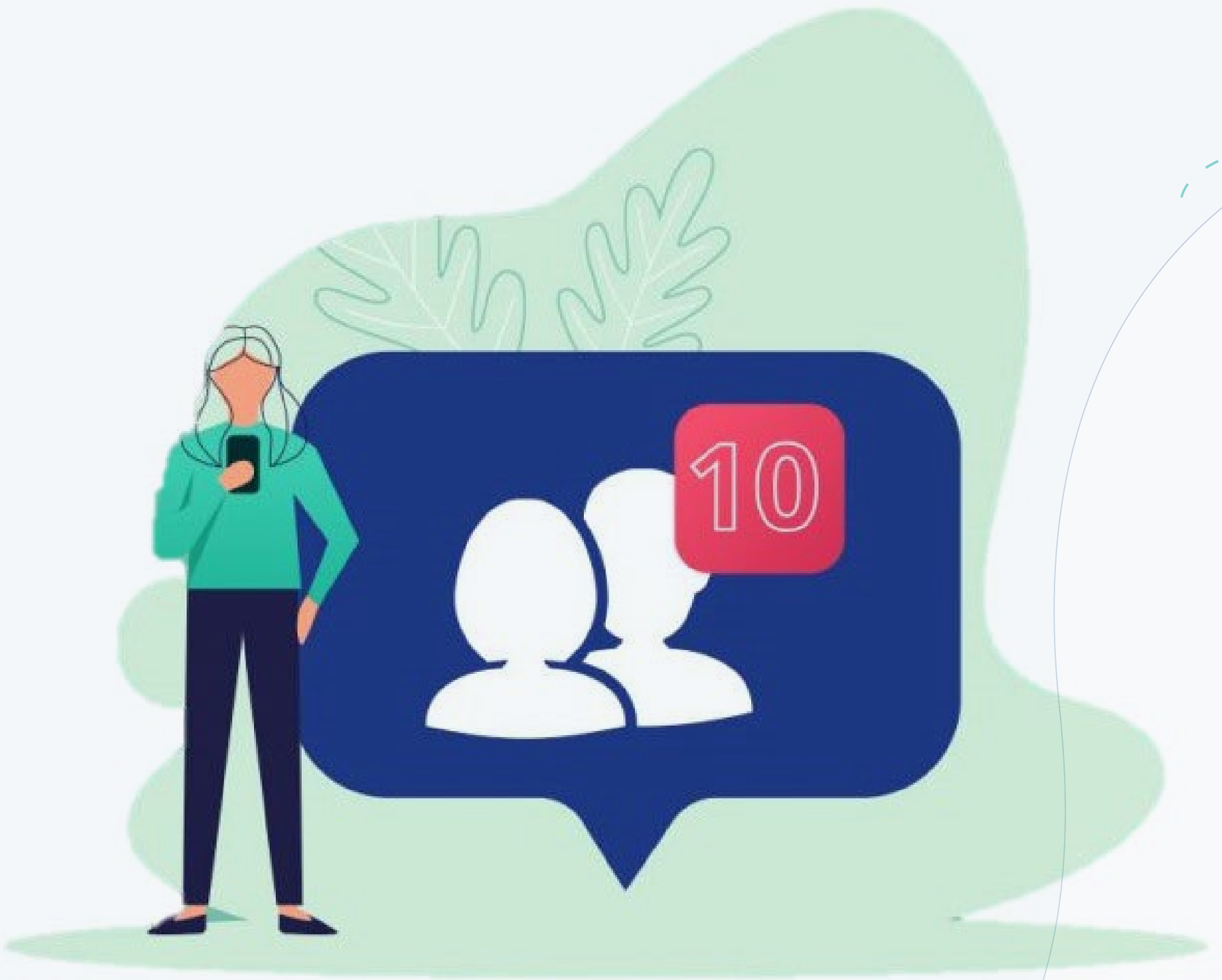
- Tap the search bar in the top left of any Facebook page.
- Enter your friend's name into the search bar tap ADD FRIEND..
- To send someone a friend request, Somepeople might not profile picture, depending on their privacy settings.

How do I unfriend or remove a friend?

- Go to that person's profile by entering their name at the search bar on the top.
- Tap on the top of their profile.
- Select Unfriend, then tap CONFIRM.

How to unfollow a friend, page or group?

- Go to the profile, page or group you want to unfollow.
- For a profile, tap UNFOLLOW.
- For a Page, tap FOLLOW SETTINGS, then click the circle next to Unfollow this page. Tap UPDATE to confirm.
- For a group, tap UNFOLLOW GROUP.



3. **Timeline**

Facebook introduced “Timeline” to show content based on year, month and date. Your timeline is where you can see your posts or posts you’ve been tagged in displayed by date. Your timeline is also part of your profile. You can navigate to your Timeline by clicking on your name at the top of your Facebook home page.

4. **Likes and Reactions**

The LIKE button enables users to easily interact with status updates, comments, photos, links shared by friends, videos and advertisements. Once tapped by a user, the designated content appears in the News Feeds of that user’s friends and the button also displays the number of other users who have liked the content. Facebook officially rolled out “Reactions” to users by letting users long-press on the like button for an option to use one of five pre-defined emotions, including “Love”, “Haha”, “Wow”, “Sad”, or “Angry”. Reactions were also available to comments.



5. Comments

A Facebook comment lets user respond to a post or picture.

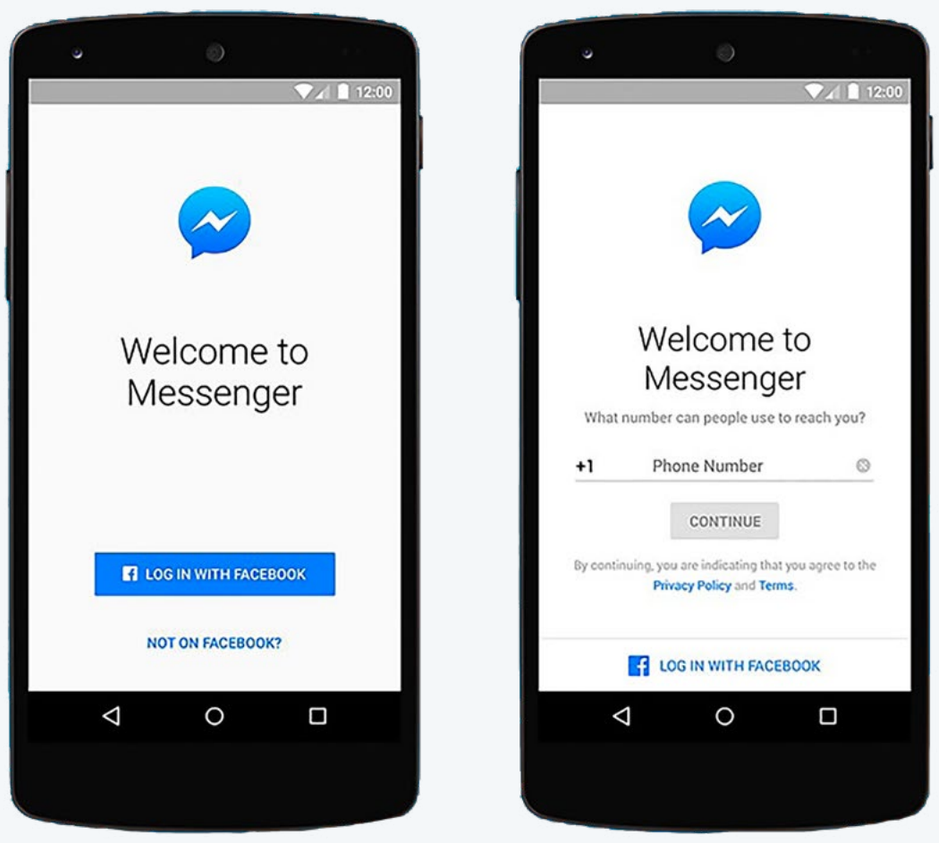
How to publish a comment?

