

Instant Messaging

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



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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.

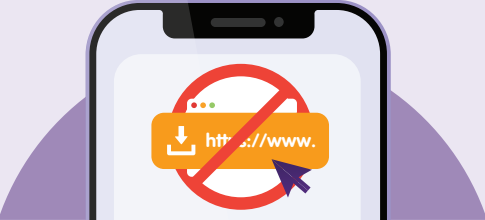


The guidebook is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.




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.



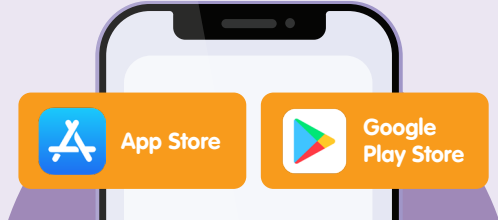
Block unknown users that send you unsolicited chats.



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

Page 5

The Common Features found across
Different Instant Messaging Apps

Page 6

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.

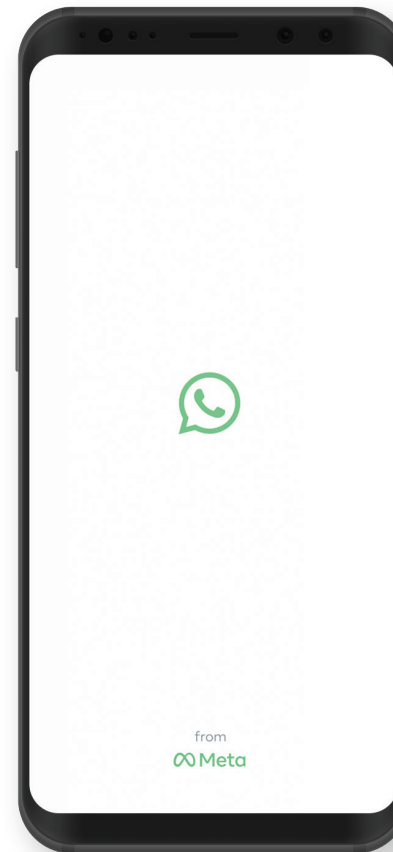
With instant messaging, people can stay connected globally by sending messages and making calls as long as there's Internet connection.

Pre-requisites to learning the app

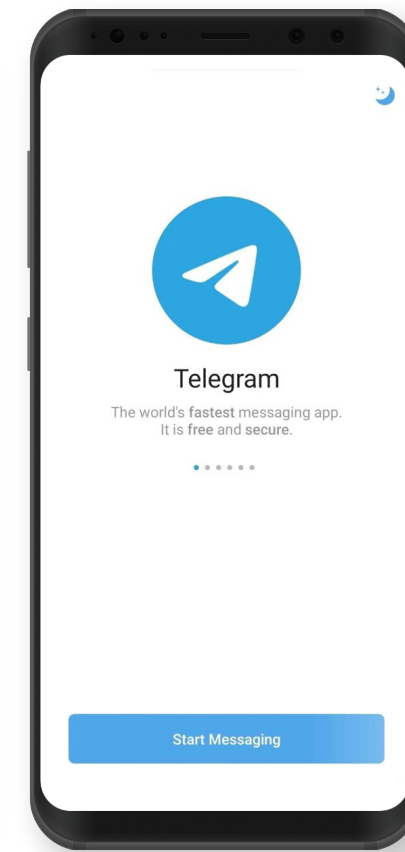
Learners must:

- 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

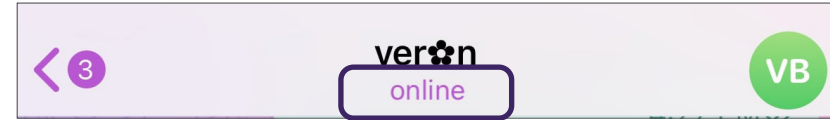
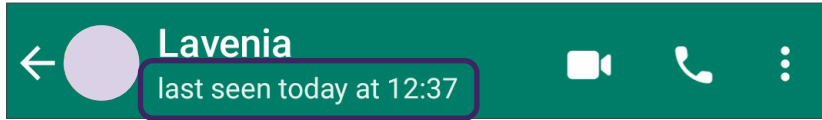


Common Features Across Different Instant Messaging Apps

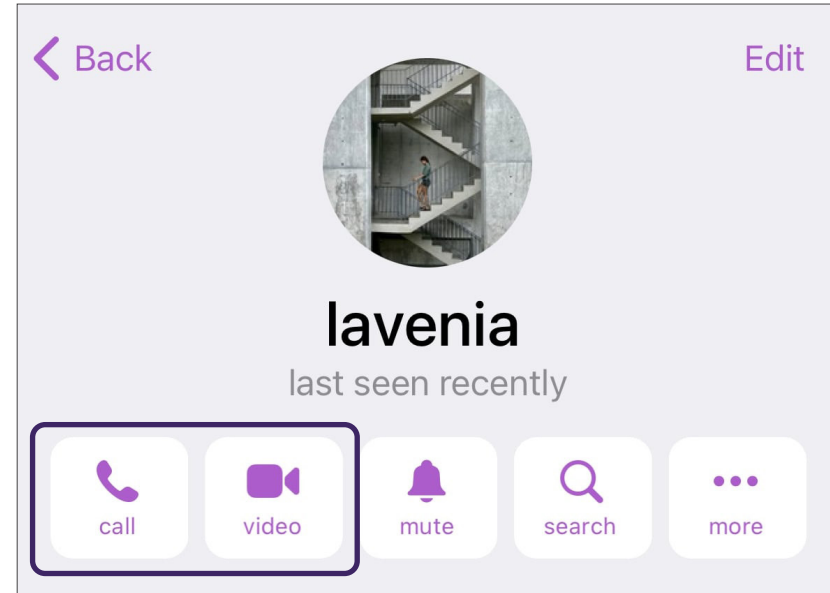
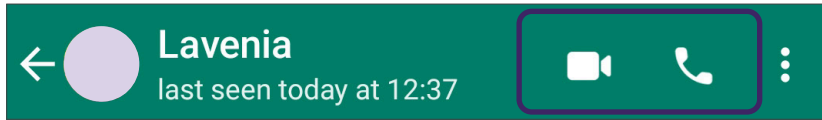
WhatsApp

Telegram

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



Make voice and video calls.



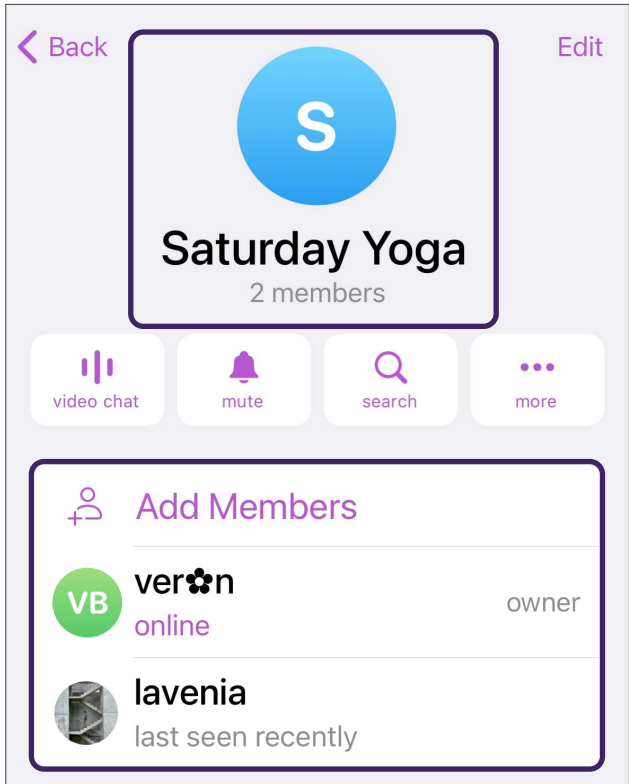
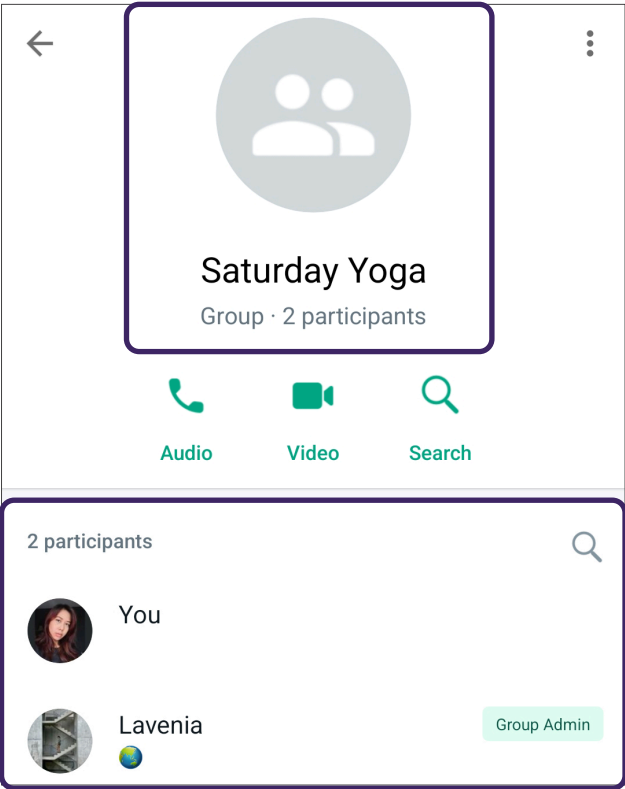


Common Features Across Different Instant Messaging Apps

WhatsApp

Telegram

Send text messages to individuals or to a group.

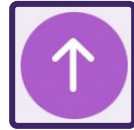
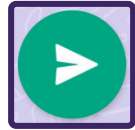




Common Features Across Different Instant Messaging Apps

WhatsApp

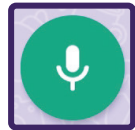
Telegram



Send Icon
Send a text message.



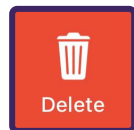
Paperclip Icon
Attach an image, video or document.



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

How to Add Contacts Page 10

How to Start a Chat with an Individual Page 11

How to Reply to a Message Page 13

How to Forward a Message Page 14

How to Send Emojis Page 15

How to Give a Reaction to a Message Page 16

How to Share Attachments Page 17

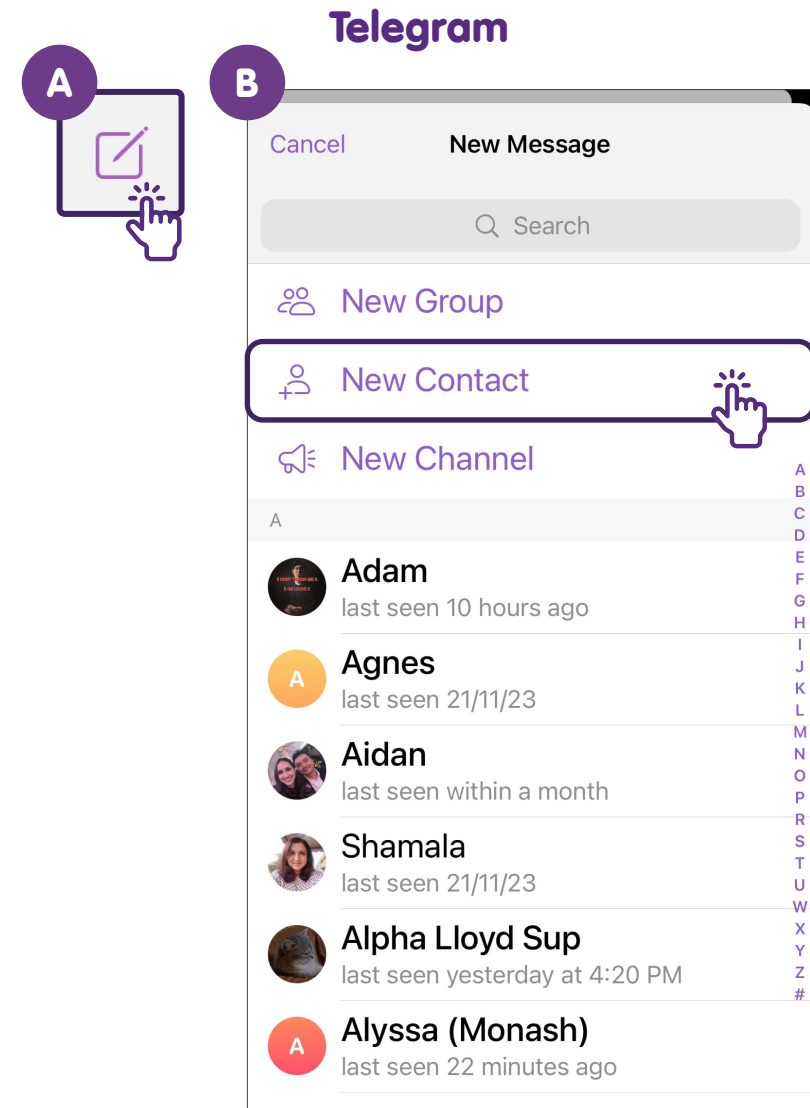
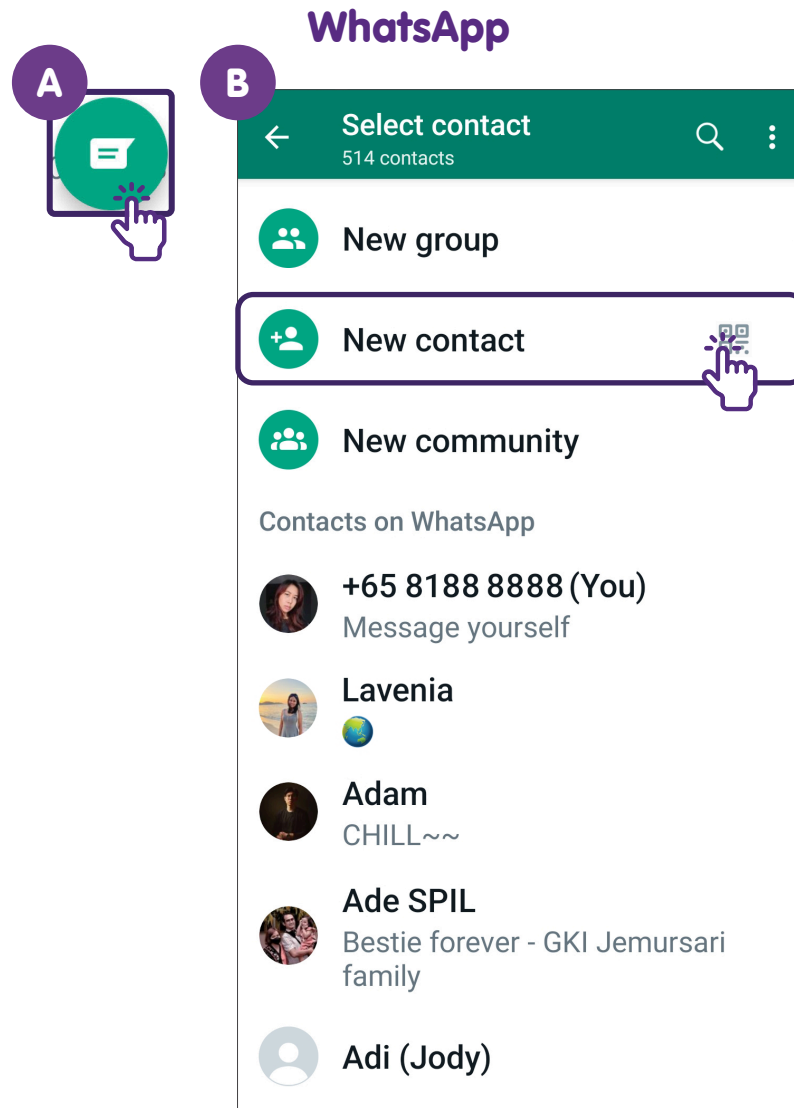
How to Use Audio and Video Tools Page 18

How to Delete a Message Page 19

Common Steps to Use an Instant Messaging App

Add Contacts

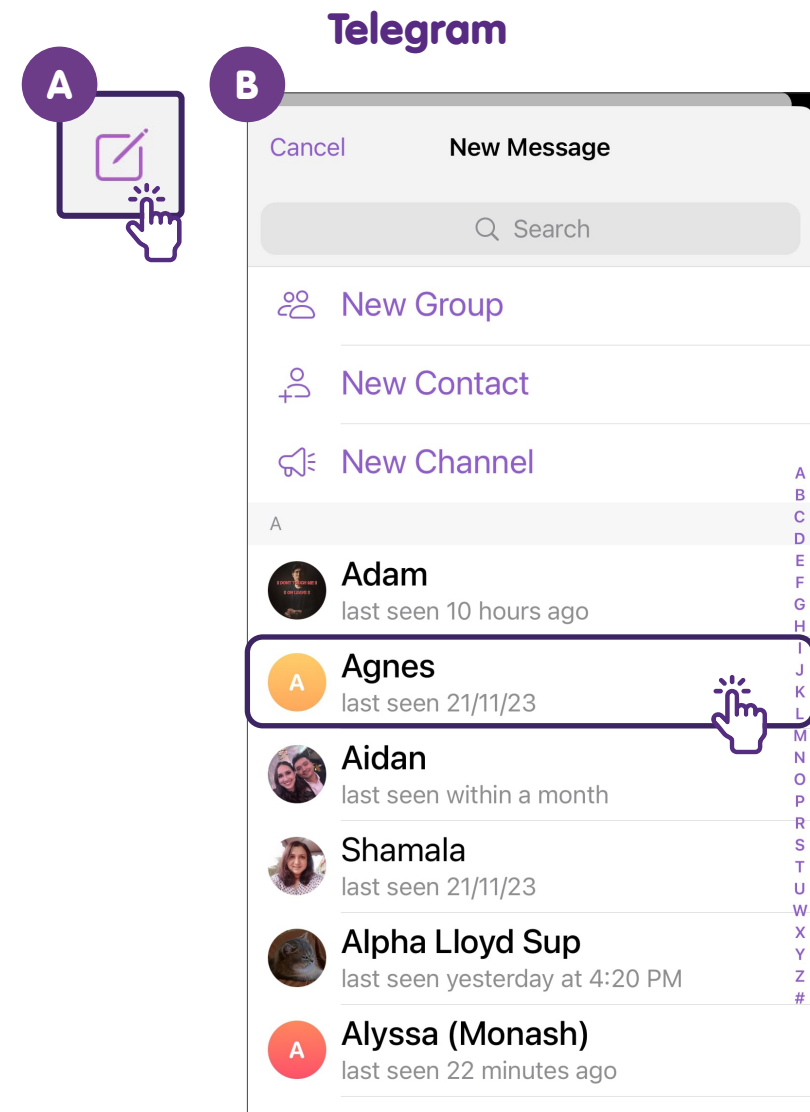
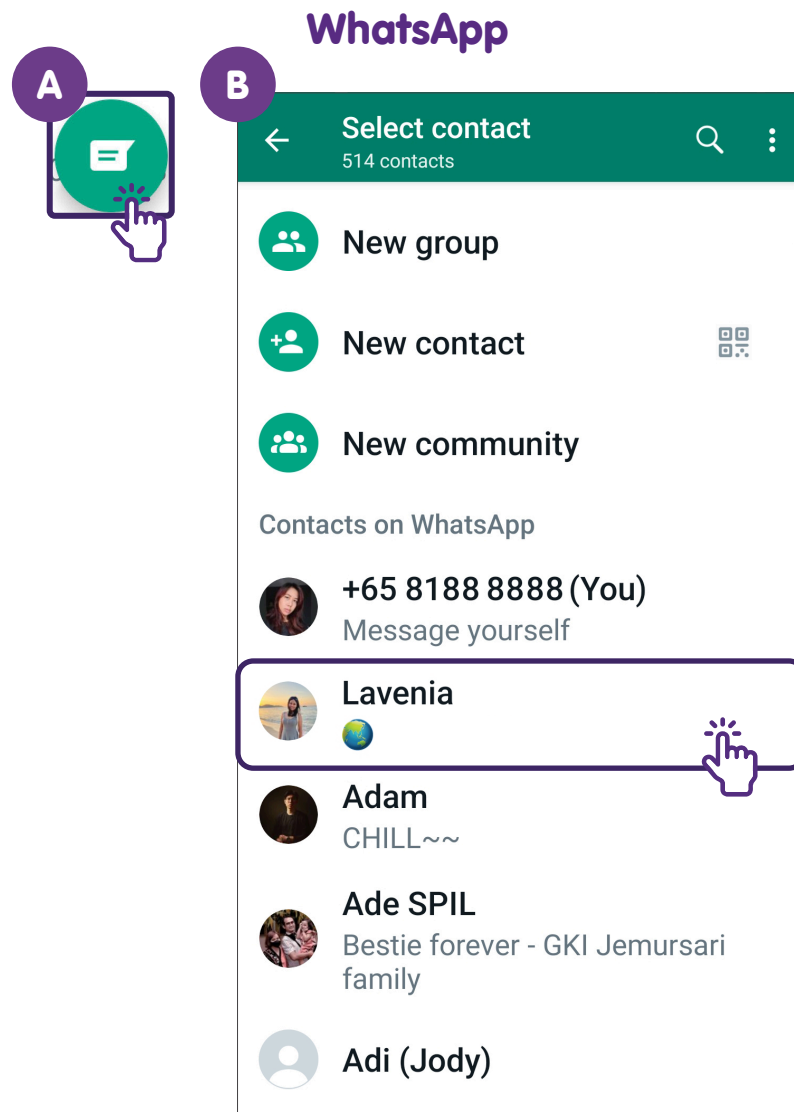
Tap on the   icon. Select "New contact", fill in the details, then tap on "Save" or "Create contact".



