INFOCOMM MEDIA DEVELOPMENT AUTHORITY | DIGITAL SKILLS for LIFE

Communicate Online

Instant Messaging

Scan the QR code below
to learn more about
Communicate Online competency:

GO.gov.sg

E-MAILS

In support of
DIGITAL FOR LIFE
PLAY IT FORWARD

SMART NATION SINGAPORE

Content

Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

The DSL skills are grouped into 5 competency areas as shown in the diagram.

Learning Outcomes:

This guidebook focuses on the 'Communicate Online' competency, where you will learn:

- The common instant messaging apps, their icons and identify them using their logos.
- The common features (UI) and common steps (UX) to use the instant messaging apps.
- Useful cybersecurity tips to stay safe online.

To help you acquire the learning outcome, this guidebook uses different instant messaging platforms as examples to demonstrate the common steps involved in using instant messaging for communication with others.

DSL

Be Safe, Smart & Kind Online
Safeguard against cyber threats; Protect personal information; Develop a positive online presence.

Explore Information Online
Search, view and retrieve information online.

Communicate Online
Connect with others online.

Transact Online
Carry out online transactions.

Set up & Use Smart Devices
Set up and operate the basic hardware and software functions of your mobile device.

The guidebook is based on common software icons and mobile device settings.
Please note that certain features may differ across different mobile devices and models.

Cyber Security Tips

To stay safe while using instant messaging apps, please keep to the following:

Do not open or download any unverified links or attachments from unknown sources.

Do not share personal or financial details, passwords or one-time password (OTP) with anyone.
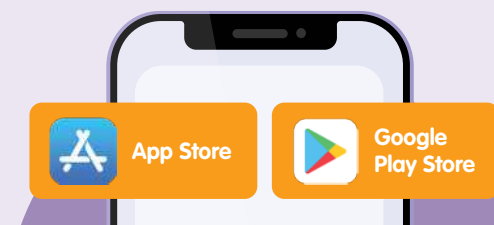
Block unknown users that send you unsolicited chats.

Enable two-factor (2FA) authentication.

Check for updates and **update your app promptly** to protect your devices from known security vulnerabilities.

Download apps from **official** sources.

Understanding Instant Messaging Apps

About Instant Messaging

Instant Messaging (IM) apps, such as WhatsApp and Telegram, allow calls and exchanges of real-time messages and files over the Internet. Communication on instant messaging apps is usually amongst known users.

With instant messaging, people can stay connected globally by sending messages and making calls as long as there's Internet connection.

### Pre-requisites to learning the app

Learners must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi with a working camera.

- Know how to install an app on the mobile device.

- Have a smartphone (iOS/Android) available for WhatsApp use with your iPad.

Note: There is no WhatsApp for iPad. However, you can use WhatsApp Web on iPad by linking your WhatsApp on your iPhone/Android phone to iPad's WhatsApp Web.
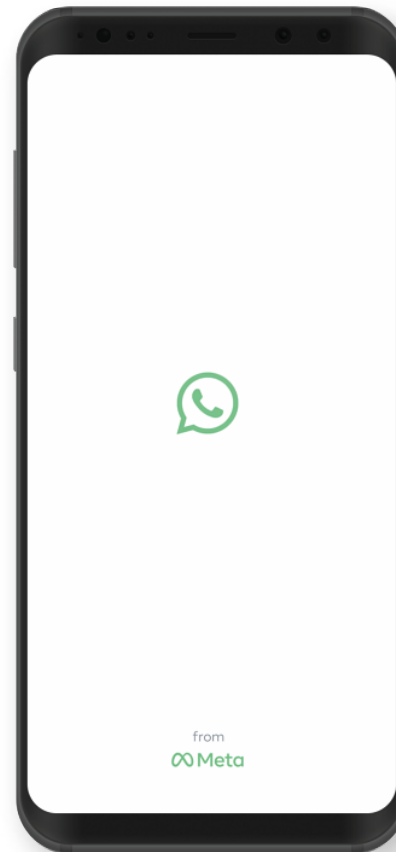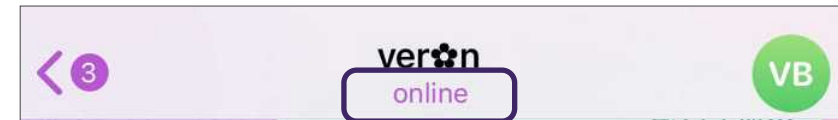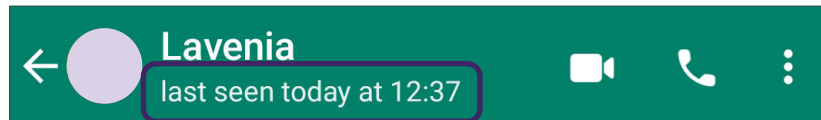

WhatsApp
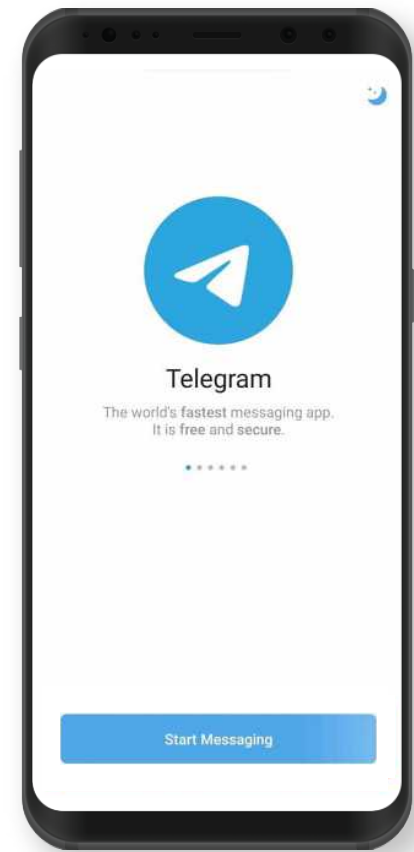
Telegram

Common Features Across Different Instant Messaging Apps
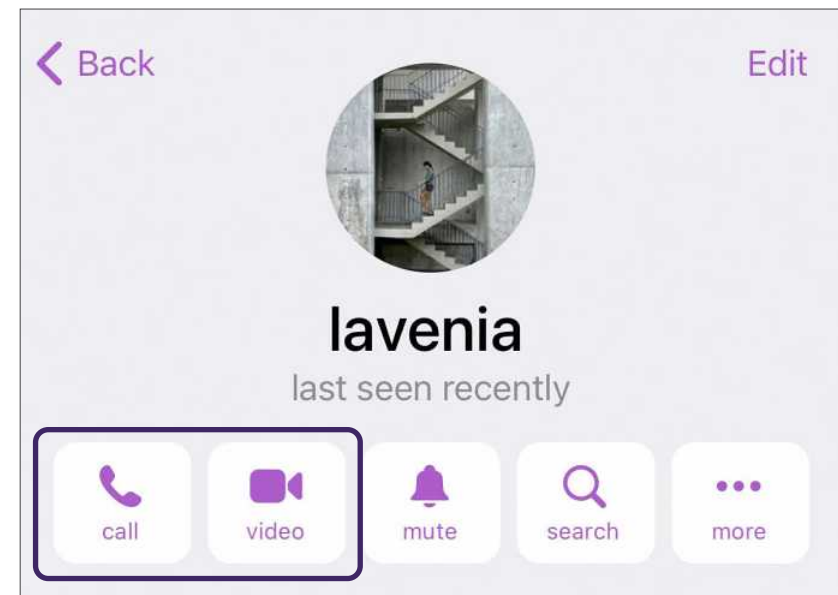
WhatsApp   **Telegram**

View if a contact is online and the last time a contact used WhatsApp.
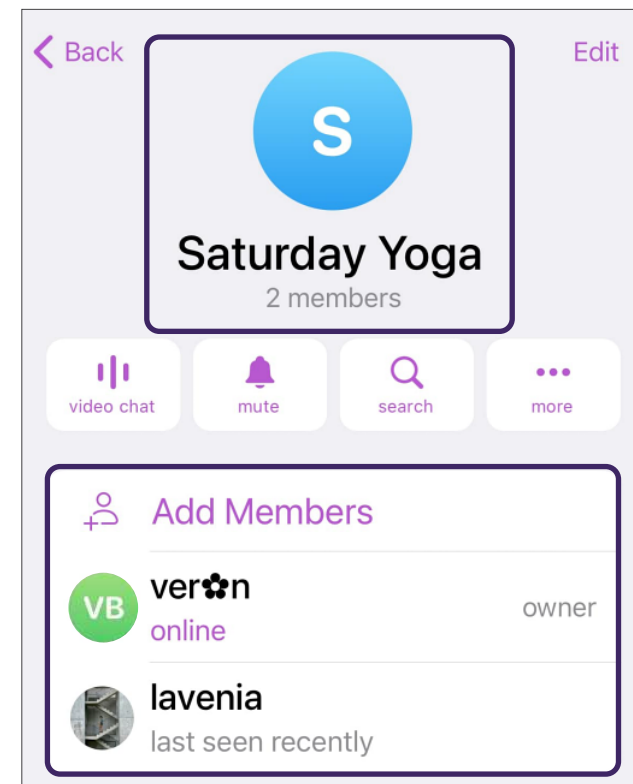

Make voice and video calls.
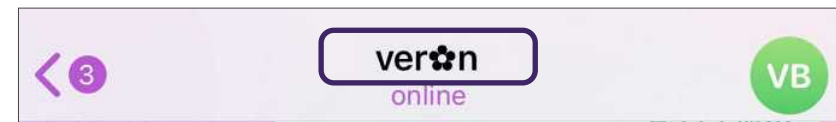
6

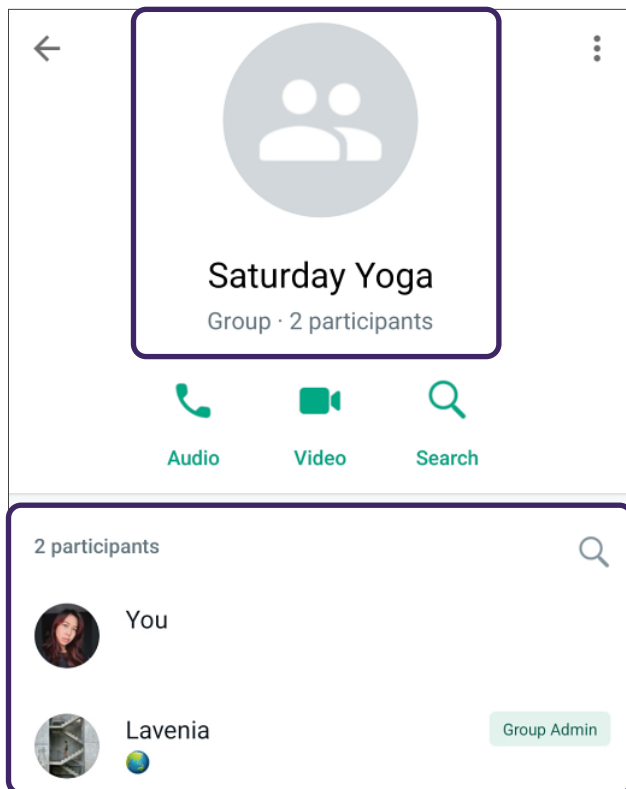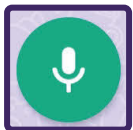# Common Features Across Different Instant Messaging Apps

WhatsApp   ## Telegram

Send text messages to individuals or to a group.

Common Features Across Different Instant Messaging Apps

WhatsApp	Telegram	
		Send Icon Send a text message.
		Paperclip Icon Attach an image, video or document.
		Mic Icon Send a voice message.
		Smiley Icon Insert an emoji.
		Trashbin Icon Delete a message or chat.

Navigating Common Steps to Use Instant Messaging Apps

Common Steps to Use an Instant Messaging App
Add Contacts

Tap on the   **icon. Select "New contact", fill in the details, then tap on "Save" or "Create contact".**

WhatsApp

A **B**

Select contact
514 contacts

New group

New contact

New community

Contacts on WhatsApp

+65 8188 8888 (You)
Message yourself

Lavenia
🌍

Adam
CHILL~~

Ade SPIL
Bestie forever - GKI Jemursari family

Adi (Jody)

Telegram

A **B**

Cancel   New Message

Search

New Group

New Contact

New Channel

A

Adam
last seen 10 hours ago

Agnes
last seen 21/11/23

Aidan
last seen within a month

Shamala
last seen 21/11/23

Alpha Lloyd Sup
last seen yesterday at 4:20 PM

Alyssa (Monash)
last seen 22 minutes ago

A B C D E F G H I J K L M N O P R S T U V W X Y Z #

10

Common Steps to Use an Instant Messaging App
Start a Chat with an Individual

1 Tap on the [icon] [icon] icon, then tap on a contact.

WhatsApp

A

B

Select contact
514 contacts

New group

New contact

New community

Contacts on WhatsApp

+65 8188 8888 (You)
Message yourself

Lavenia
🌍

Adam
CHILL~~

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Bestie forever - GKI Jemursari
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Telegram

A

B

Cancel   New Message

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last seen 10 hours ago

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last seen 21/11/23

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last seen yesterday at 4:20 PM

Alyssa (Monash)
last seen 22 minutes ago
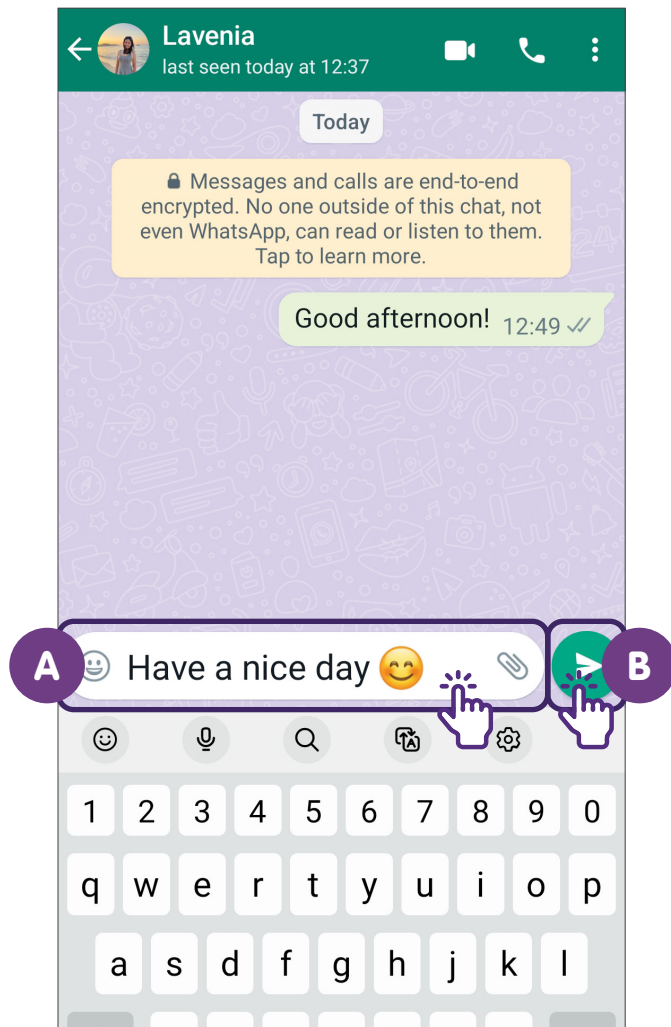
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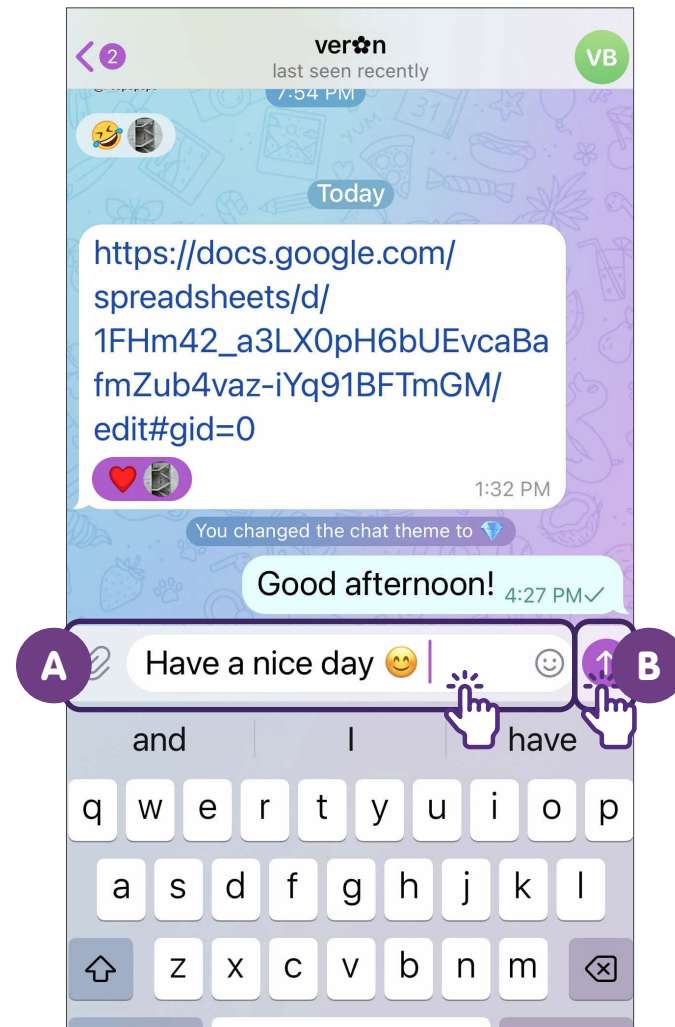# Common Steps to Use an Instant Messaging App
Start a Chat with an Individual