- Tap COMMENT below the post or in the white box that says Write a comment.
- Enter your comment or:
- Tap GIF to comment with a gif.
- Tap ☺ to comment with an emoji.
- Tap 📷 to attach a photo or video.
- Tap 🏷 to post a sticker.
- Tap enter or return to publish it.



6. Messages and inbox

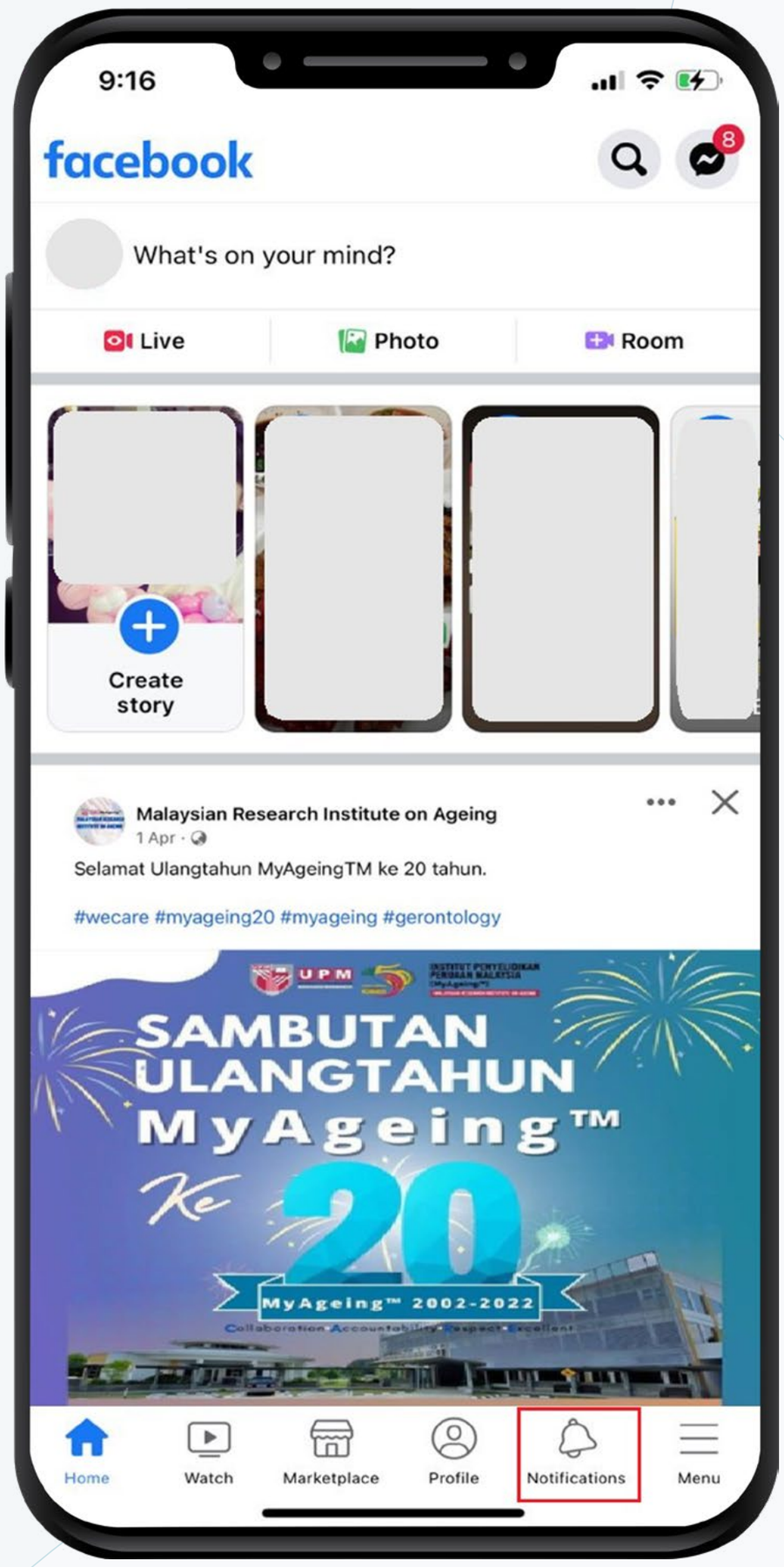
Facebook Messenger is an instant messaging service and software application. Facebook has a new app on a variety of different operating systems, launched a dedicated website interface, and separated the messaging functionality from the main Facebook app, requiring users to download the standalone apps.



Facebook Messenger lets Facebook users send messages to each other. Complementing regular conversations, Messenger lets users make voice calls and video calls both in one-to-one interactions and in group conversations.

7. Notifications

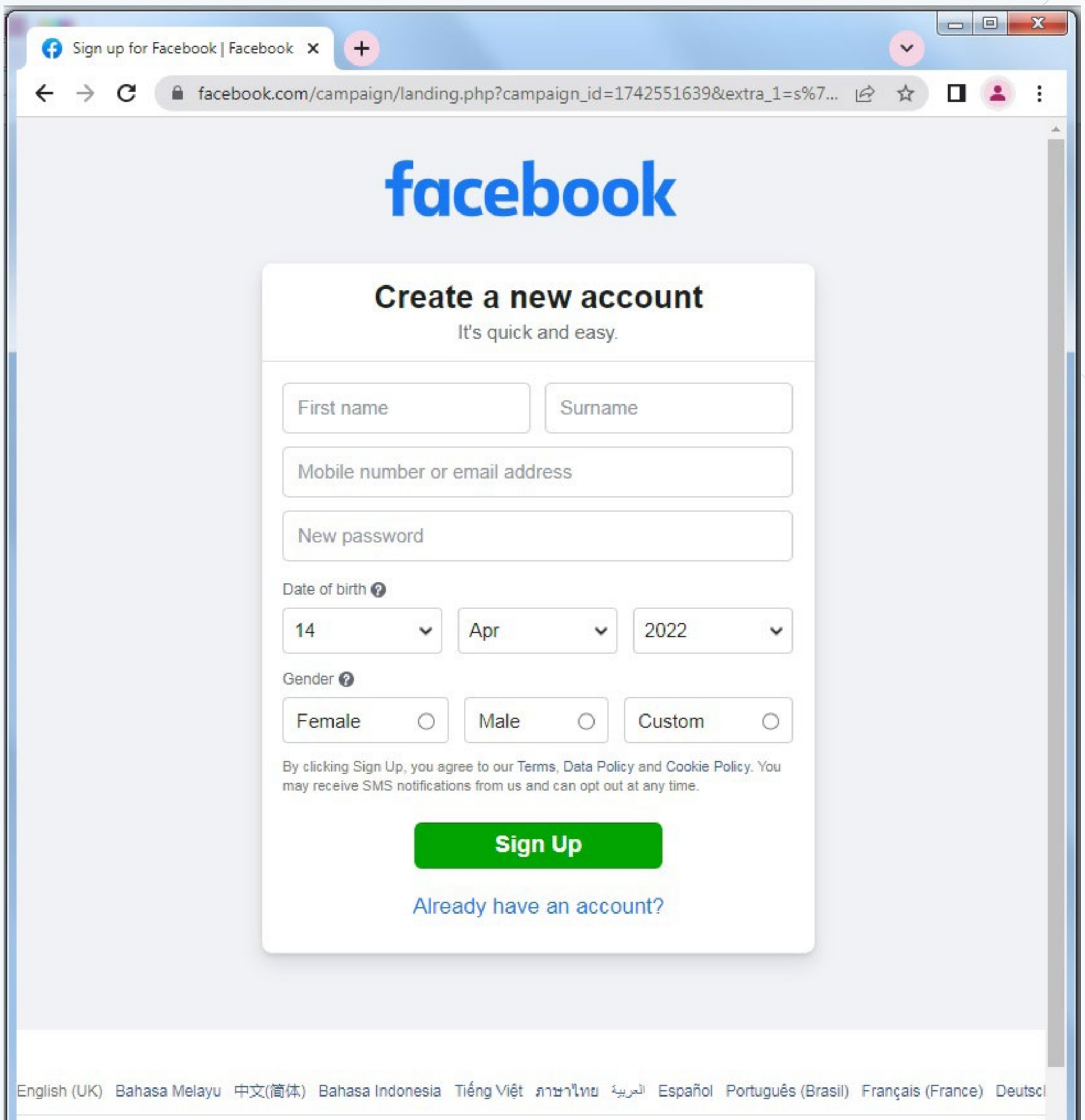
Notifications tell the user that something has been added to his or her profile page. Examples include a message being shared on the user's wall or a comment on a picture of the user or on a picture that the user has previously commented on. There is a red notification counter at the top of the page, which if clicked displays the most recent ones.