Common Steps to Use an Instant Messaging App

Start a Chat with an Individual

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

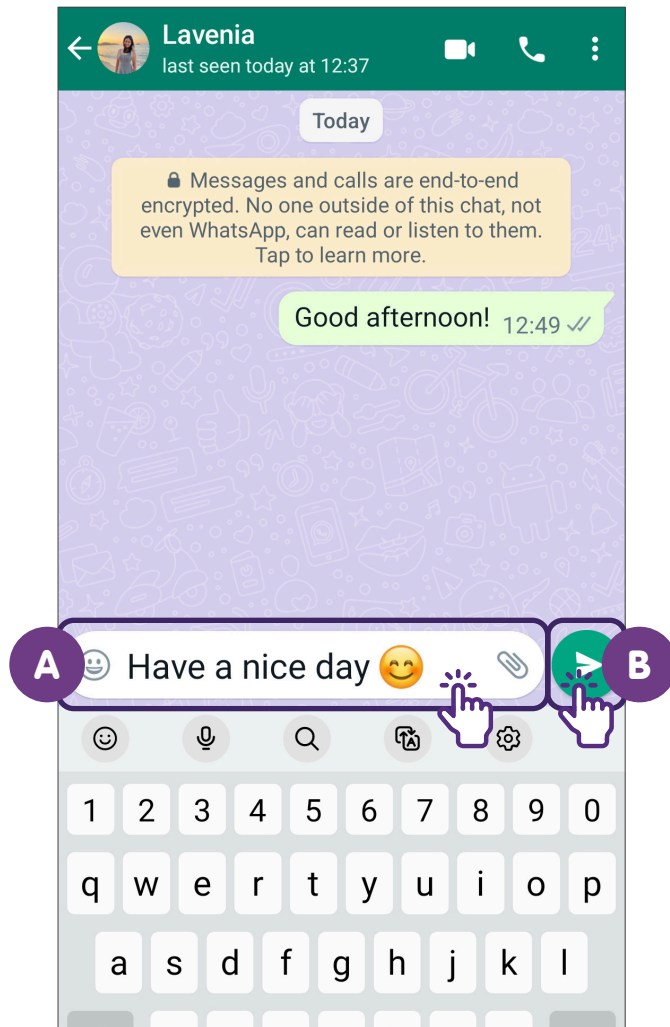


Common Steps to Use an Instant Messaging App

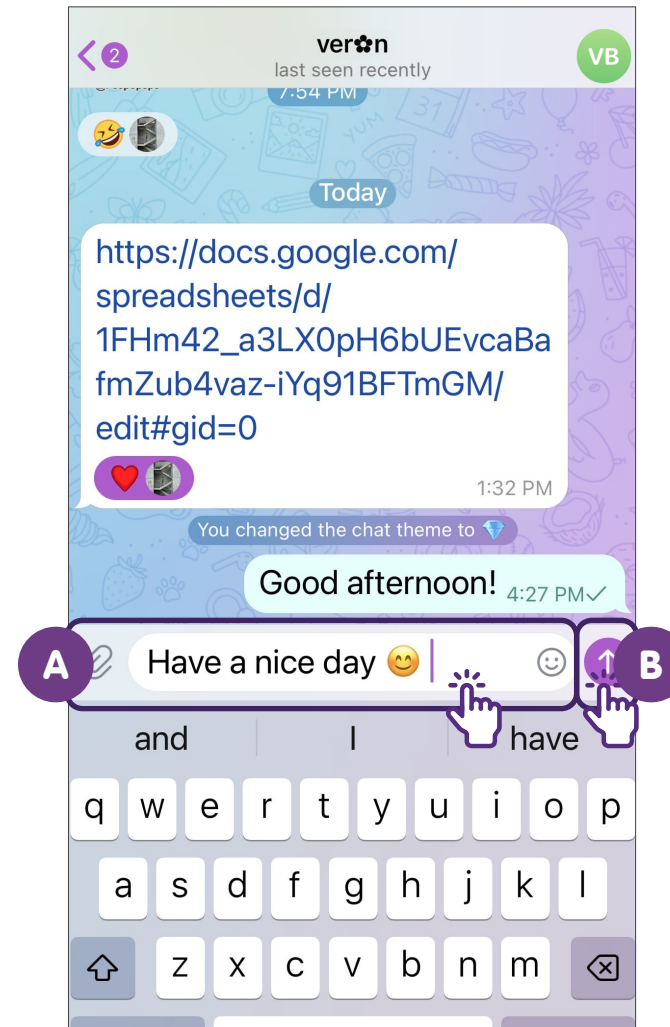
Start a Chat with an Individual

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

WhatsApp



Telegram





Common Steps to Use an Instant Messaging App

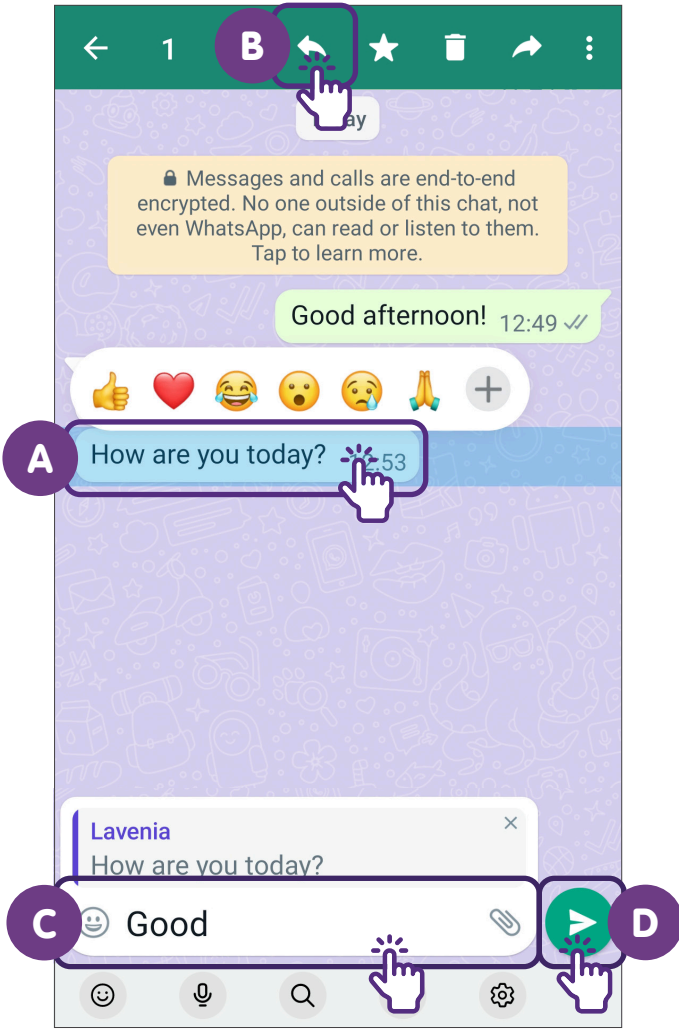
Reply to a Message

Tap and hold on a message. Tap on the

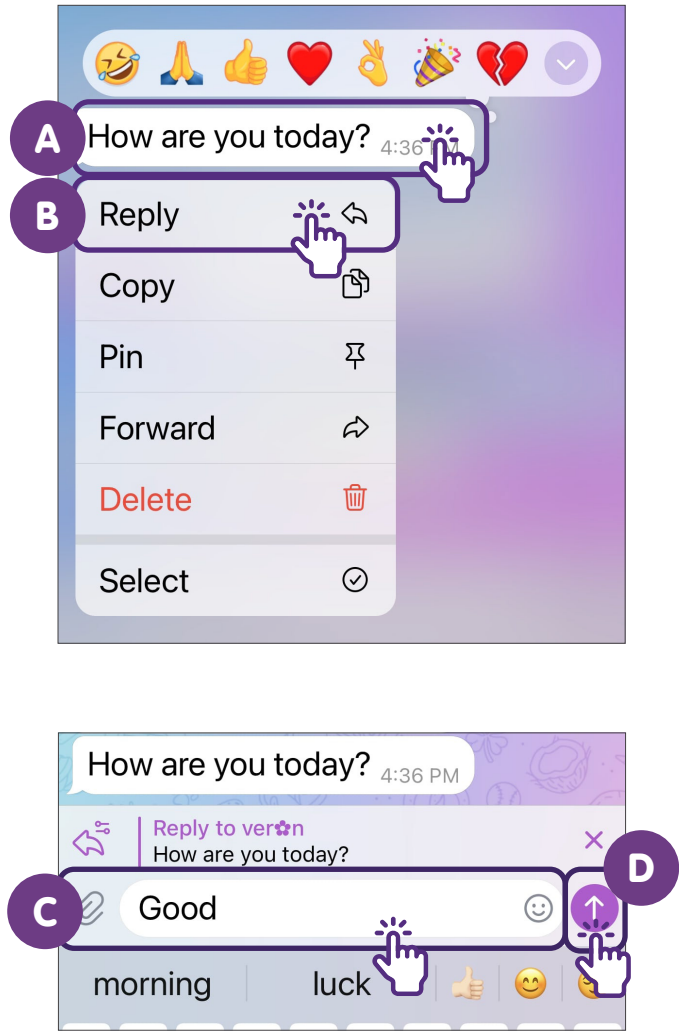


icon, input your text and tap on the "Send" icon.

WhatsApp



Telegram

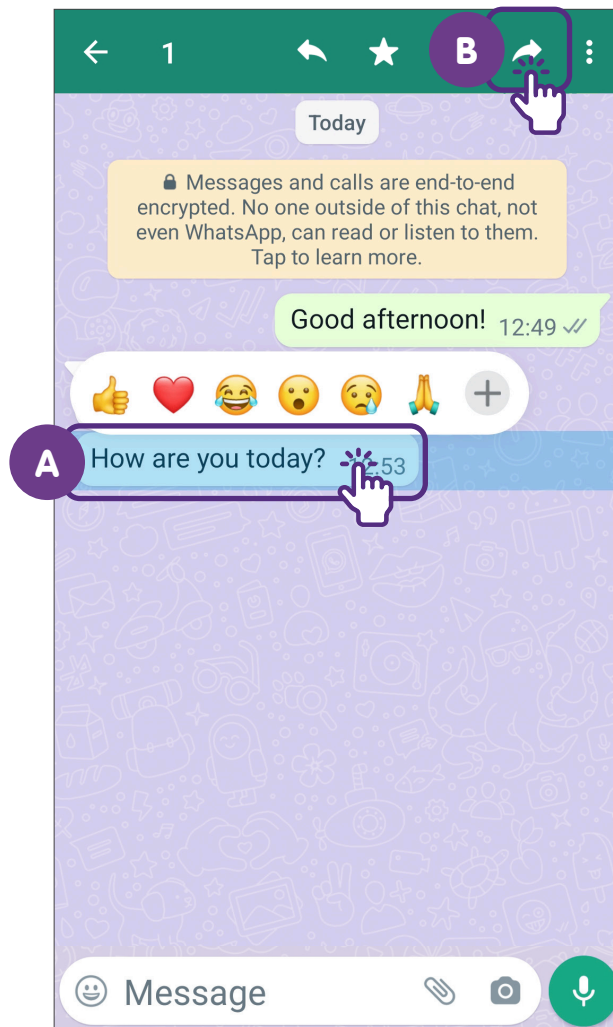


Common Steps to Use an Instant Messaging App

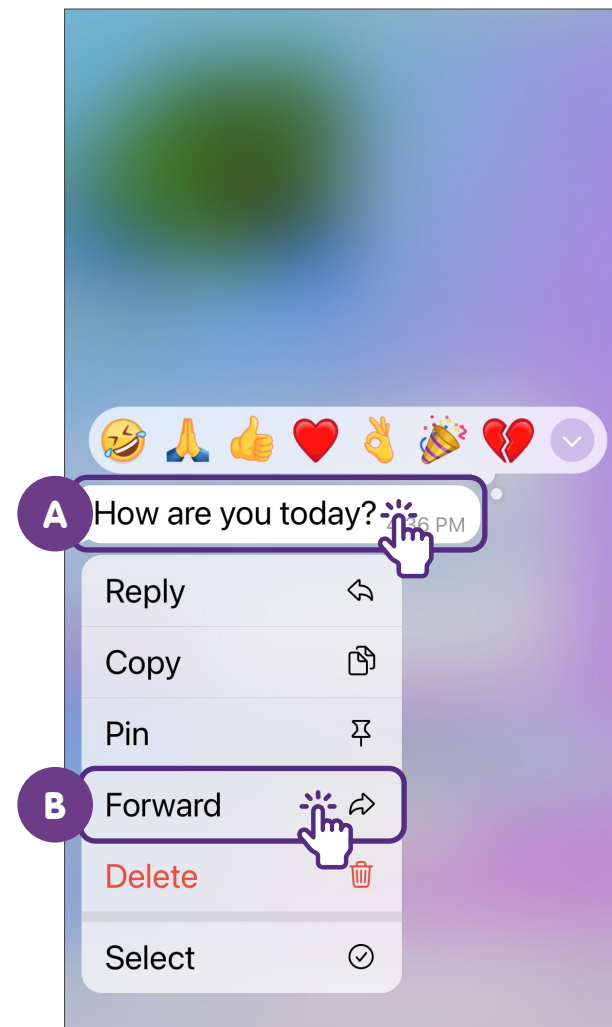
Forward a Message

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

WhatsApp



Telegram



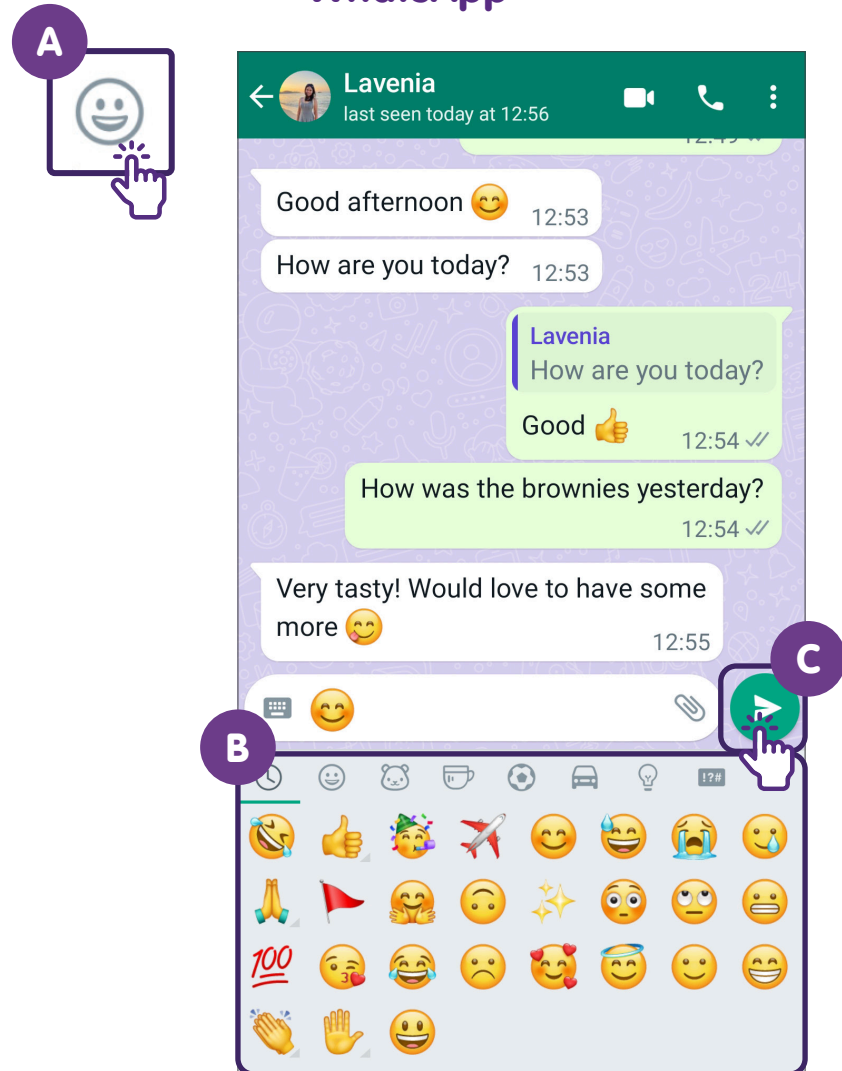


Common Steps to Use an Instant Messaging App

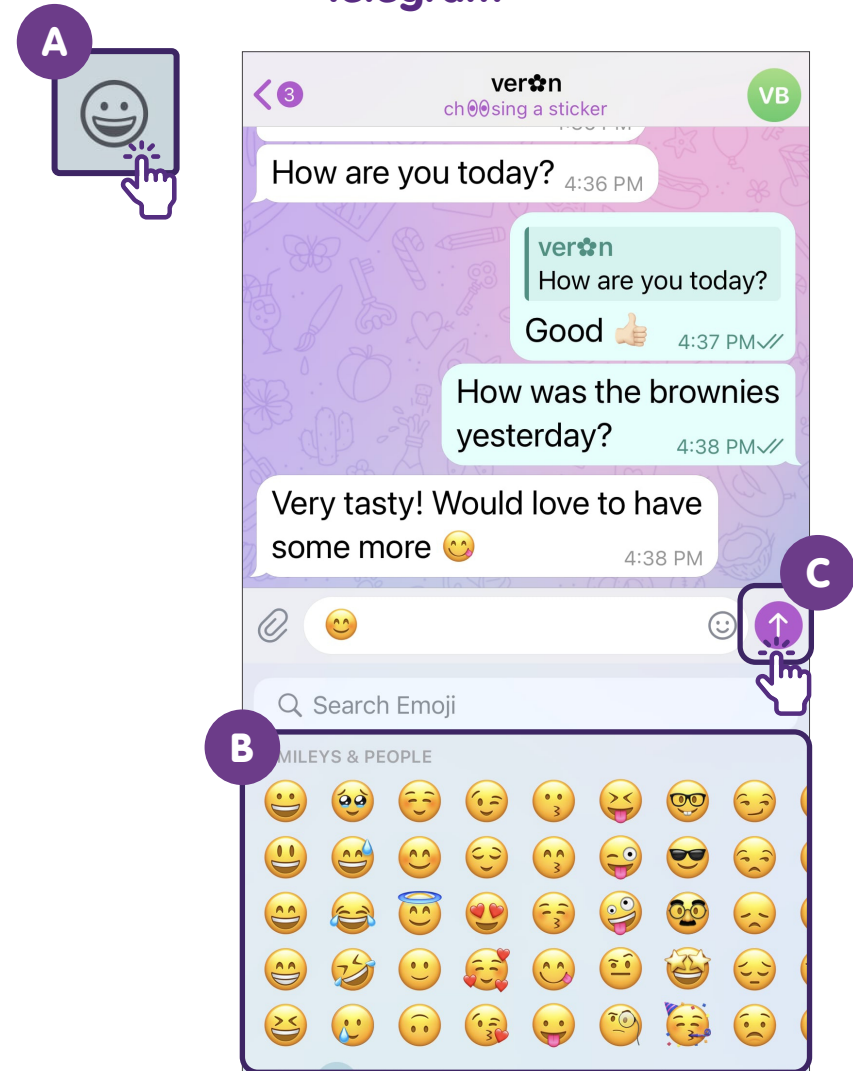
Send Emojis

Tap on   icon, then select an emoji. Tap on the "Send" icon to send the emoji.