2 Enter your message and tap on the "Send" icon.

WhatsApp

Telegram
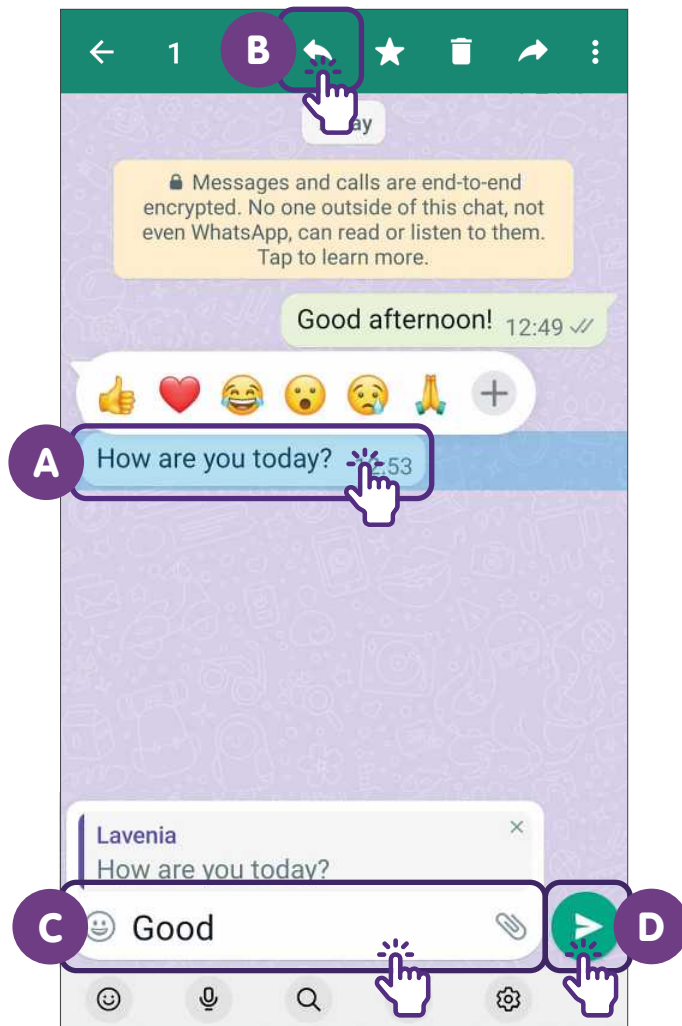

12

Common Steps to Use an Instant Messaging App
Reply to a Message

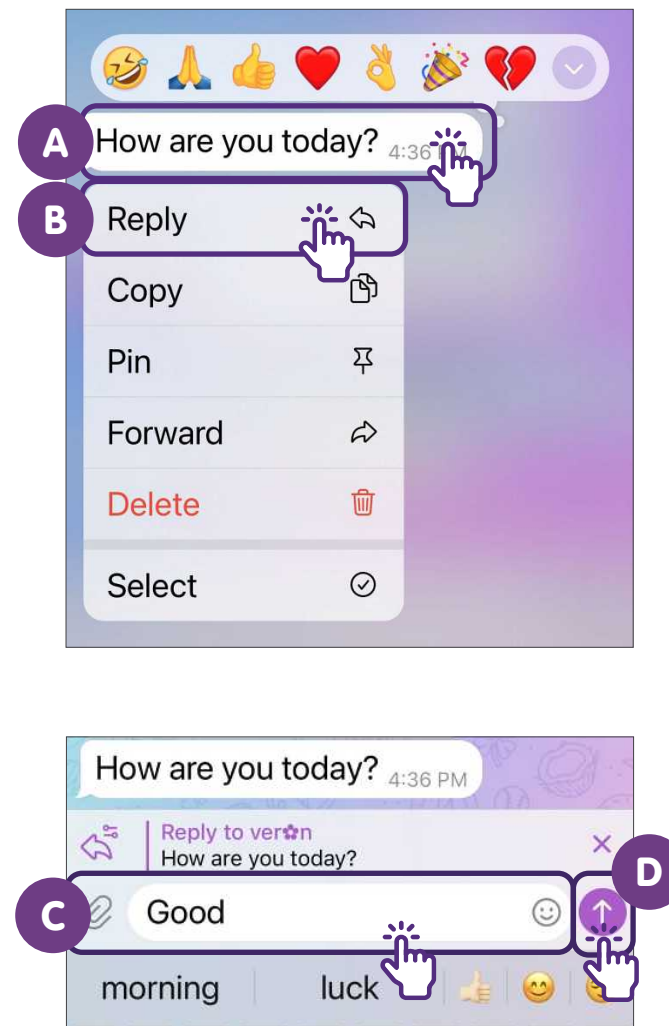**Tap and hold on a message. Tap on the** [icon] [icon] **icon, input your text and tap on the "Send" icon.**
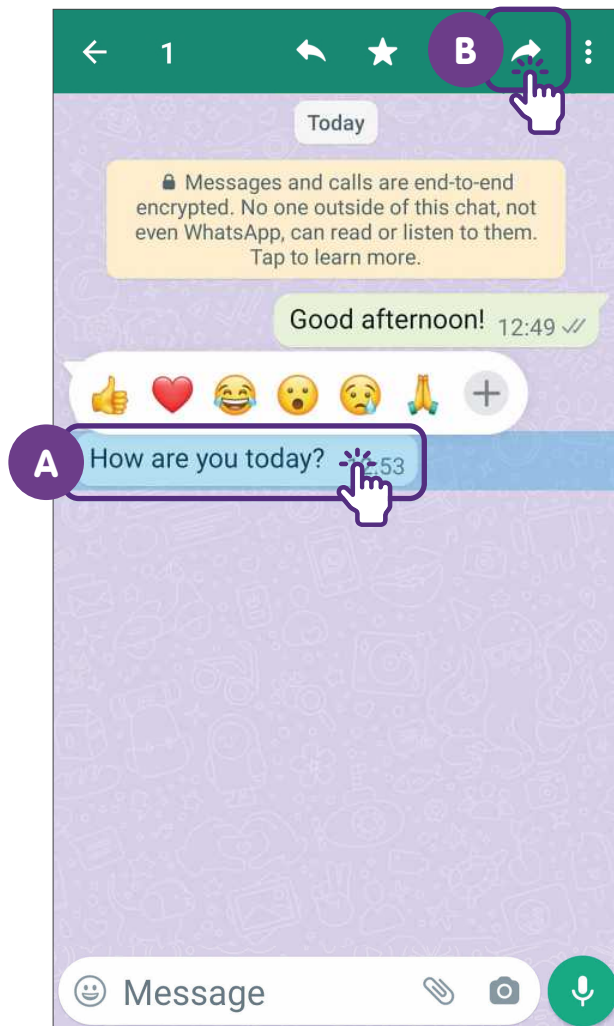
WhatsApp

Telegram

Common Steps to Use an Instant Messaging App
Forward a Message

Tap and hold on a message, then tap on the ➡️ ↪️ icon.
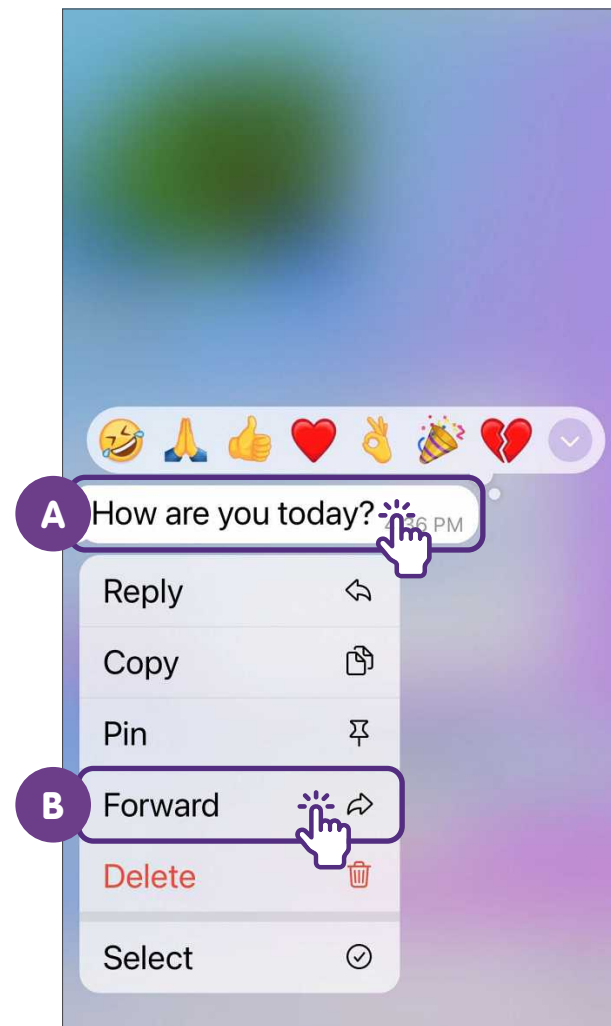
WhatsApp

Telegram

Common Steps to Use an Instant Messaging App
Send Emojis

Tap on [☺] [😃] icon, then select an emoji. Tap on the "Send" icon to send the emoji.

WhatsApp
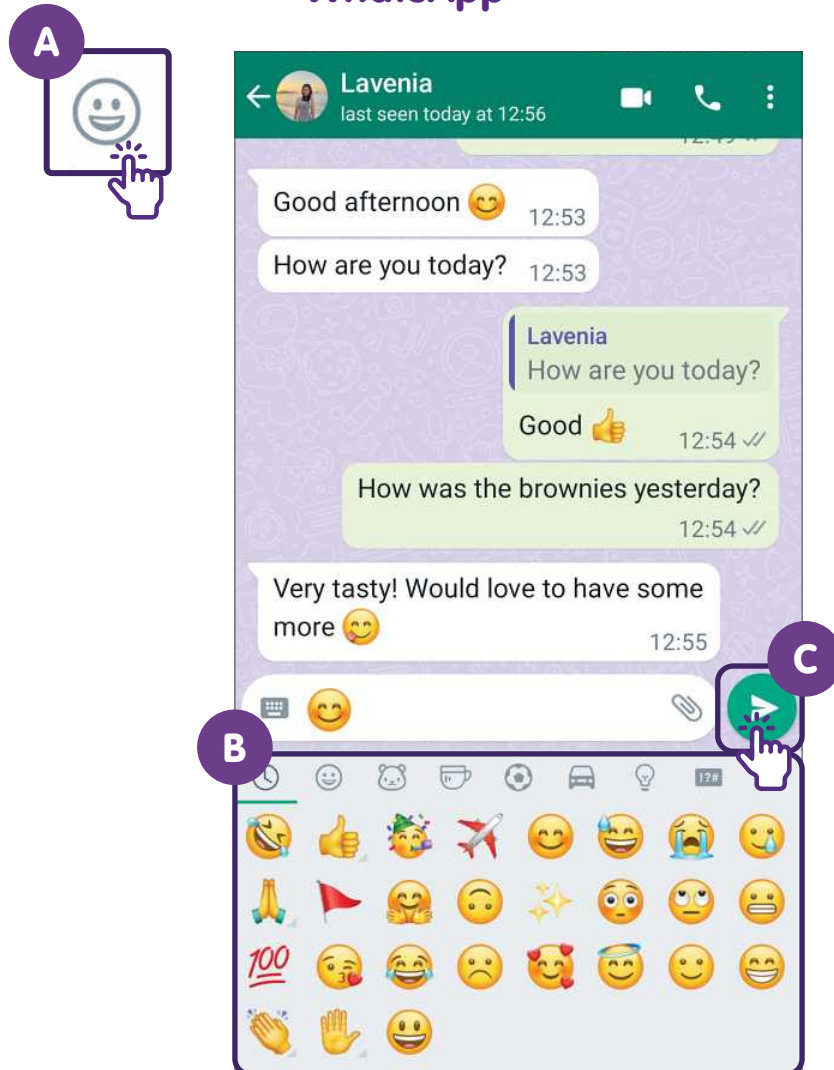
Telegram
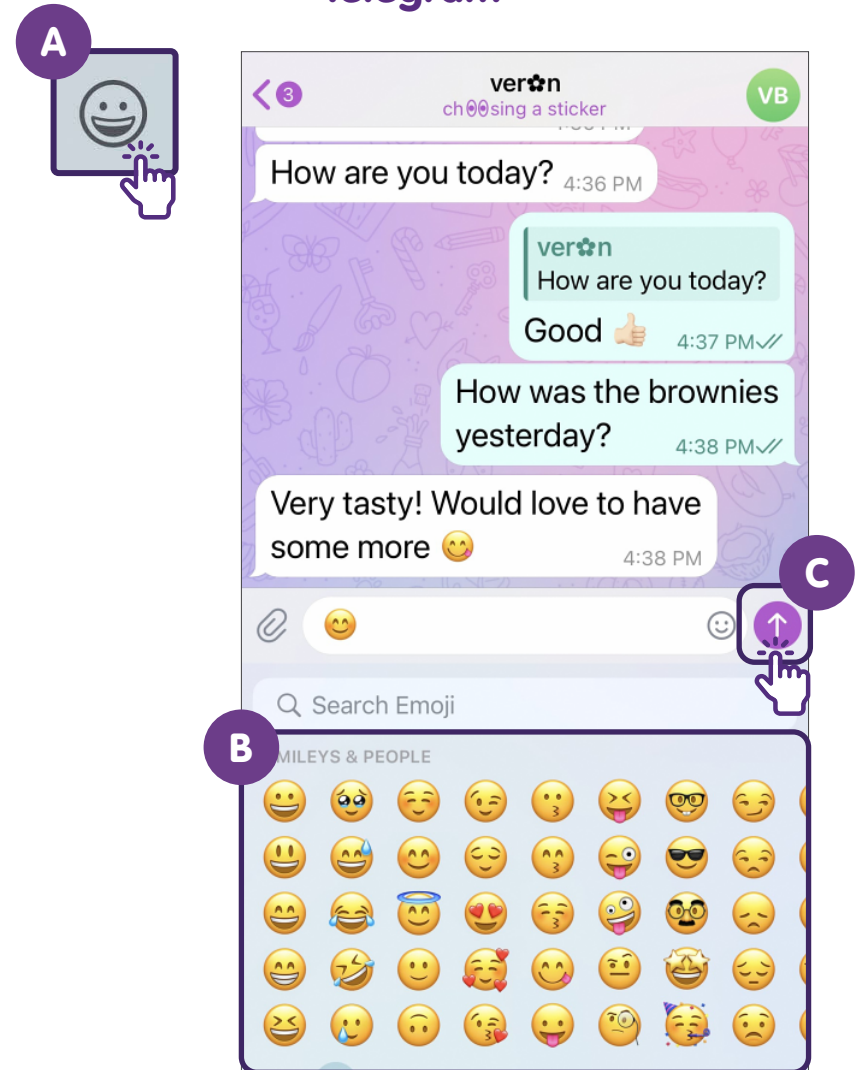
Common Steps to Use an Instant Messaging App
Give a Reaction to a Message

Tap and hold on the message, then select an emoji. Tap "+" or ⌄ **for more options.**

WhatsApp

Telegram

16
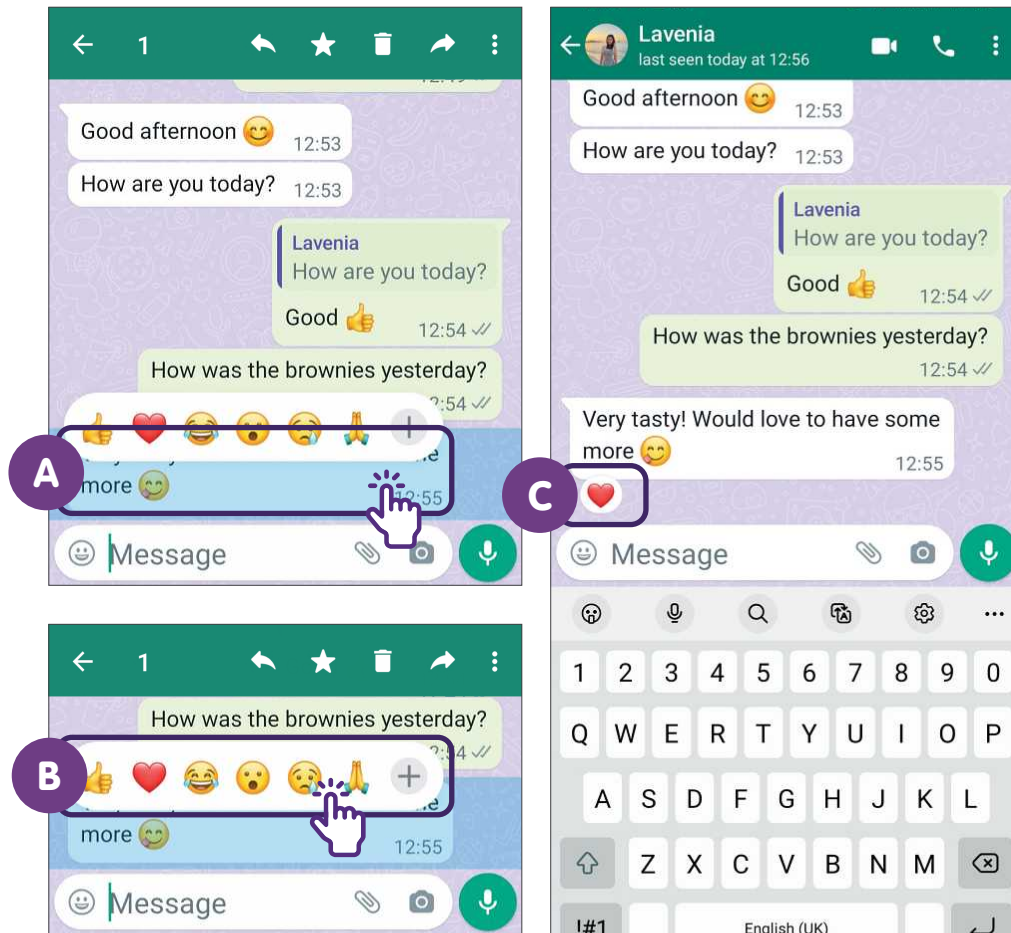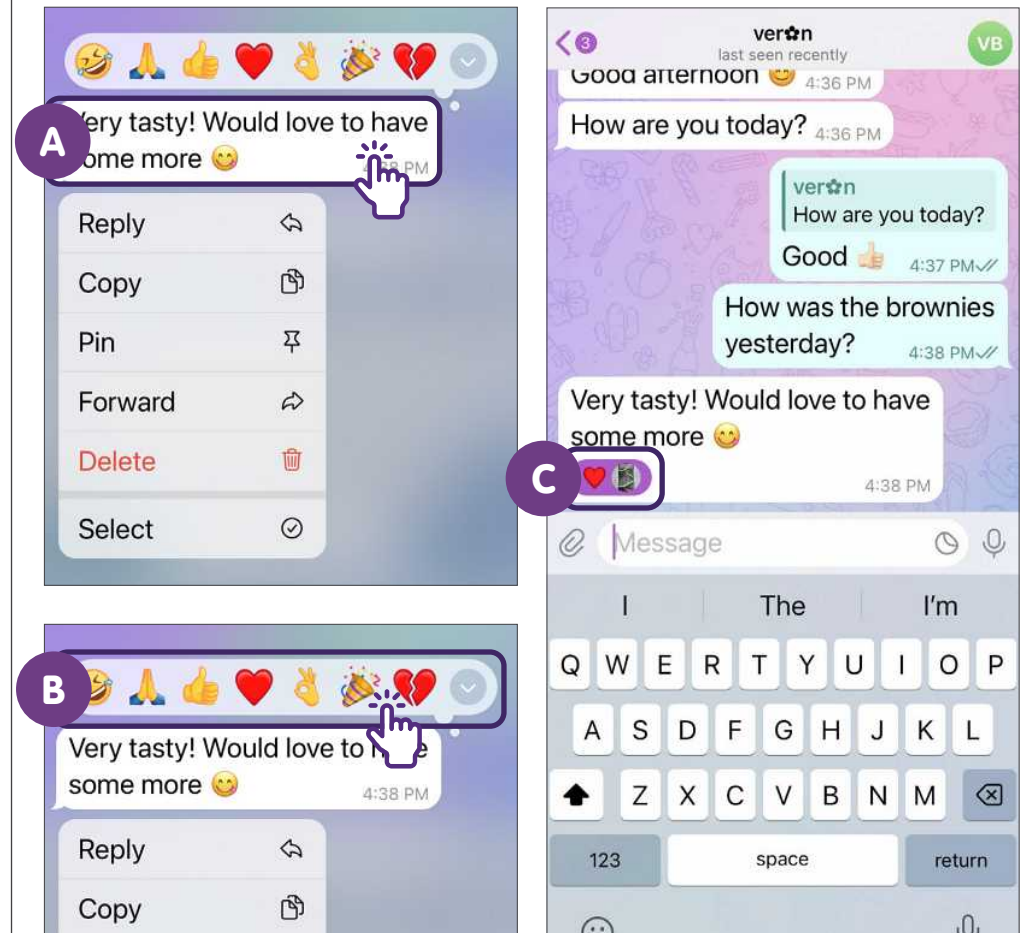
Common Steps to Use an Instant Messaging App
Share Attachments