3.1.3 Facebook website

Facebook is available to the user on the mobile app and desktop site. Facebook's mobile app lacks many features from the desktop site. Even if you open Facebook in your phone's browser and request the desktop version, all that does is resize the mobile app. But there's a simple workaround that will force Facebook to appear in all its desktop glory on your mobile browser of choice. This works whether you're on Chrome, Safari, or Mozilla, and it doesn't matter if you're on iPhone or Android. Just open your browser, navigate to Facebook (www.facebook.com) and log into your account as you normally would. You can also put a bookmark icon on your home screen so access closely mimics using the App.

However, the Facebook app does have one advantage over the mobile Facebook website. The app is more responsive than the website, and the difference can be quite noticeable on older and underpowered devices.



3.2 WhatsApp

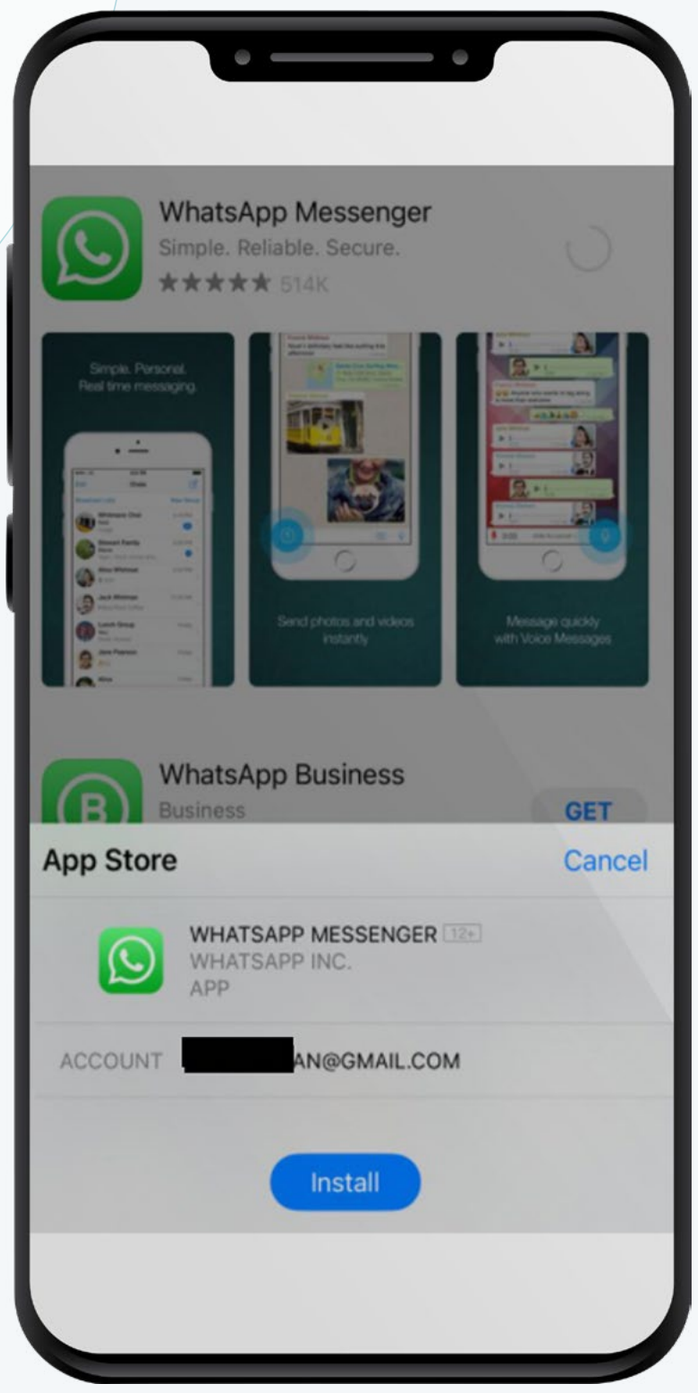
WhatsApp Messenger, or simply WhatsApp, has become the primary means of electronic communication in multiple countries. It is an American freeware, cross-platform messaging and Voice over IP (VoIP) service owned by Facebook Inc. It allows users to send text messages and voice messages, makes voice and video calls, and share images, documents, user locations, and other media. WhatsApp's client application runs on mobile devices but is also accessible from desktop computers, as long as the user's mobile device remains connected to the Internet while they use the desktop app. The service requires users to provide a standard cellular mobile number for registering with the service.

Messaging apps are the most widely used smartphone apps. With actively 2 billion users worldwide, WhatsApp is far ahead of all other messaging apps such as Facebook Messenger, WeChat, Viber, Apple Business Chat, or Telegram in terms of user numbers.