WhatsApp



Telegram



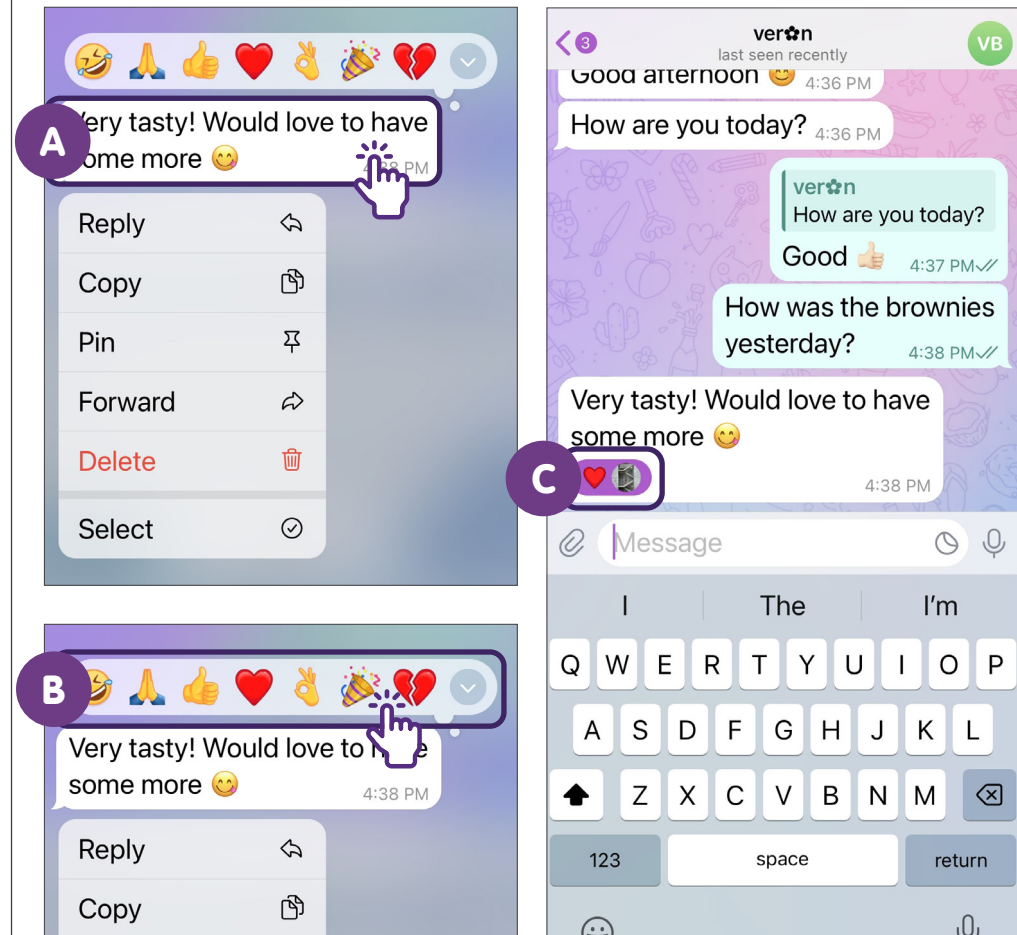
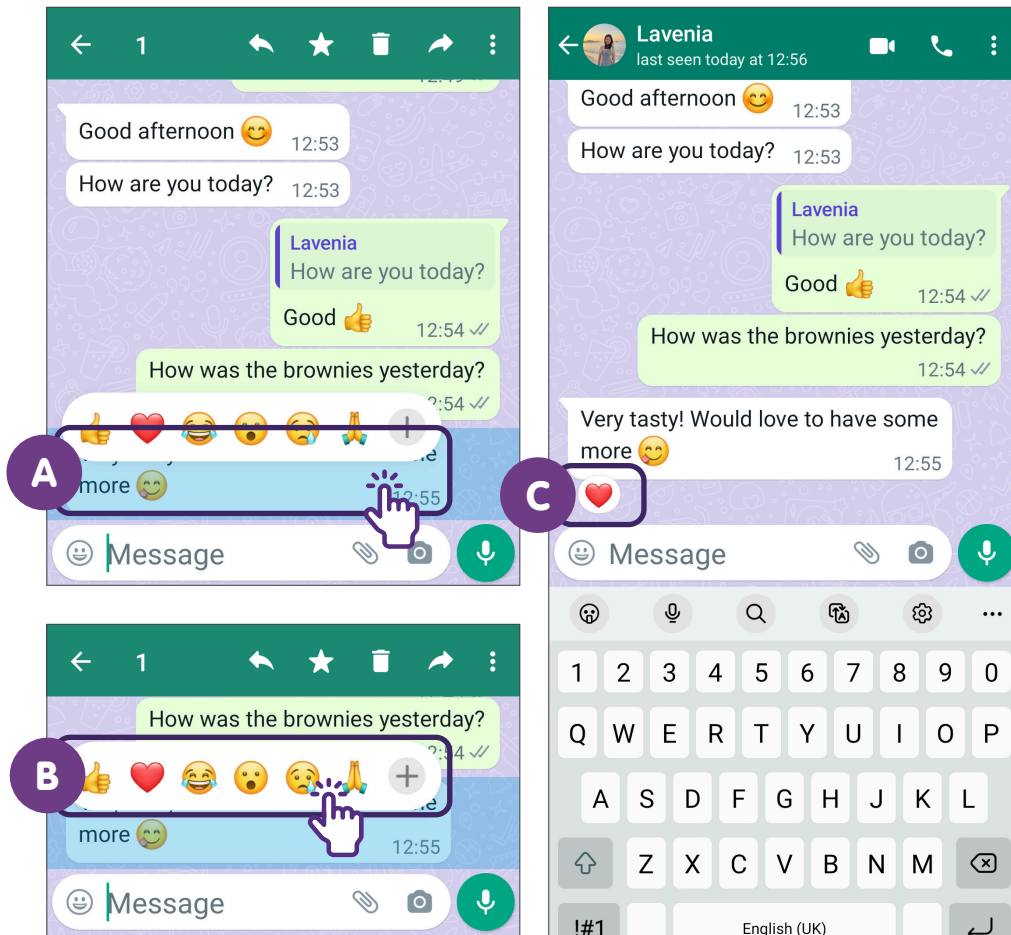
Common Steps to Use an Instant Messaging App

Give a Reaction to a Message

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

WhatsApp

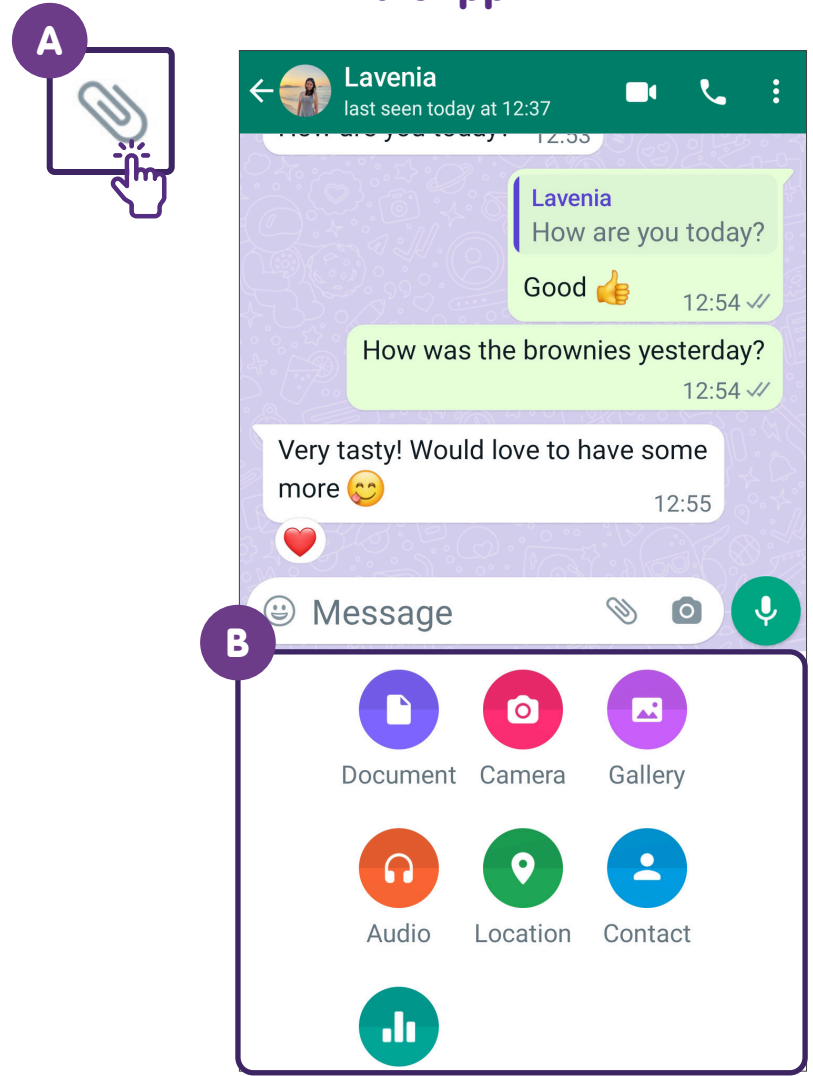
Telegram



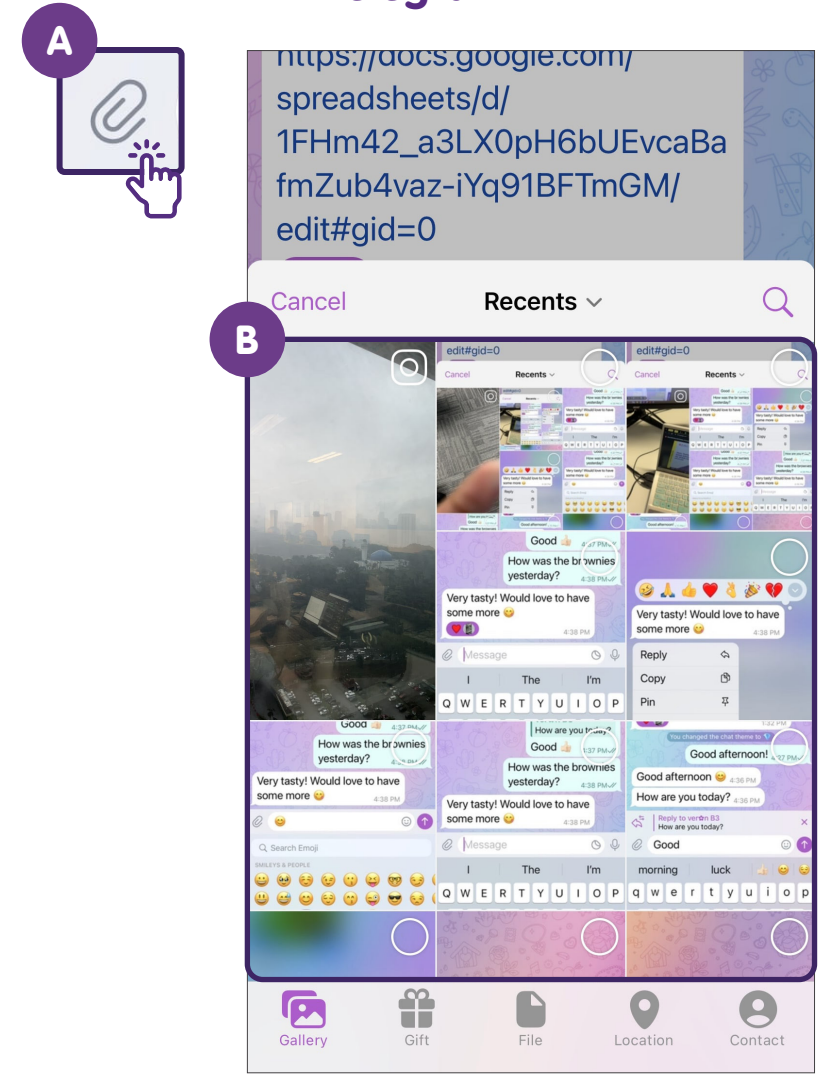
Common Steps to Use an Instant Messaging App Share Attachments

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

WhatsApp



Telegram



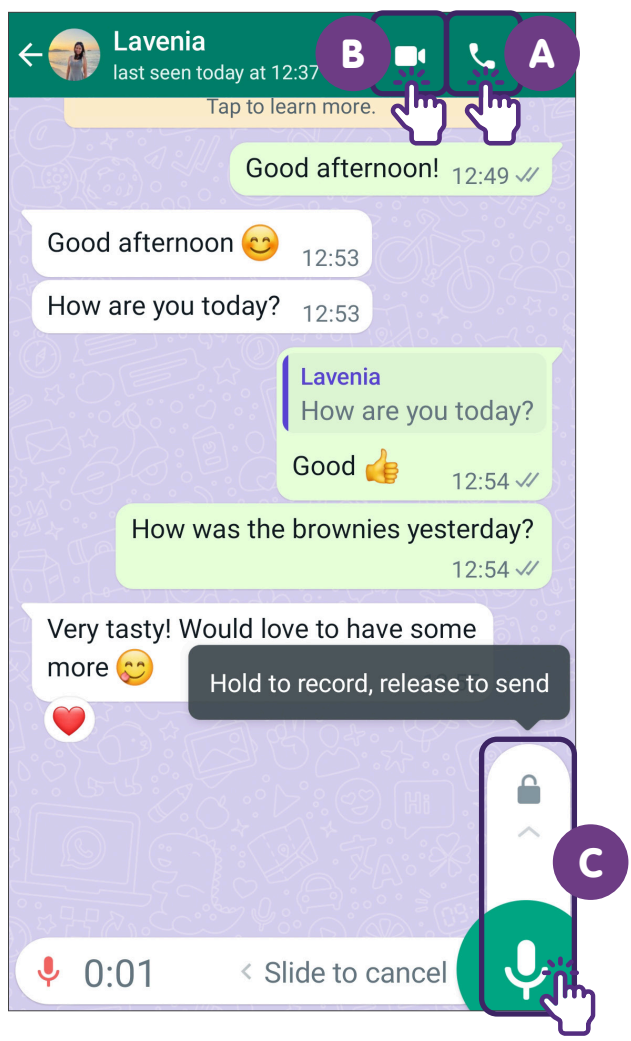


Common Steps to Use an Instant Messaging App

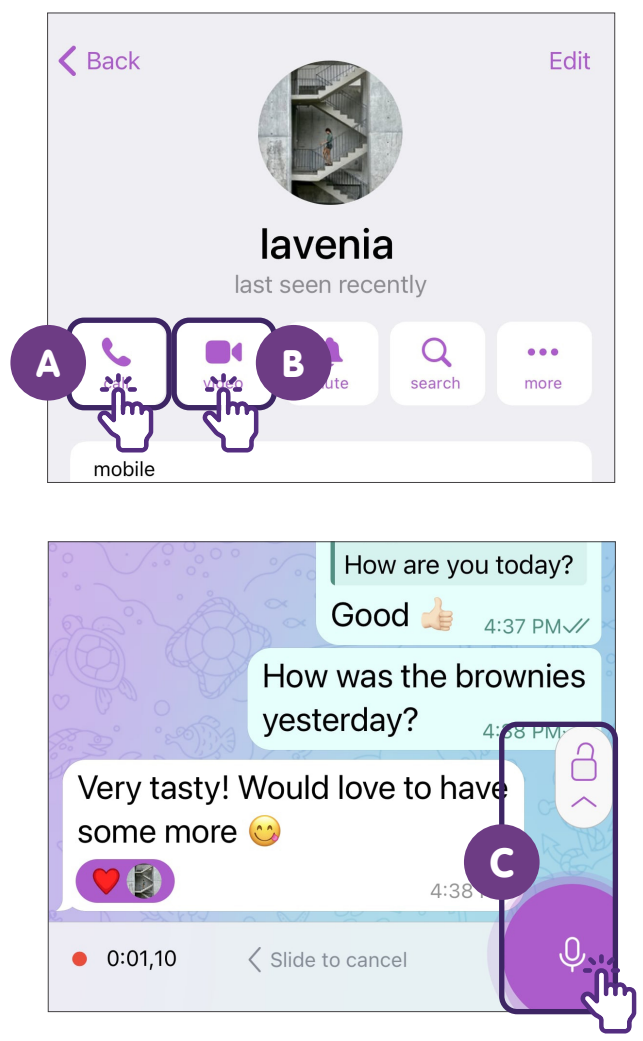
Use Audio and Video Tools

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

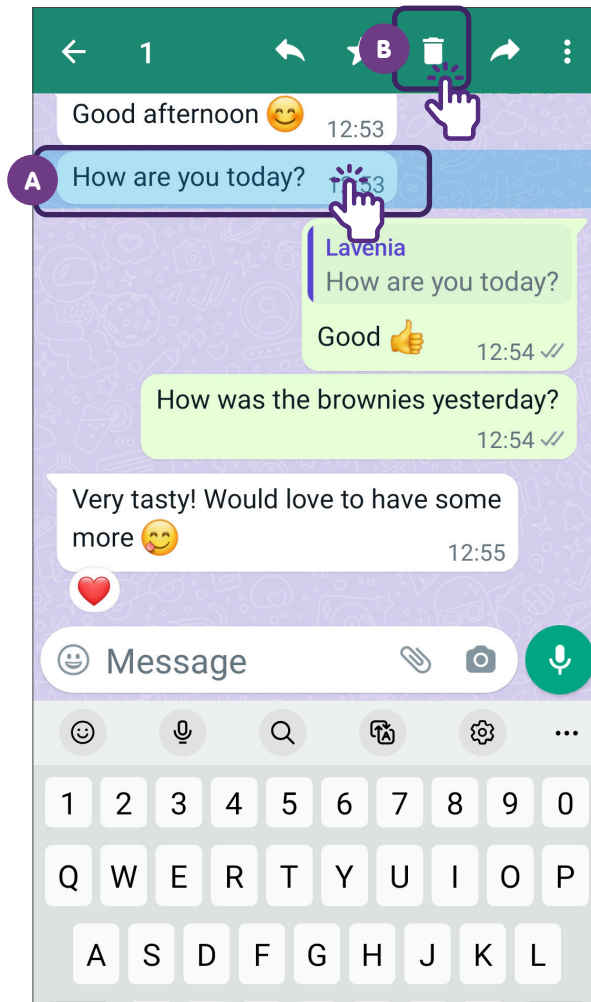


Common Steps to Use an Instant Messaging App

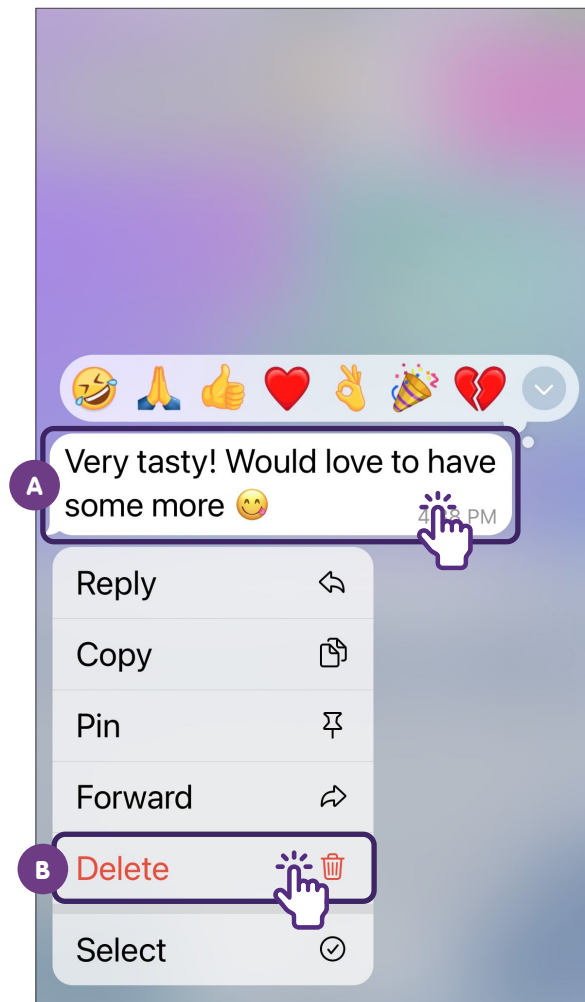
Delete a Message

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 may 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?](#)