Tap on the   **icon. Select the attachment you wish to send.**

WhatsApp
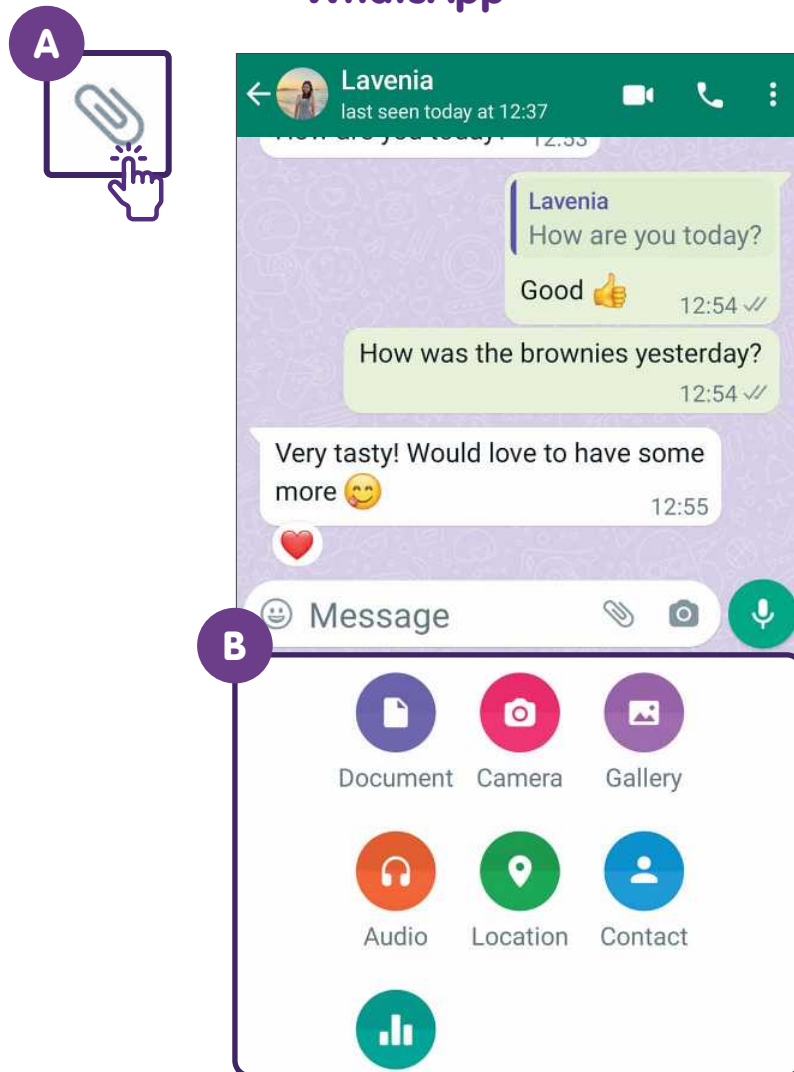
Telegram
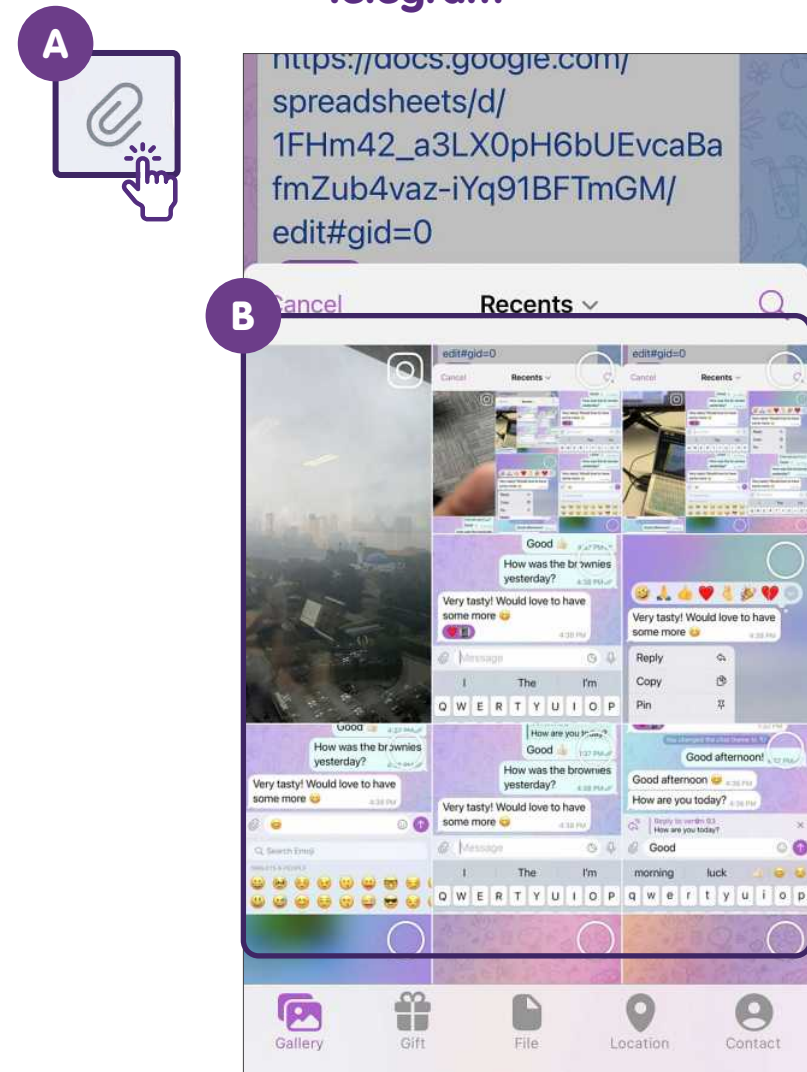
Common Steps to Use an Instant Messaging App
Use Audio and Video Tools

Tap on the [📞] [📞] or [📹] [📹] icon to make a phone or video call. Tap and hold on the [🎤] [🎤] icon to record a voice message. Release icon to send the voice message.

WhatsApp

Telegram

18
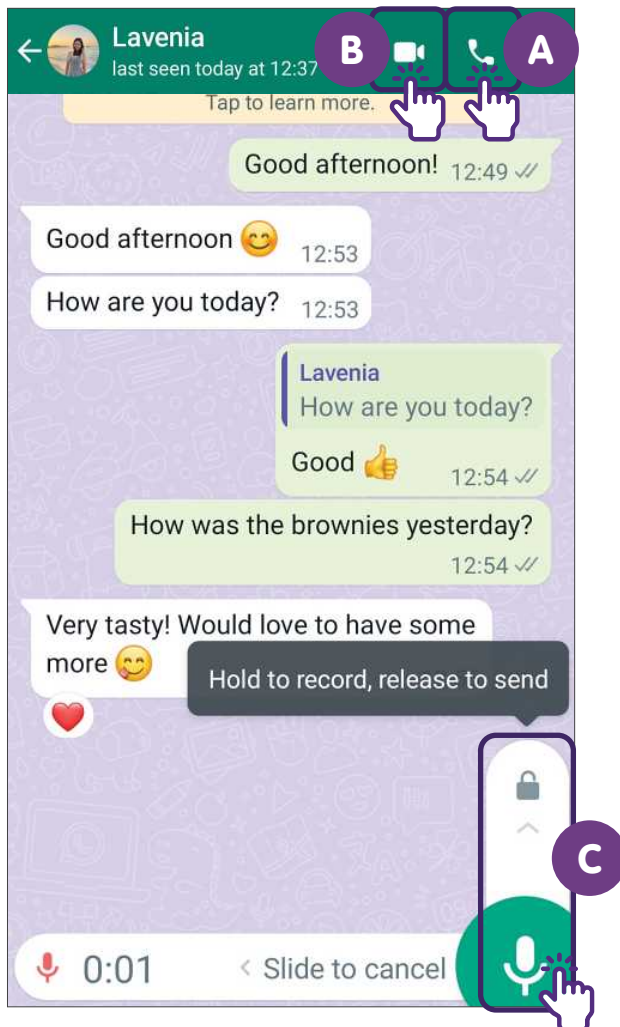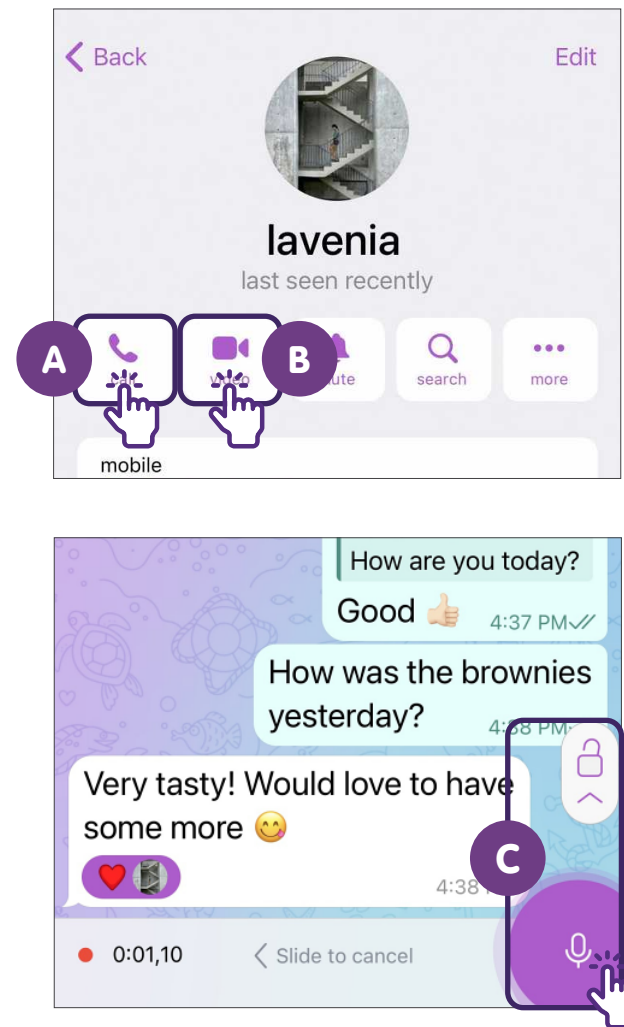
Common Steps to Use an Instant Messaging App
Delete a Message

Tap and hold on the message, then tap on the 🗑 🗑 **icon.**
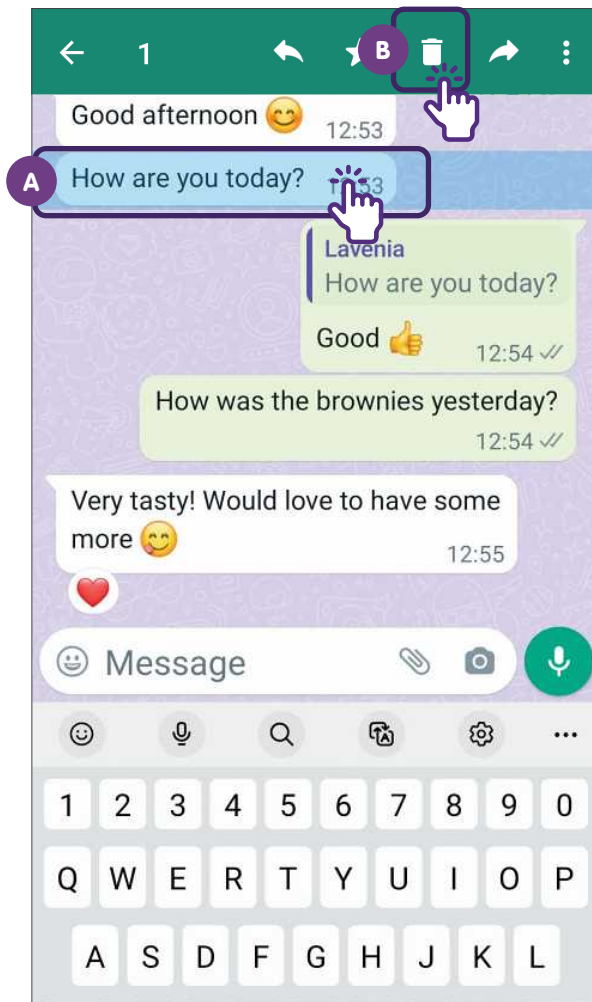
WhatsApp

Telegram
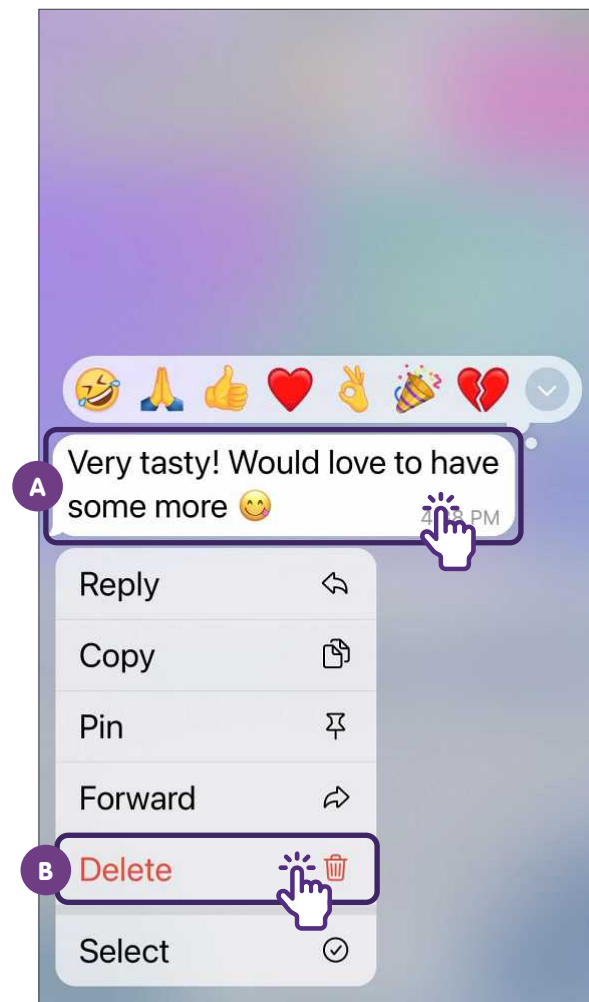
Step-by-step Guide to use WhatsApp

Register for a WhatsApp Account

1 Launch WhatsApp

Download **"WhatsApp App"** from Apple App Store or Google Play Store and launch it.

2 Accept Terms of Service

Welcome to WhatsApp

Read our Privacy Policy. Tap "Agree and continue" to accept the Terms of Service.

AGREE AND CONTINUE

3 Verify Phone Number

Verify your phone number

WhatsApp will send an SMS message to verify your phone number. Enter your country code and phone number:

Singapore ▼

+ 65 12345678

NEXT

Carrier SMS charges apply

1	2 ABC	3 DEF	–
4 GHI	5 JKL	6 MNO	␣
7 PRQS	8 TUV	9 WXYZ	⌫
* #	0 +	.	✓

4 Enter 6-digit Code

Verify your phone number

Can't send an SMS with your code because you've tried to register **+65 12345678** recently. Request a call or wait before requesting an SMS. Wrong number?

| – – – – – –
Enter 6-digit code

💬 Resend SMS

📞 Call me

1	2 ABC	3 DEF	–
4 GHI	5 JKL	6 MNO	␣
7 PRQS	8 TUV	9 WXYZ	⌫
* #	0 +	.	✓

5 Allow Access
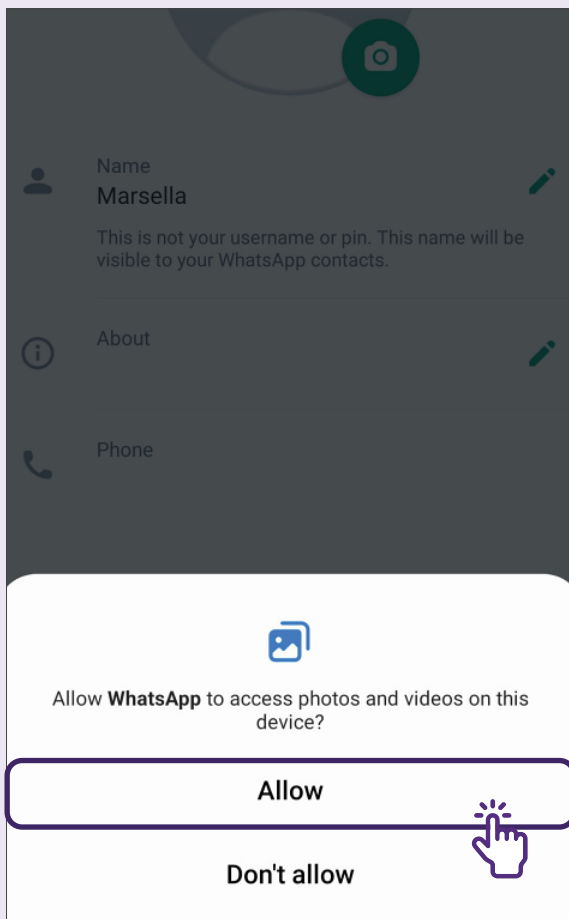
Tap on **"Allow"** to allow WhatsApp to access your contacts, photos, media and files.

