

Instant Messaging

Scan the QR code below to watch the video on using Instant Messaging apps:



In support of:

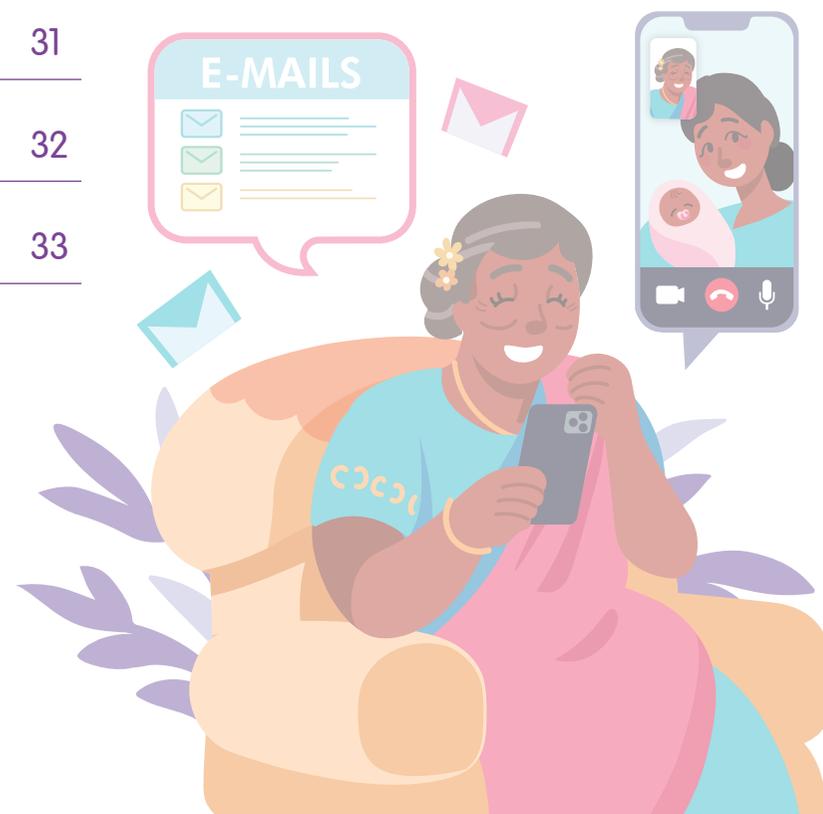


Supported by:



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Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

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

Learning outcome of Communicate Online competency:

Able to initiate communication with my contacts or organisation using different modes of digital communication.

DSL

To help you acquire the learning outcomes, this guidebook uses different instant messaging platforms as examples to demonstrate the common steps to use instant messaging to communicate with others.

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

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



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.



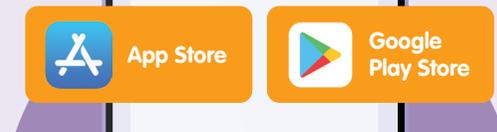
Block unknown users that send you unsolicited chats.



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.

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.

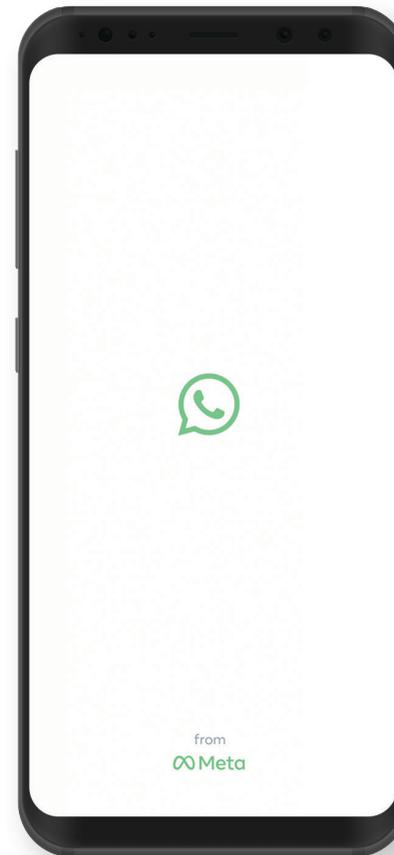
With instant messaging, people can stay connected globally by sending messages and making calls as long as there's Internet connection.

Pre-requisites to learning the app

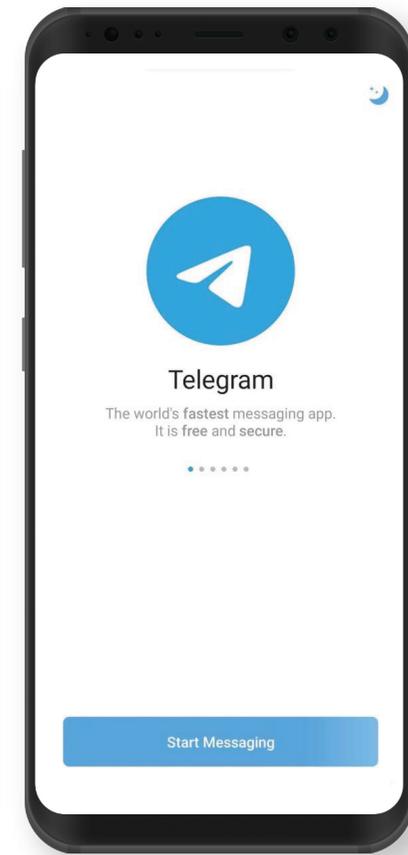
Learners must:

- 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) to use with iPad for WhatsApp [Only for iPad users].

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



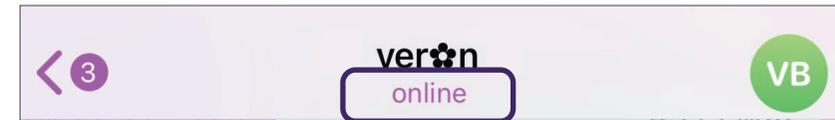
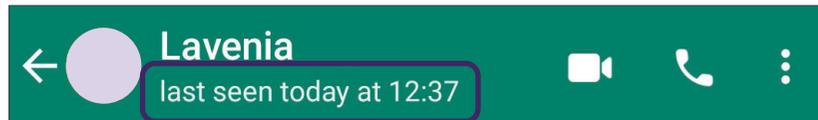
Telegram

Common Features Across Different Instant Messaging Apps

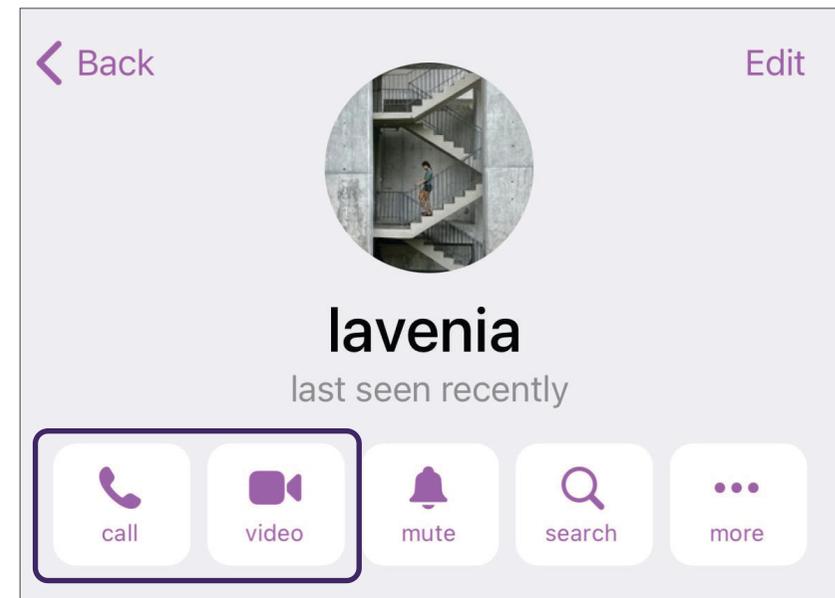
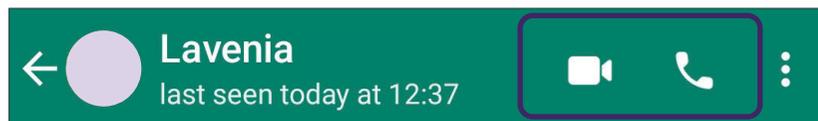
WhatsApp

Telegram

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



Make voice and video calls.

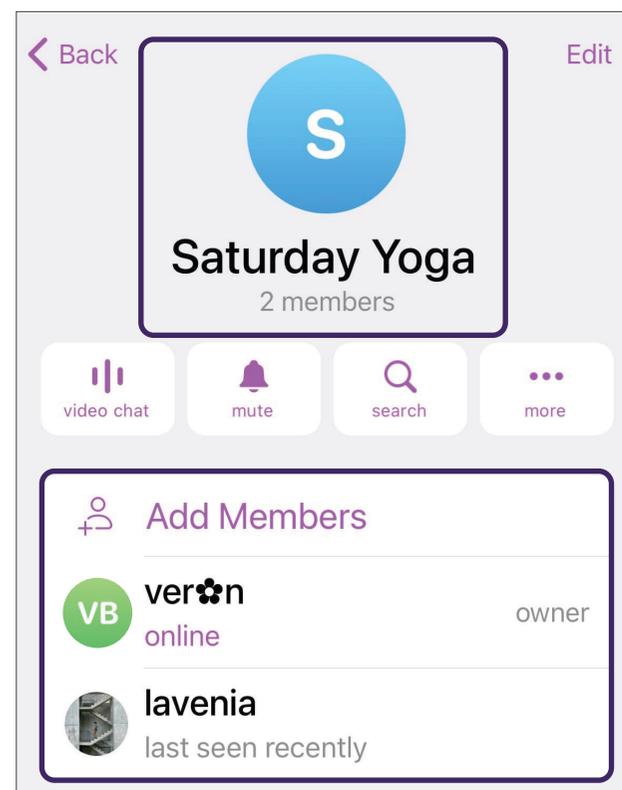
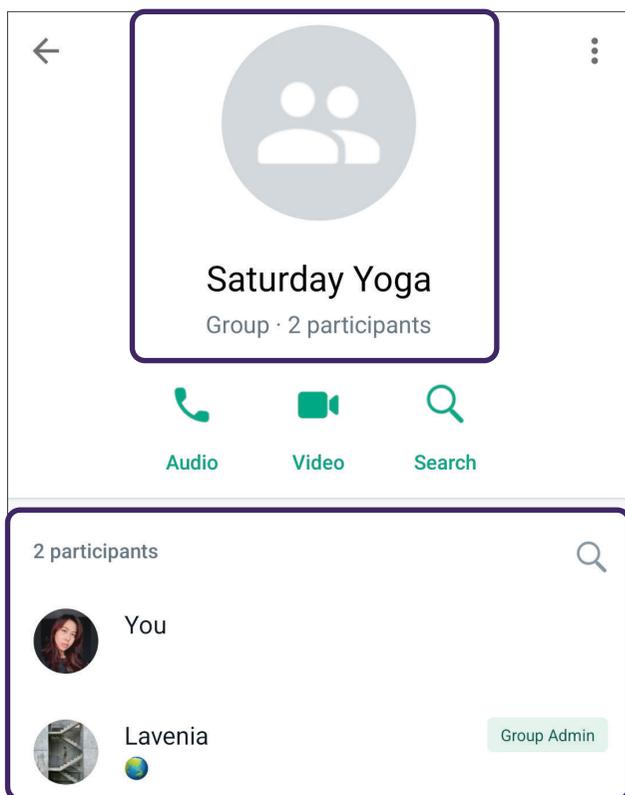


Common Features Across Different Instant Messaging Apps

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.