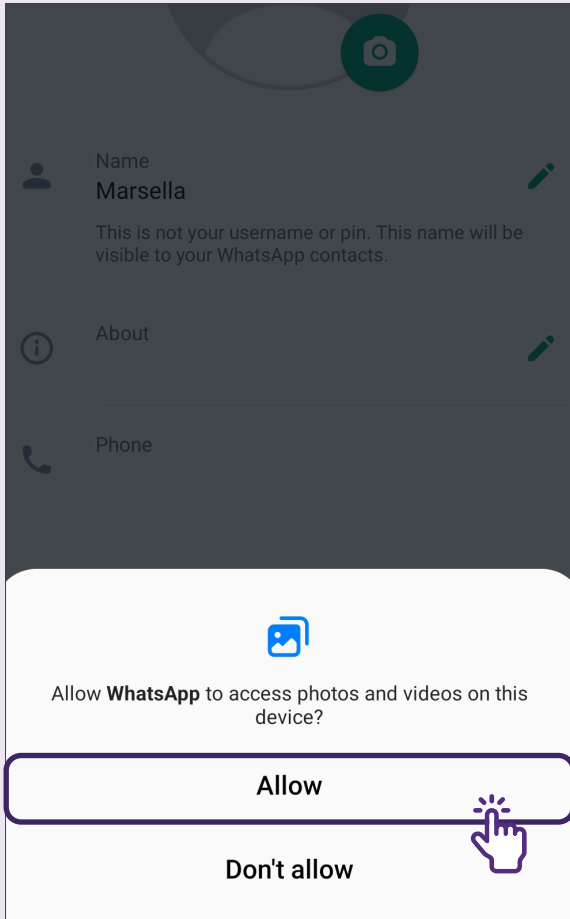
Enter 6-digit code

Resend SMS

Call me

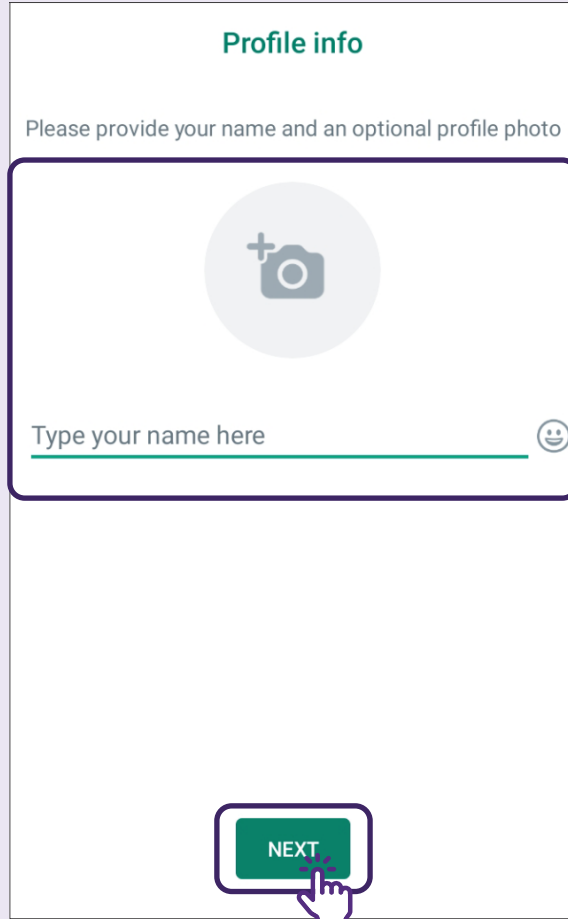
1	2 ABC	3 DEF	-
4 GHI	5 JKL	6 MNO	←
7 PRQS	8 TUV	9 WXYZ	✕
* #	0 +	.	✓

5 Allow Access



Tap on **“Allow”** to allow WhatsApp to access your contacts, photos, media and files.

6 Enter Profile Info

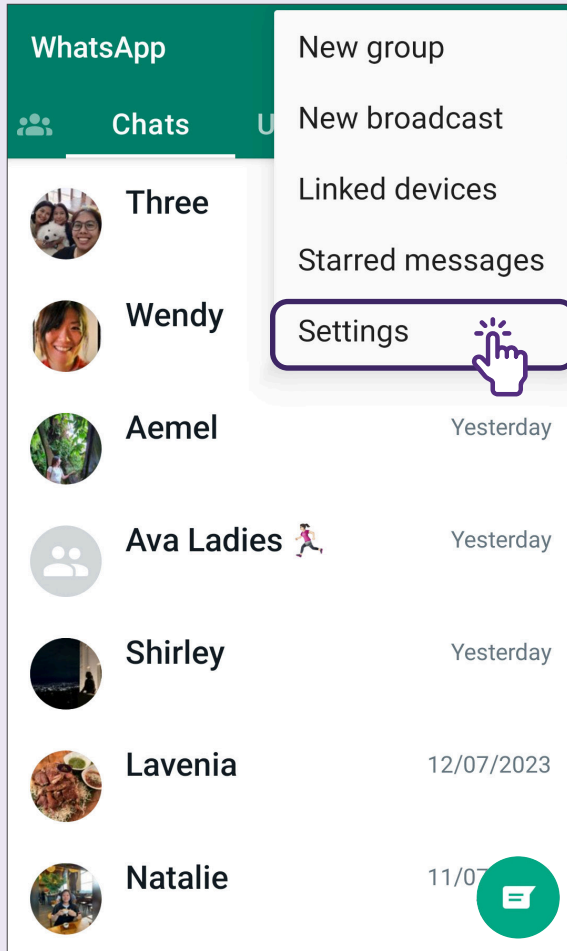


Enter your name, provide a profile photo and tap on **“NEXT”**.



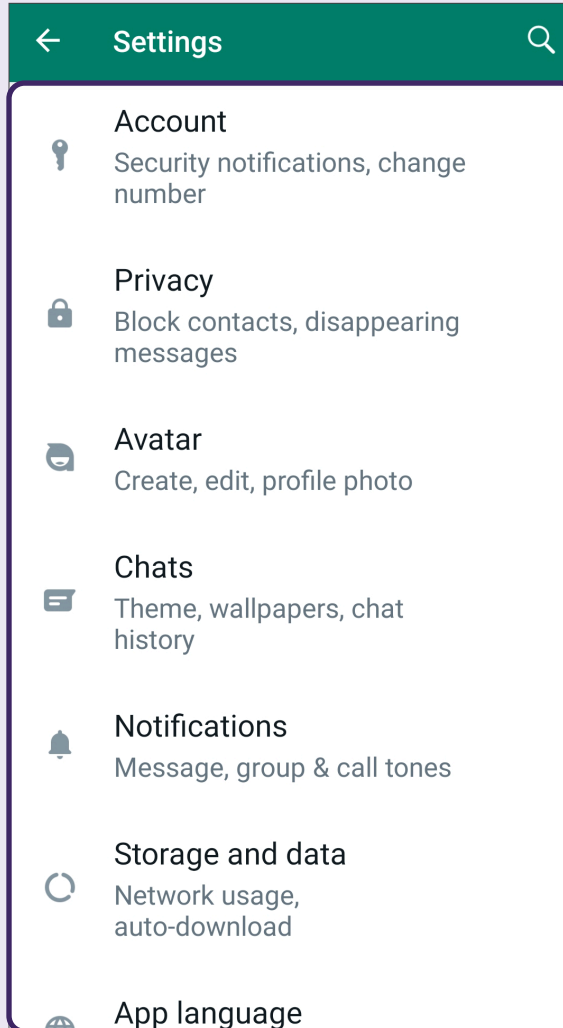
Manage Settings

1 Tap on Settings



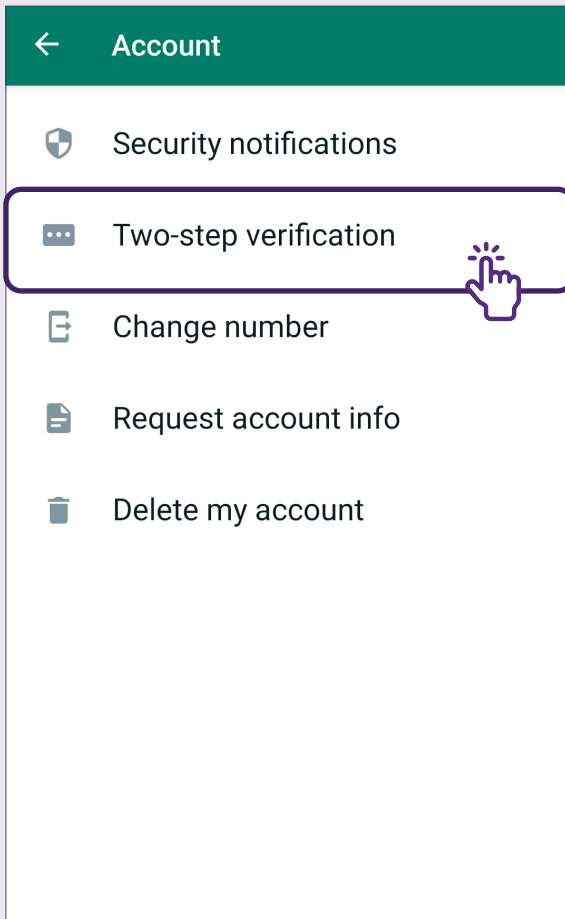
Tap on the three-dot menu for **“Settings”**.

2 Set Preferred Settings



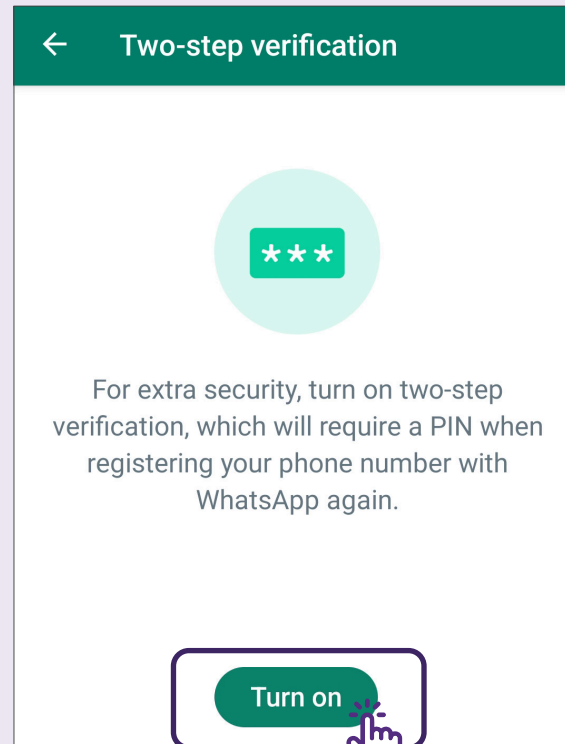
Set up Two-step Verification

1 Select Two-step verification



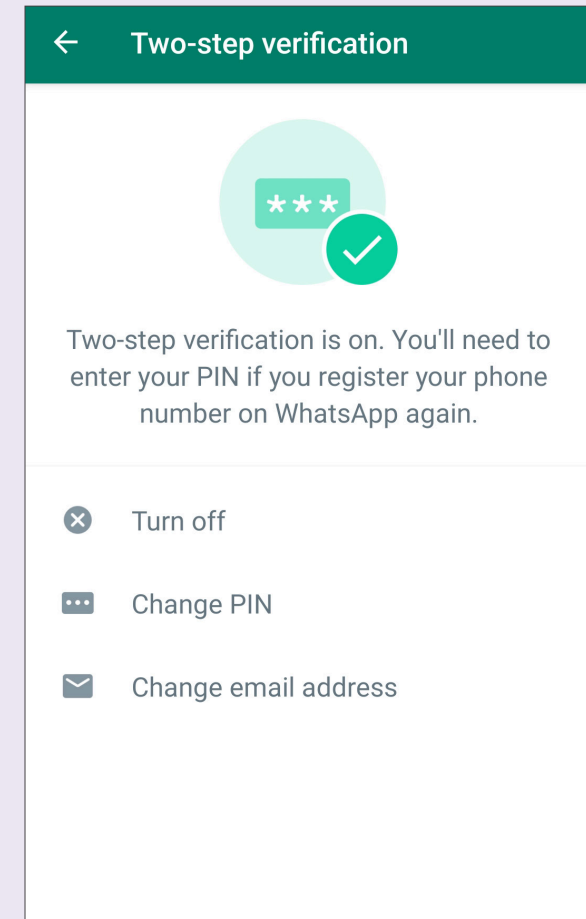
Go to **"Account"** under **"Settings"** and select **"Two-step verification"**.

2 Turn on Two-step verification



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.

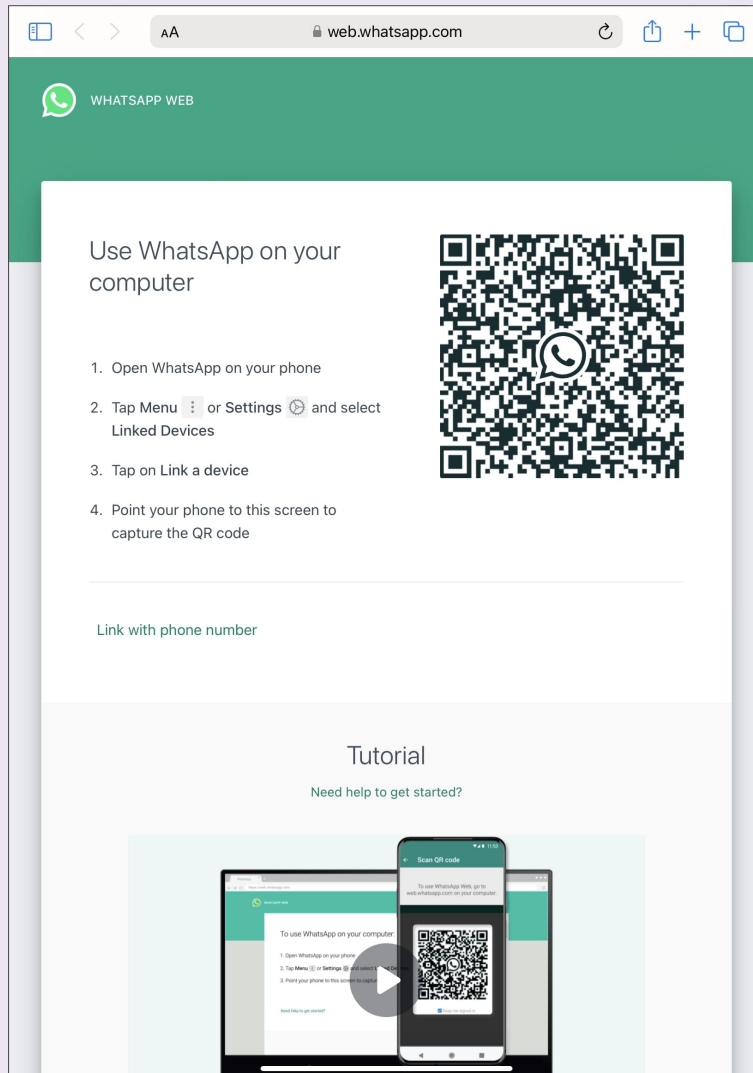
3 Two-step verification Activated



Tap **"Done"** to activate Two-step verification.

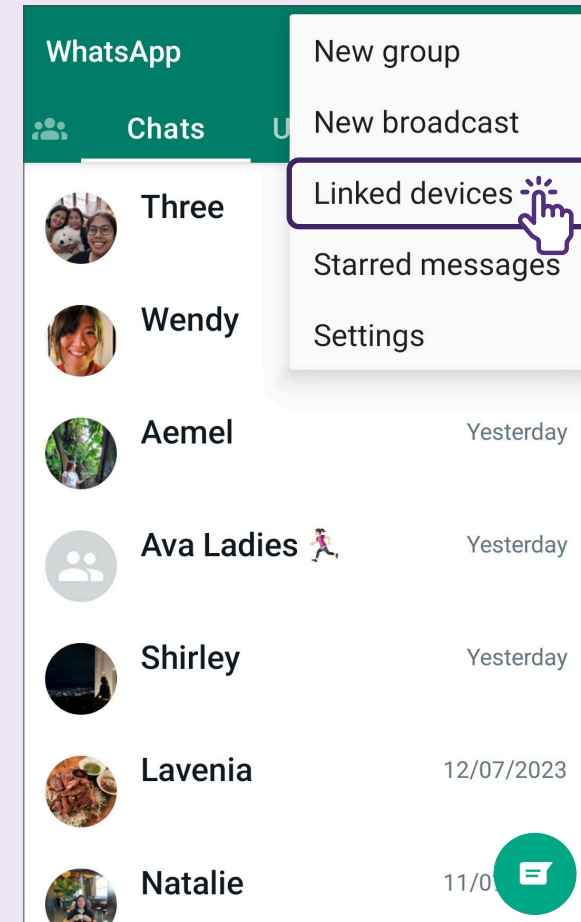
WhatsApp on iPad

1 Open Safari on iPad



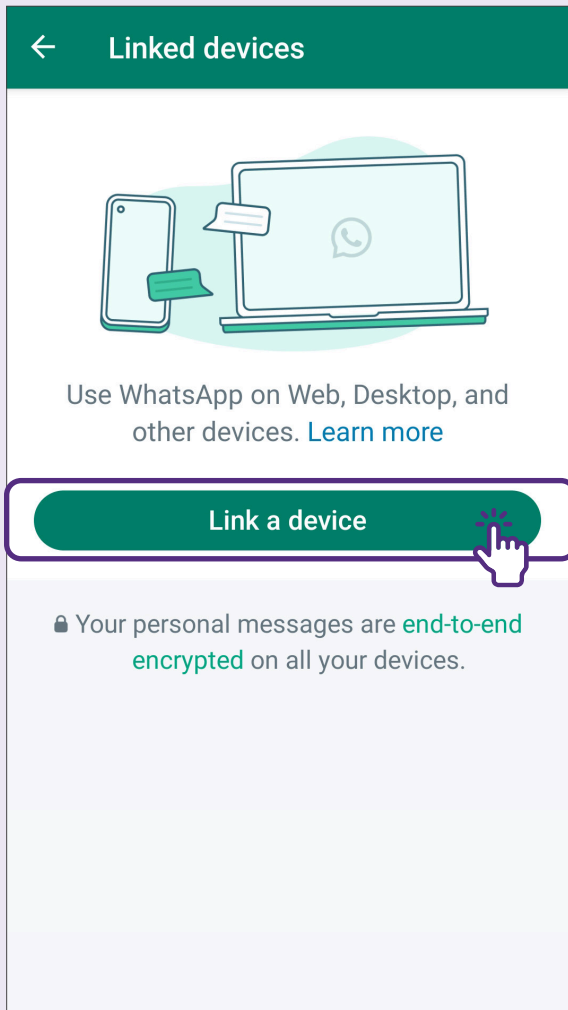
Tap to open Safari on your iPad and head to web.whatsapp.com.

2 Select Linked devices

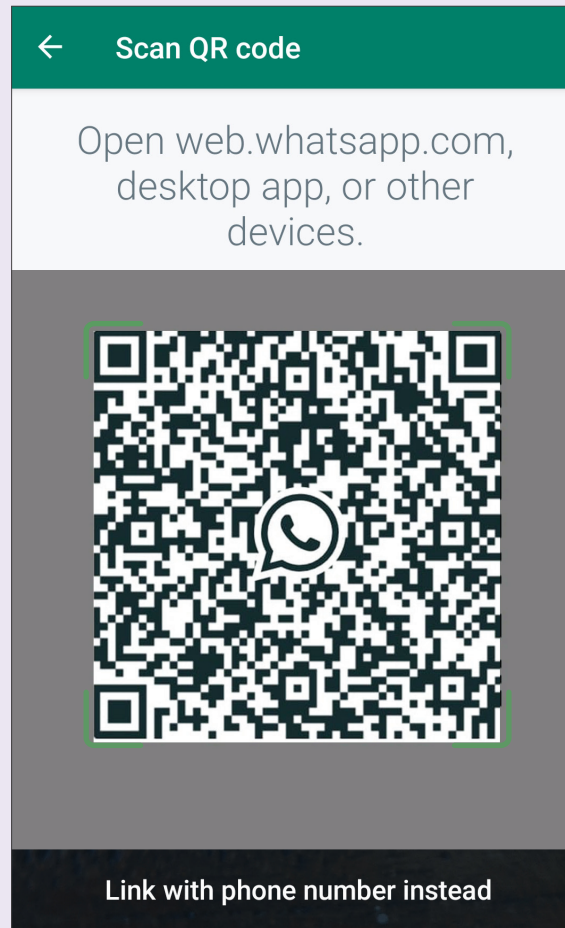


Open WhatsApp on your Smartphone (iOS/Android) and tap on menu. Select **“Linked devices”**.