6 Enter Profile Info
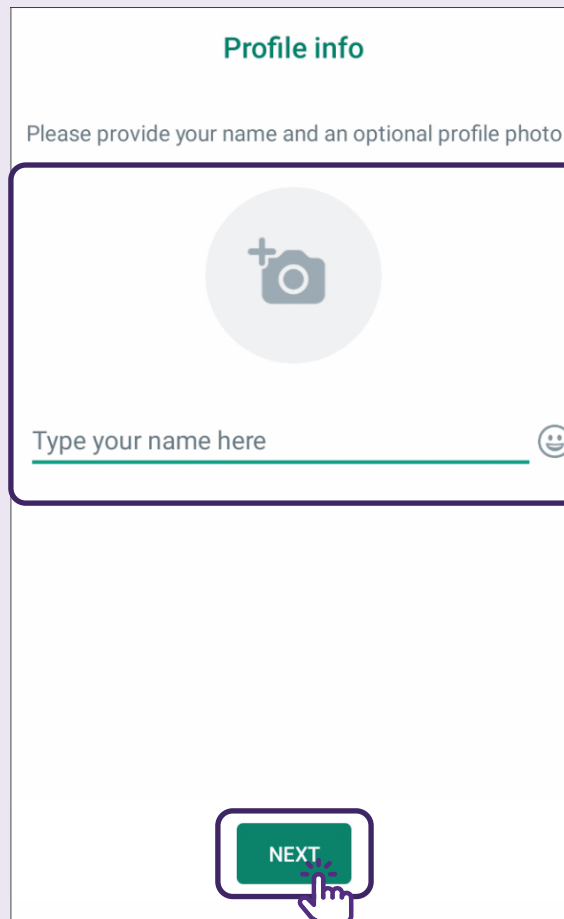
Enter your name, provide a profile photo and tap on **"NEXT"**.

Manage Settings

1. Tap on Settings

WhatsApp

New group

Chats

New broadcast

Three

Linked devices

Wendy

Starred messages

Settings

Aemel   Yesterday

Ava Ladies 🏃   Yesterday

Shirley   Yesterday

Lavenia   12/07/2023

Natalie   11/07
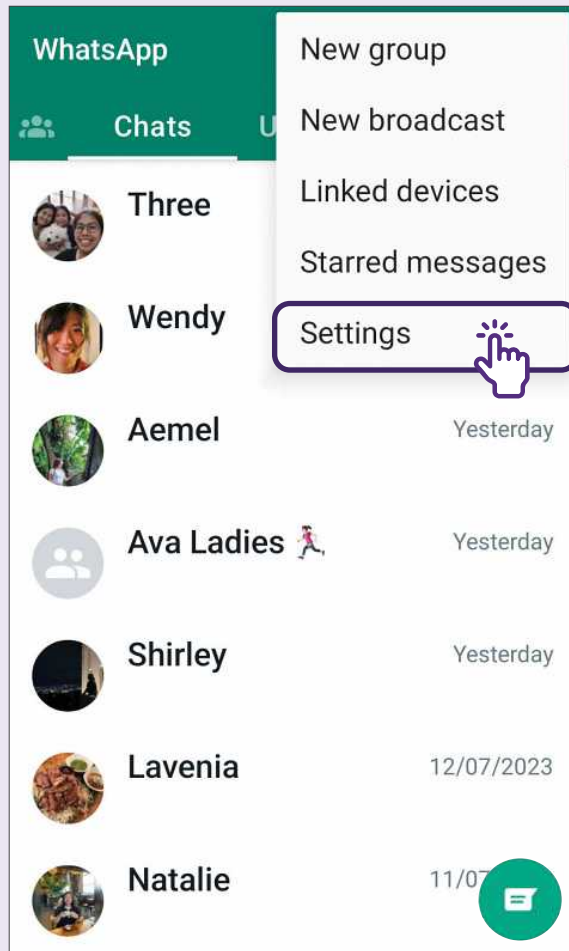
Tap on the three-dot menu for **"Settings"**.

2. Set Preferred Settings

← Settings   🔍

Account
Security notifications, change number

Privacy
Block contacts, disappearing messages

Avatar
Create, edit, profile photo

Chats
Theme, wallpapers, chat history

Notifications
Message, group & call tones

Storage and data
Network usage, auto-download

App language
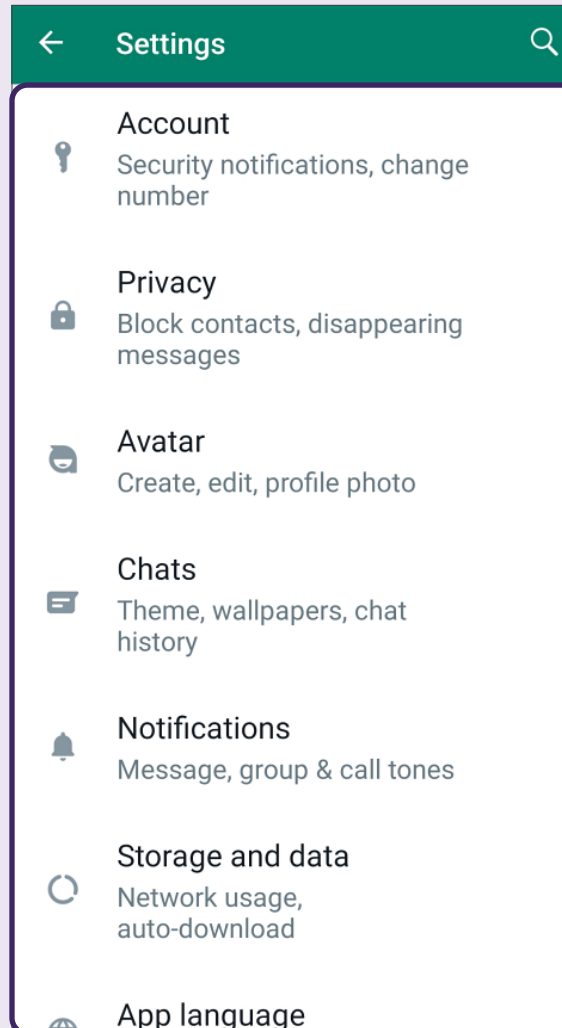
Set up Two-step Verification

1 **Select Two-step verification**

←	Account
🛡	Security notifications
⋯	**Two-step verification**
⤷	Change number
📄	Request account info
🗑	Delete my account
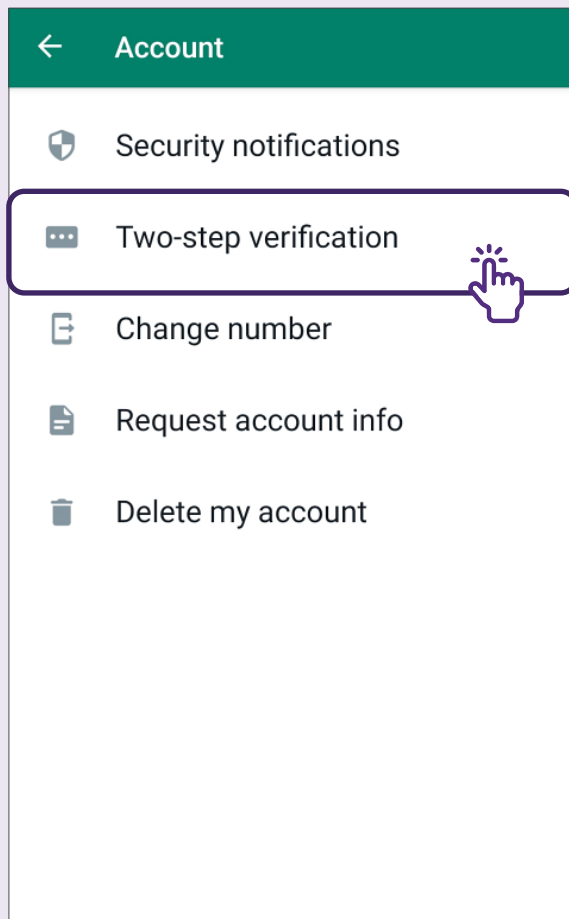
Go to **"Account"** under **"Settings"** and select **"Two-step verification"**.

2 **Turn on Two-step verification**

←	Two-step verification

***

For extra security, turn on two-step verification, which will require a PIN when registering your phone number with WhatsApp again.
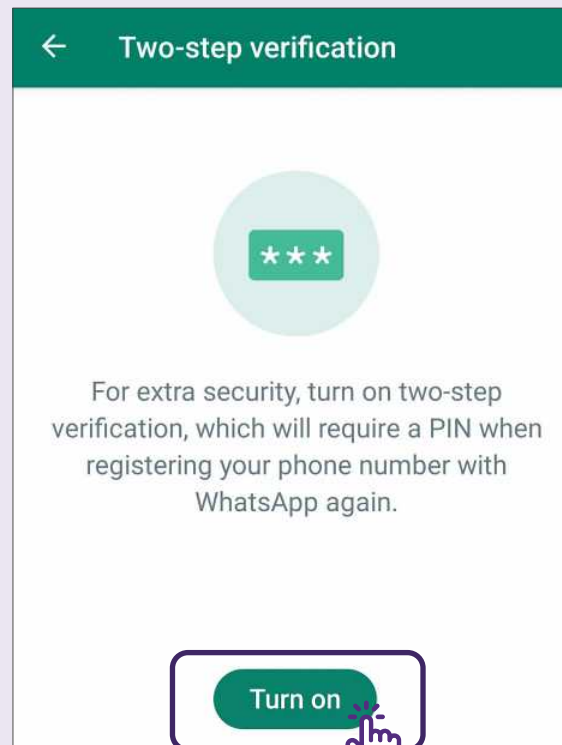
Turn on

Tap **"Turn on"** and follow the in-app instructions to generate a 6-digit PIN. Optionally, you can add an email for PIN recovery in the event of forgetting. Tap **"Skip"** if you prefer not to add an email.

3 **Two-step verification Activated**

←	Two-step verification

*** ✓

Two-step verification is on. You'll need to enter your PIN if you register your phone number on WhatsApp again.

⊗	Turn off
⋯	Change PIN
✉	Change email address
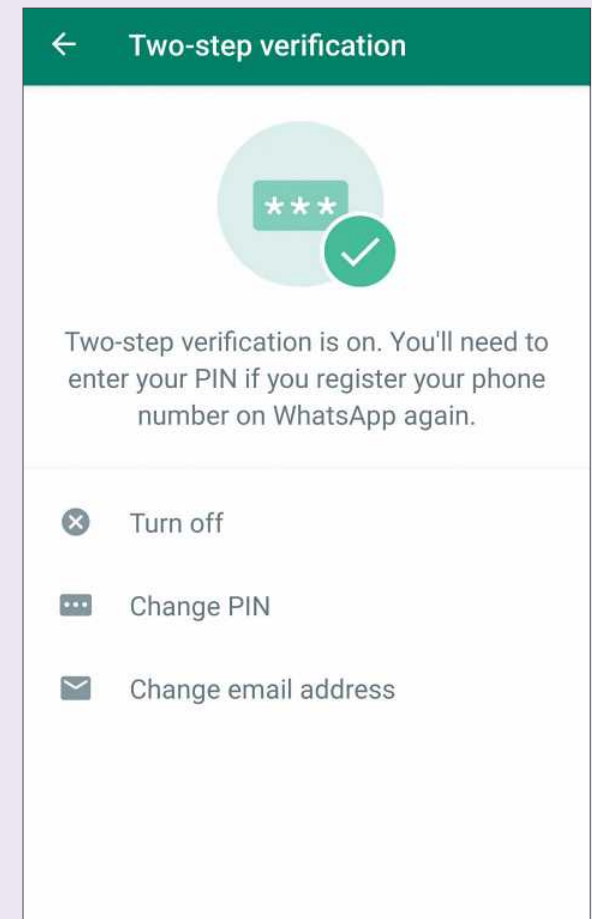
Tap **"Done"** to activate Two-step verification.

WhatsApp on iPad

Open Safari on iPad
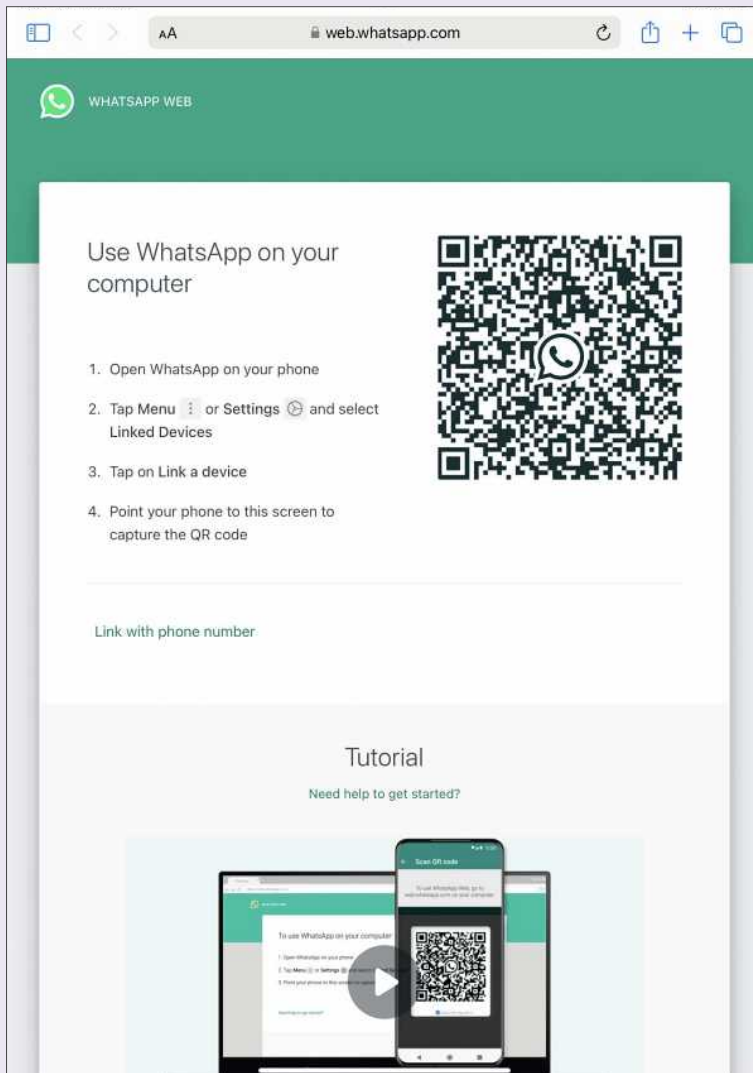
Tap to open Safari on your iPad and head to **web.whatsapp.com**.

Select Linked devices
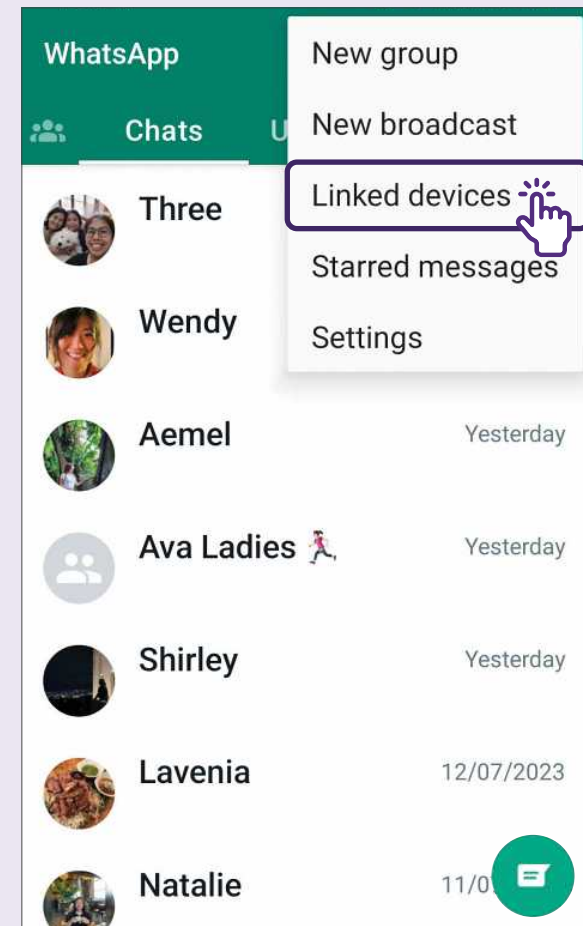
Open WhatsApp on your Smartphone (iOS/Android) and tap on menu. Select **"Linked devices"**.

3 **Tap on Link a device**

← Linked devices

Use WhatsApp on Web, Desktop, and other devices. Learn more

Link a device

🔒 Your personal messages are end-to-end encrypted on all your devices.

4 **Scan QR Code**

← Scan QR code

Open web.whatsapp.com, desktop app, or other devices.