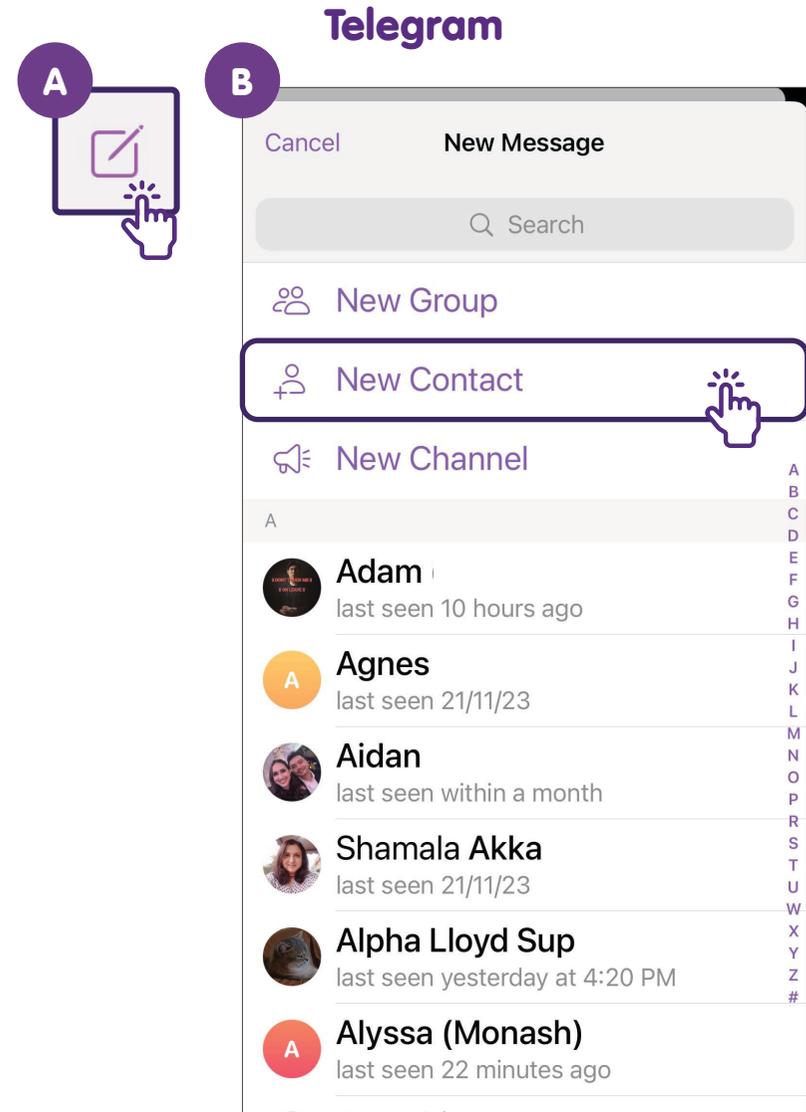
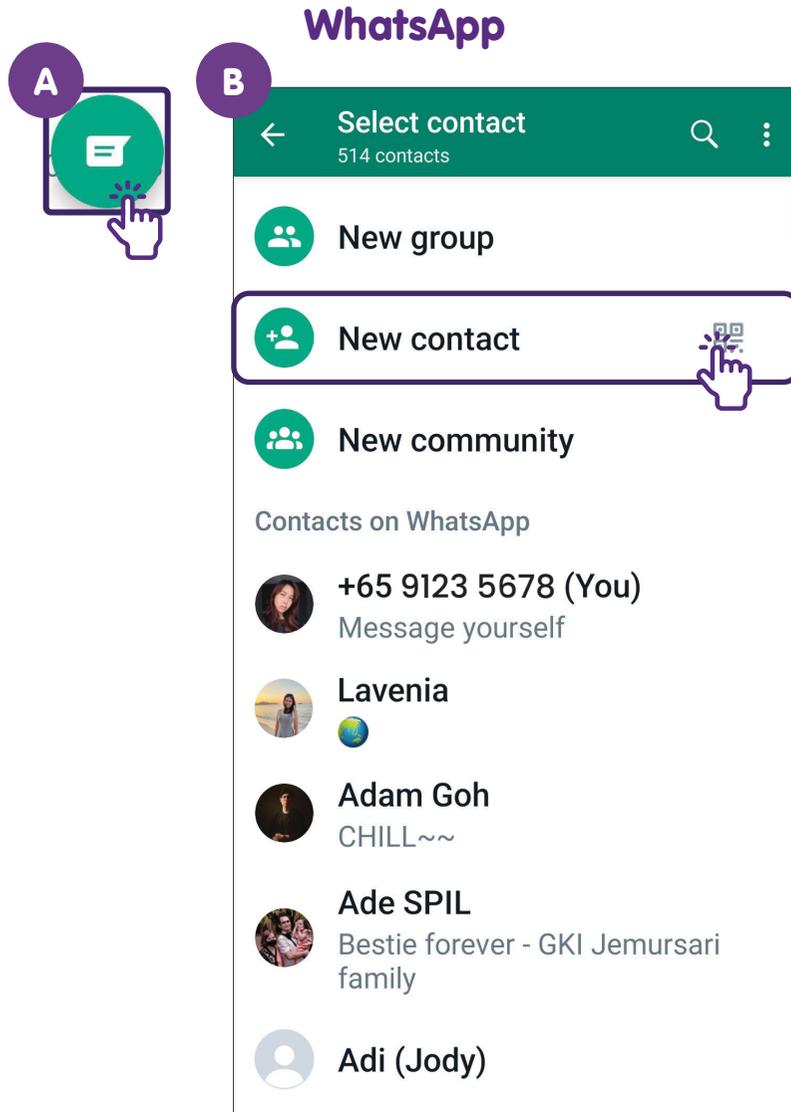


Trashbin Icon
Delete a message or chat.

Common Steps to Use an Instant Messaging App

Add Contacts

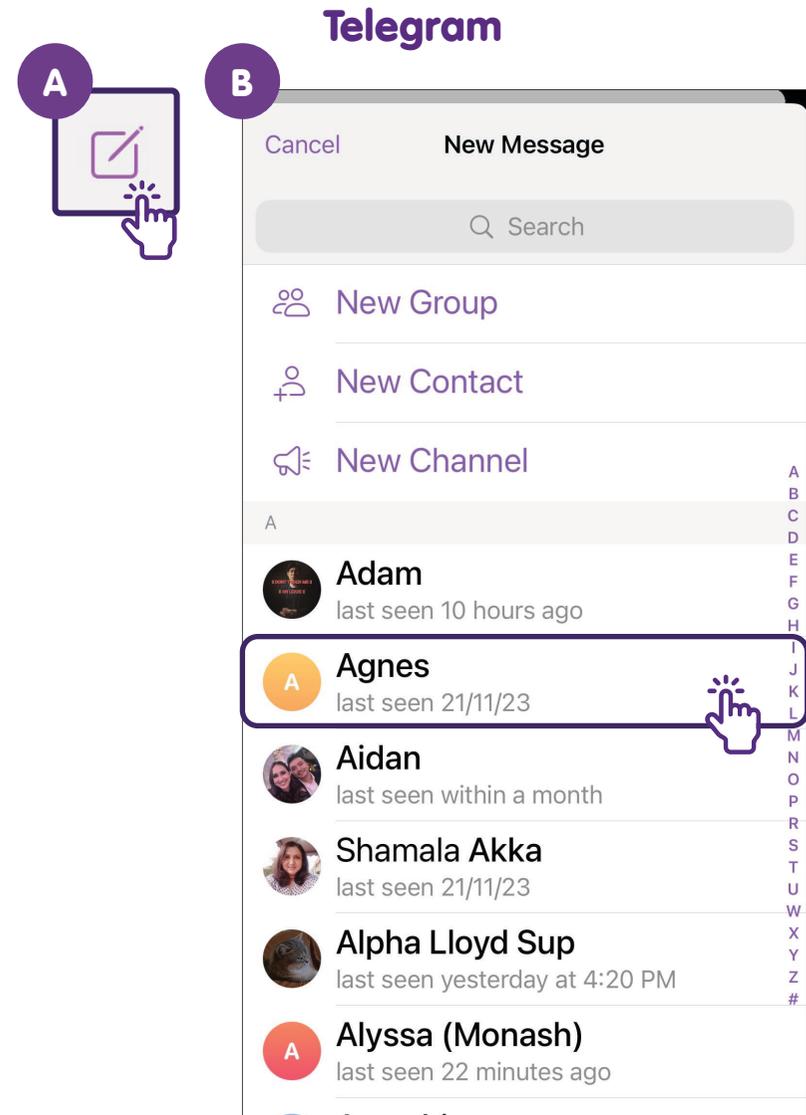
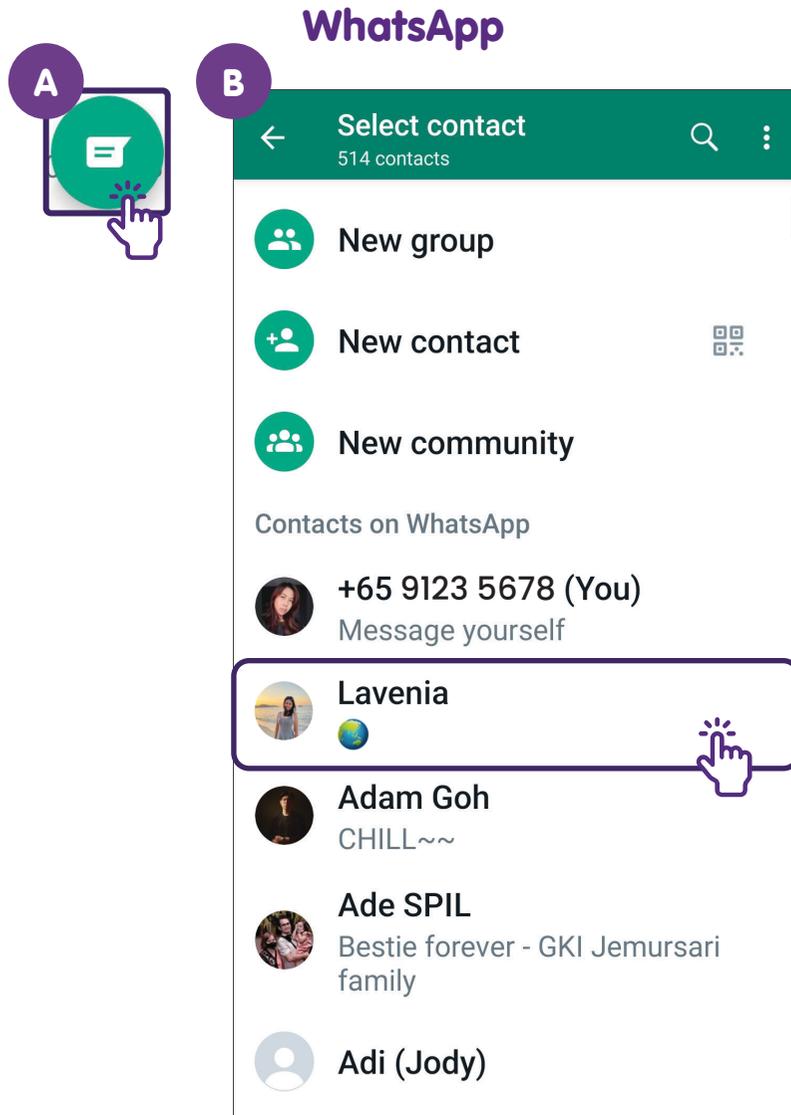
1 Tap on the   icon. Select "New contact", fill in the details, then tap on "Save" or "Create contact".