3 Tap on Link a device



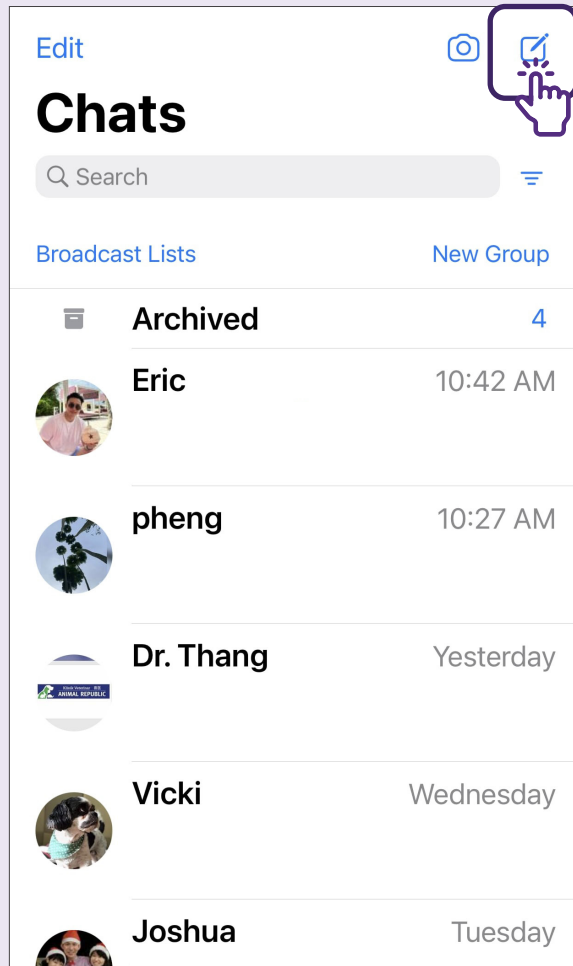
4 Scan QR Code



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

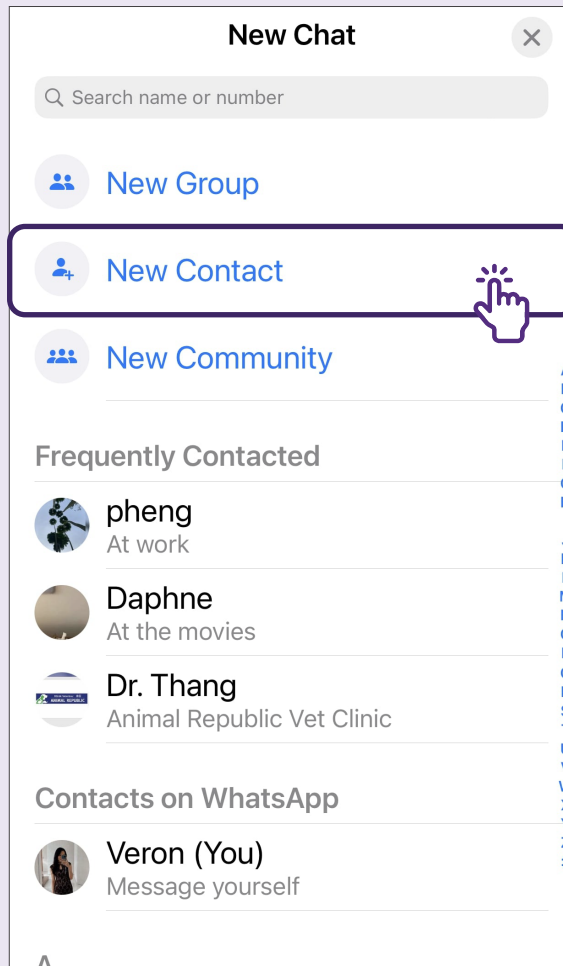
Add Contacts – via WhatsApp (iOS)

1 Add Contacts



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

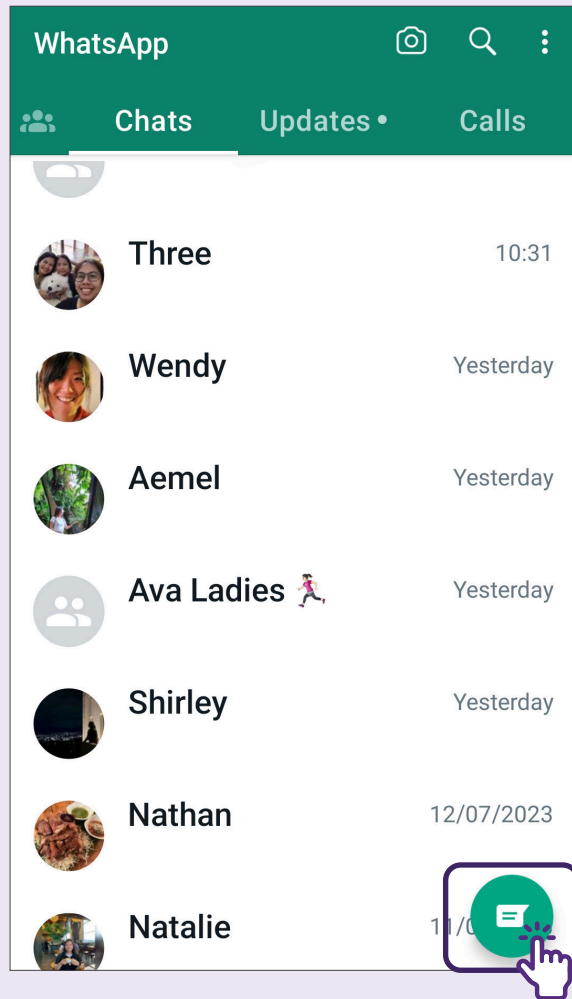
2 Select New Contact



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

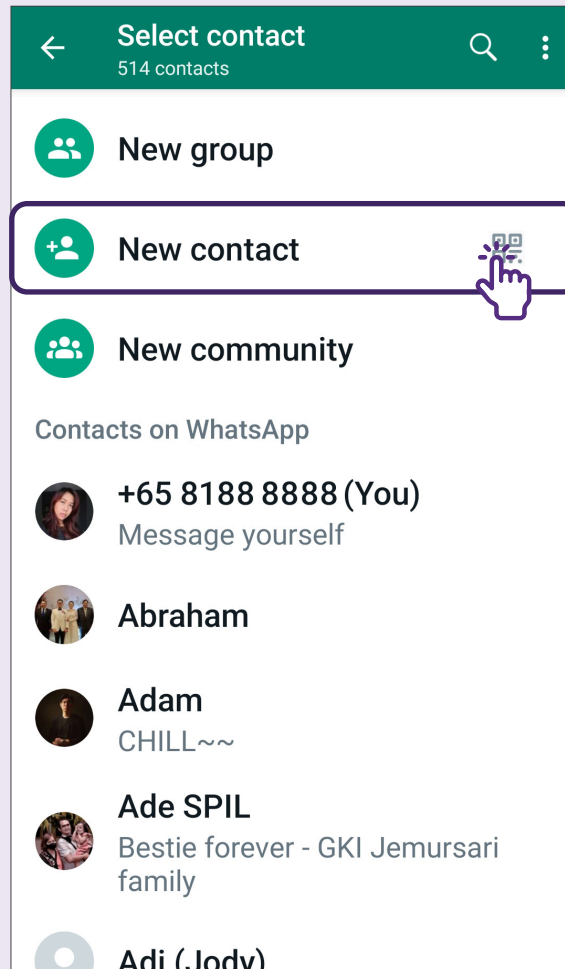
Add Contacts – via WhatsApp (Android)

1 Add Contacts



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

2 Select New contact



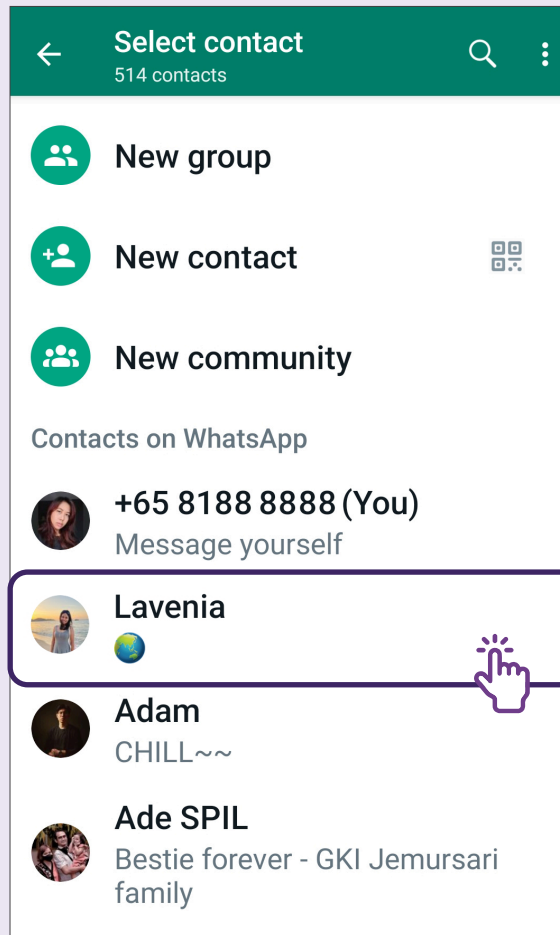
Select **"New contact"** and fill in the details. Tap on **"Save"**.

Send a Message to an Individual

1 Tap on New chat icon to Start a New Chat

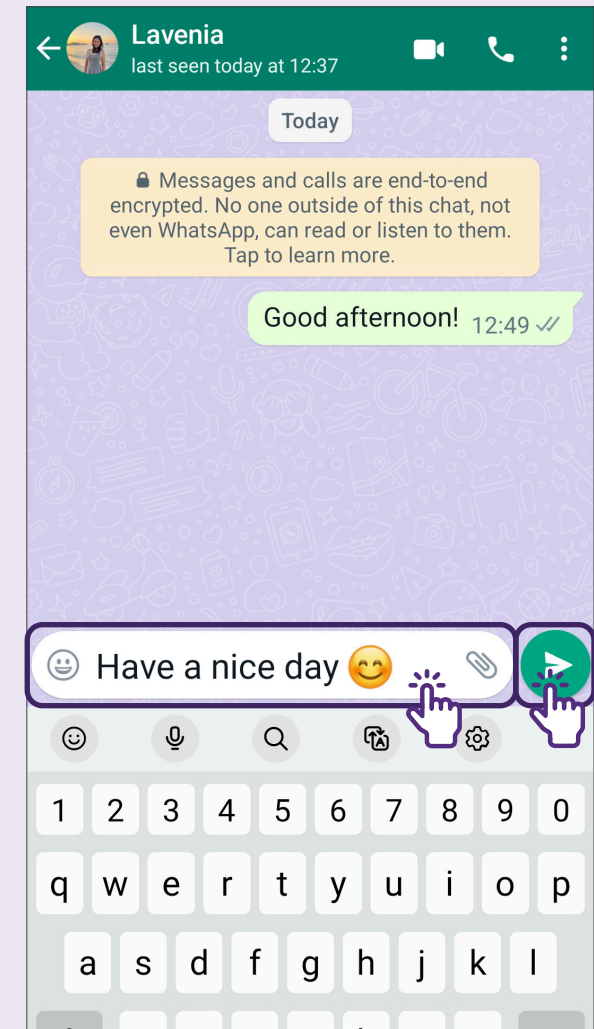


2 Select Contact



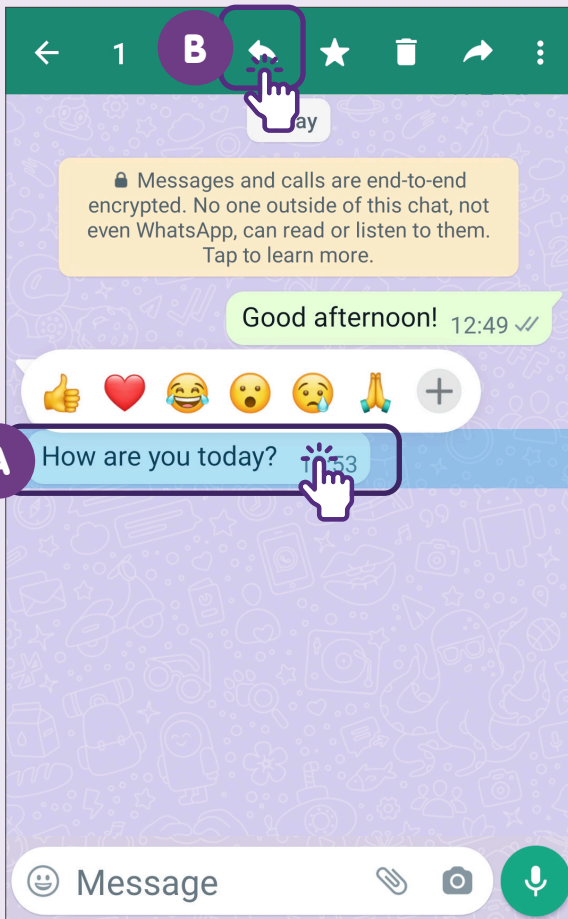
Alternatively, select an existing chat.

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



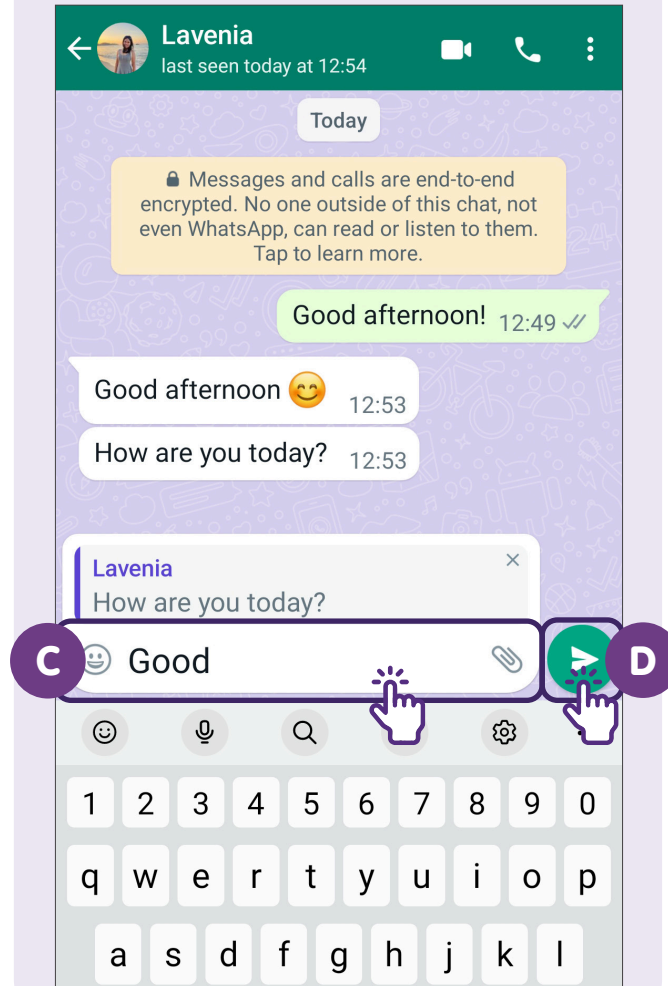
Reply to a Message

- 1 Tap and Hold on the Message. Tap on Reply icon.



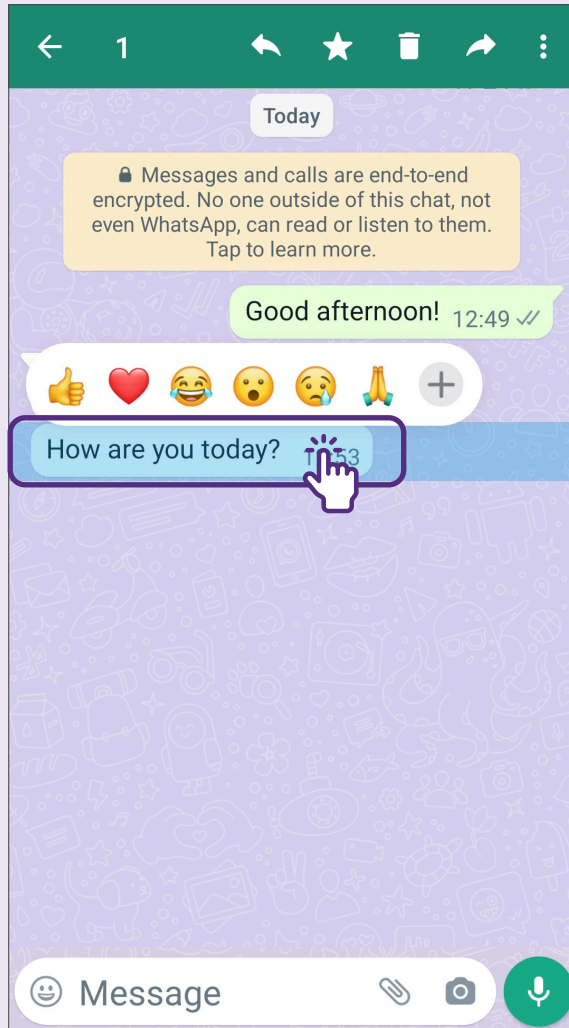
To reply to a specific message.