Link with phone number instead
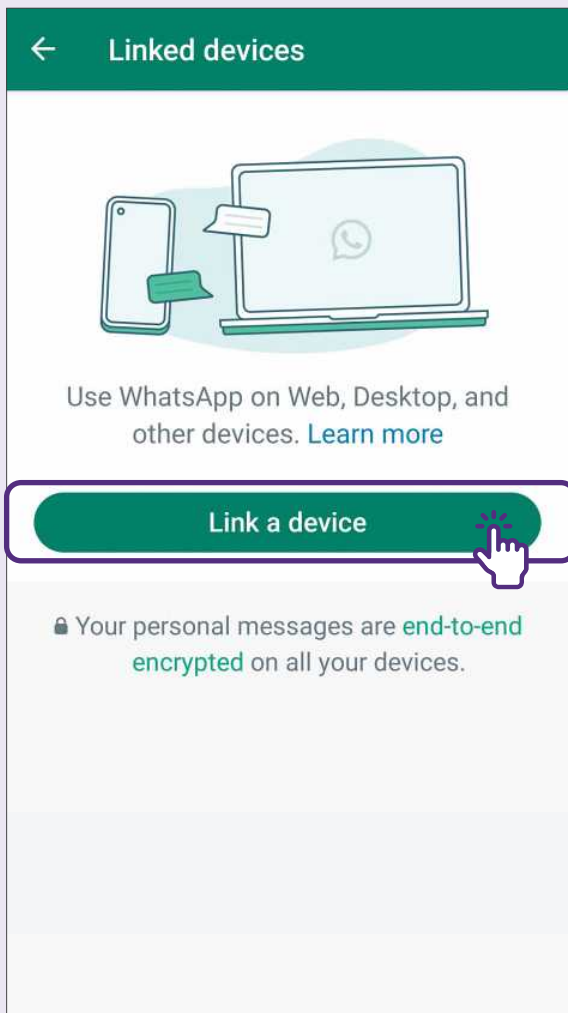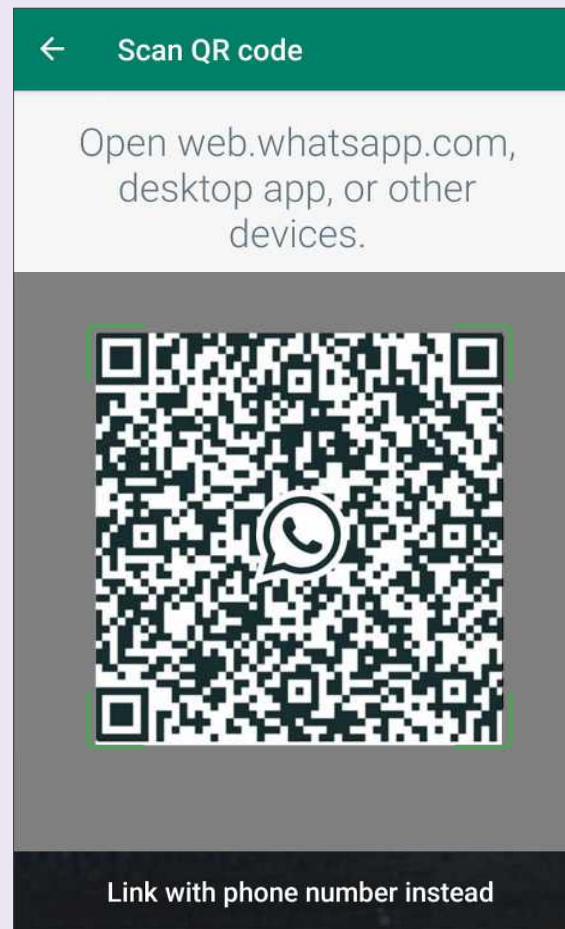
Scan the QR code on iPad to pair with your Smartphone and begin using WhatsApp on your iPad.

Add Contacts – via WhatsApp (iOS)

1 Add Contacts
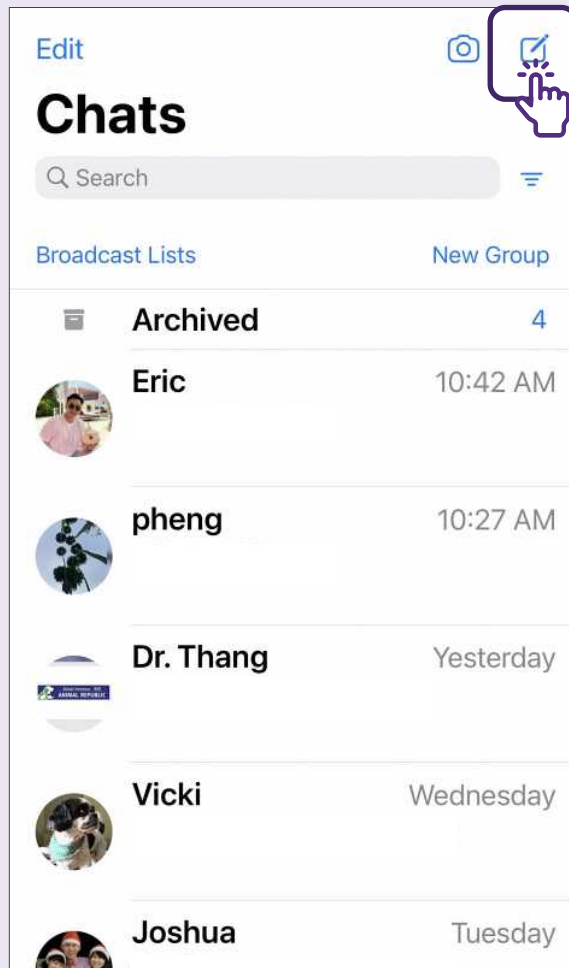
In a WhatsApp chat, tap on the **"New Chat"** icon.

2 Select New Contact
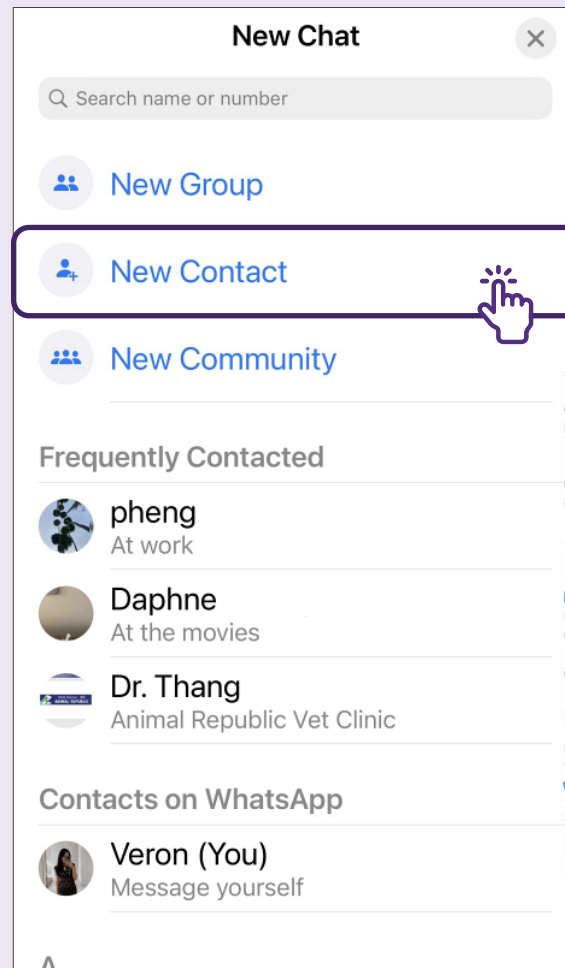
Select **"New Contact"** and fill in the details. Tap on **"Save"**.

Add Contacts – via WhatsApp (Android)

1 Add Contacts

WhatsApp	📷 🔍 ⋮
👥 **Chats** Updates • Calls	

🖼️ Three	10:31
🖼️ Wendy	Yesterday
🖼️ Aemel	Yesterday
🖼️ Ava Ladies 🏃‍♀️	Yesterday
🖼️ Shirley	Yesterday
🖼️ Nathan	12/07/2023
🖼️ Natalie	11/0...

In a WhatsApp chat, tap on the **"New Chat"** icon.

2 Select New contact

← **Select contact** 514 contacts	🔍 ⋮

👥 New group	
➕ New contact	▣
👥 New community	

Contacts on WhatsApp

🖼️ +65 8188 8888 (You) Message yourself	
🖼️ Abraham	
🖼️ Adam CHILL~~	
🖼️ Ade SPIL Bestie forever - GKI Jemursari family	
🖼️ Adi (Jody)	

Select **"New contact"** and fill in the details. Tap on **"Save"**.

Send a Message to an Individual

1   **Tap on New chat icon to Start a New Chat**

WhatsApp

Chats   Updates •   Calls

Adore	10:45
Three	10:31
Wendy	Yesterday
Aemel	Yesterday
Ava Ladies 🏃‍♀️	Yesterday
Shirley	Yesterday
Nathan	12/07/2023
Natalie	11/0

2   **Select Contact**

Select contact
514 contacts

New group

New contact

New community

Contacts on WhatsApp

+65 8188 8888 (You)
Message yourself

Lavenia
🌏

Adam
CHILL~~

Ade SPIL
Bestie forever - GKI Jemursari family
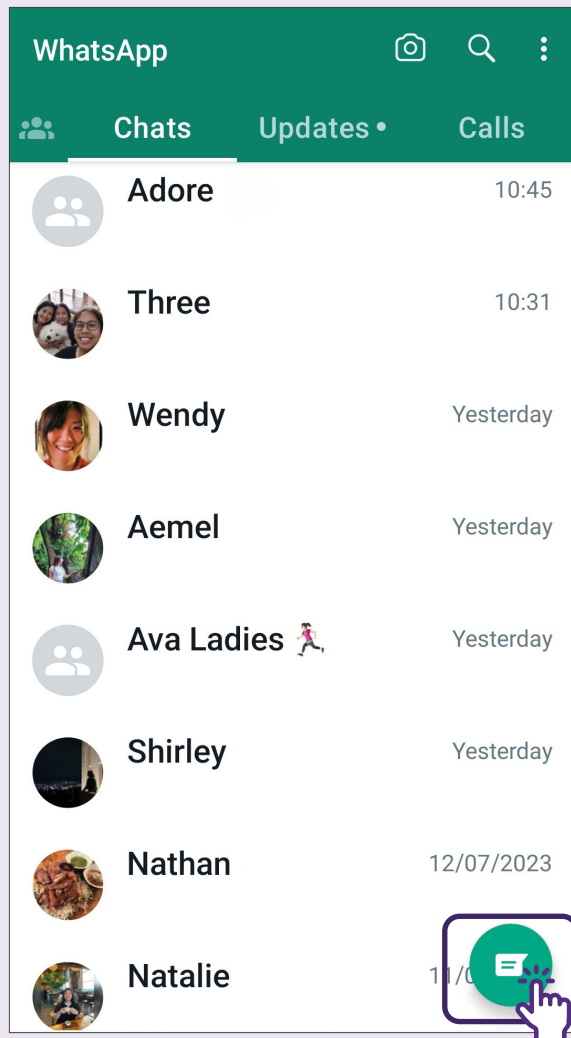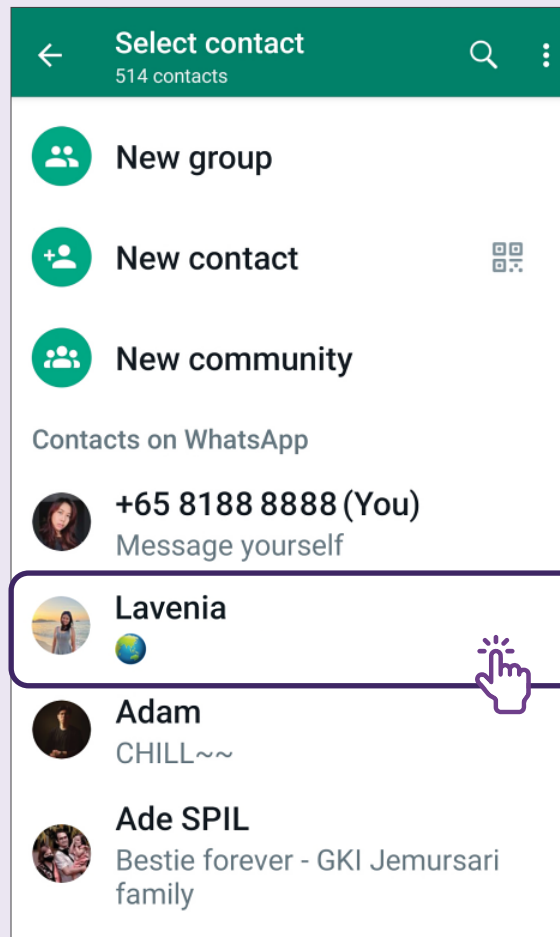
Alternatively, select an existing chat.

3   **Input Text in Message Box. Tap on Send icon.**

Lavenia
last seen today at 12:37

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Good afternoon! 12:49 ✓✓

☺ Have a nice day 😊

1	2	3	4	5	6	7	8	9	0
q	w	e	r	t	y	u	i	o	p

a   s   d   f   g   h   j   k   l

29
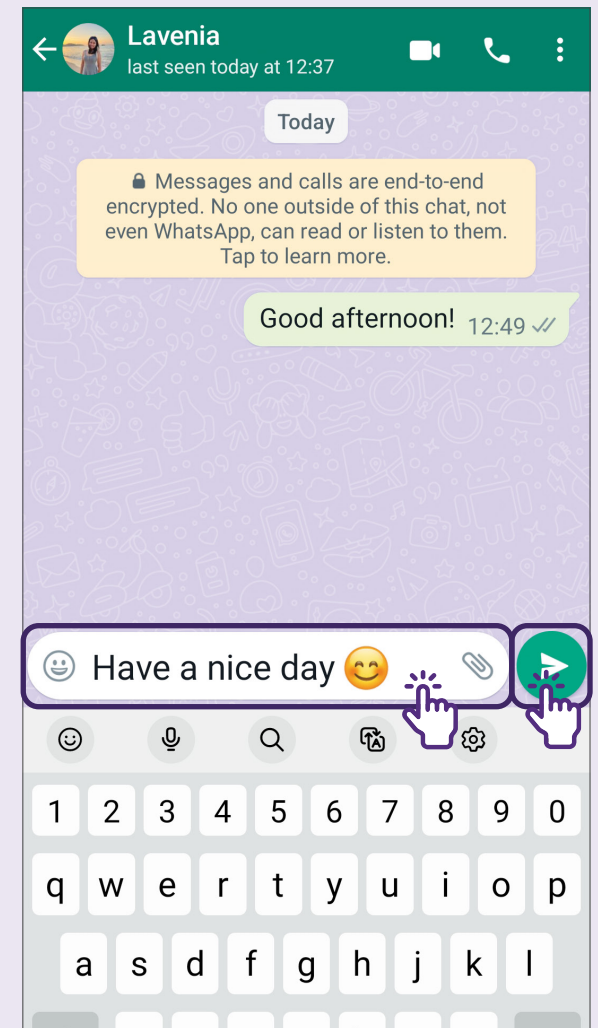
Reply to a Message

1 **Tap and Hold on the Message. Tap on Reply icon.**
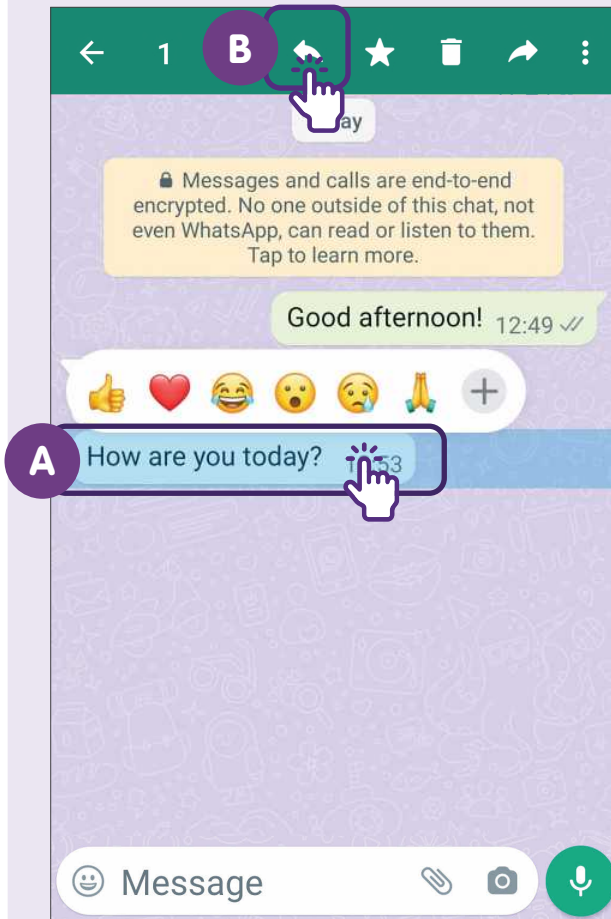
To reply to a specific message.