Common Steps to Use an Instant Messaging App

Start a Chat with an Individual

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

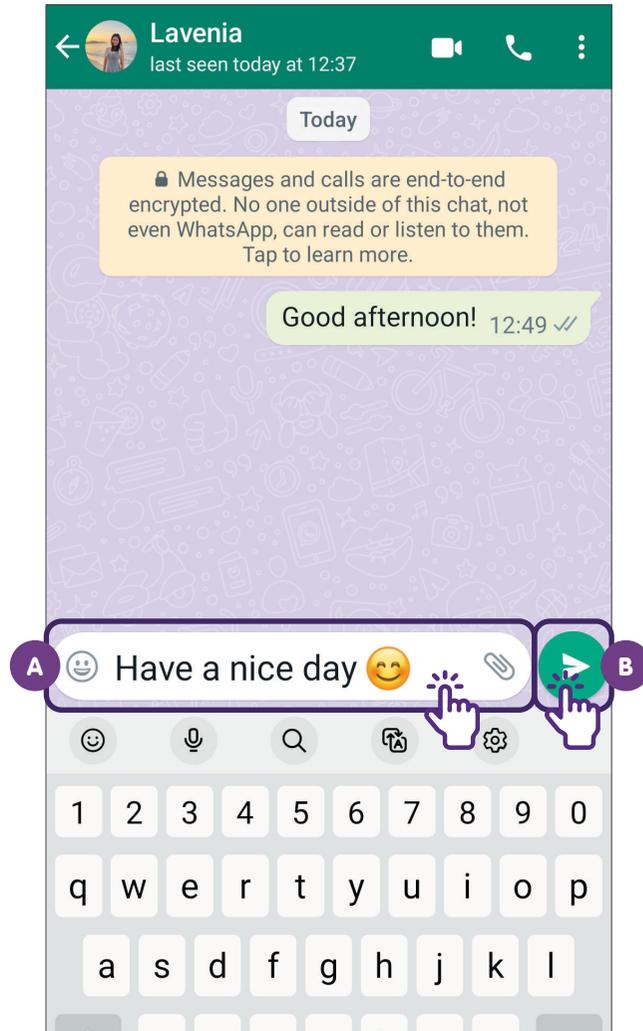


Common Steps to Use an Instant Messaging App

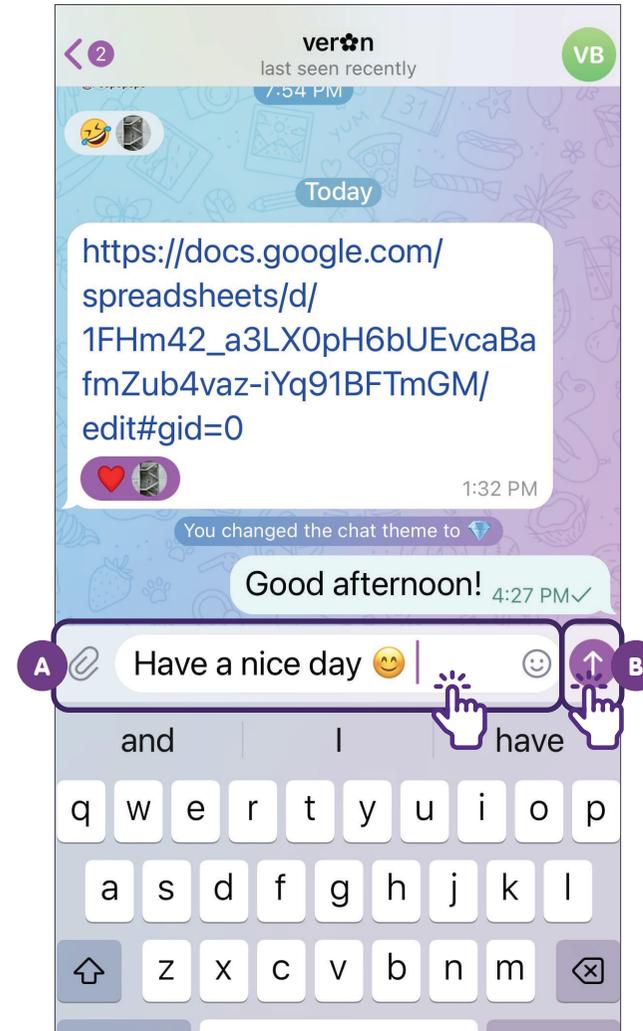
Start a Chat with an Individual

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

WhatsApp



Telegram



Common Steps to Use an Instant Messaging App

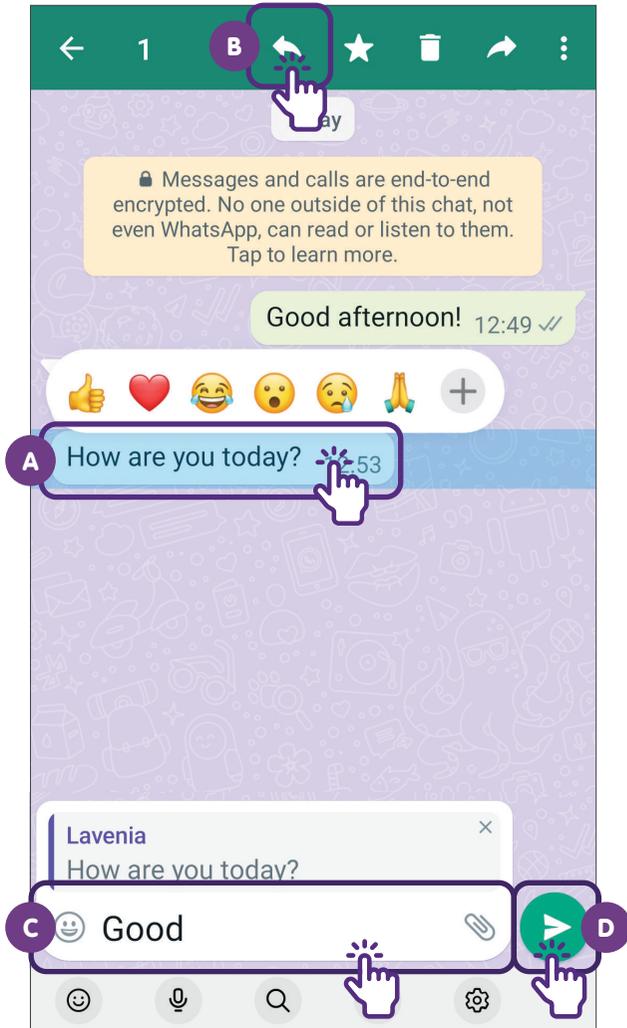
Reply to a Message

1 Tap and hold on a message. Tap on the   icon, input your text and tap on the "Send" icon.

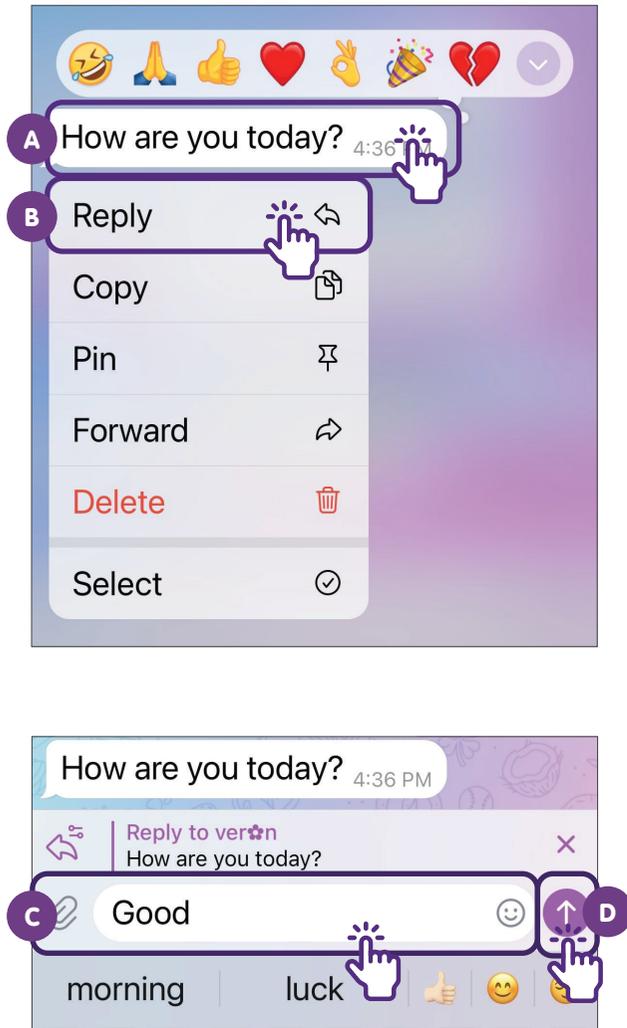


icon, input your text and

WhatsApp



Telegram

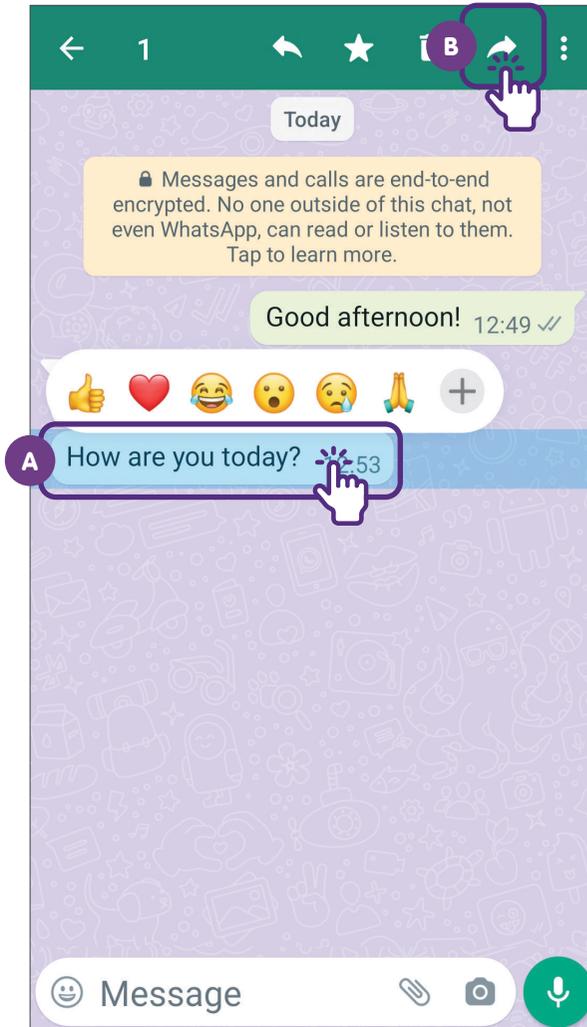


Common Steps to Use an Instant Messaging App