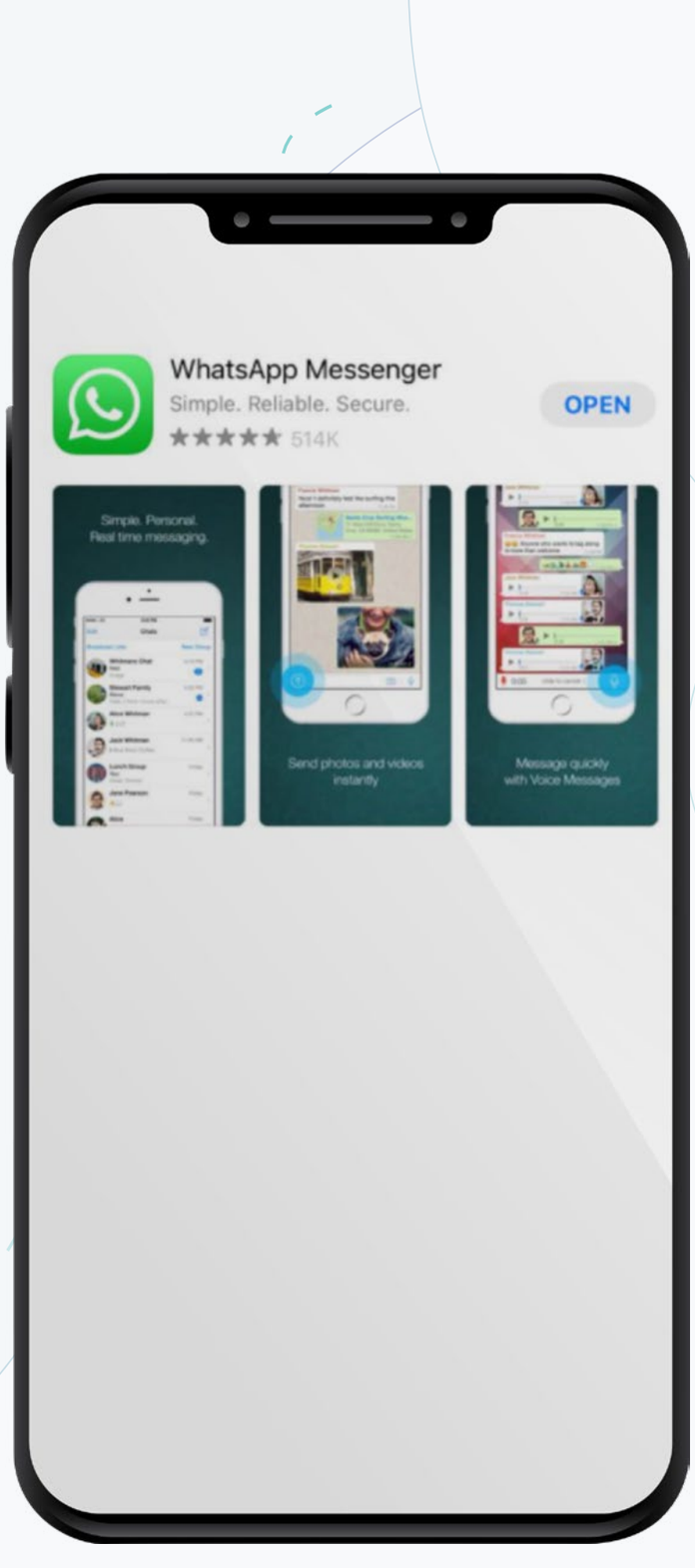


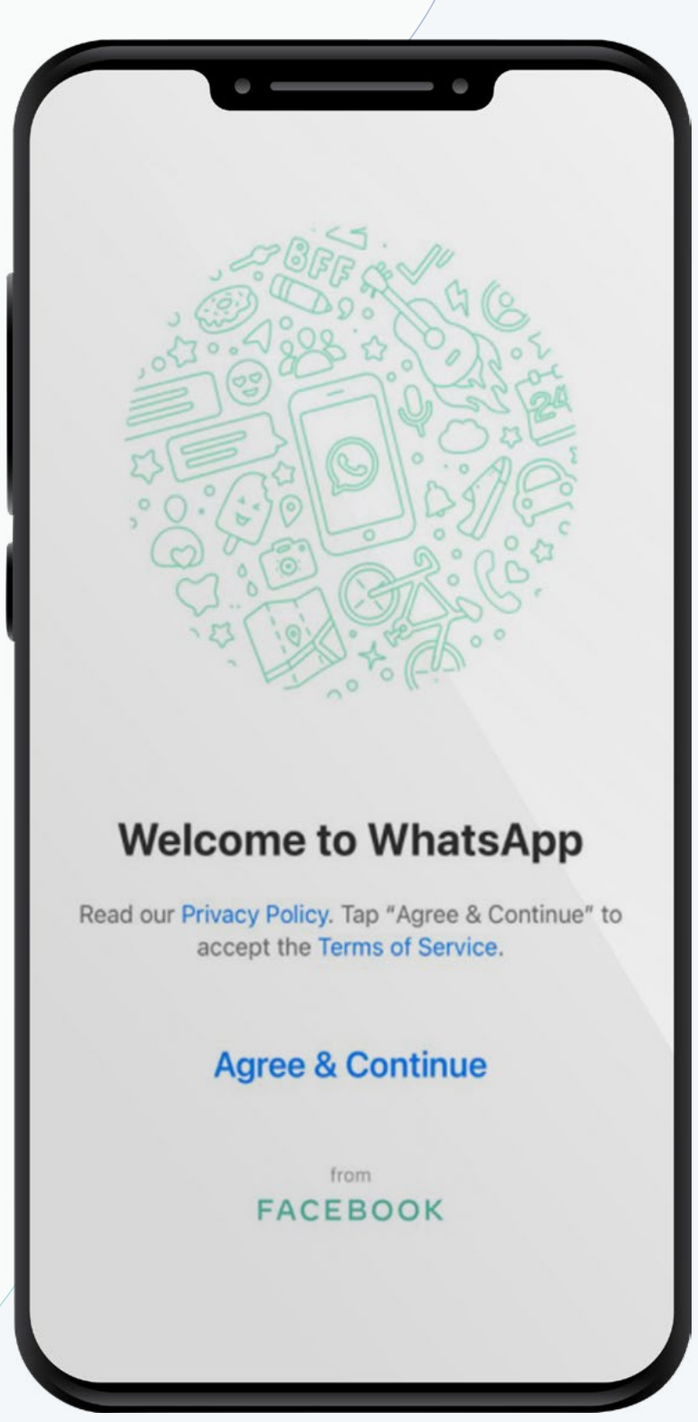
3.2.1 How to install WhatsApp

1. **Install WhatsApp.** The app is free to download from the Play Store (Android) or App Store (iPhone). Search “WhatsApp” in your phone’s app store. Tap GET to start download. Tap INSTALL when prompted.



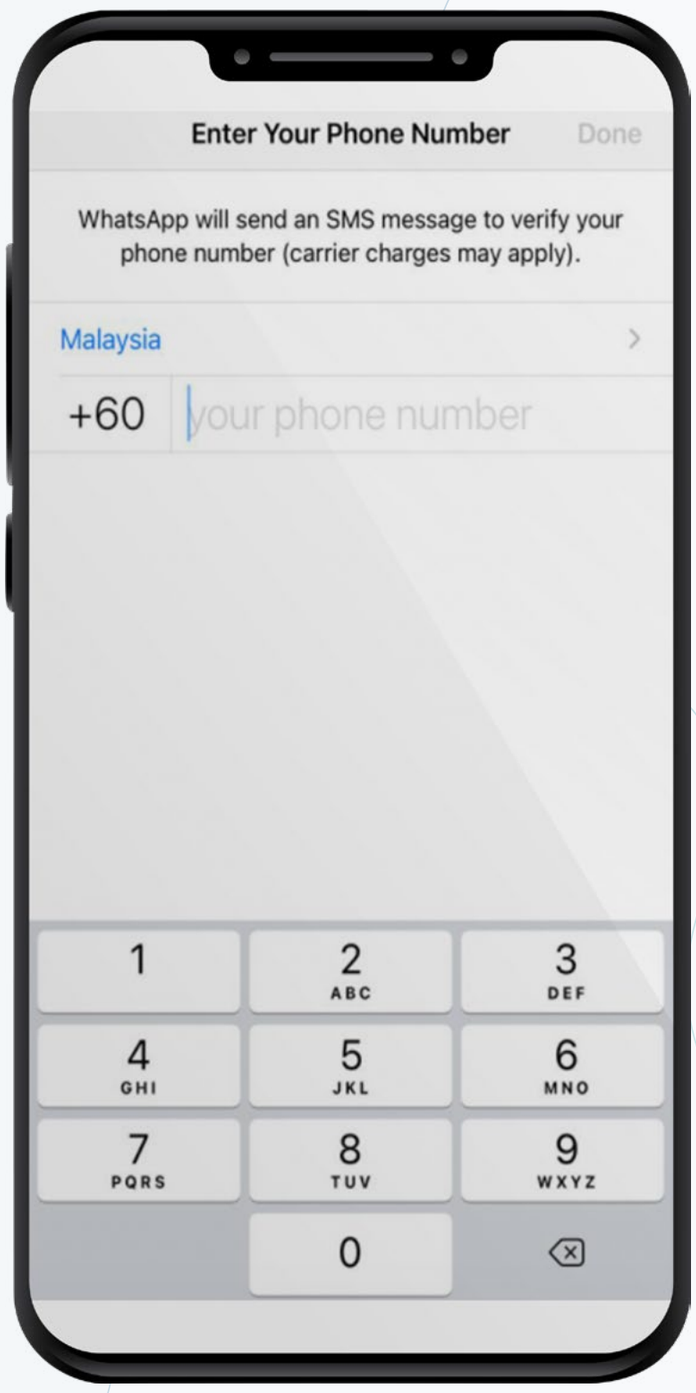
2. **Open WhatsApp.** Once it is downloaded, tap OPEN to be taken to the app in your phone’s app store or tap the WhatsApp icon to launch the app.