2 **Input Text in Message Box. Tap on Send icon.**

30
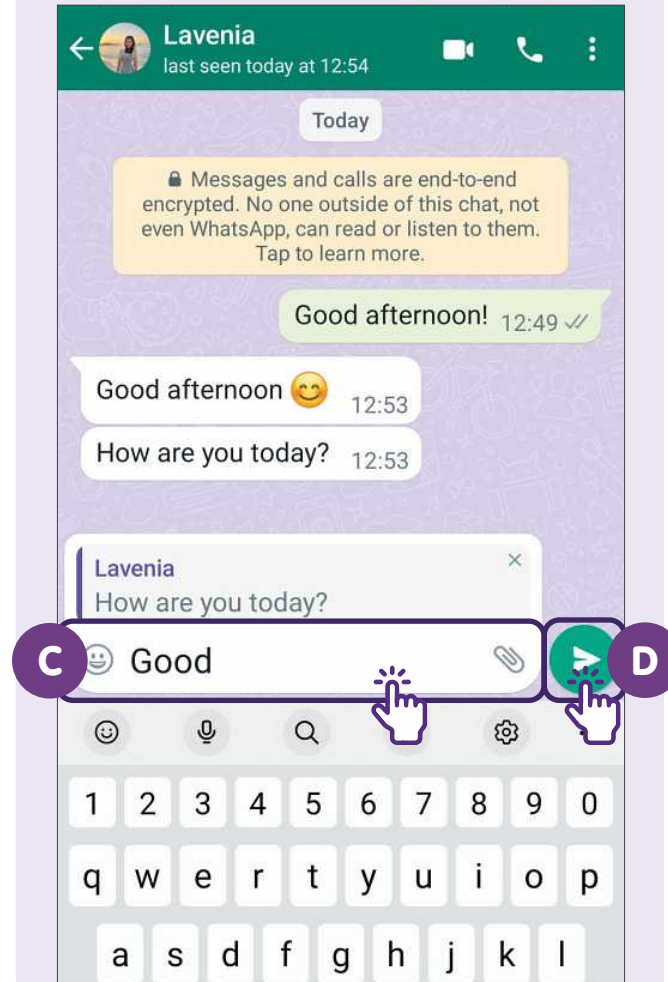
Forward a Message

1. Tap and Hold on the Message
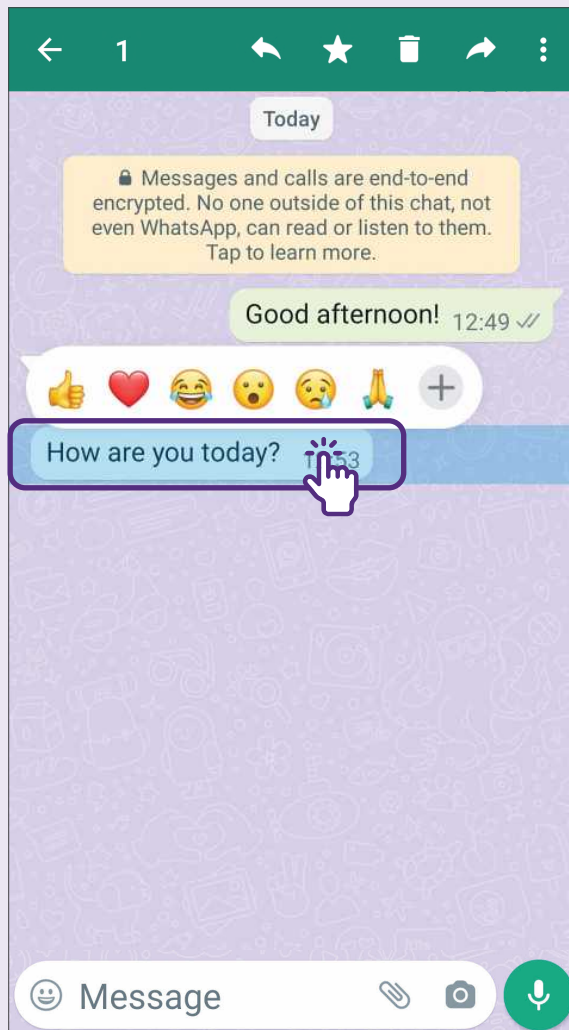
2. Tap on Forward icon

3. Select Contact
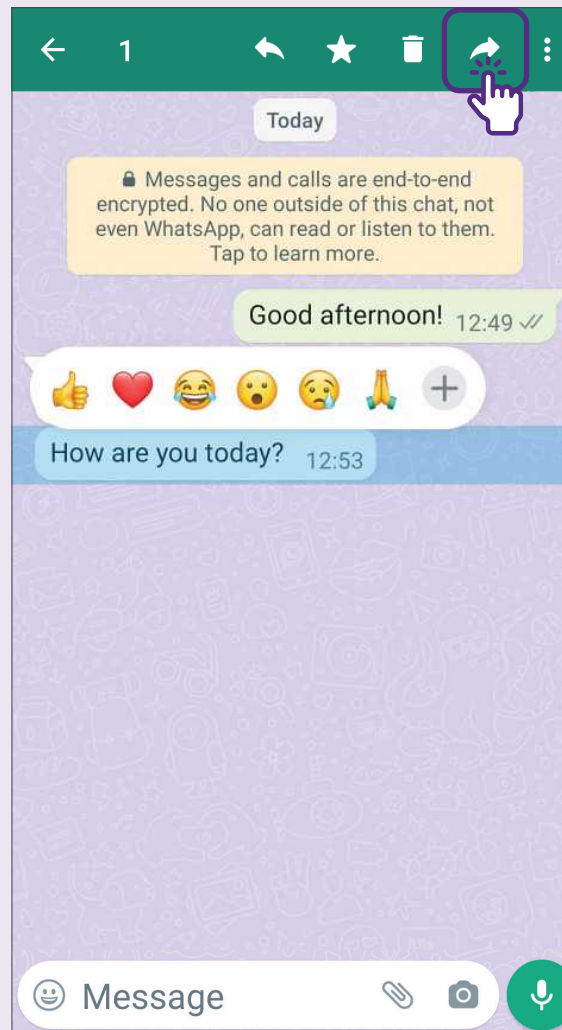
Select Contact and tap on **"Send"** icon.
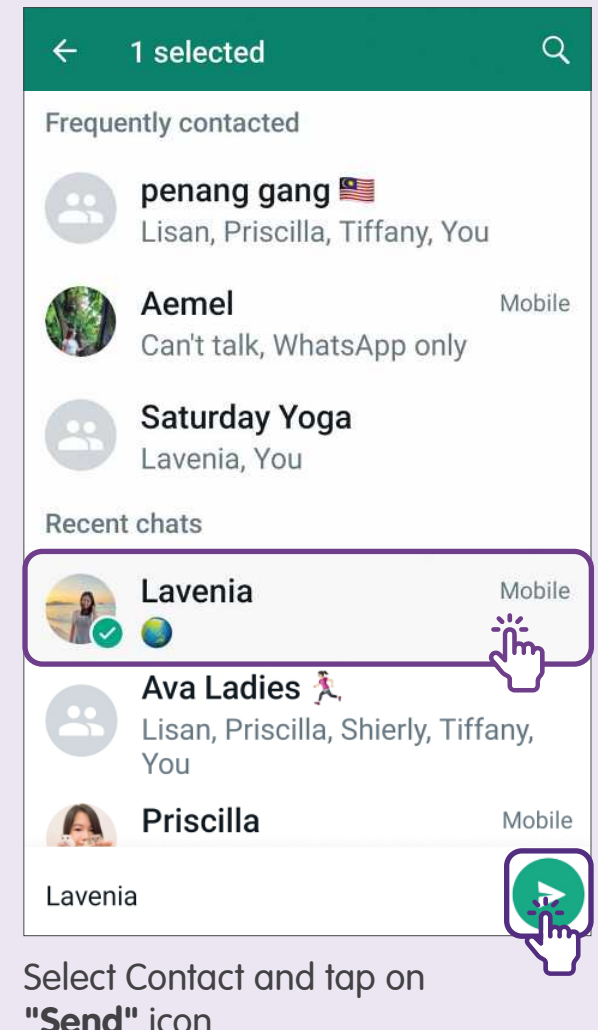
Send Emojis

1   Tap on Smiley icon
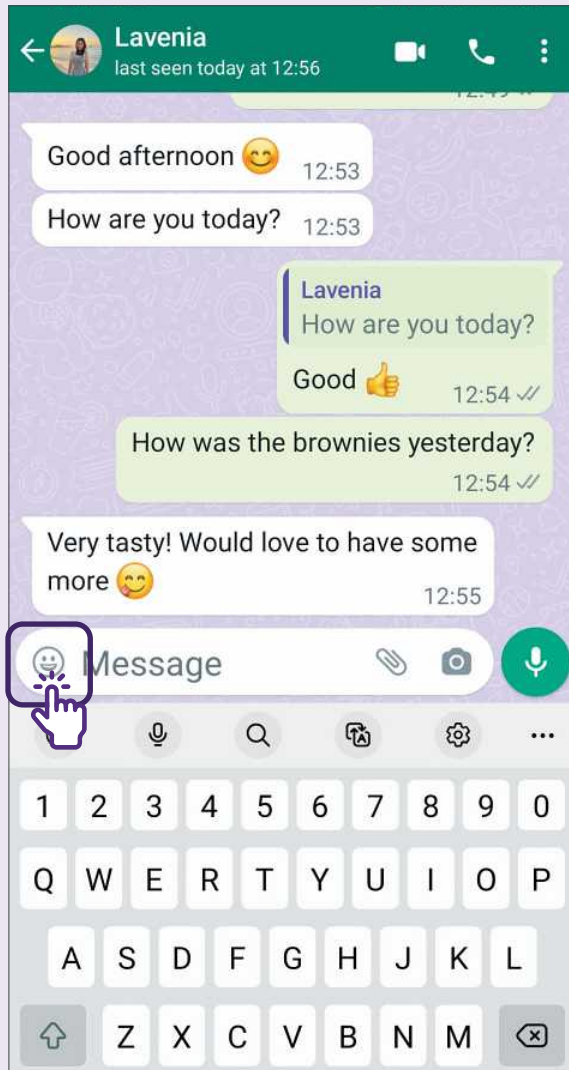
2   Select Emojis
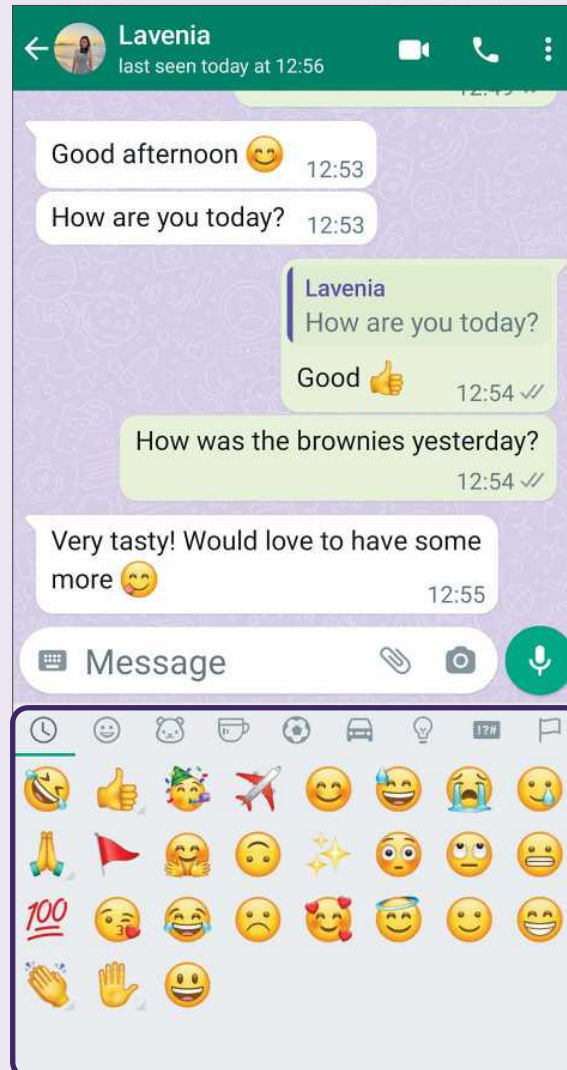
3   Tap on Send icon
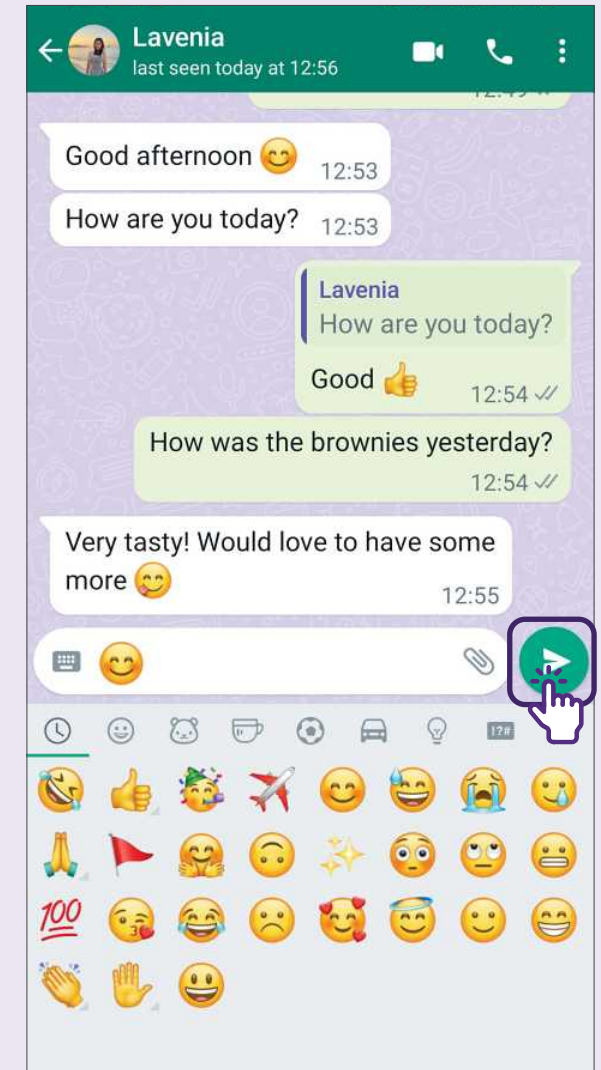
Give a Reaction to a Message

1 Tap and Hold on the Message
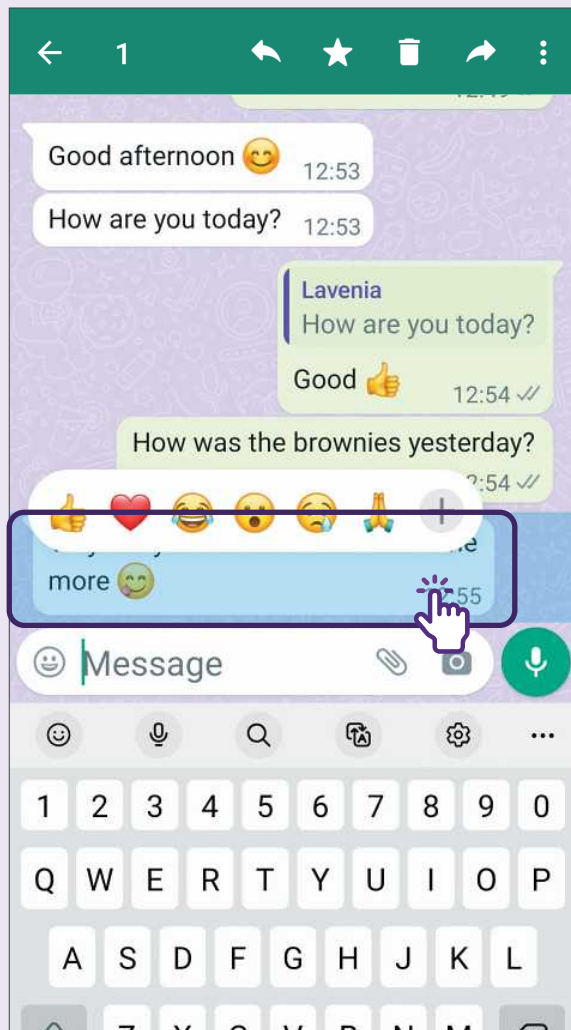
2 Select an Emoji
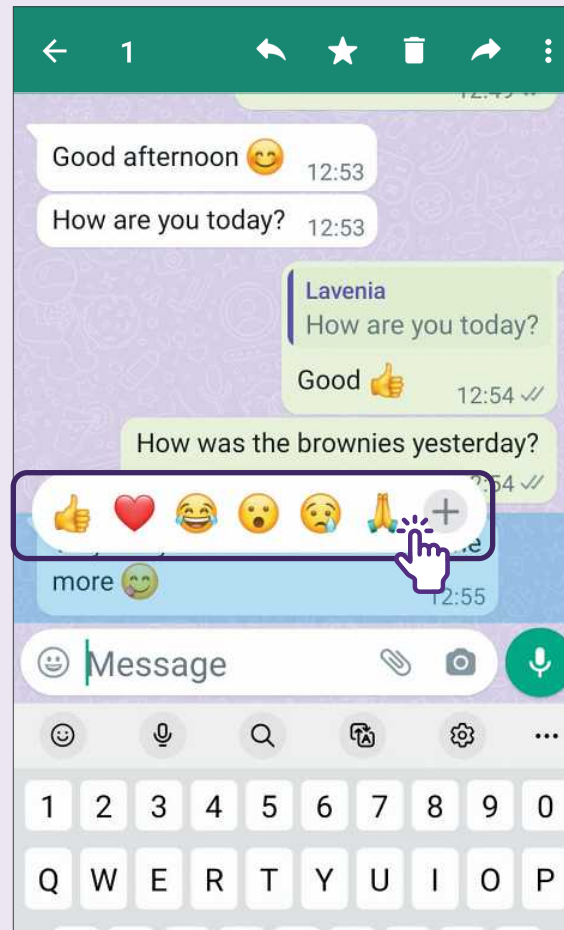
Select an emoji or tap on **"+"** for more options.