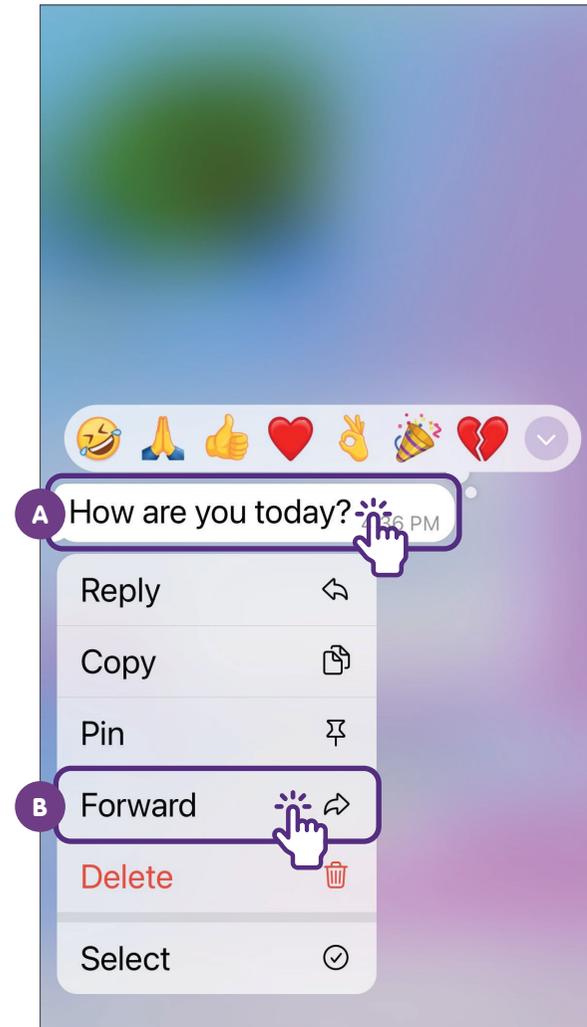
Forward a Message

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

WhatsApp



Telegram

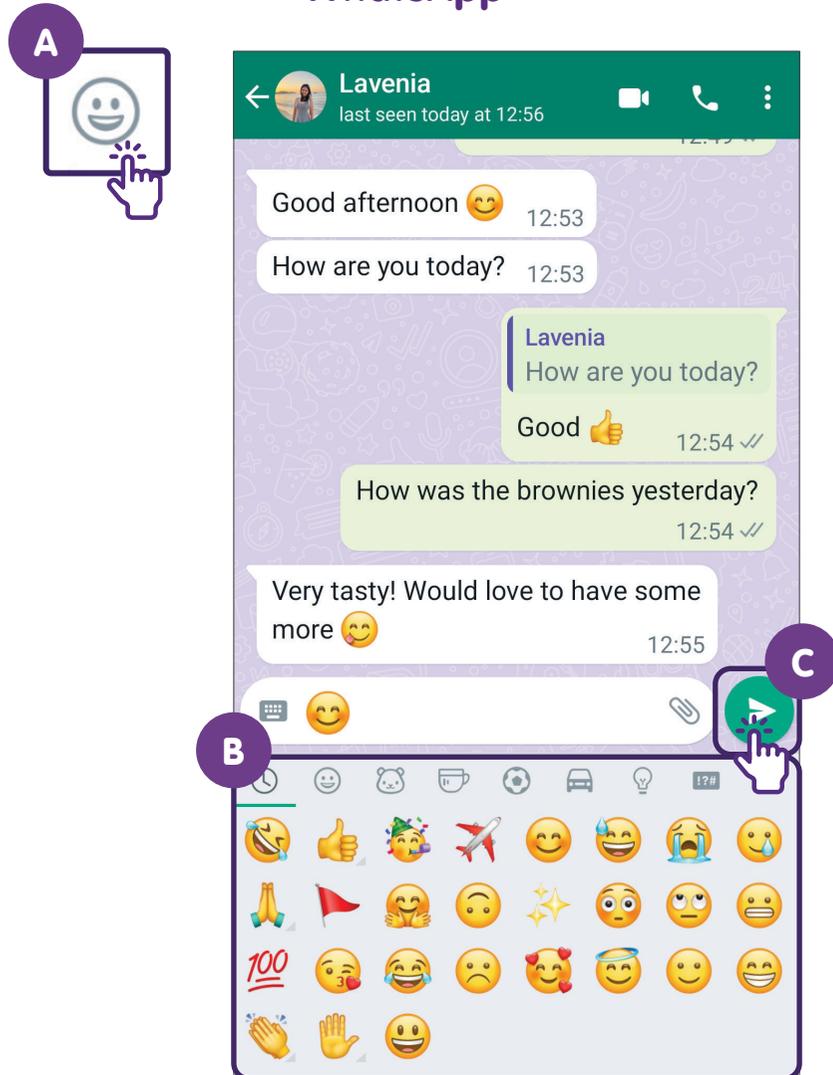


Common Steps to Use an Instant Messaging App

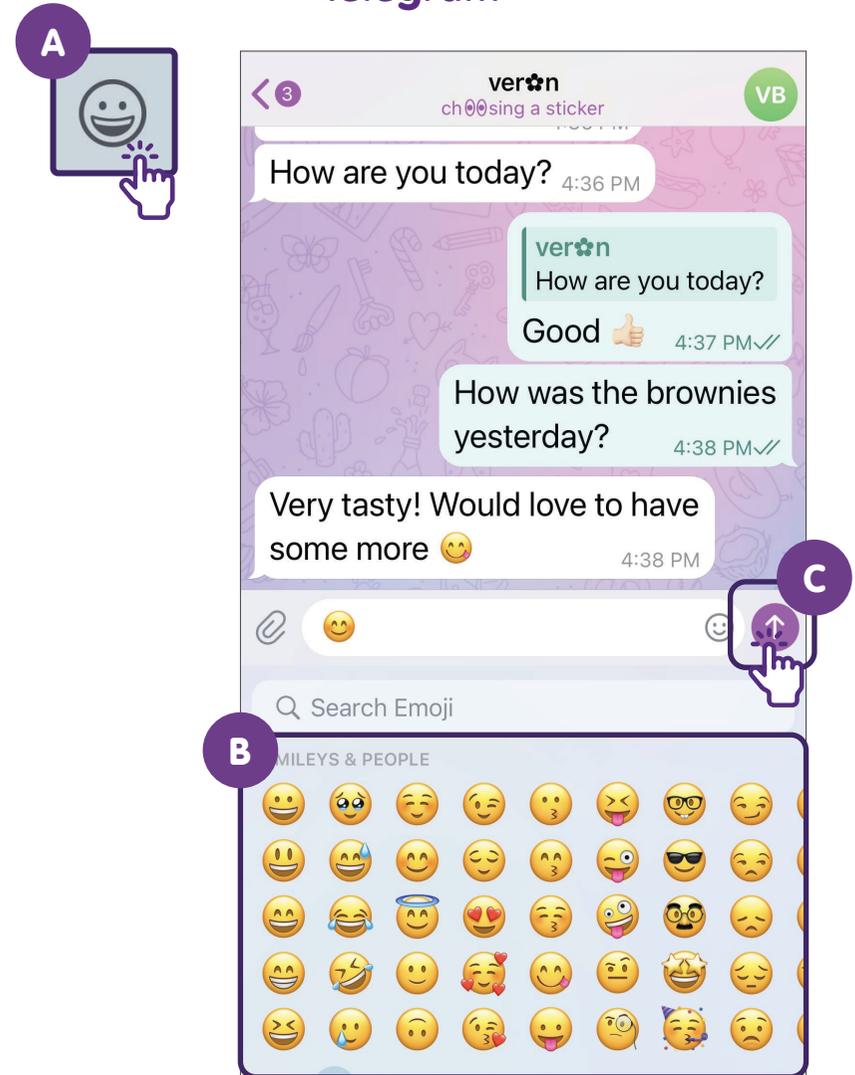
Send Emojis

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

WhatsApp



Telegram

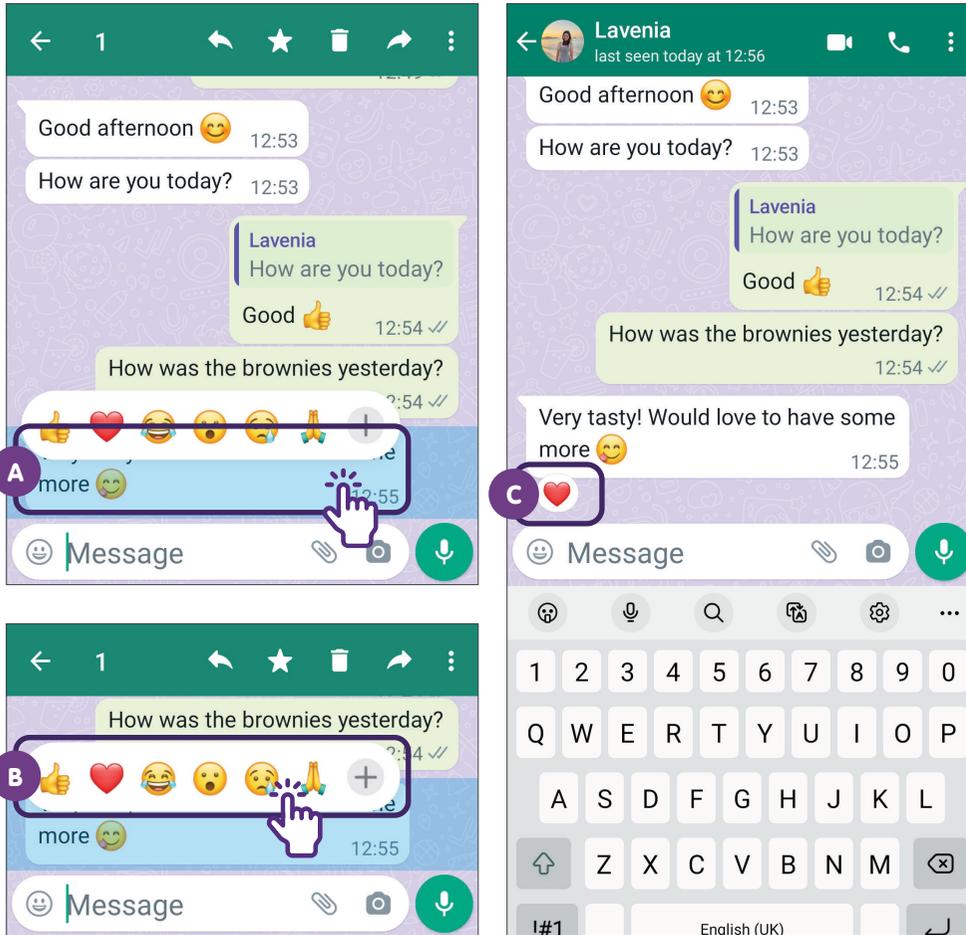


Common Steps to Use an Instant Messaging App

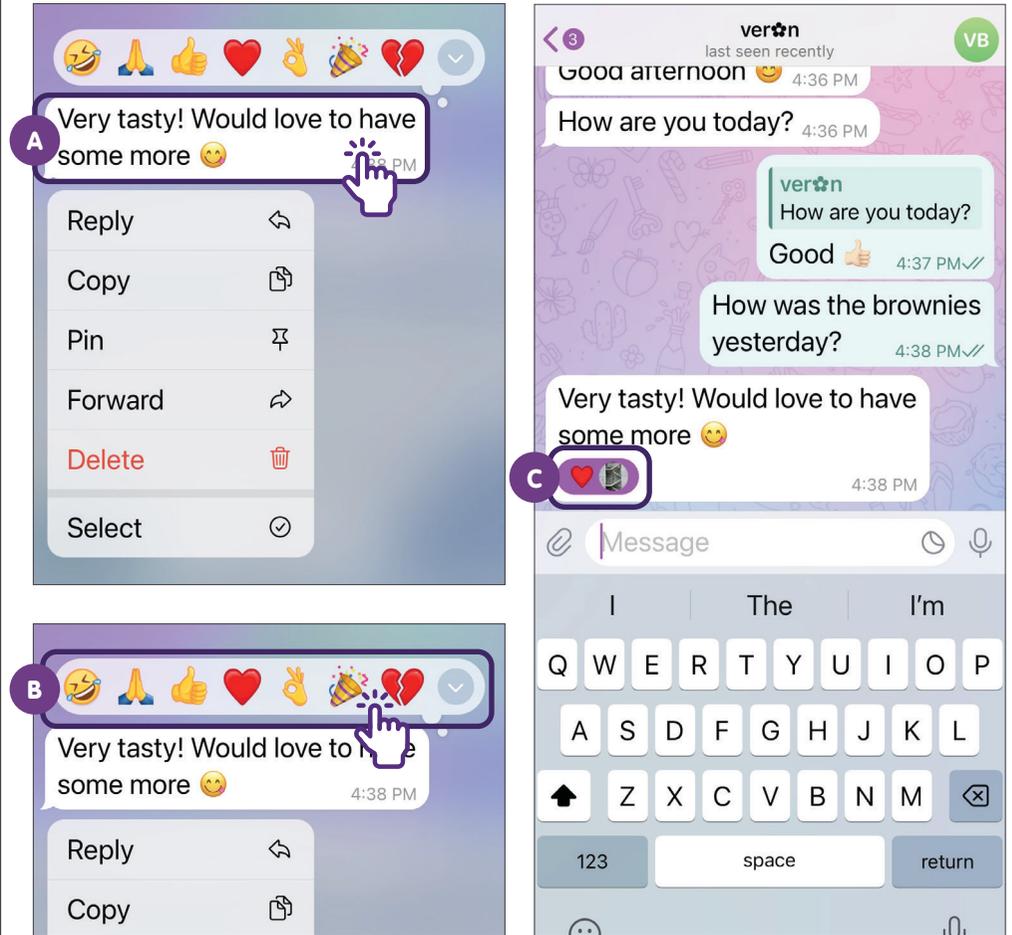
Give a Reaction to a Message

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

WhatsApp



Telegram

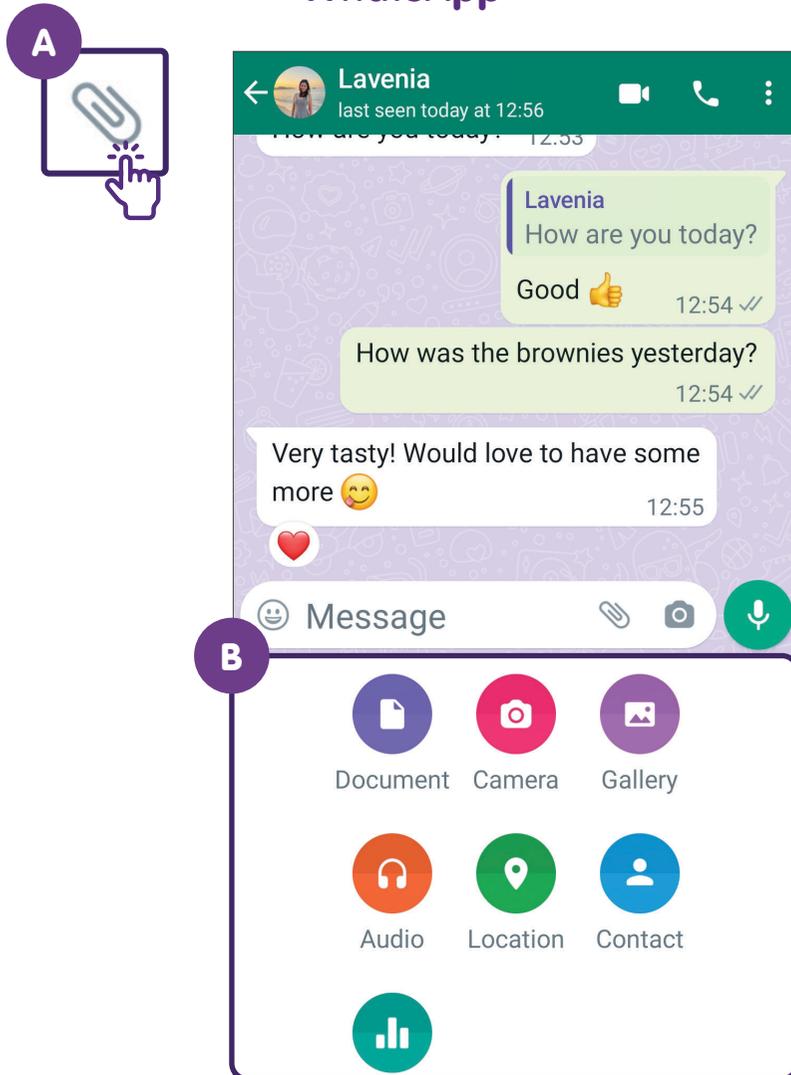


Common Steps to Use an Instant Messaging App

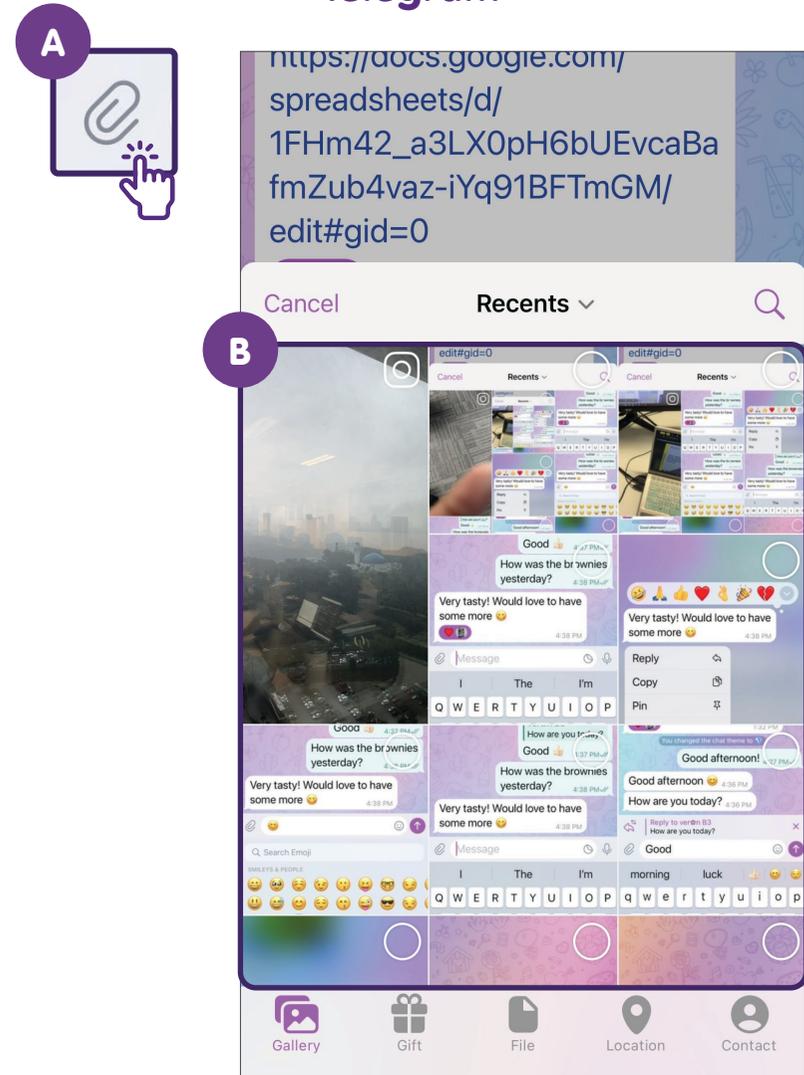
Share Attachments