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

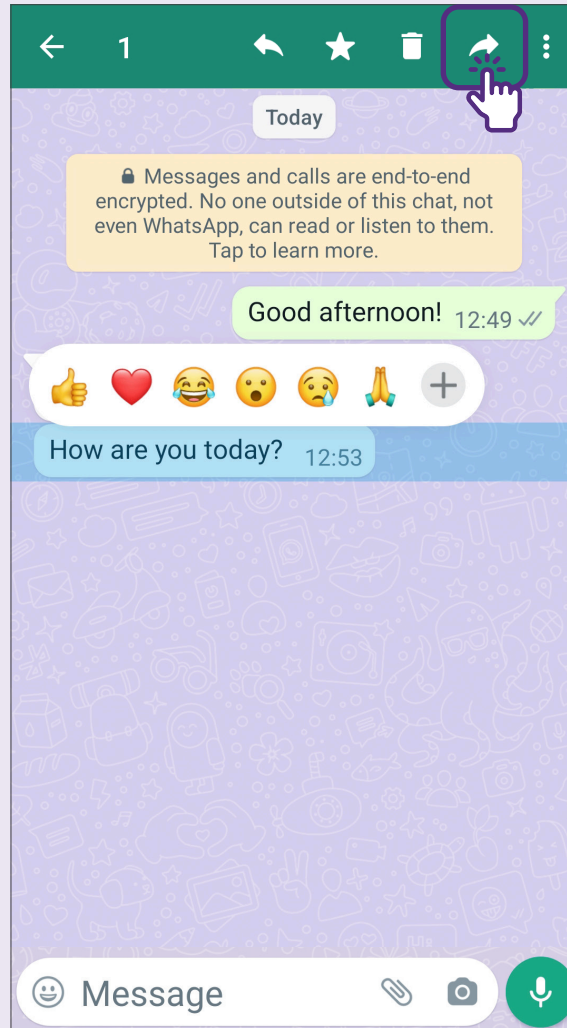


Forward a Message

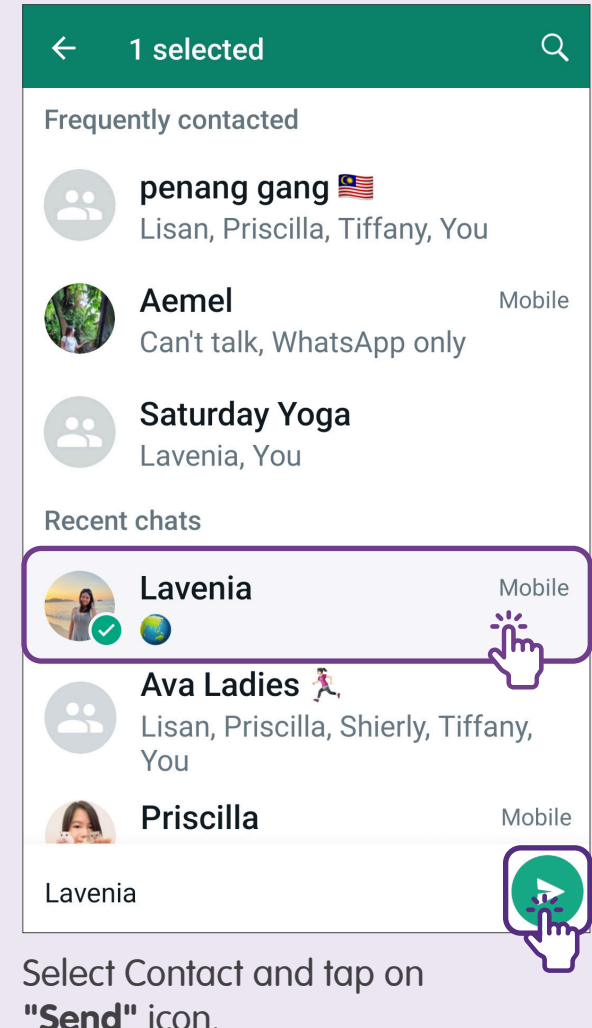
1 Tap and Hold on the Message



2 Tap on Forward icon



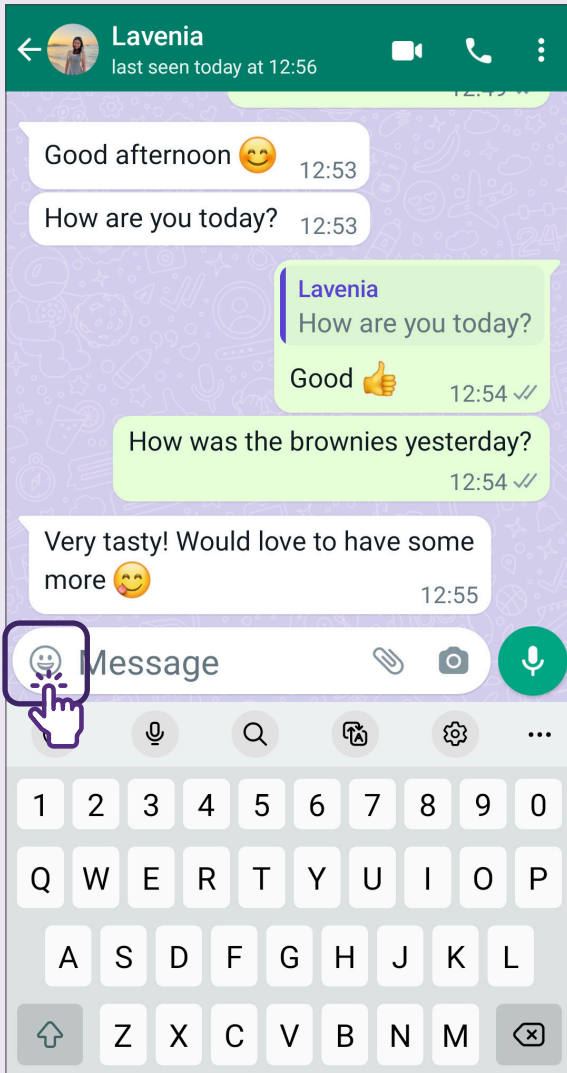
3 Select Contact



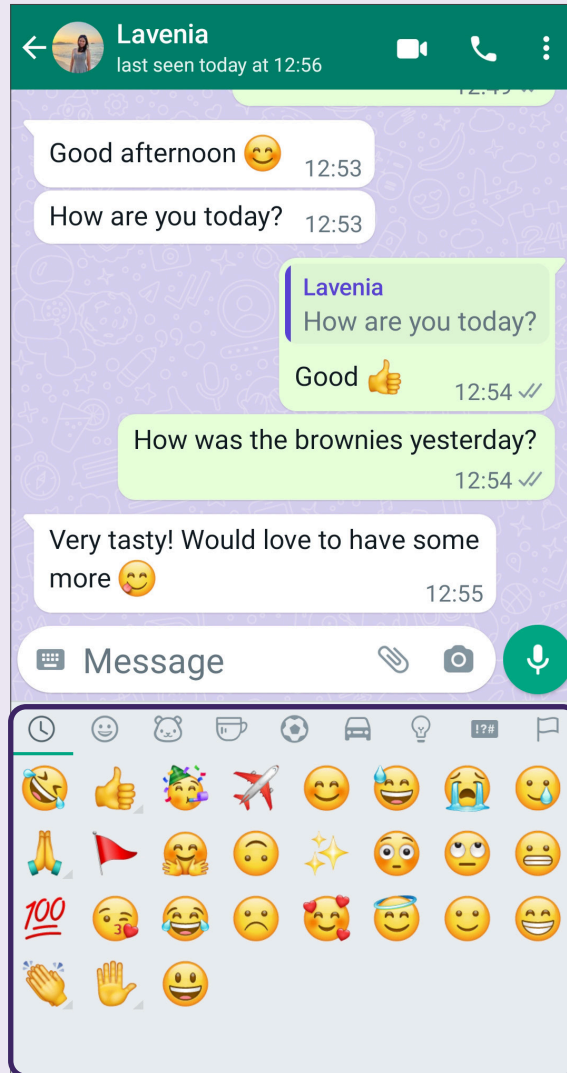
Select Contact and tap on "Send" icon.

Send Emojis

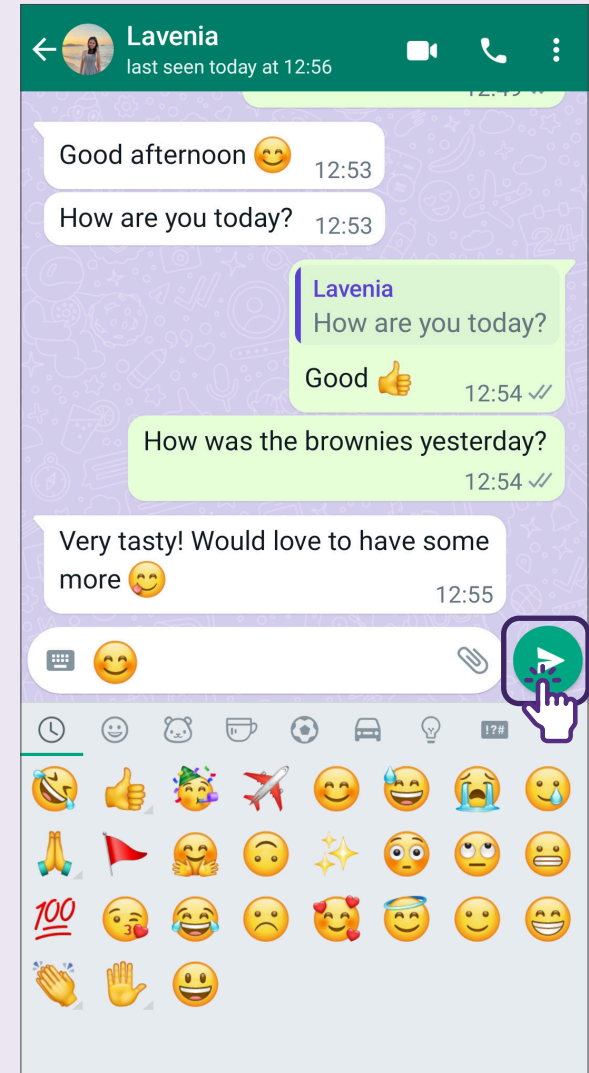
1 Tap on Smiley icon



2 Select Emojis

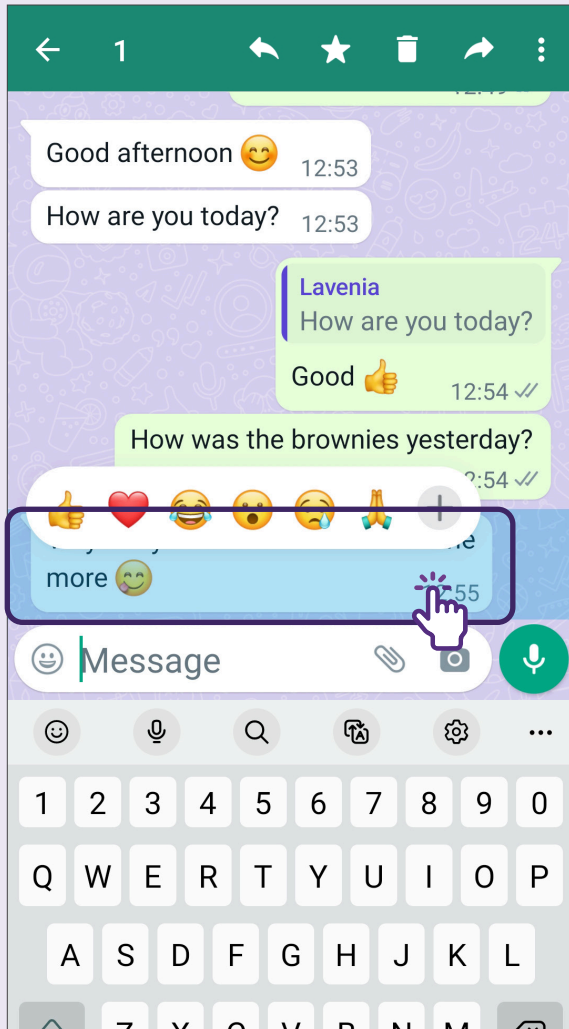


3 Tap on Send icon

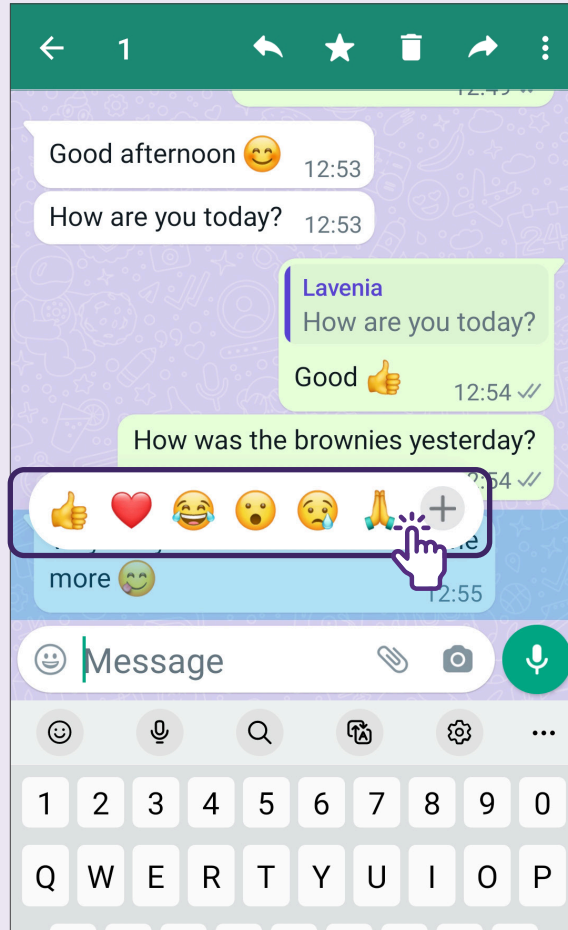


Give a Reaction to a Message

1 Tap and Hold on the Message

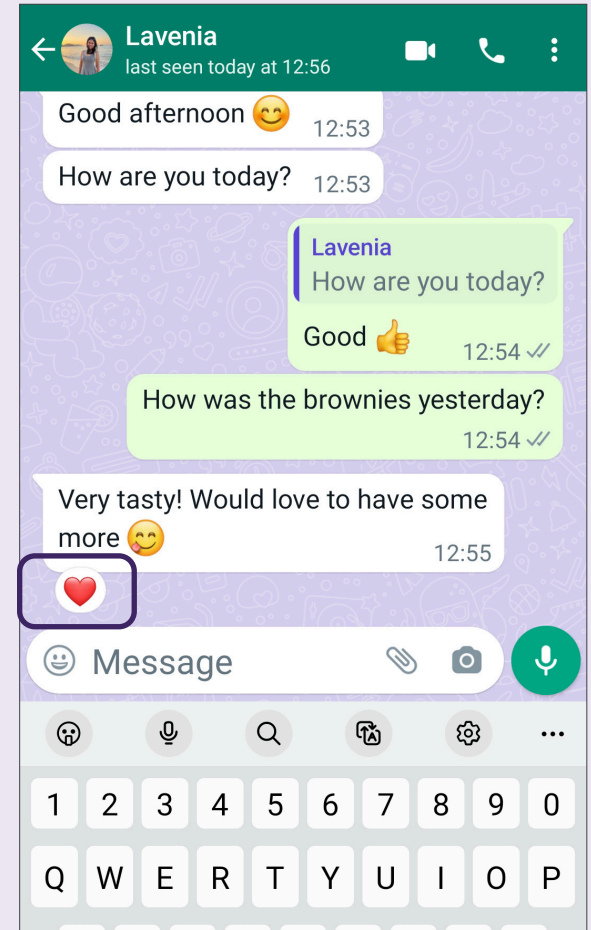


2 Select an Emoji



Select an emoji or tap on "+" for more options.

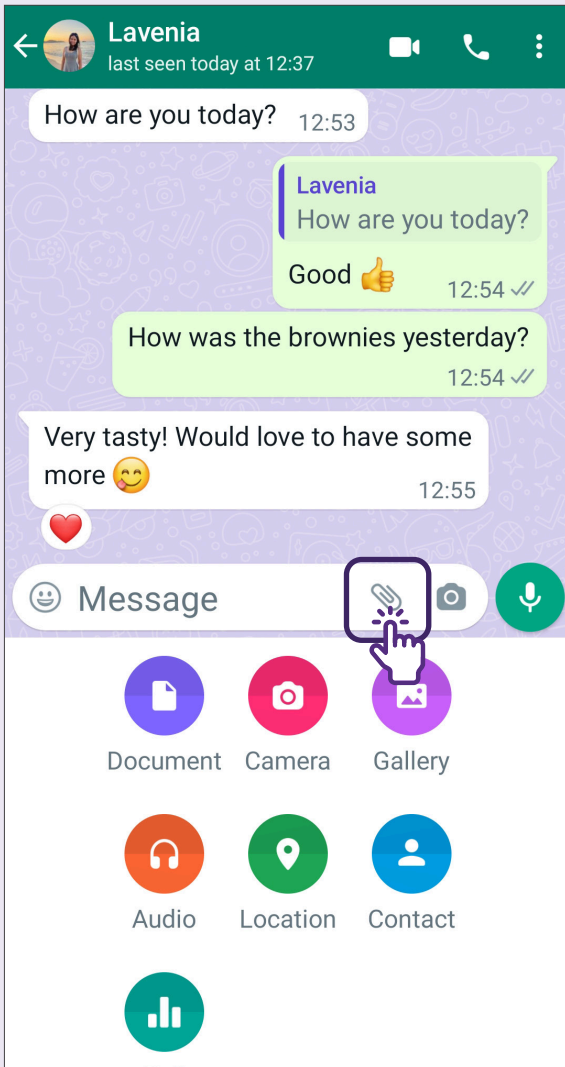
3 Reacted Emoji



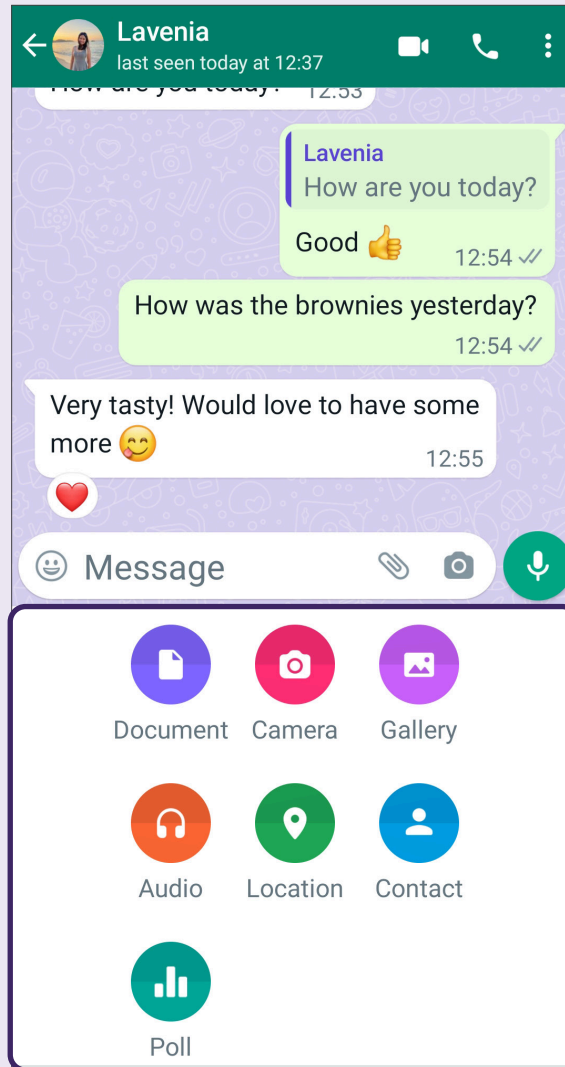
The emoji will appear below the message.

Share Attachments

1 Tap on Paperclip icon

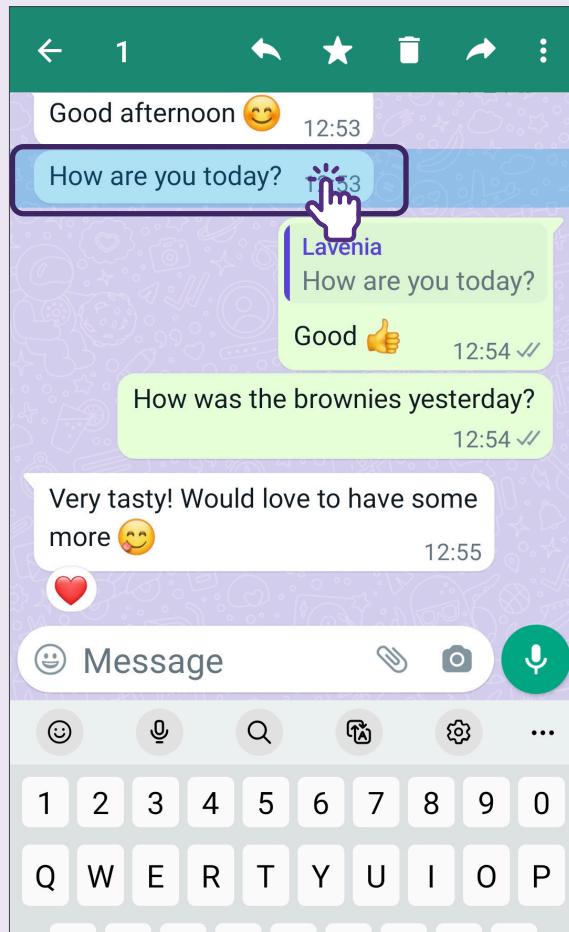


2 Select Attachment Type



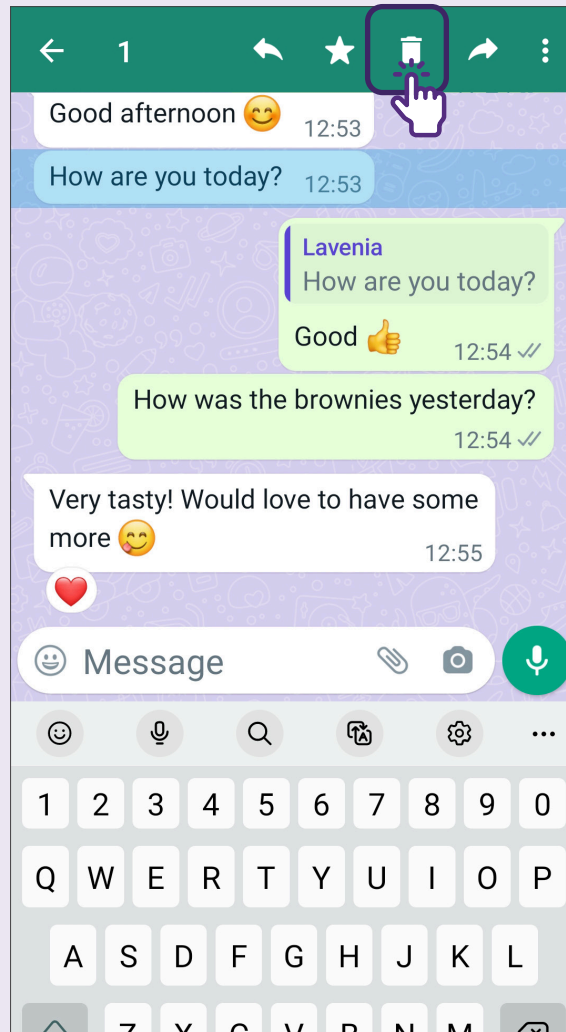
Delete a Message

1 Tap and Hold on the Message

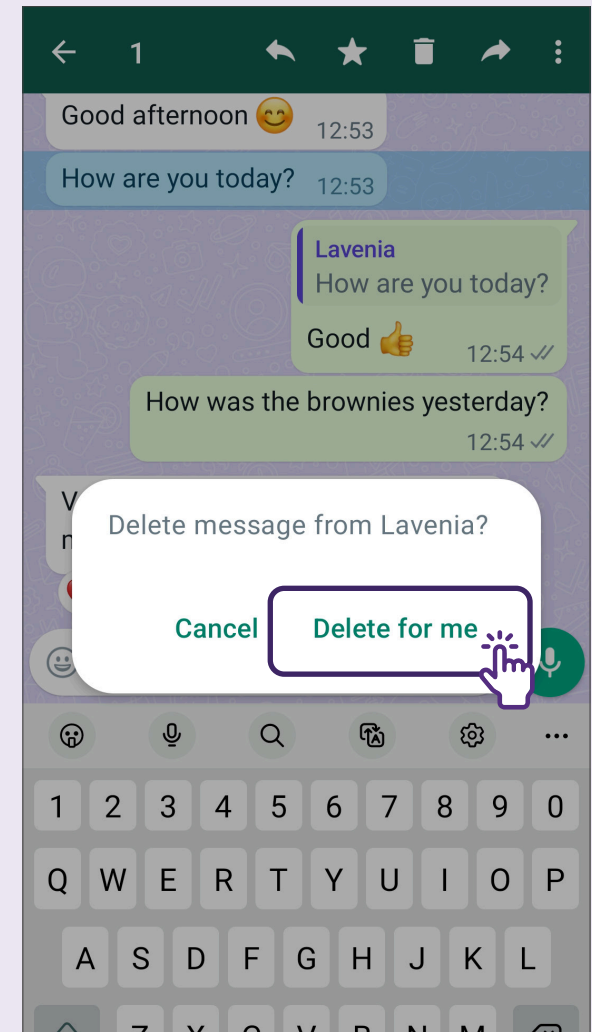


Tap and hold on the message you wish to delete.