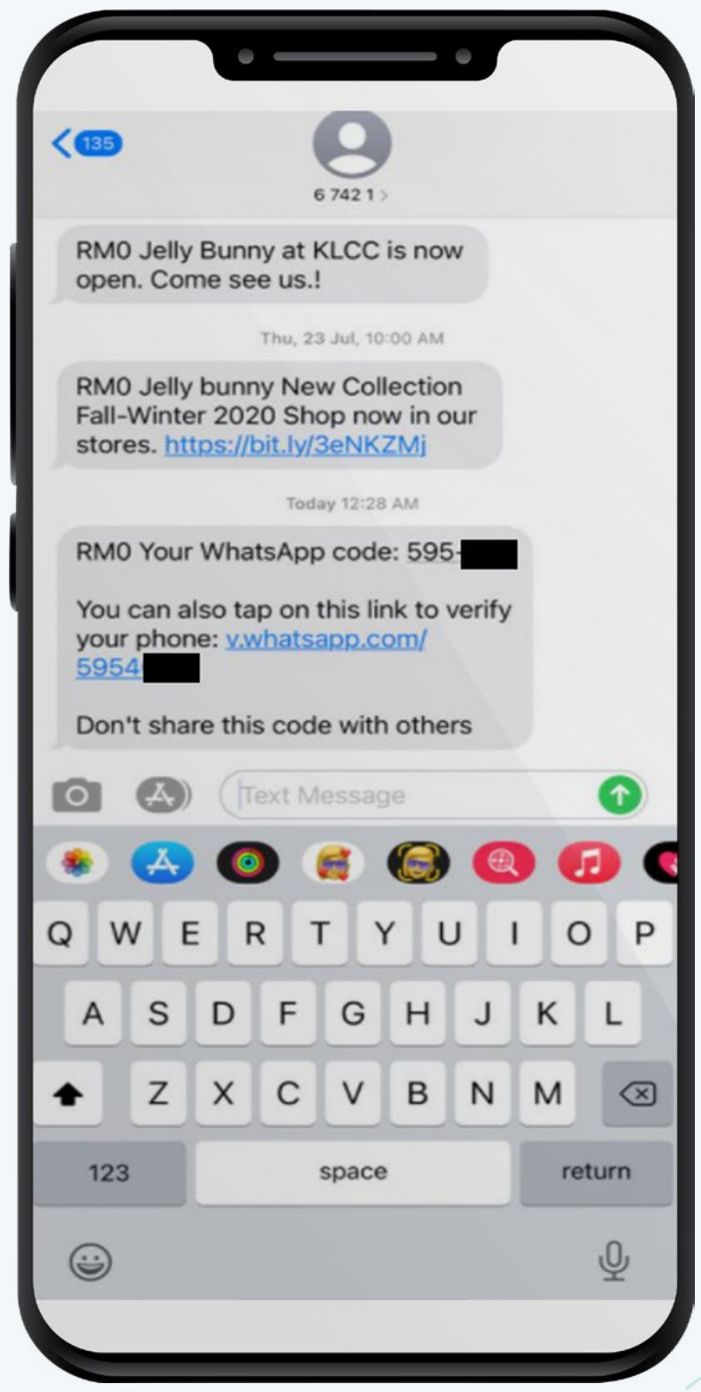




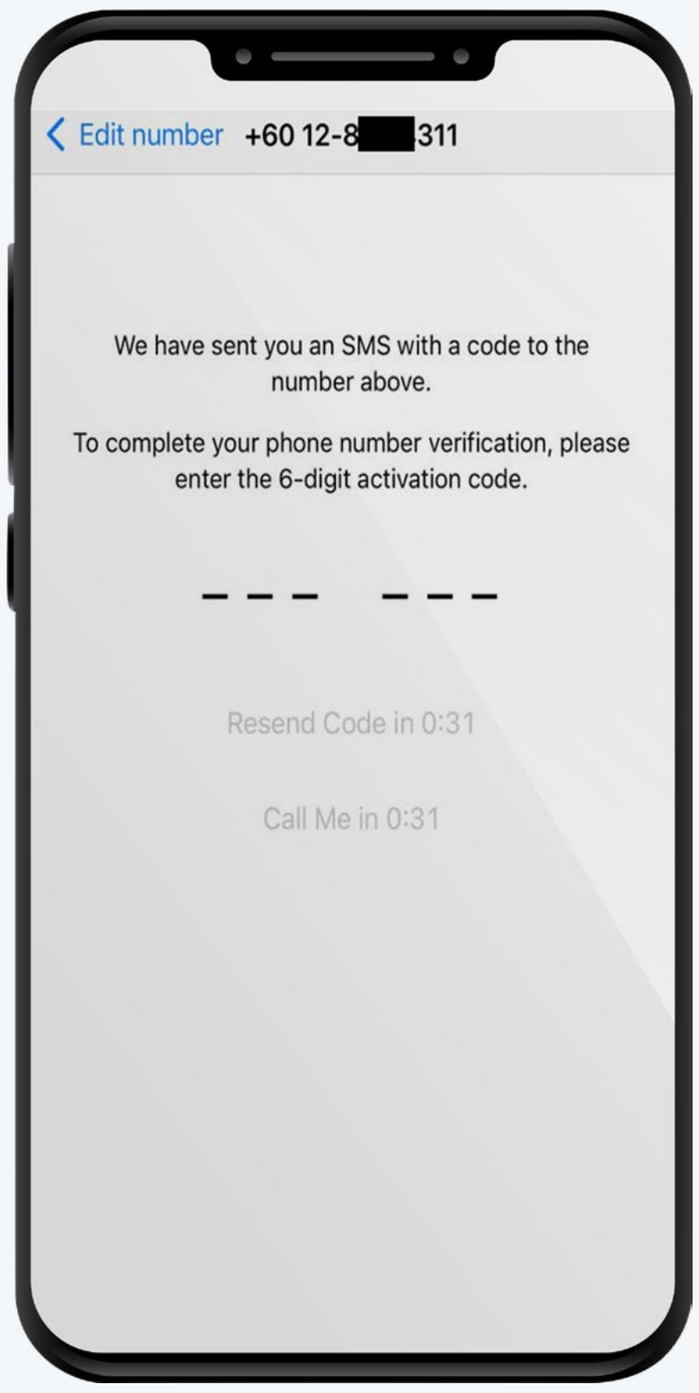
3. **Privacy Policy.** Read on the Privacy Policy. Tap Agree & Continue to accept the Terms of Services. It's at the bottom of the screen.

4. **Enter your phone number.** WhatsApp works using your phone number. Enter your phone number. You'll enter this in the text field in the middle of the page. Once you've entered the number, tap DONE in the top right-hand corner. WhatsApp will send a text message with a verification code.