3 Reacted Emoji
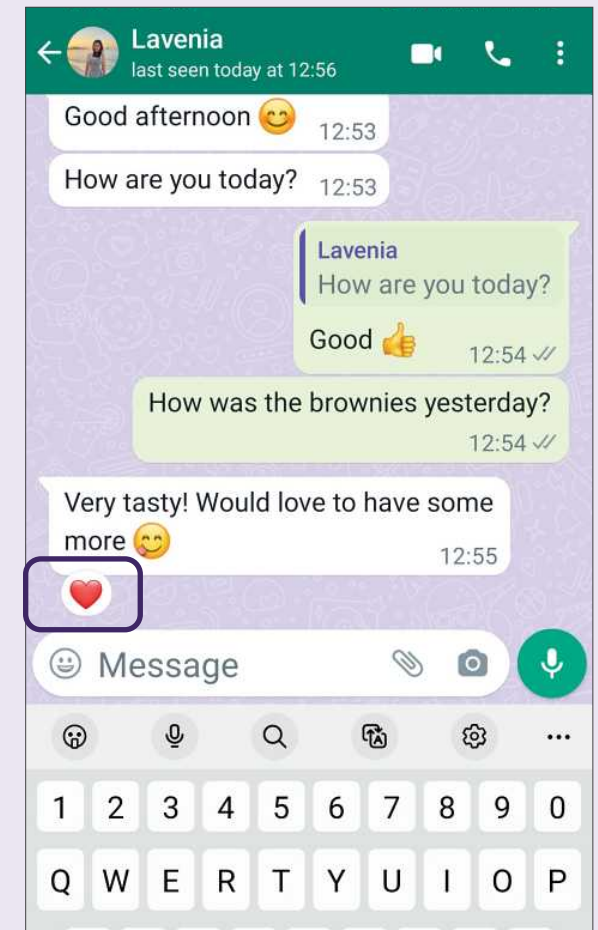
The emoji will appear below the message.

Share Attachments

1 **Tap on Paperclip icon**
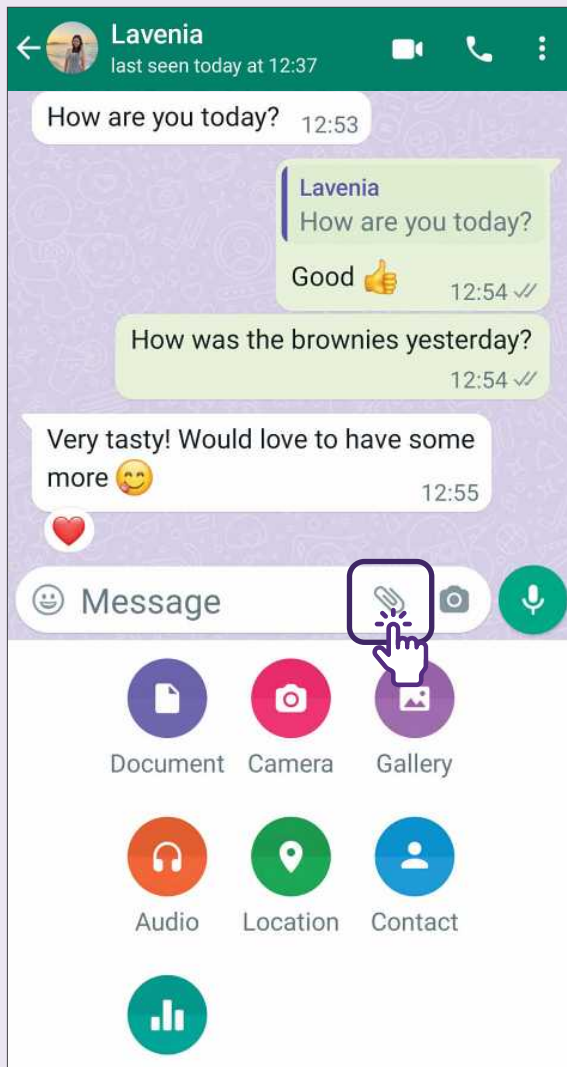
2 **Select Attachment Type**

34
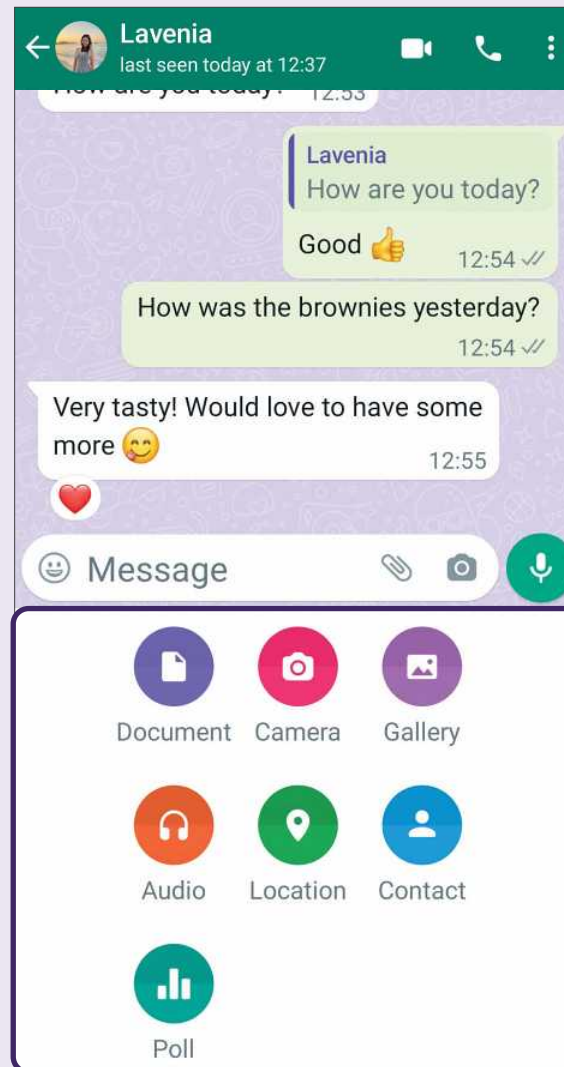
Delete a Message

1 **Tap and Hold on the Message**
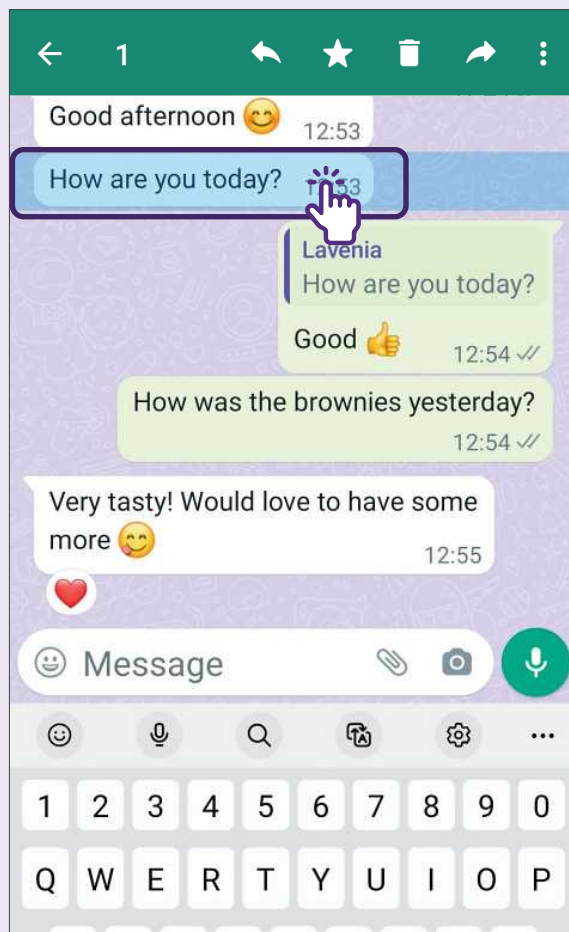
Tap and hold on the message you wish to delete.

2 **Tap on Trash bin icon**
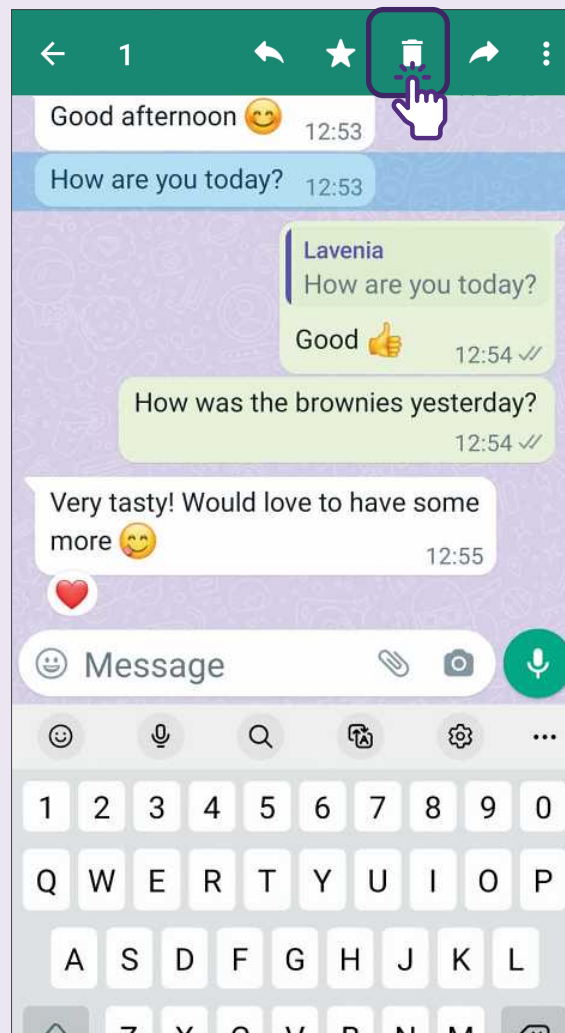
3 **Delete a Message**
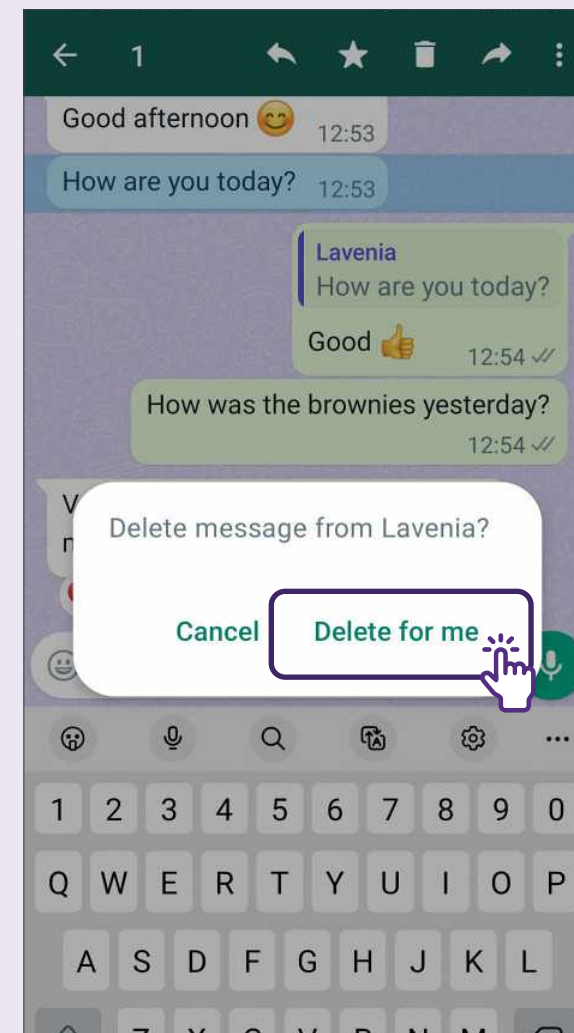
Use Audio and Video Tools

1 **Make a Voice Call**

Lavenia
last seen today at 12:56

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Good afternoon! 12:49 ✓✓

Good afternoon 😊 12:53

How are you today? 12:53

Lavenia
How are you today?

Good 👍 12:54 ✓✓

How was the brownies yesterday?
12:54 ✓✓

Very tasty! Would love to have some more 😊
12:55

❤️

☺ Message 📎 📷 🎤

2 **Make a Video Call**

Lavenia
last seen today at 12:56

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

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How are you today? 12:53

Lavenia
How are you today?

Good 👍 12:54 ✓✓

How was the brownies yesterday?
12:54 ✓✓

Very tasty! Would love to have some more 😊
12:55

❤️

☺ Message 📎 📷 🎤

3 **Send a Voice Message**

Lavenia
last seen today at 12:37

Good afternoon 😊 12:53

How are you today? 12:53

Lavenia
How are you today?

Good 👍 12:54 ✓✓

How was the brownies yesterday?
12:54 ✓✓

Very tasty! Would love to have some more 😊

Hold to record, release to send

❤️

🔒

🎤 0:01 ‹ Slide to cancel 🎤

Tap and hold the **"Mic"** icon to begin recording, then release it to send the voice message.

36

Pick up Voice and Video Calls

1 Swipe up to Accept Voice or Video Calls when Mobile Device is Locked

A

Lavenia

WhatsApp voice call

Decline   Swipe up to accept   Message

B

Lavenia

WhatsApp video call

Decline   Swipe up to accept   Message
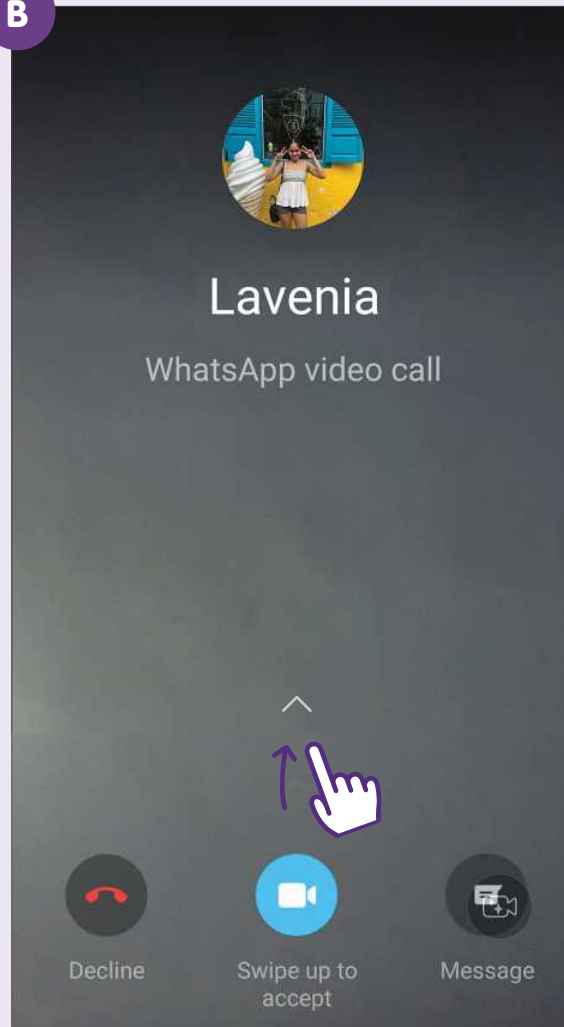
2 Answer Voice or Video Calls when Mobile Device is Unlocked

A

Lavenia 11:30
Incoming voice call
Decline | Answer

27°
Novena
11:20

B

Lavenia 11:30
Incoming video call
Decline | Answer

27°
Novena
11:20
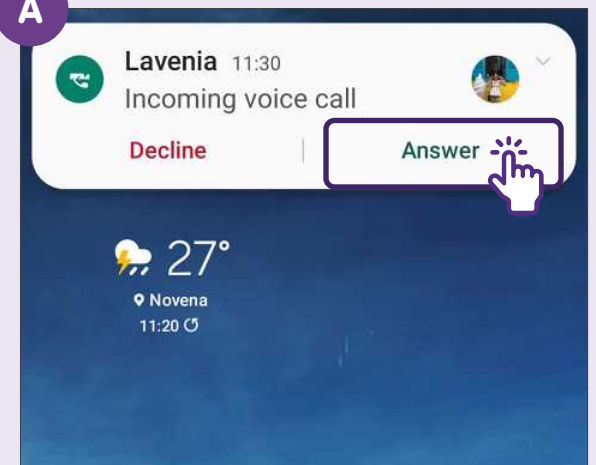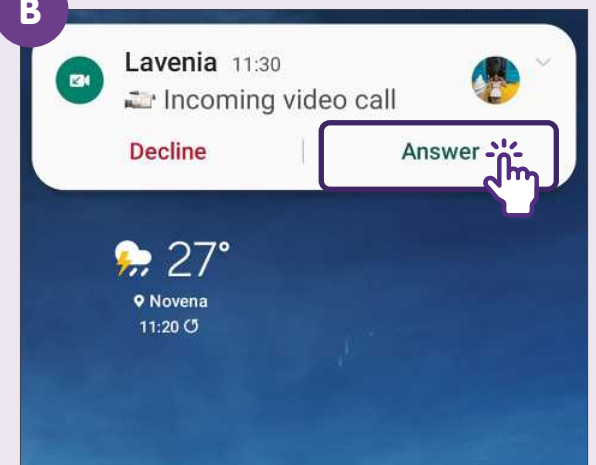
Delete Chat

1   Tap on the three-dot menu

A

View contact

Media, links, and docs

Search

Mute notifications

Disappearing messages

Wallpaper

B   More

Lavenia
last seen today at 13:00

Good after

How are yo

How was the brownies yesterday?
12:54

Very tasty! Would love to have some more 😋
12:55

❤️
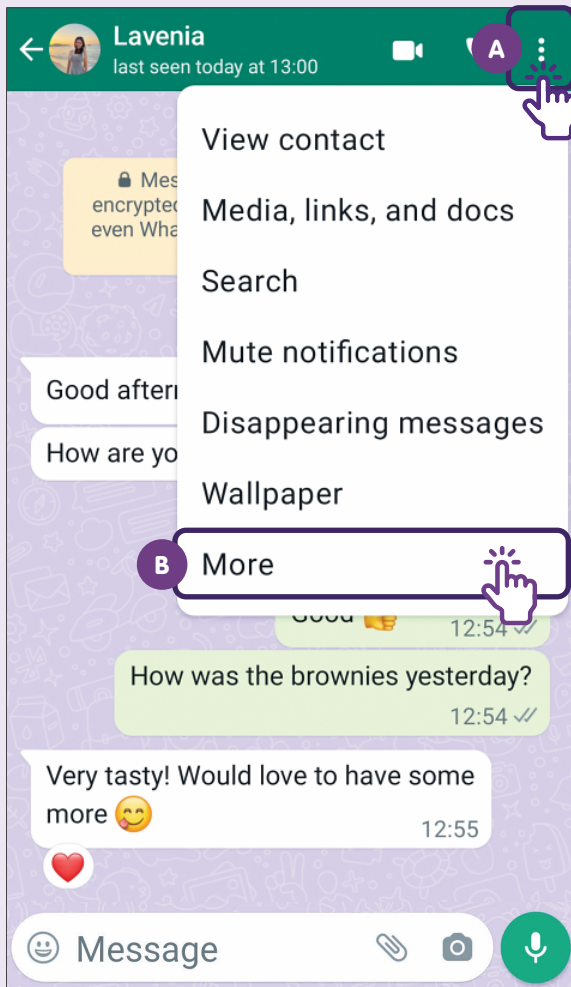
Message

Select **"More"**.

2   Select Clear chat

Lavenia
last seen today at 13:00

Report

Block

Clear chat

Export chat

Add shortcut

Good afternoon 😊

How are you today?

Lavenia
How are you today?

Good 👍
12:54

How was the brownies yesterday?
12:54

Very tasty! Would love to have some more 😋
12:55

❤️

Message

3   Tap on Clear chat

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Good afternoon! 12:49

Clear this chat?

Messages will only be removed from this device and your devices on the newer versions of WhatsApp.