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

WhatsApp



Telegram



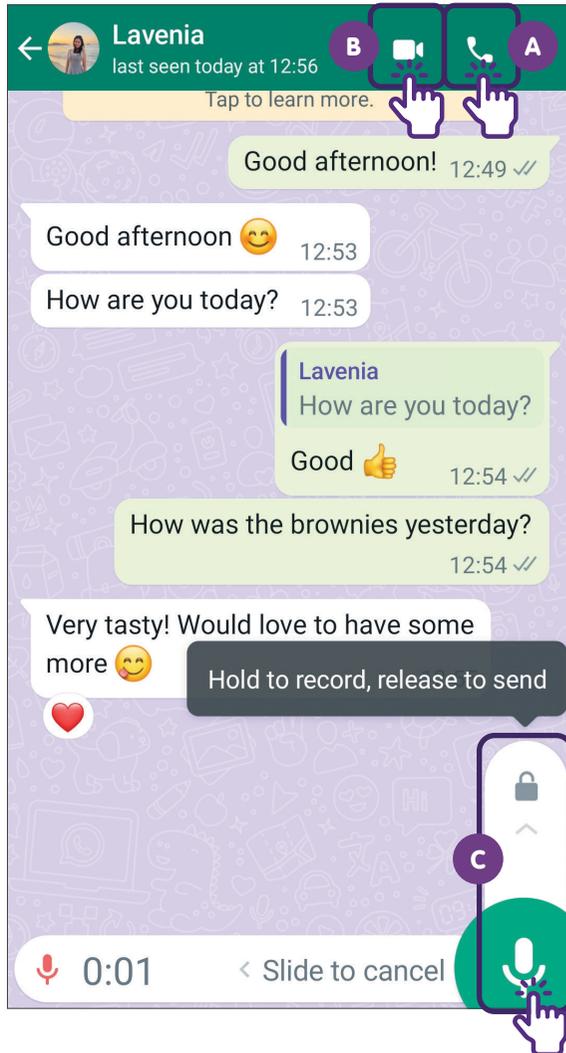
Common Steps to Use an Instant Messaging App

Use Audio and Video Tools

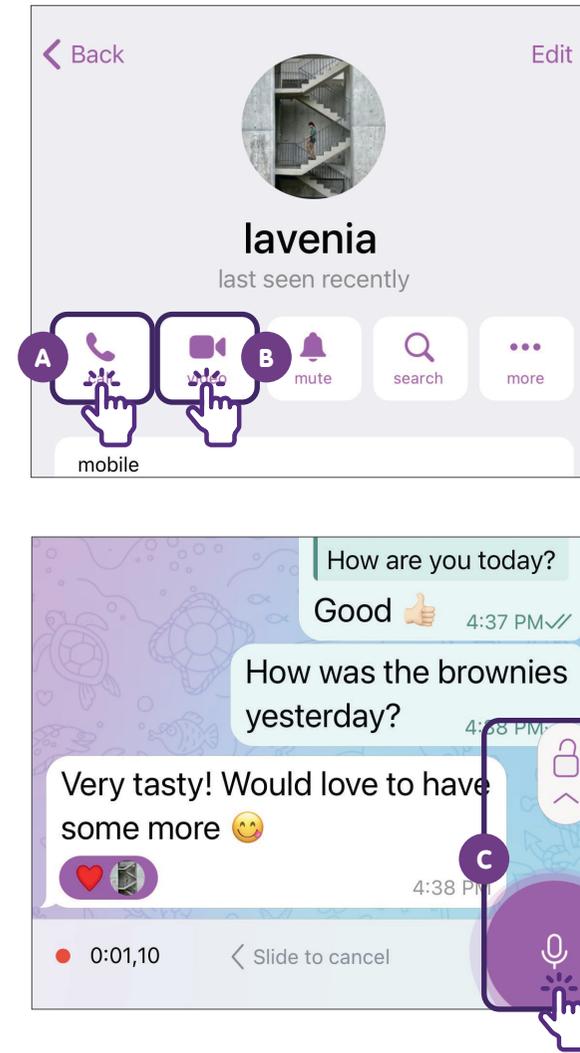
1

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

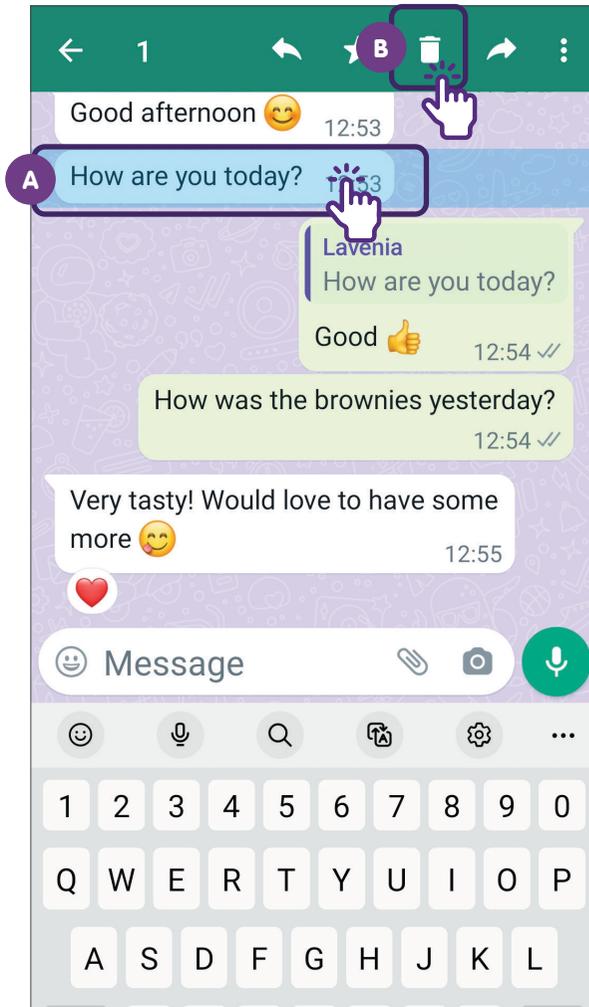


Common Steps to Use an Instant Messaging App

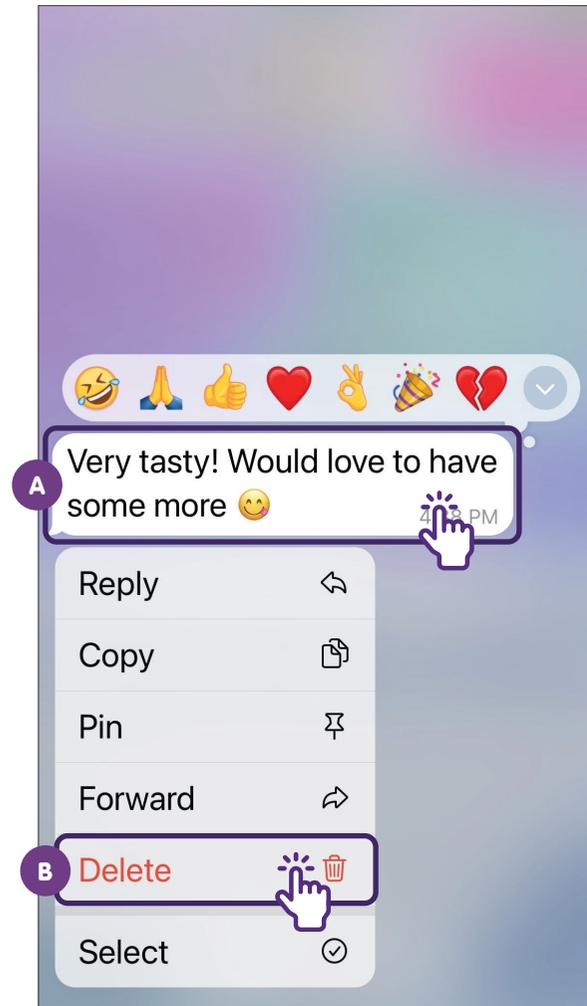
Delete a Message

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

WhatsApp



Telegram



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?](#)

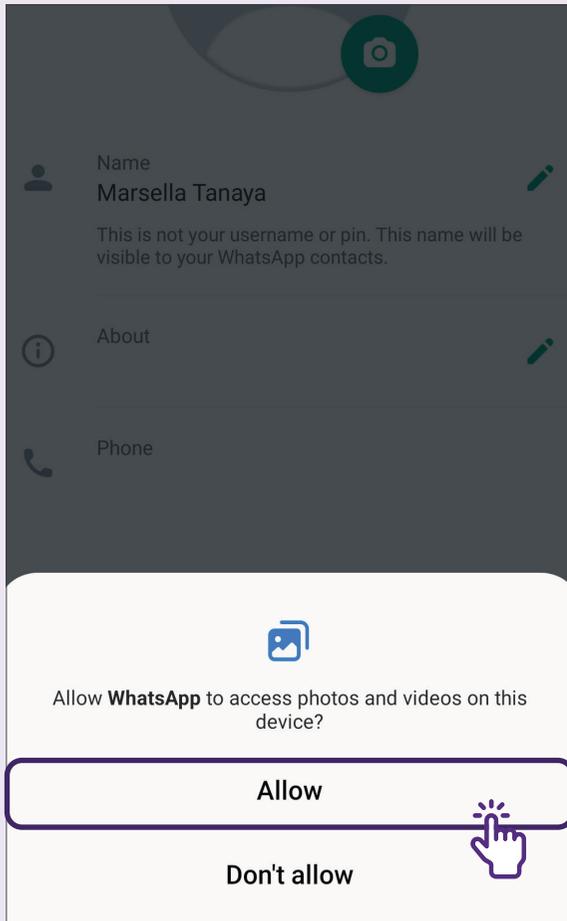
Enter 6-digit code

Resend SMS

Call me

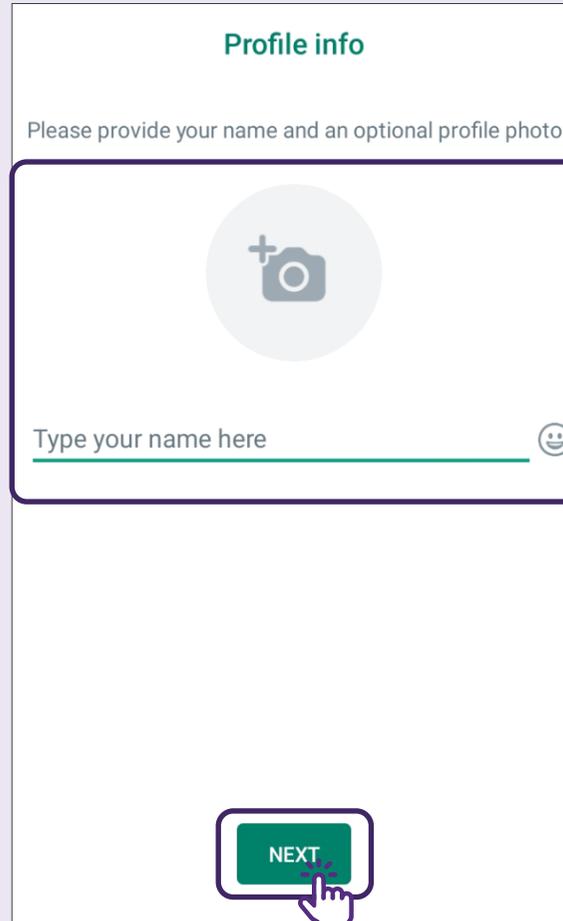
1	2 ABC	3 DEF	-
4 GHI	5 JKL	6 MNO	←
7 PRQS	8 TUV	9 WXYZ	✕