2 Tap on Trash bin icon

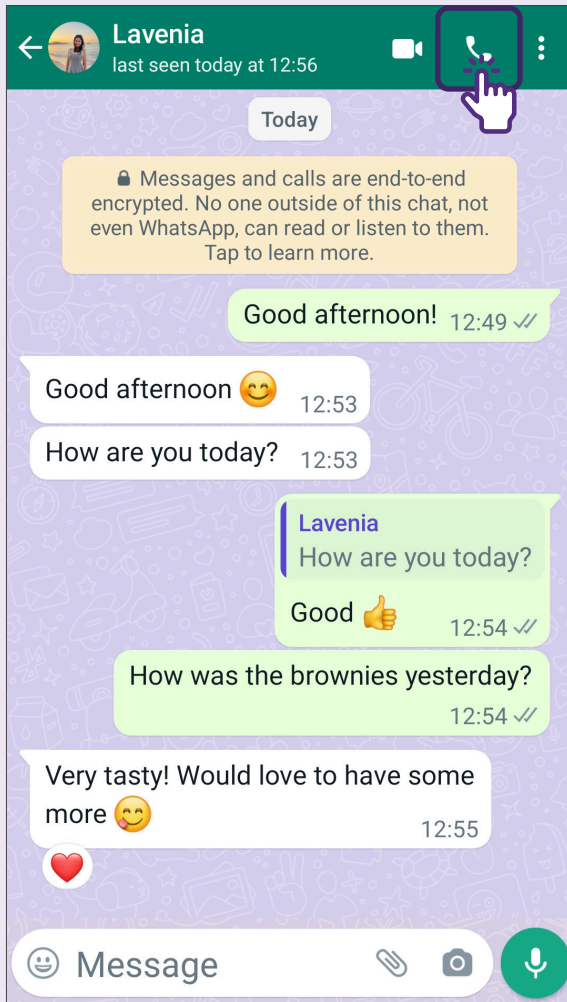


3 Delete a Message

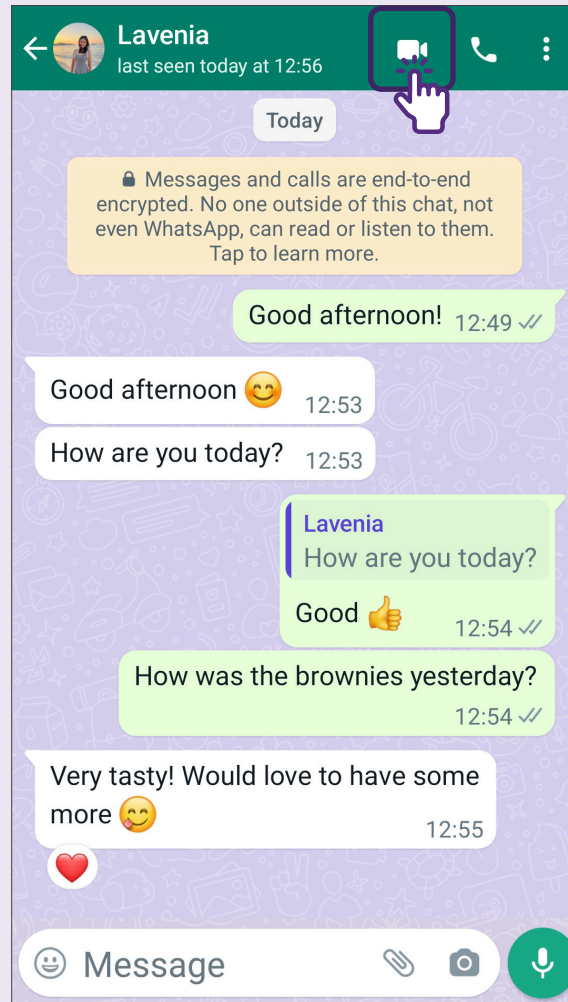


Use Audio and Video Tools

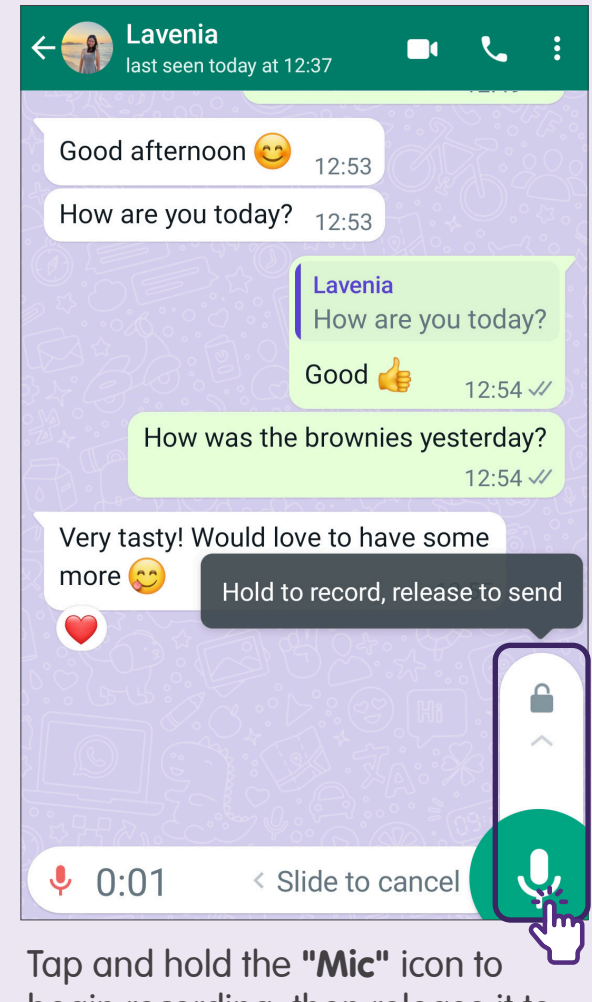
1 Make a Voice Call



2 Make a Video Call



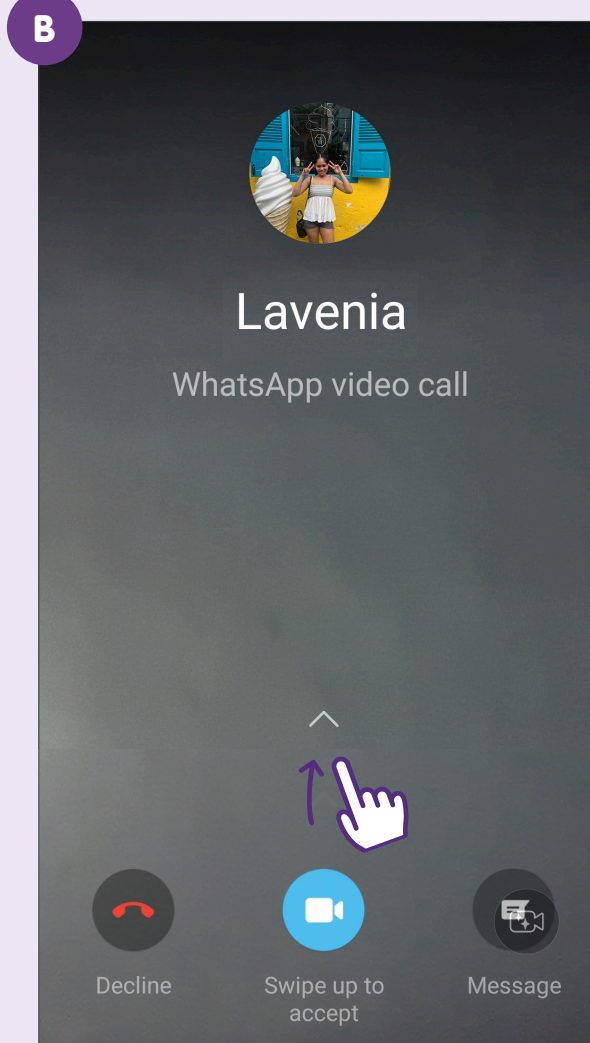
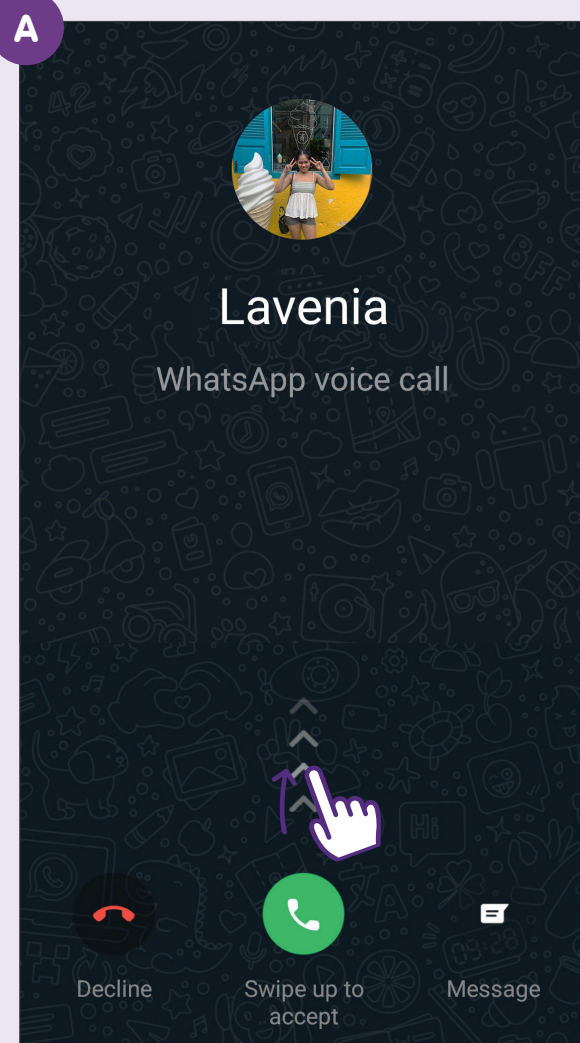
3 Send a Voice Message



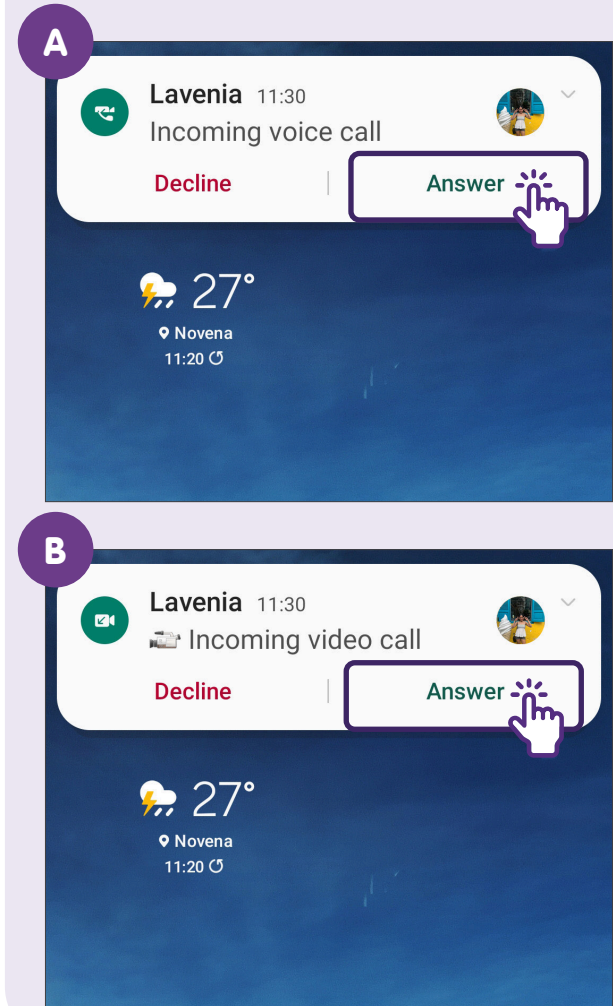
Tap and hold the "Mic" icon to begin recording, then release it to send the voice message.

Pick up Voice and Video Calls

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

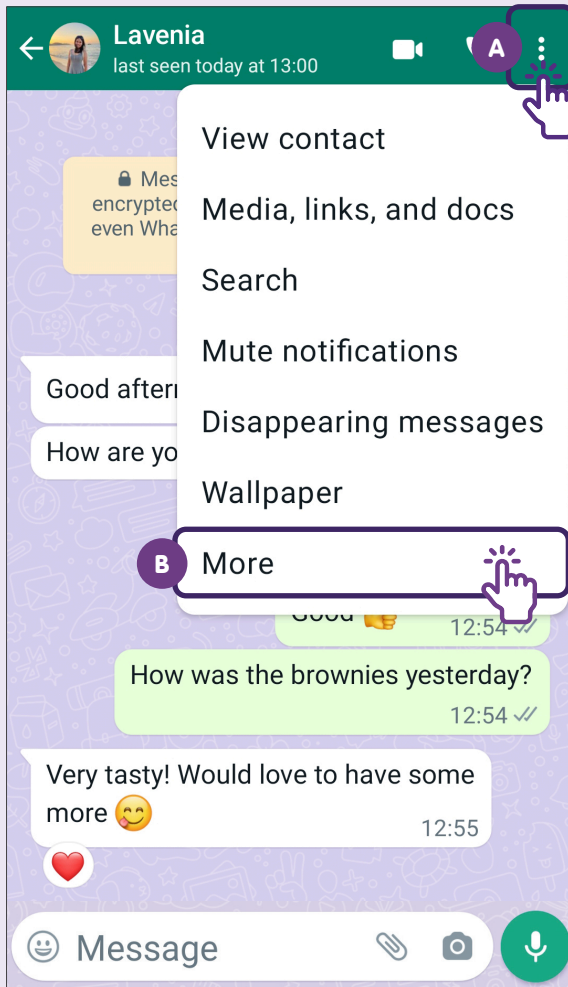


2 Answer Voice or Video Calls when Mobile Device is Unlocked



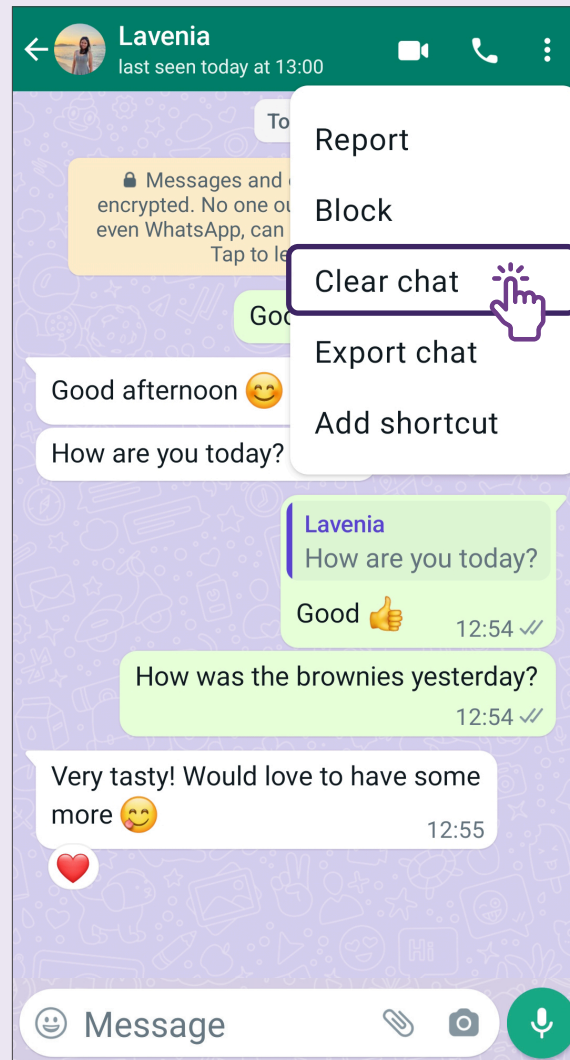
Delete Chat

1 Tap on the three-dot menu

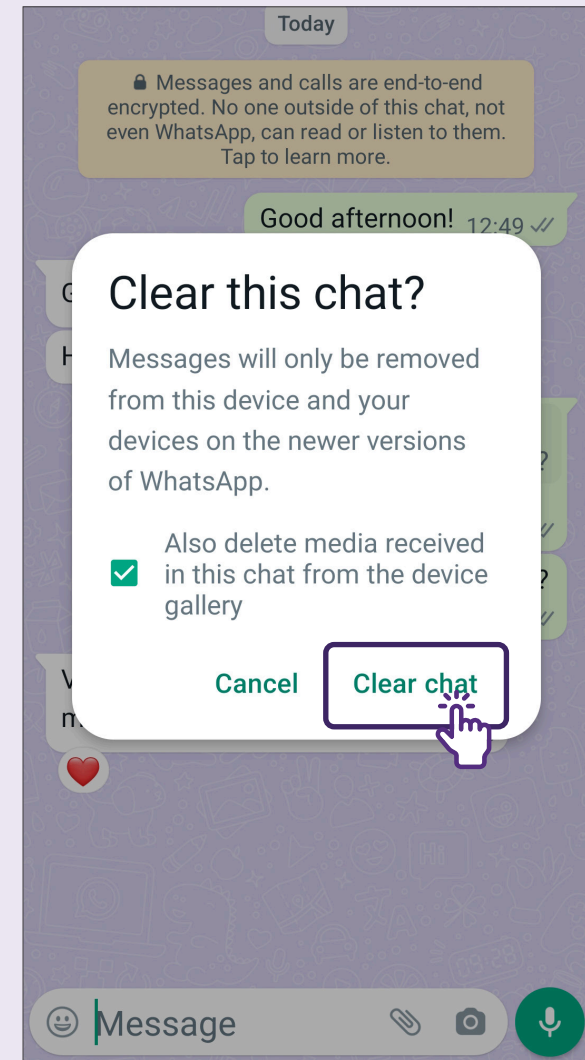


Select "More".