5. **Open your phone's messages.** This code will be sent as a text message to your Messages App.



6. **Enter code.** Enter the verification code received via SMS in the field provided. This will confirm your phone's identity and redirect you to the account creation page.

7. Import existing contacts into the app (optional).

8. Now enter your name and a photo. While the photo is optional but by adding one will help confirm your identity to other contacts. You can also tap use Facebook info to use your Facebook picture and name.

9. Tap NEXT to continue and you're all set up!

3.2.2 How to send Messages

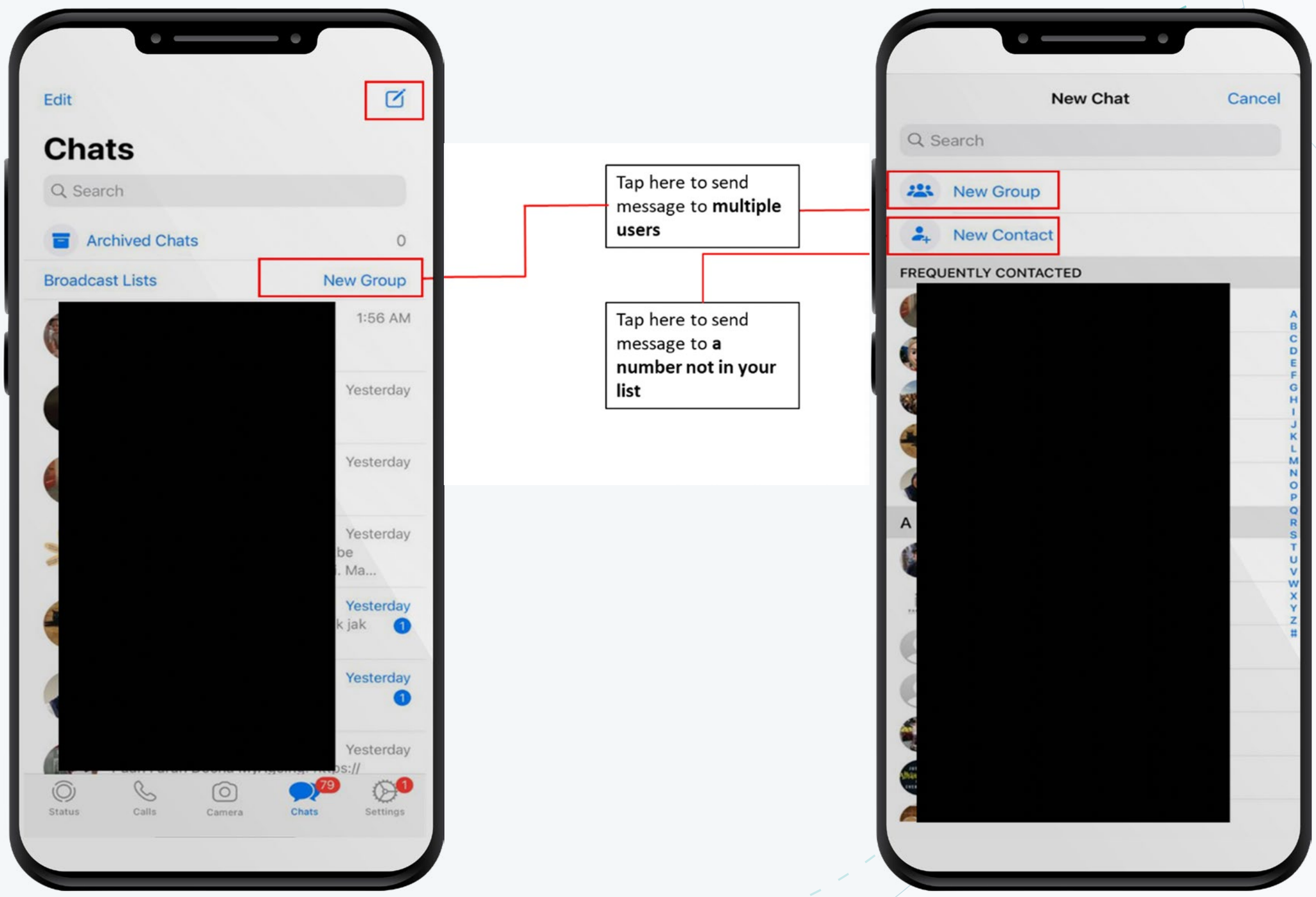
WhatsApp is an end-to-end encrypted messaging platform. When end-to-end encrypted, your messages, photos, videos, voice messages, documents, and calls are secured. Only you and the person you're communicating with can read or listen to what is sent, and nobody in between, not even WhatsApp.

Text messages

- Launch WhatsApp from your home screen.
- Tap the chat icon on the top right of your screen.
- Choose the contact or contacts to whom you'd like to send a message.
- Simply tap on NEW CONTACT or send a message to a number not in your contact list

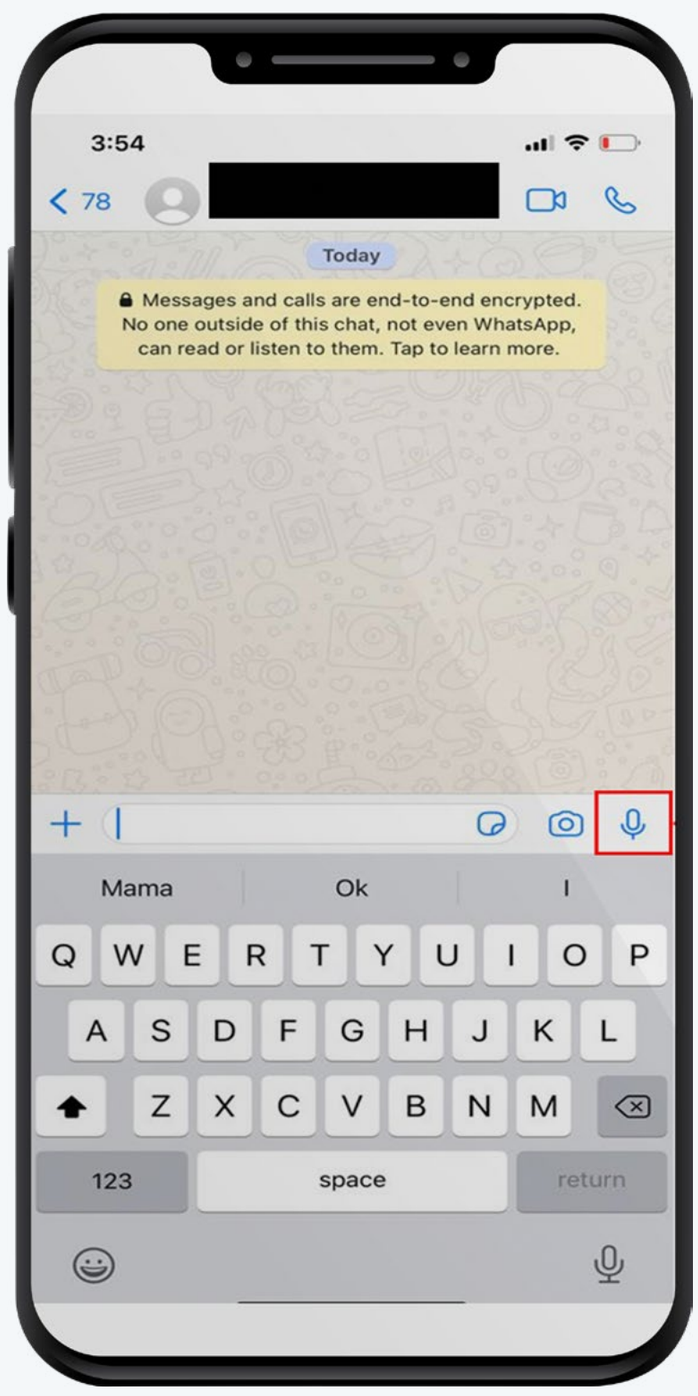
You can also send a message to multiple contacts on WhatsApp

- Tap CHATS.
- Tap NEW GROUP.
- Select contacts and tap NEXT.
- Enter a subject and tap CREATE.