5 Allow Access



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

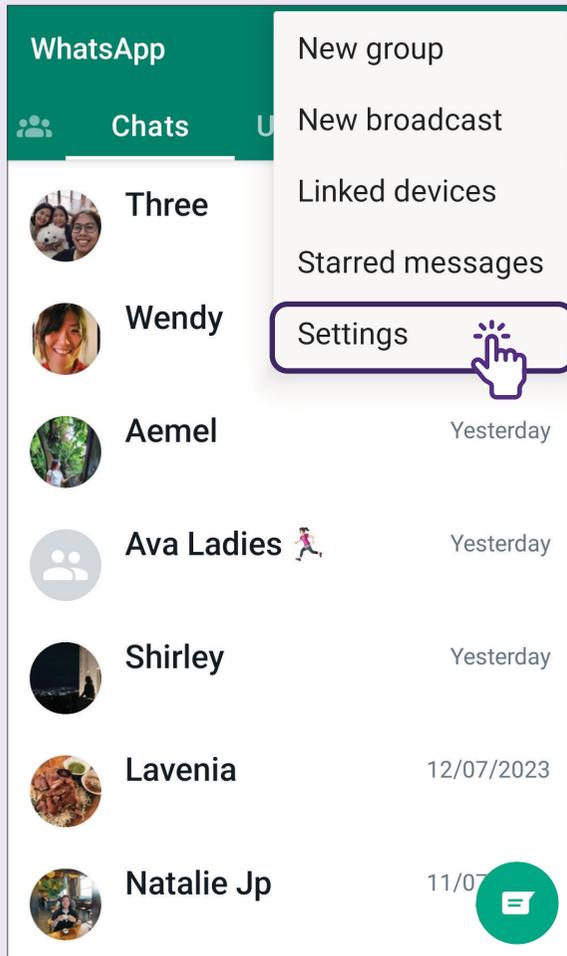
6 Enter Profile Info



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

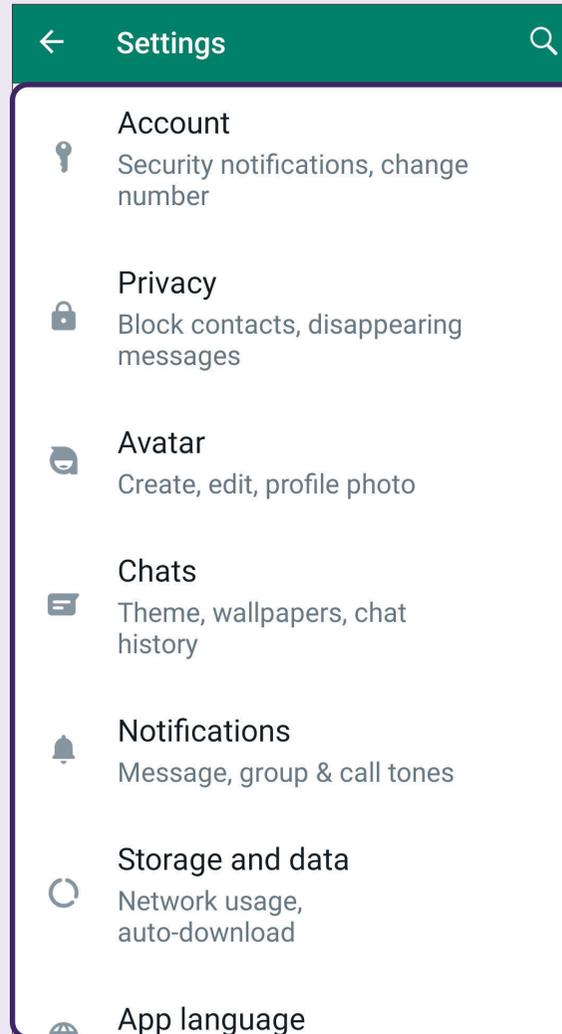
Manage Settings

1 Tap on Settings



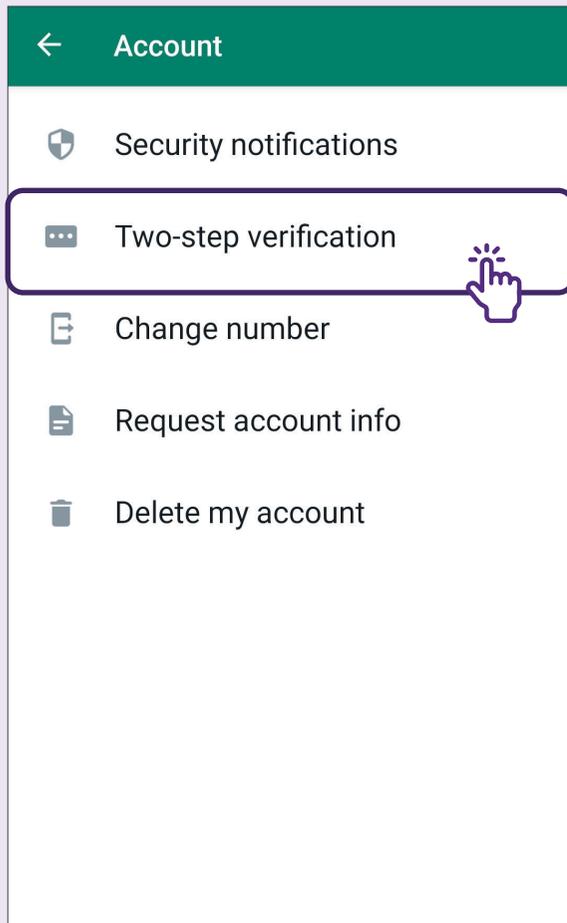
Tap on the 3-dots menu for "Settings".

2 Set Preferred Settings



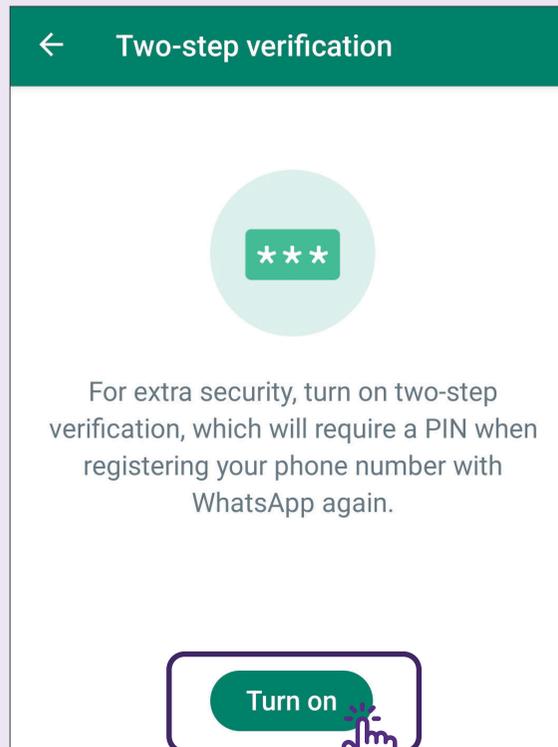
Set up Two-step Verification

1 Select Two-step verification



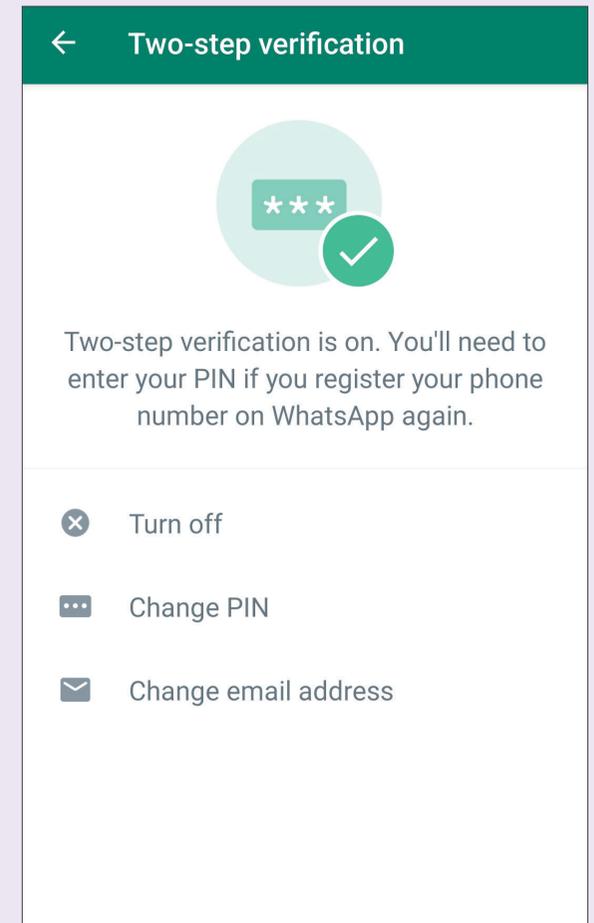
Go to **"Account"** under **"Settings"** and select **"Two-step verification"**.

2 Turn on Two-step verification



Tap on **"Turn on"** and follow the in-app instructions to create a 6-digit PIN. (Optional) Add an email so you can reset your PIN if you forget it. Tap on **"Skip"** if you do not want to add an email.

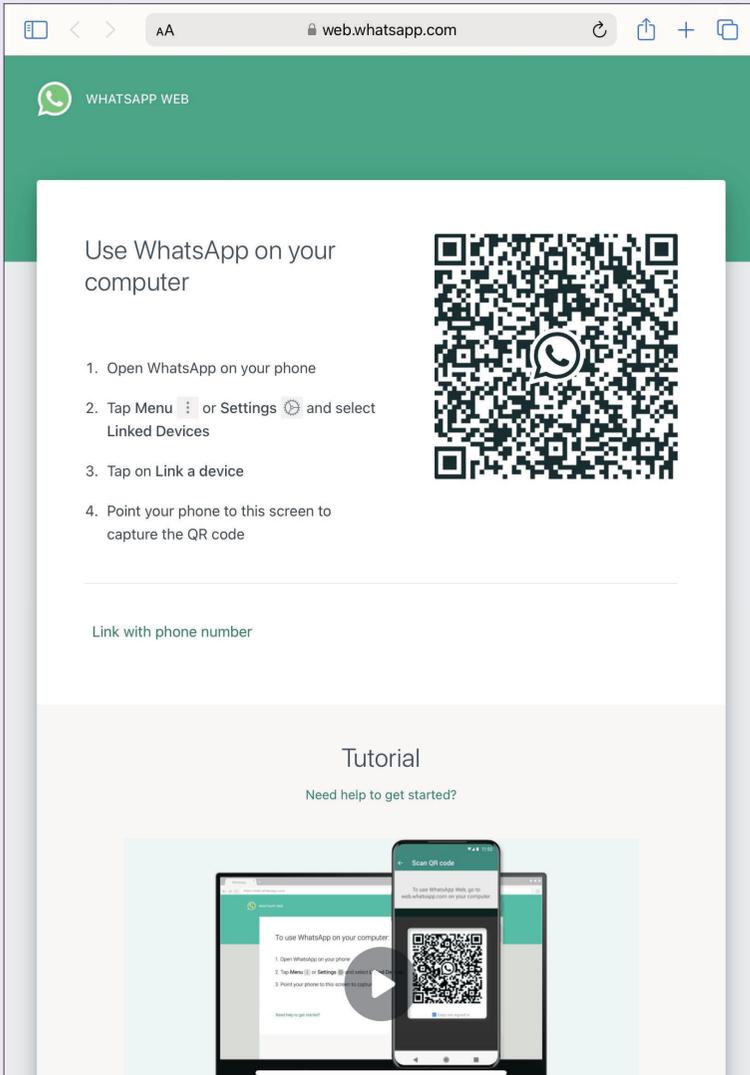
3 Two-step verification Activated



Tap on **"Done"** and your Two-step verification is on.