2 Select Clear chat

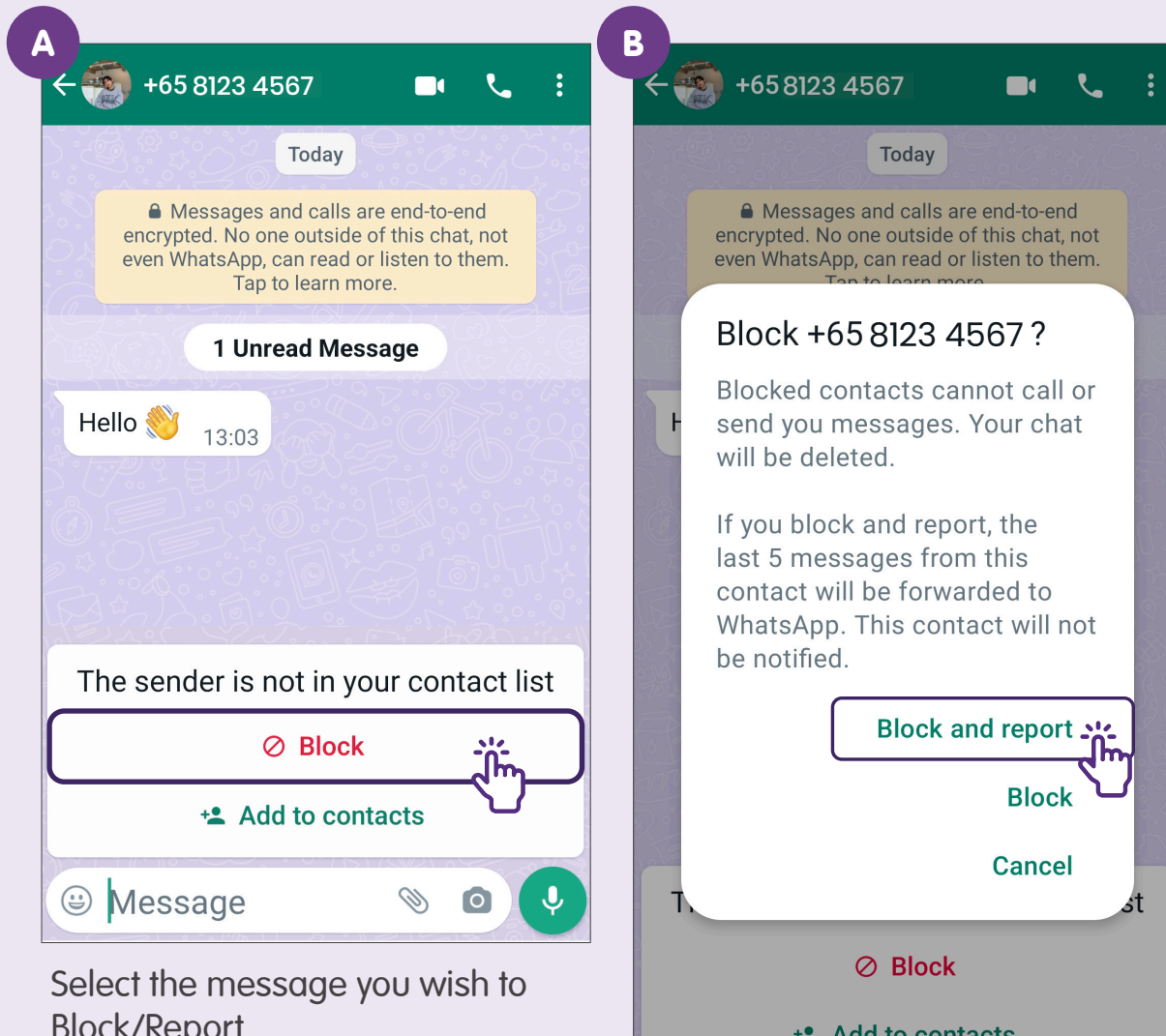


3 Tap on Clear chat



Block and Report Chat

1 Block/Report Sender NOT in Your Contact List

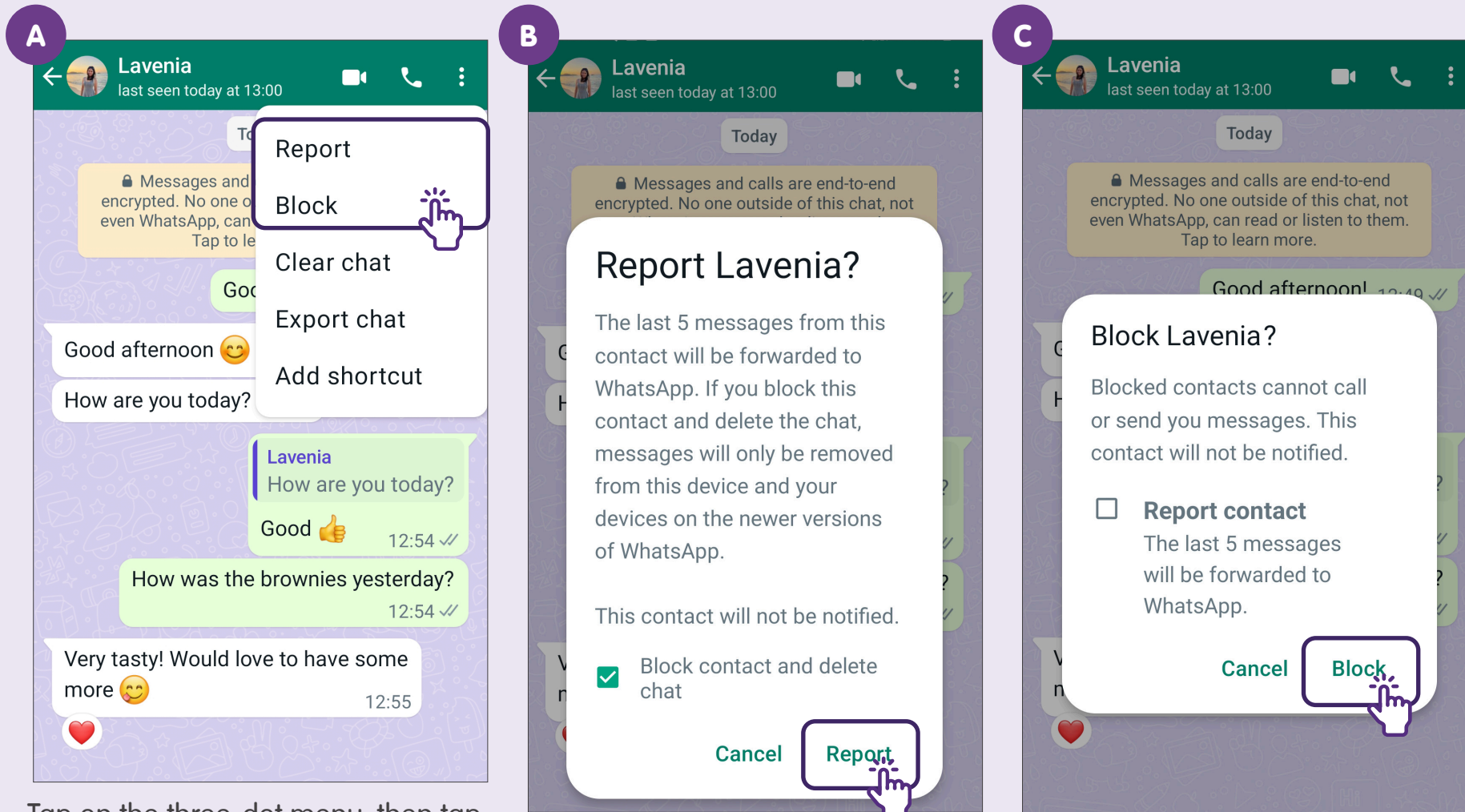


Select the message you wish to Block/Report.

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.

2 Block/Report Sender IN Your Contact List

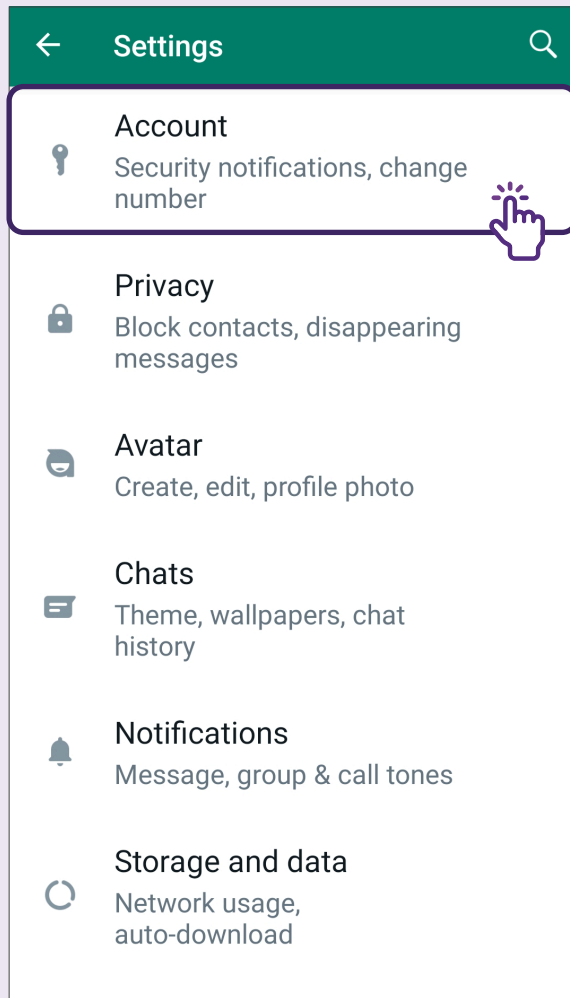


Tap on the three-dot menu, then tap on **"More"**. Select **"Report"** or **"Block"**. Tap on **"Report"**.

Or tap on **"Block"**.

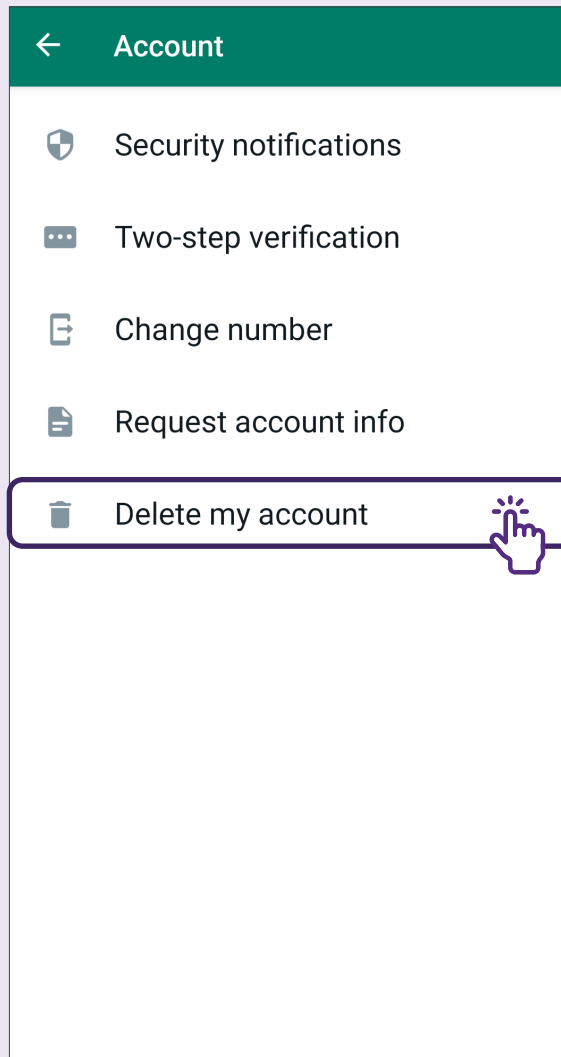
Delete Account

1 Select Account



Select **"Account"** under **"Settings"**.

2 Delete Account



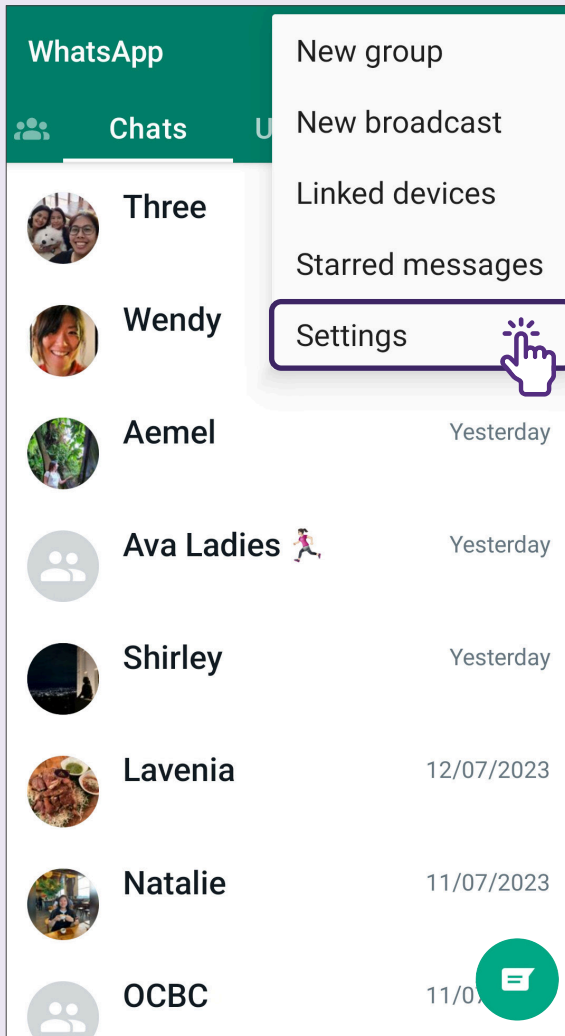
Tap on **"Delete my account"**, enter your phone number in full international format and tap on **"Delete my account"**. For Android devices, you need to select a reason and then tap on **"Delete my account"**.

Note: Deleting your WhatsApp account will:

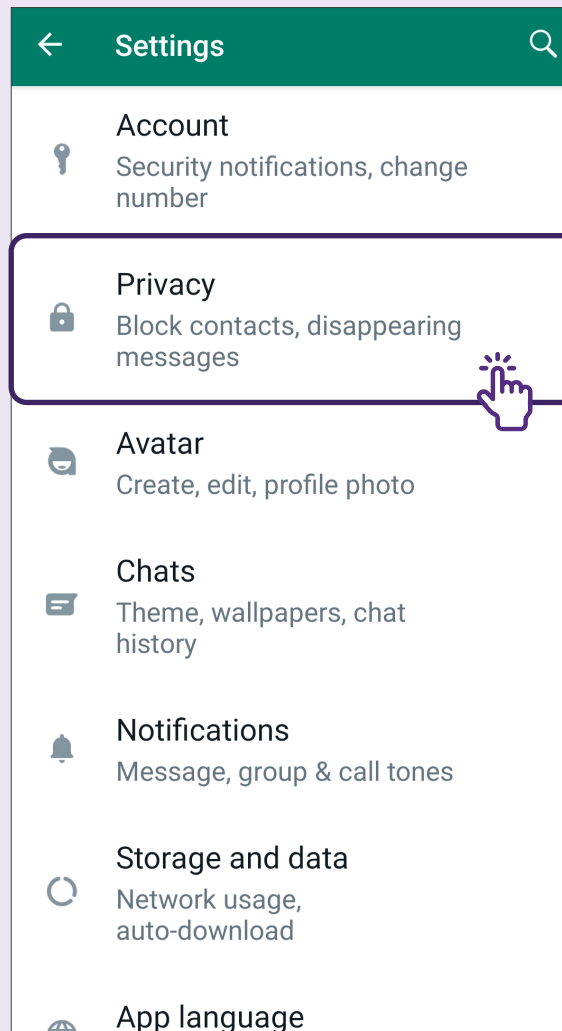
- Delete your account from WhatsApp.
- Erase your message history.
- Delete you from all of your WhatsApp groups.
- Delete your message history backup.

Change Group Privacy Settings

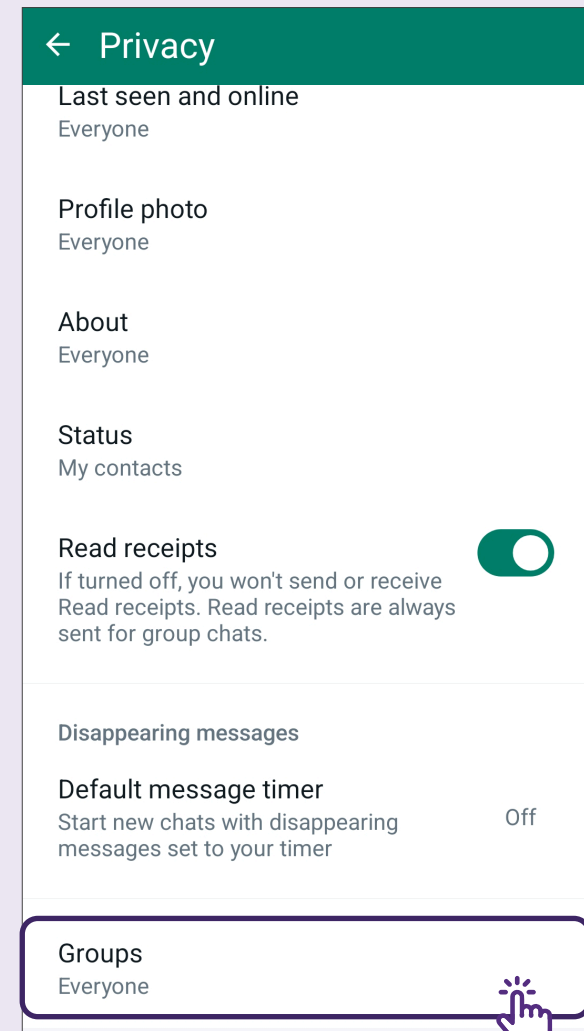
1 Select Settings



2 Select Privacy

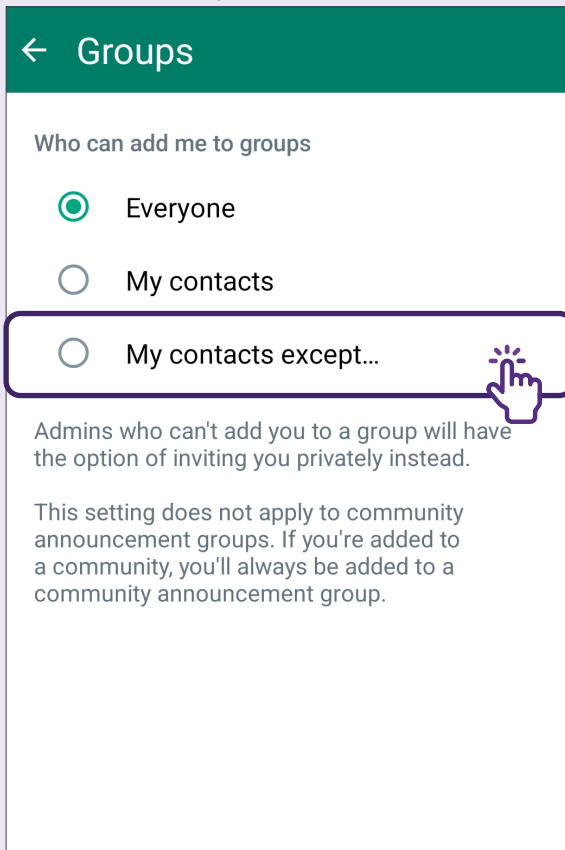


3 Select Groups



4

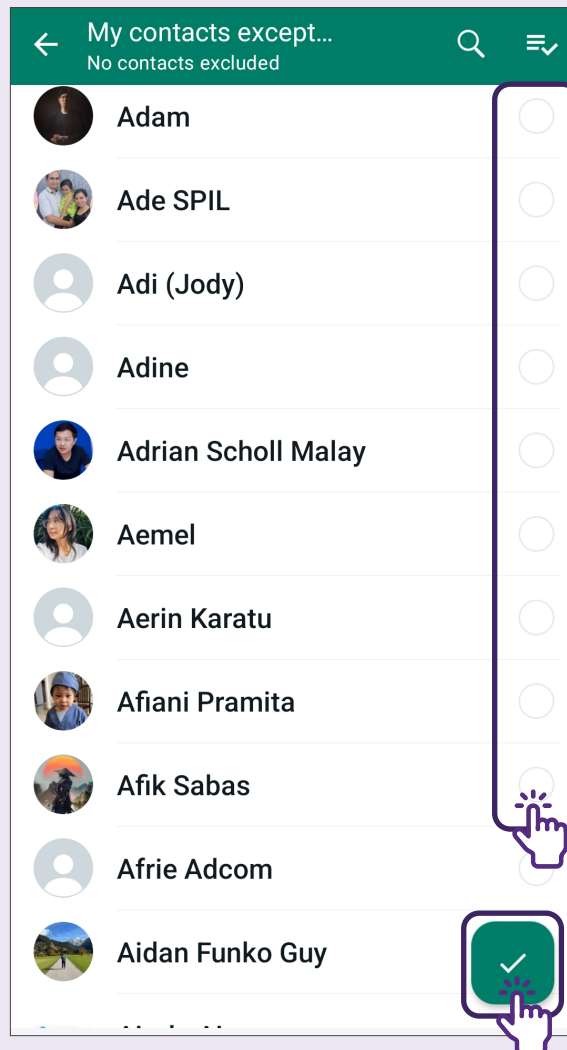
Select My contacts except...



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



Notes

A large, light purple rounded rectangle occupies the center of the page. It contains 18 horizontal lines, evenly spaced, intended for writing notes.

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

IMDA Contact Centre

Hotline: +65 6377 3800

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



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visit the Digital for
Life Portal.**

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