☑ Also delete media received in this chat from the device gallery

Cancel   Clear chat

❤️

Message

Block and Report Chat

A

+65 8123 4567

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

1 Unread Message

Hello 👋 13:03

The sender is not in your contact list

⊘ Block

+≗ Add to contacts

☺ |Message

Select the message you wish to
Block/Report.

B

+65 8123 4567

Today

🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Block +65 8123 4567 ?

Blocked contacts cannot call or send you messages. Your chat will be deleted.

If you block and report, the last 5 messages from this contact will be forwarded to WhatsApp. This contact will not be notified.

Block and report

Block

Cancel

⊘ Block

+≗ Add to contacts

Tap on **"Block"** to prevent the contact from calling or sending you messages, and your chat will be deleted from WhatsApp.

Tap on **"Block and report"** to forward the last 5 messages to WhatsApp for review, and the contact will be automatically blocked afterwards.

Block/Report Sender IN Your Contact List

A

Lavenia
last seen today at 13:00

Report

Block

Clear chat

Export chat

Add shortcut

Good afternoon 😊

How are you today?

Lavenia
How are you today?

Good 👍 12:54 ✓✓

How was the brownies yesterday?
12:54 ✓✓

Very tasty! Would love to have some more 😋
12:55

❤️
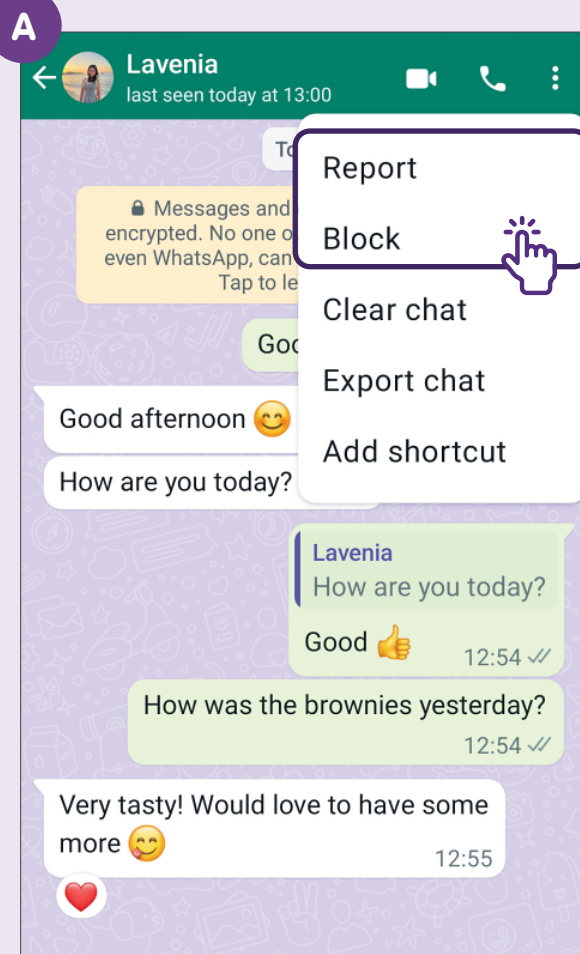
Tap on the three-dot menu, then tap on **"More"**. Select **"Report"** or **"Block"**.

B

Lavenia
last seen today at 13:00

Today

Messages and calls are end-to-end encrypted. No one outside of this chat, not

Report Lavenia?

The last 5 messages from this contact will be forwarded to WhatsApp. If you block this contact and delete the chat, messages will only be removed from this device and your devices on the newer versions of WhatsApp.
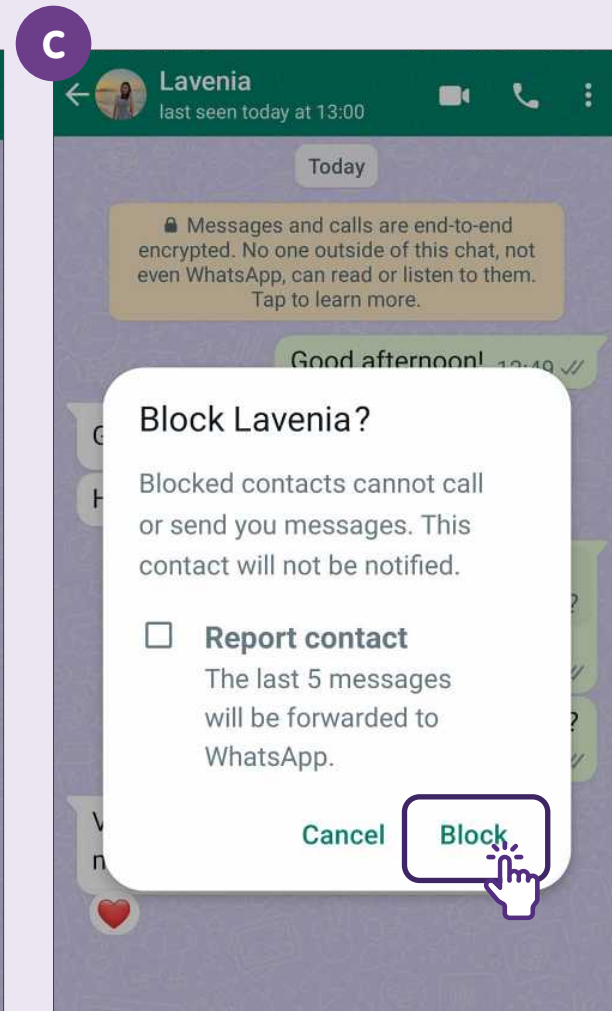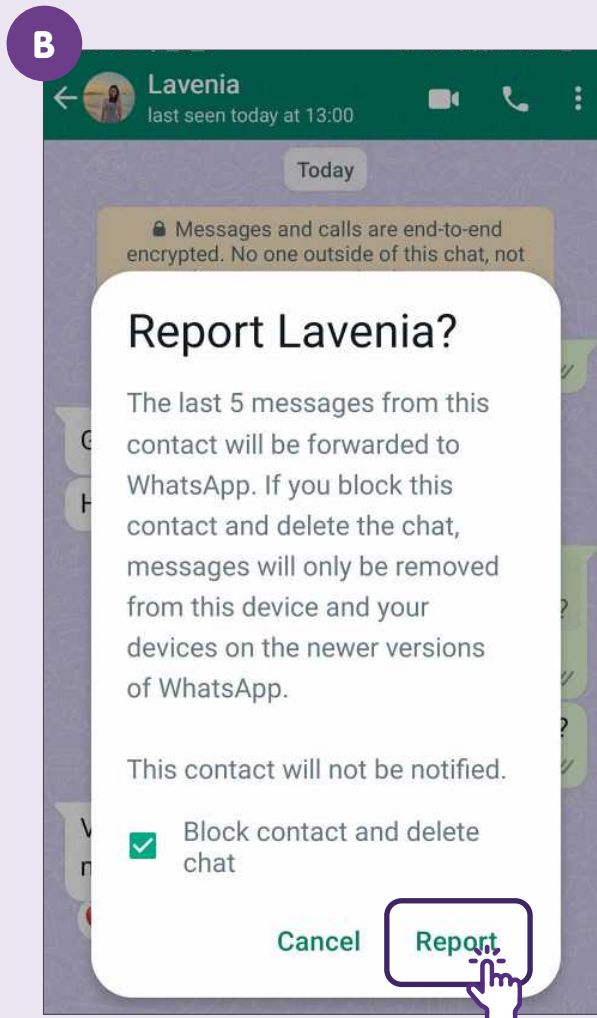
This contact will not be notified.

☑ Block contact and delete chat

Cancel   Report

Tap on **"Report"**.

C

Lavenia
last seen today at 13:00

Today

Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Good afternoon!

Block Lavenia?

Blocked contacts cannot call or send you messages. This contact will not be notified.

☐ **Report contact**
The last 5 messages will be forwarded to WhatsApp.

Cancel   Block

Or tap on **"Block"**.

Delete Account

1 Select Account

←	Settings	🔍

Account
🔑 Security notifications, change number

Privacy
🔒 Block contacts, disappearing messages

Avatar
▢ Create, edit, profile photo

Chats
▤ Theme, wallpapers, chat history

Notifications
🔔 Message, group & call tones

Storage and data
⟳ Network usage, auto-download
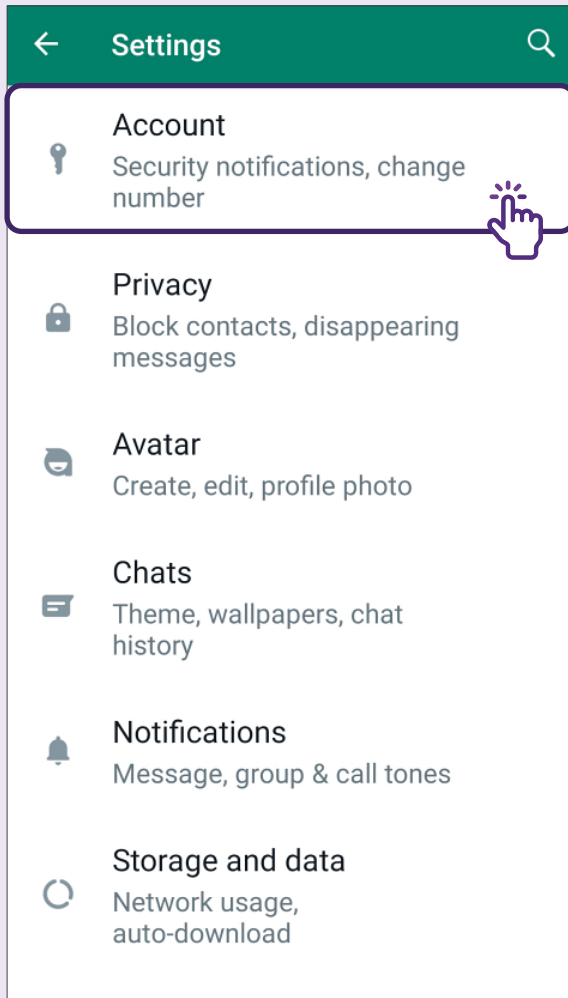
Select **"Account"** under **"Settings"**.

2 Delete Account

←	Account

🛡 Security notifications

••• Two-step verification

↦ Change number

📄 Request account info
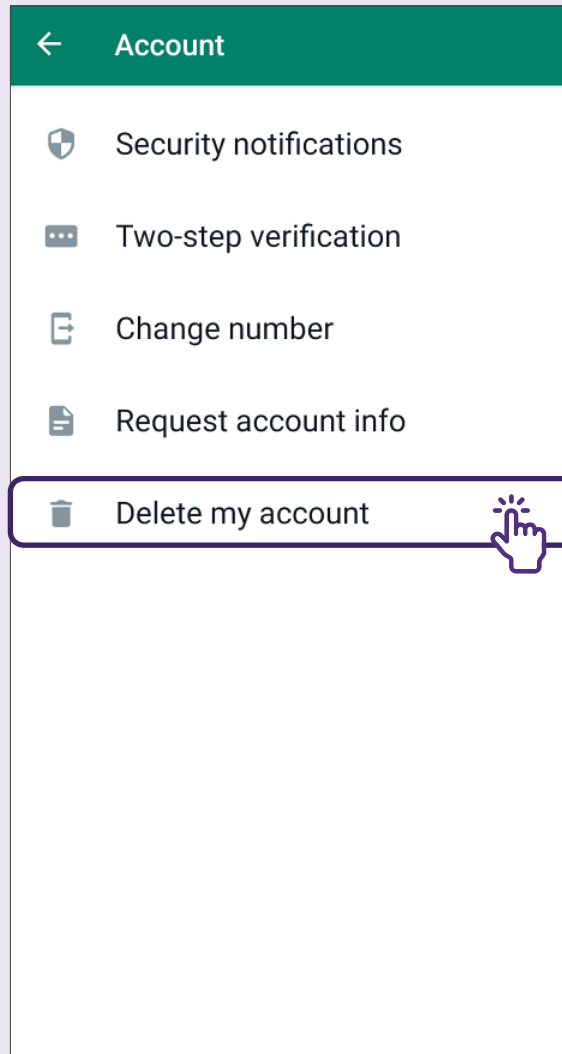
🗑 Delete my account

Tap on **"Delete my account"**, enter your phone number in full international format and tap on **"Delete my account"**. For Android devices, you need to select a reason and then tap on **"Delete my account"**.

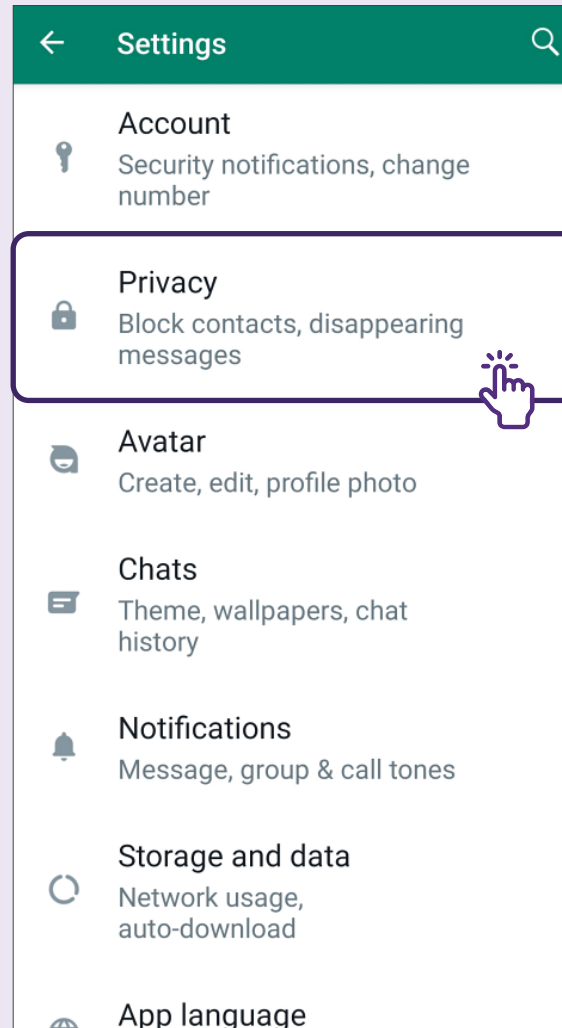**Note:** Deleting your WhatsApp account will:

- Delete your account from WhatsApp.
- Erase your message history.
- Delete you from all of your WhatsApp groups.
- Delete your message history backup.
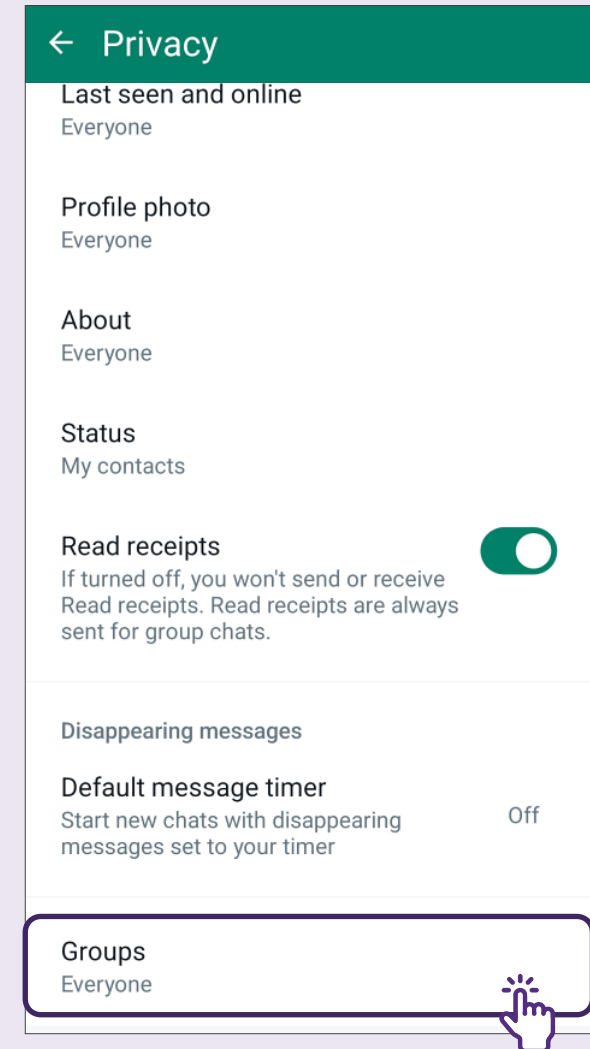
41

Change Group Privacy Settings

1 Select Settings

WhatsApp

New group
New broadcast
Linked devices
Starred messages
Settings

Chats

Three
Wendy
Aemel — Yesterday
Ava Ladies 🏃 — Yesterday
Shirley — Yesterday
Lavenia — 12/07/2023
Natalie — 11/07/2023
OCBC — 11/0

2 Select Privacy

← Settings 🔍

🔑 Account
Security notifications, change number

🔒 Privacy
Block contacts, disappearing messages

Avatar
Create, edit, profile photo

Chats
Theme, wallpapers, chat history

🔔 Notifications
Message, group & call tones

○ Storage and data
Network usage, auto-download

App language

3 Select Groups

← Privacy

Last seen and online
Everyone

Profile photo
Everyone

About
Everyone

Status
My contacts

Read receipts
If turned off, you won't send or receive Read receipts. Read receipts are always sent for group chats.

Disappearing messages

Default message timer
Start new chats with disappearing messages set to your timer — Off

Groups
Everyone

4 Select My contacts except...

Groups

Who can add me to groups

- Everyone
- My contacts
- My contacts except...

Admins who can't add you to a group will have the option of inviting you privately instead.

This setting does not apply to community announcement groups. If you're added to a community, you'll always be added to a community announcement group.

If you select **"My contacts except..."**, check off anyone you don't want to be able to add you to groups.

5 Select Contacts to Exclude

My contacts except...
No contacts excluded

- Adam
- Ade SPIL
- Adi (Jody)
- Adine
- Adrian Scholl Malay
- Aemel
- Aerin Karatu
- Afiani Pramita
- Afik Sabas
- Afrie Adcom
- Aidan Funko Guy

Notes

Notes

Notes

For more information and to find your nearest SG Digital community hubs:

IMDA Contact Centre

Hotline: +65 6377 3800
Email: info@imda.gov.sg
Website: digitalforlife.gov.sg

Scan QR code to visit the Digital for Life Portal.