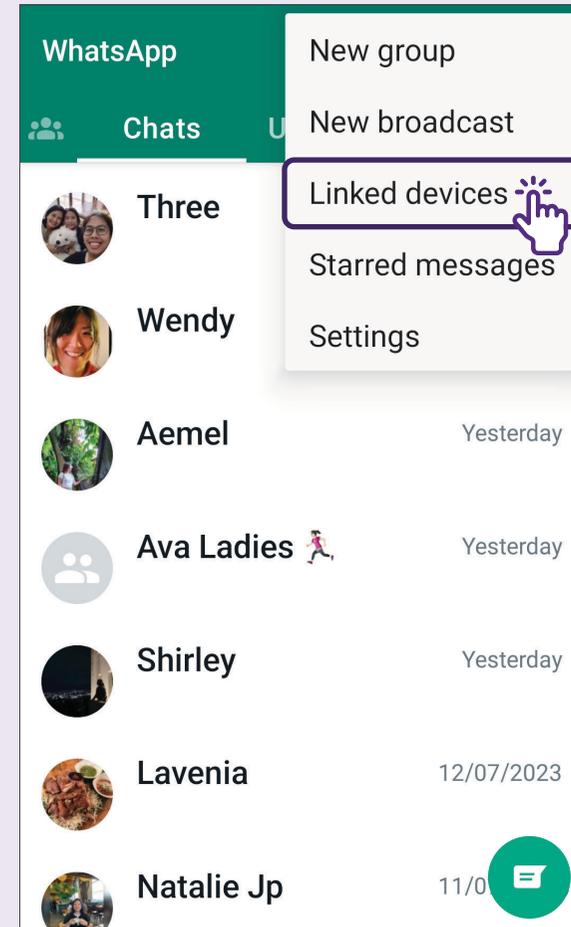
WhatsApp on iPad

1 Open Safari on iPad



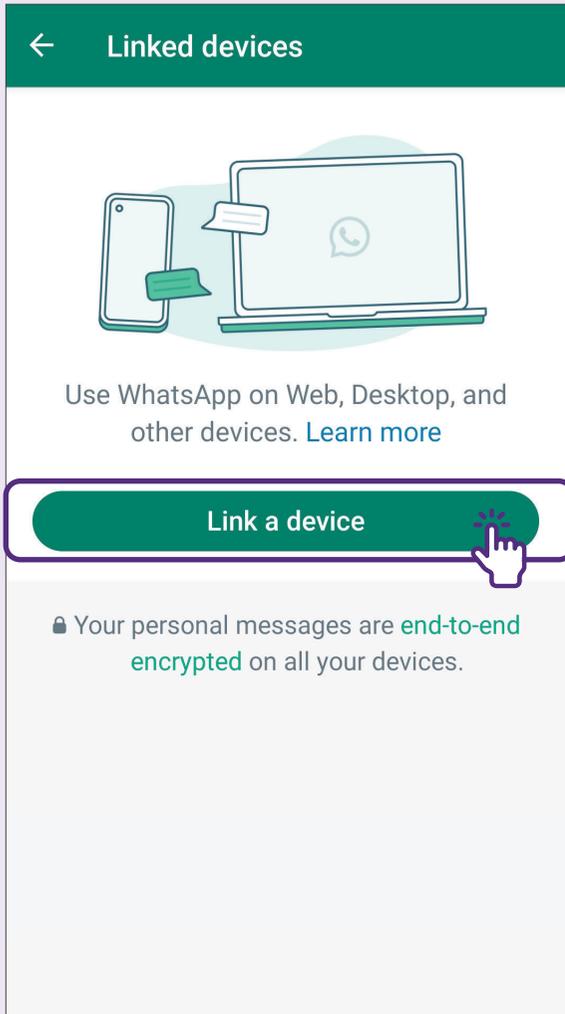
Tap to open Safari on your iPad and head to web.whatsapp.com.

2 Select Linked devices



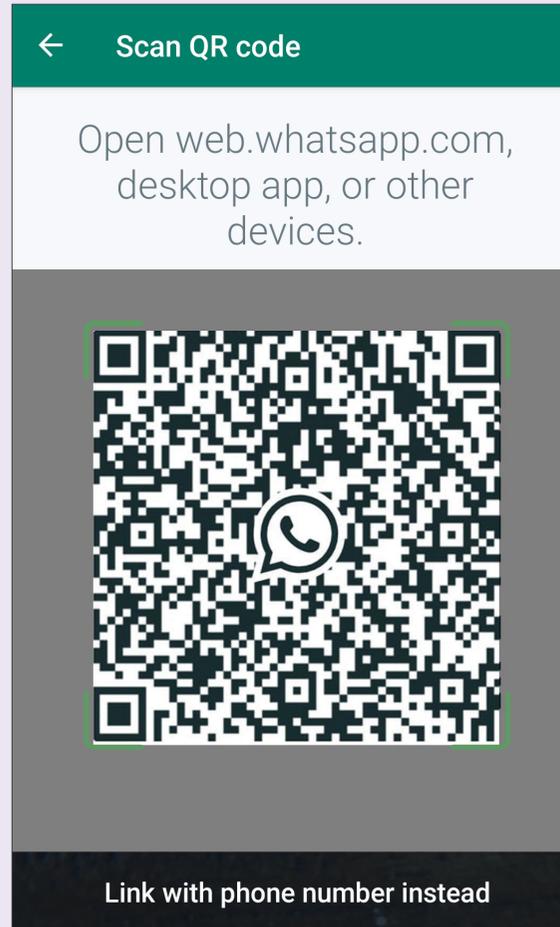
Open WhatsApp on your Smartphone (iOS/Android) and tap on menu. Select **“Linked devices”**.

3 Tap on Link a device



Tap on **"Link a device"**.

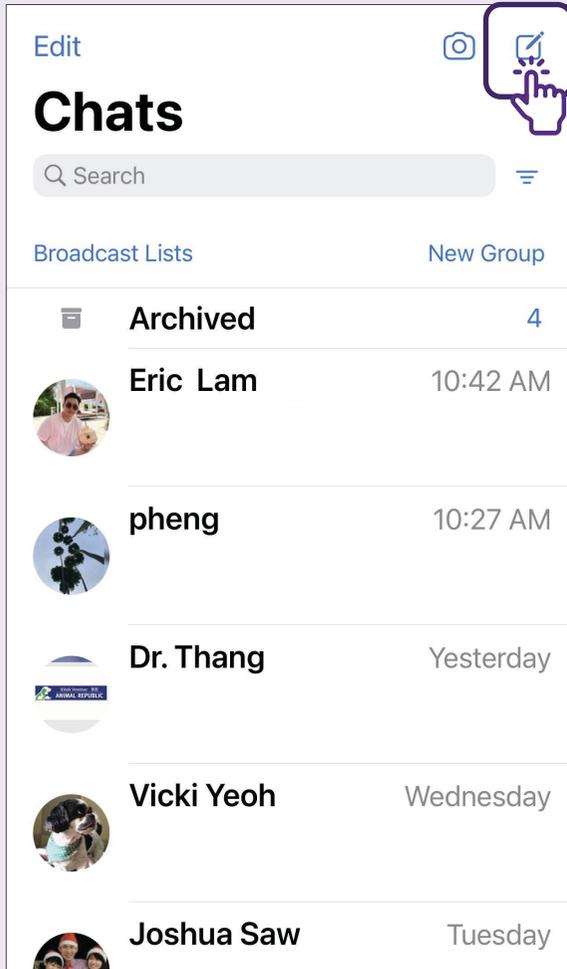
4 Scan QR Code



Scan the QR code on iPad to pair with the Smartphone and you can start using WhatsApp on your iPad.

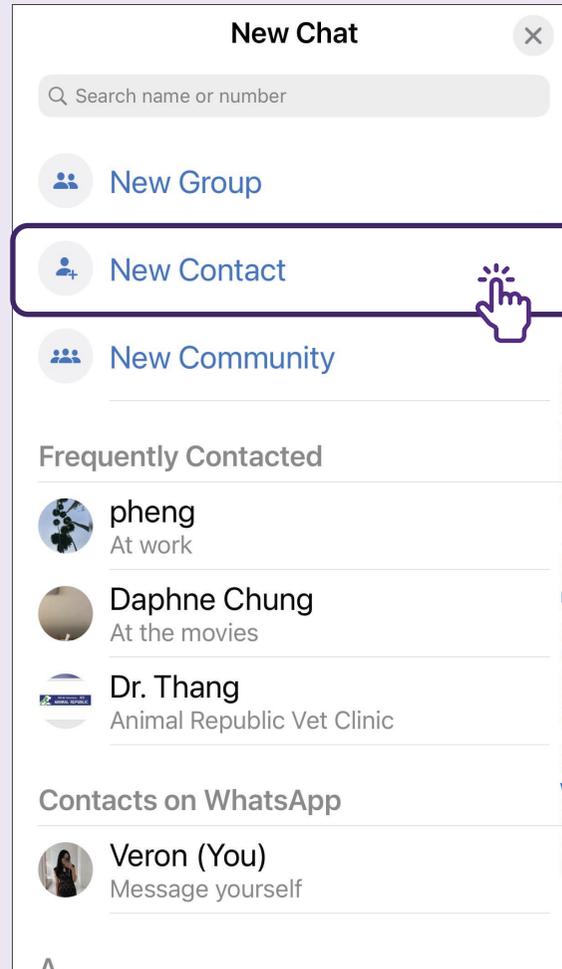
Add Contacts – via WhatsApp (Apple iOS)

1 Add Contacts



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

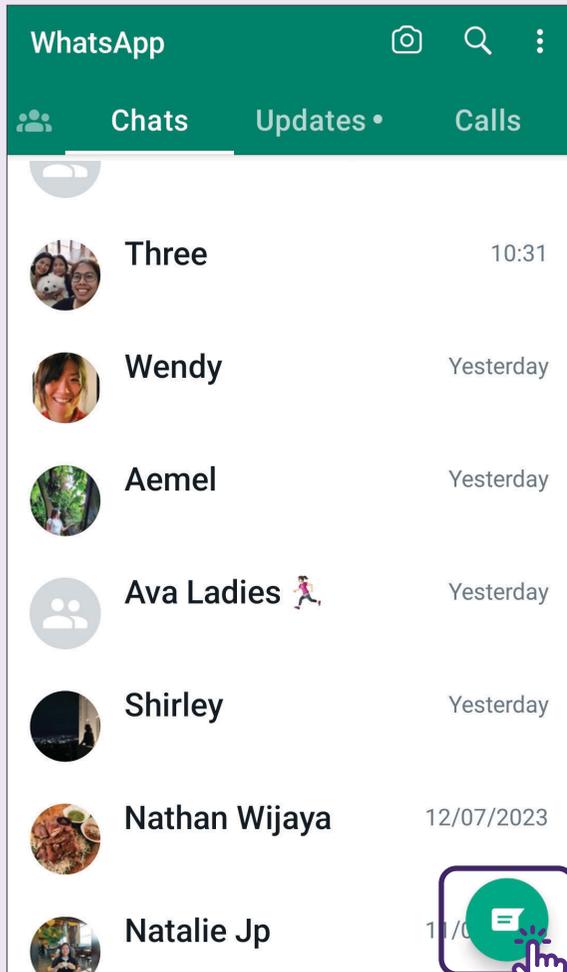
2 Select New Contact



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

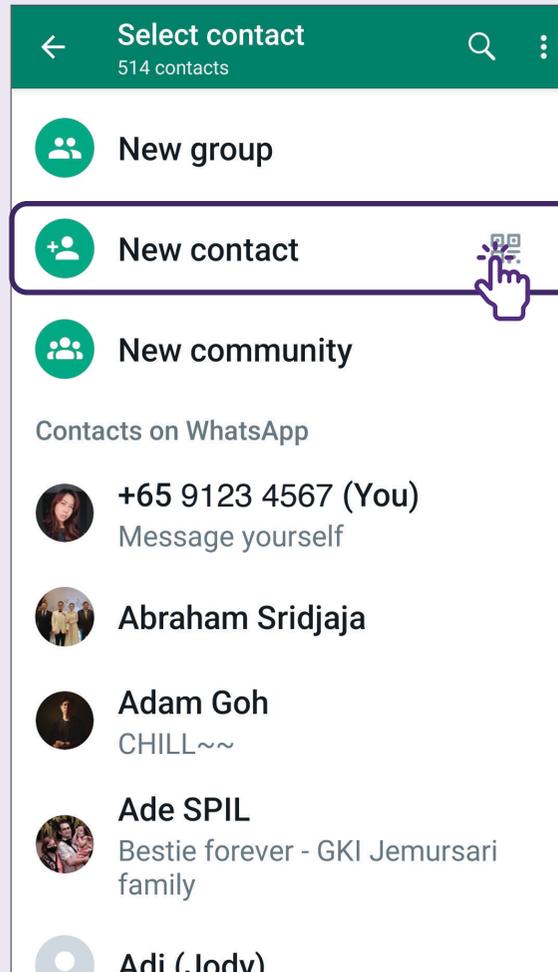
Add Contacts – via WhatsApp (Android)

1 Add Contacts



In WhatsApp chat, tap on "New chat" icon.