Audio messages

- Open an individual or group chat.
- Tap and hold the microphone and start talking.
- Once finished, remove your finger from the microphone.
- The voice message will automatically send.
- You can slide left to cancel the recording.



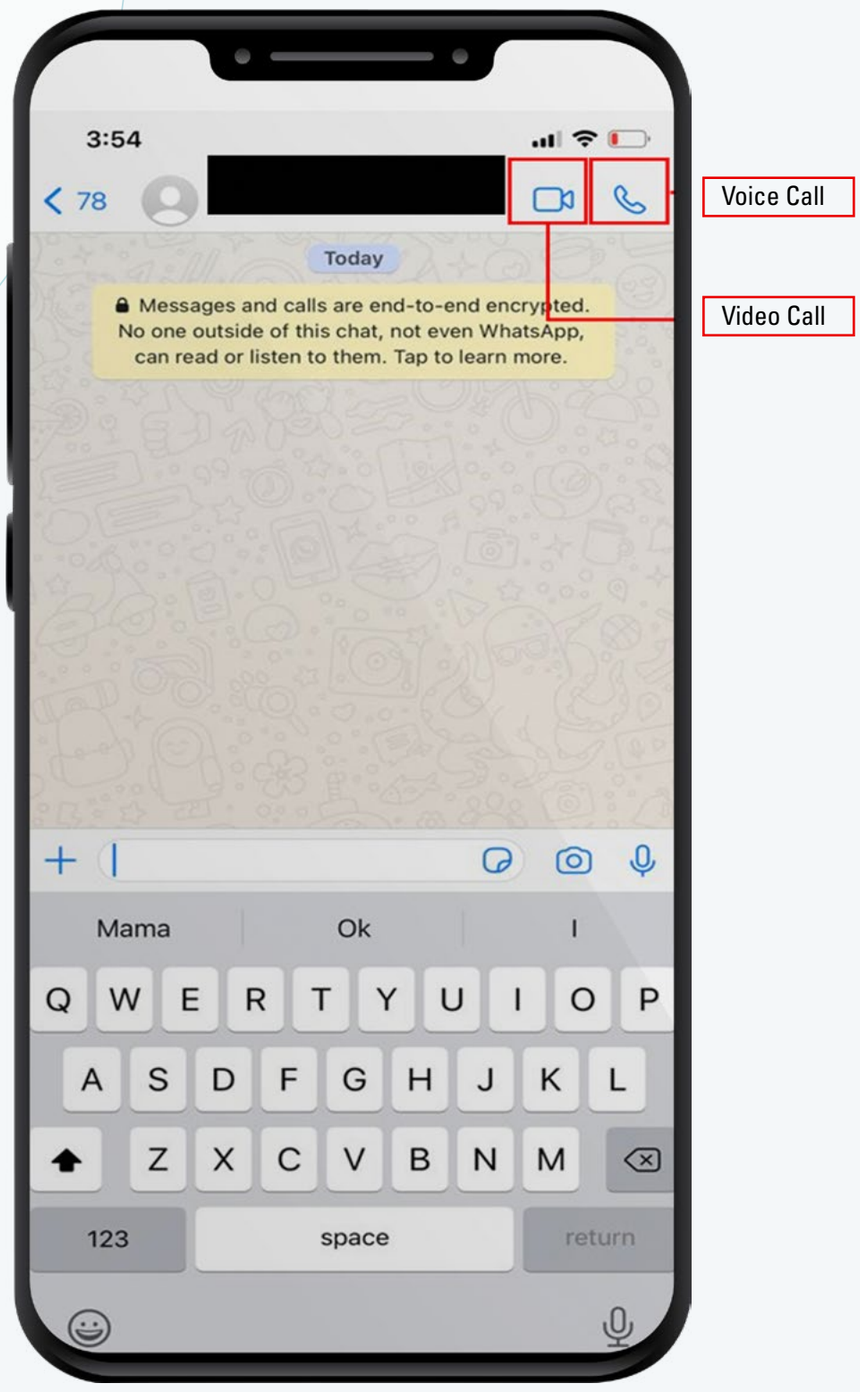
3.2.3 How to make calls

Voice call

- Tap the contact you want to call.
- Tap Call icon at the top of the chat screen and a voice call will begin automatically.

Video call

- Tap the Video Call icon at the top of the chat screen and a video call will begin automatically.



3.2.4 How to send photo, video, document, location, contact

Photo or video

- Tap on the Camera icon to send photos or videos.
- The Camera icon button opens the smartphone camera where you can choose to send a photo or videos.
- Tap on the camera button to send a photo or hold for video.
- Alternatively, to send photos or videos from your phone gallery, tap on the + sign at the left of the textbox.
- On pressing the + icon a menu pops up from which you can select Photo & Video Library to send from your gallery to your contacts. Tap and hold to select multiple images.
- You can send up to 30 photos or videos at once and add a caption to each photo or video.

Document, Location, Contact

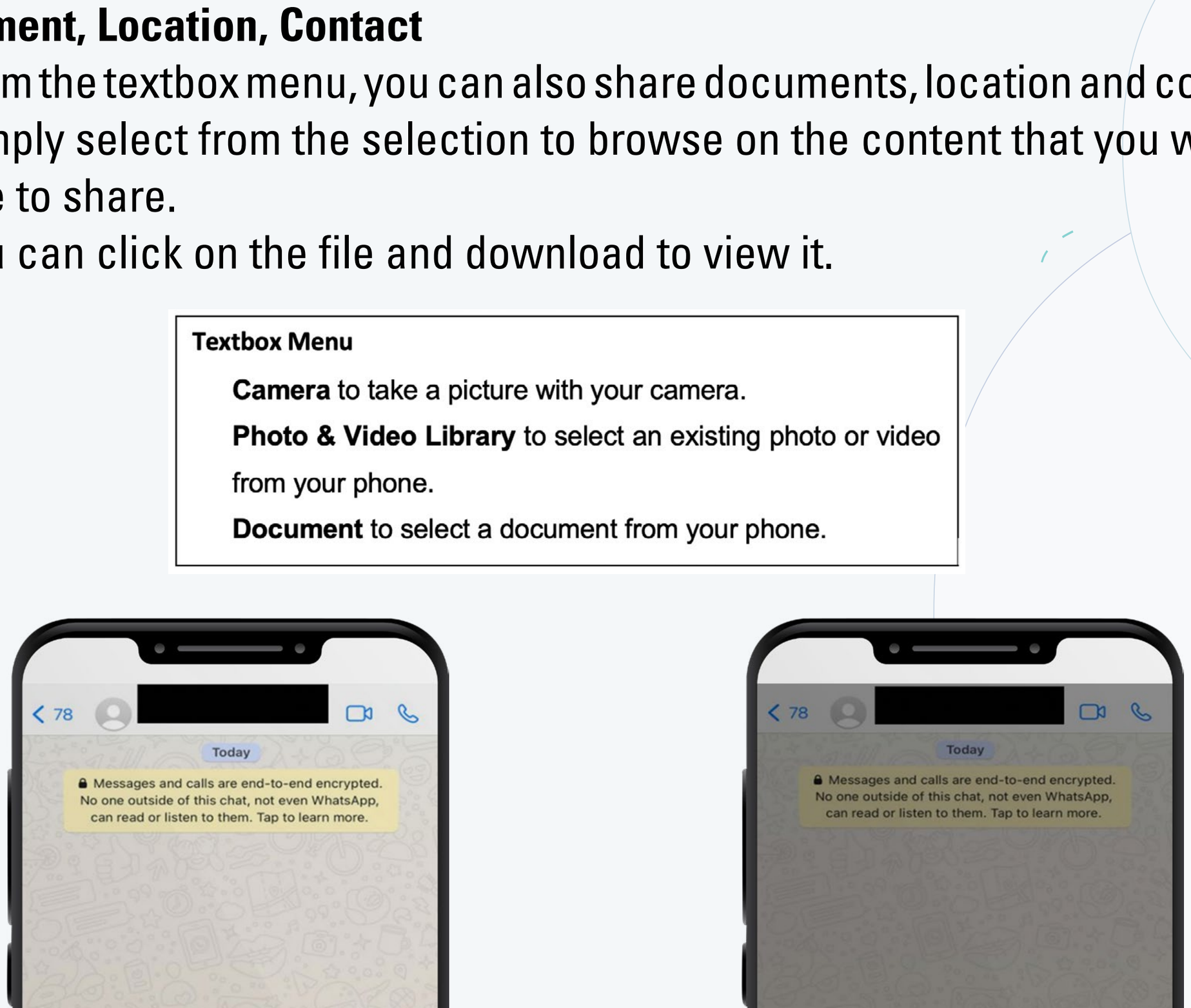
- From the textbox menu, you can also share documents, location and contact.
- Simply select from the selection to browse on the content that you would like to share.
- You can click on the file and download to view it.

Textbox Menu

Camera to take a picture with your camera.

Photo & Video Library to select an existing photo or video from your phone.

Document to select a document from your phone.



3.2.5 WhatsApp web/ desktop

WhatsApp Web and Desktop are computer-based extensions of the WhatsApp account on your phone. The messages you send and receive are synced between your phone and computer, and you can see your messages on both devices. There are two ways you can use WhatsApp on your computer:

- **WhatsApp Web**
  A browser-based application. The steps remain the same for Google Chrome, Firefox, Opera, Microsoft Edge or any other web browser.
  1. Open the desktop web browser that you normally use and head over to web.whatsapp.com.
  2. A QR code will be displayed on this page that needs to be scanned using the smartphone app. Open WhatsApp from the home screen of your phone.
  3. Go to Settings to set up WhatsApp web.
  4. Tap on the WhatsApp Web/Desktop.
  5. This will launch the QR Code scanner. Point your phone's camera at the QR code that's displayed on web.whatsapp.com and wait for a couple of seconds.
  6. The web browser will now refresh the page and you're ready to use WhatsApp on the web.

- **WhatsApp Desktop**
  An application that you can download to your computer. Setting up and using it is exactly the same as WhatsApp Web, but it eliminates the need to have your browser open.

  1. Get the desktop app at whatsapp.com/download.
  2. Download the app and open the desktop app on your computer.
  3. Choose WhatsApp web on your phone settings.
  4. Scan the QR code to link your account. You are now ready to use the WhatsApp app on your computer.

SOCIAL MEDIA for older persons

Advantages

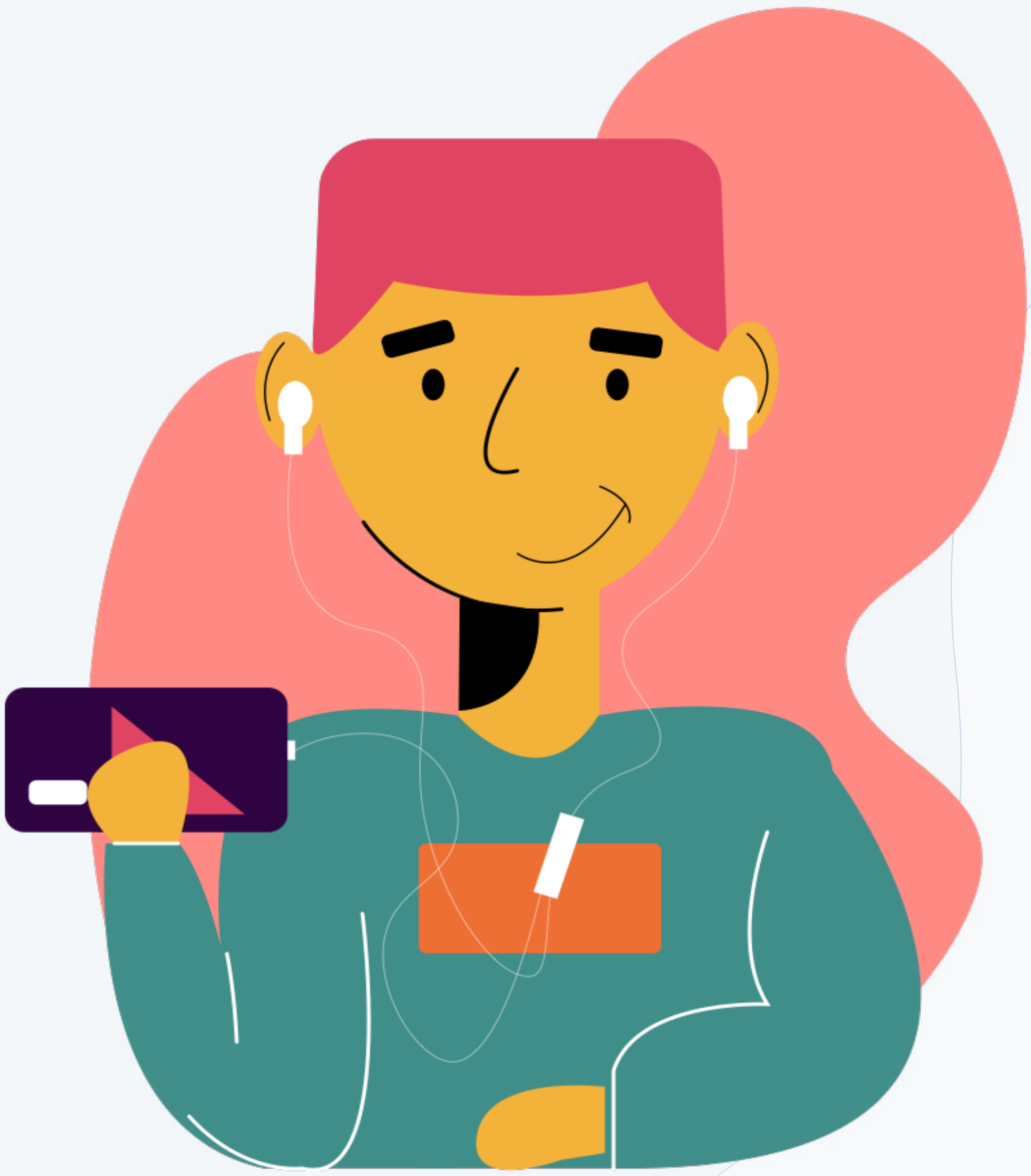
- Keeping in touch with family and friends
- Platform to share events and memories
- Source of entertainment and information
- New friendships
- The positive association between Internet use and mental health, when used for social networking purposes

(Foong et al., 2022)

Disadvantages

- Adopt harmful information via online communities
- Become a victim of harmful behaviours of other users or of misuse of personal data

(Leist, 2013)



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Leist A, K. (2013). Social Media Use of Older Adults: A Mini-Review. Gerontology; 59:378-384. doi: 10.1159/000346818

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