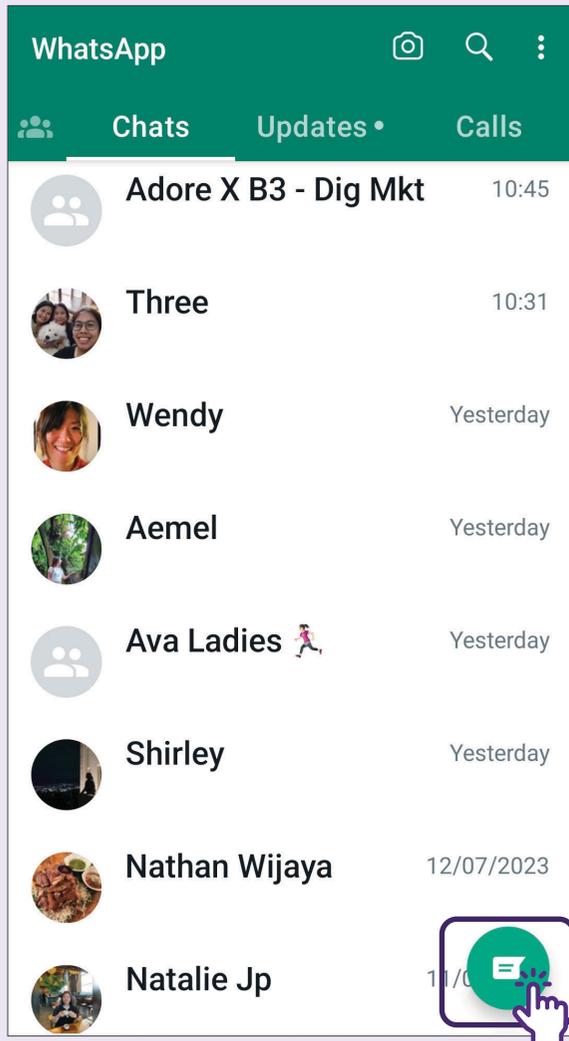
2 Select New contact



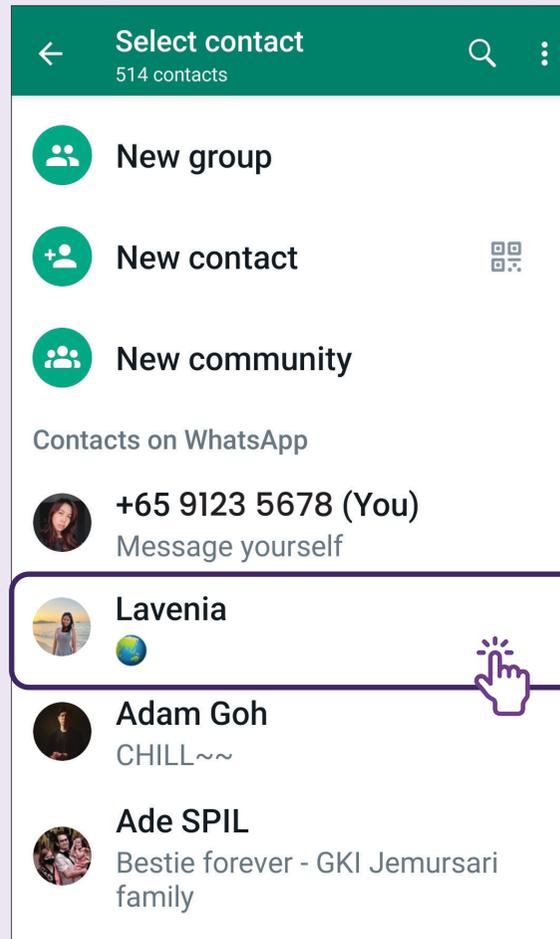
Select "New contact" and fill in the details. Tap on "Save".

Send a Message to an Individual

1 Tap on New chat icon to Start a New Chat

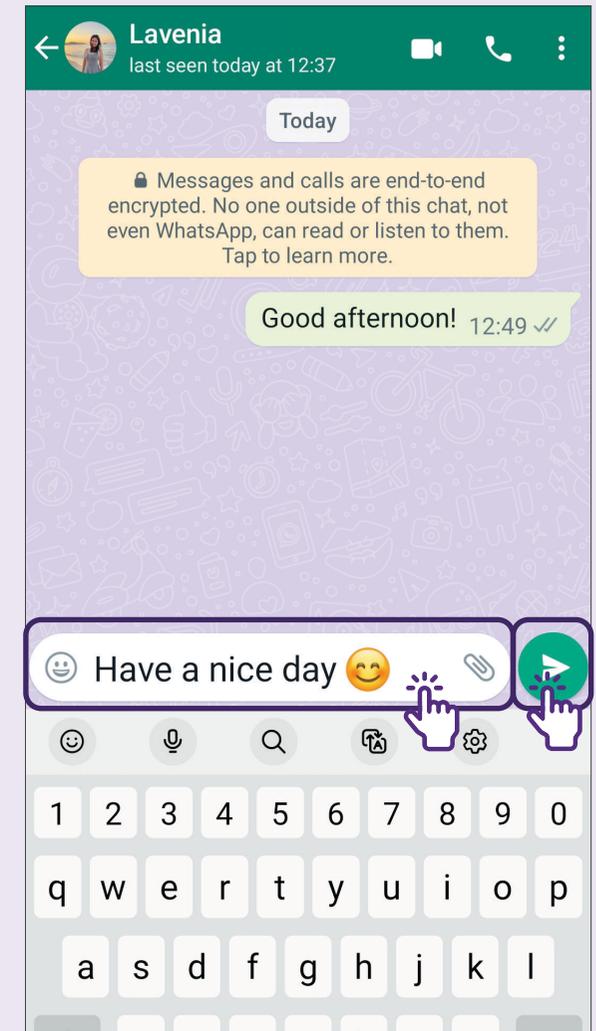


2 Select Contact



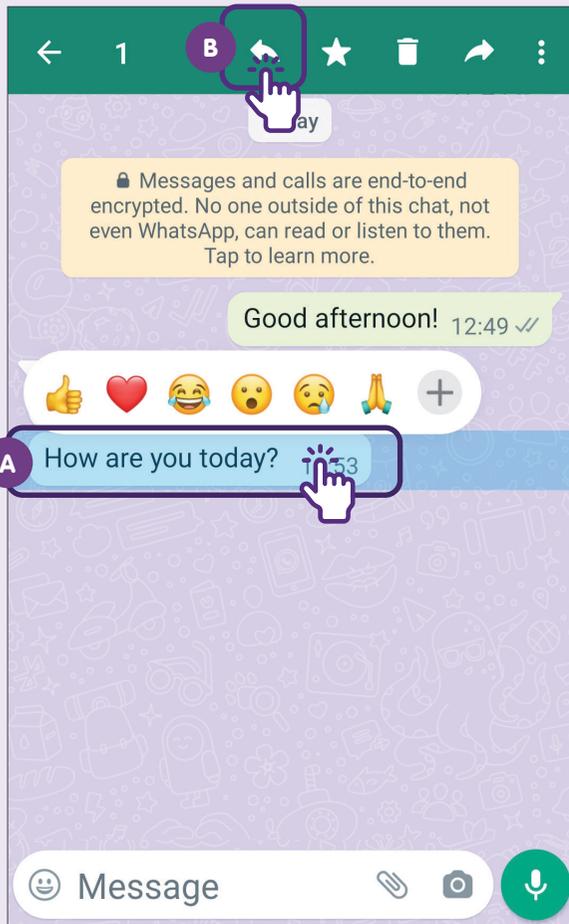
Alternatively, select an existing chat.

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



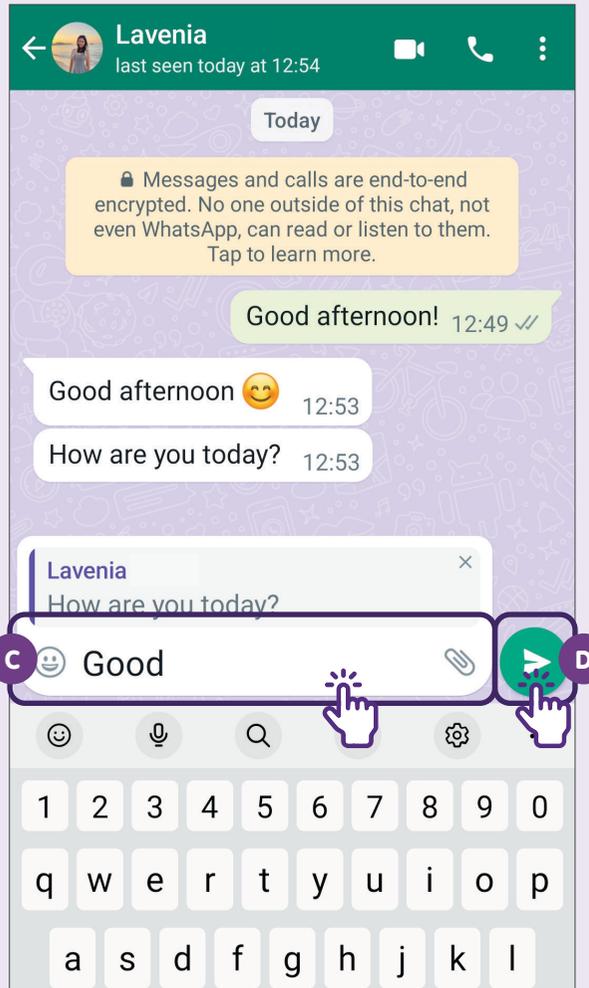
Reply to a Message

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



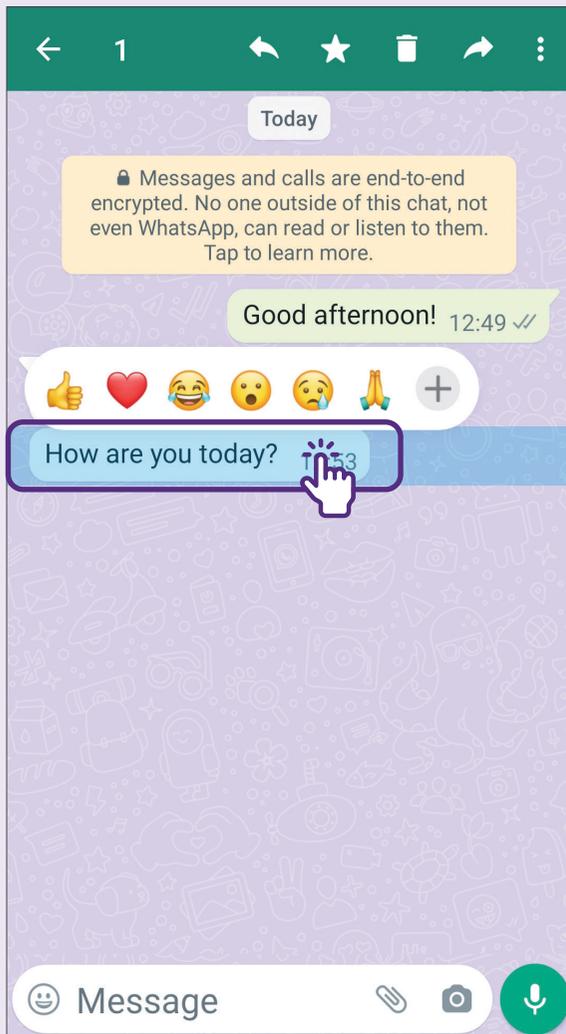
To reply to a specific message.

- 2 Tap and Type in Message Box. Tap on Send icon.

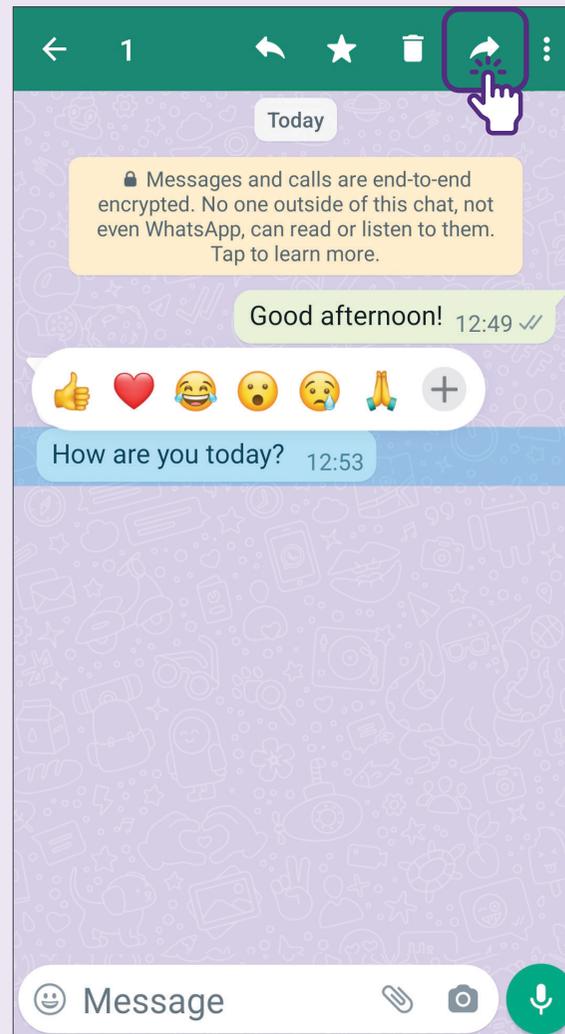


Forward a Message

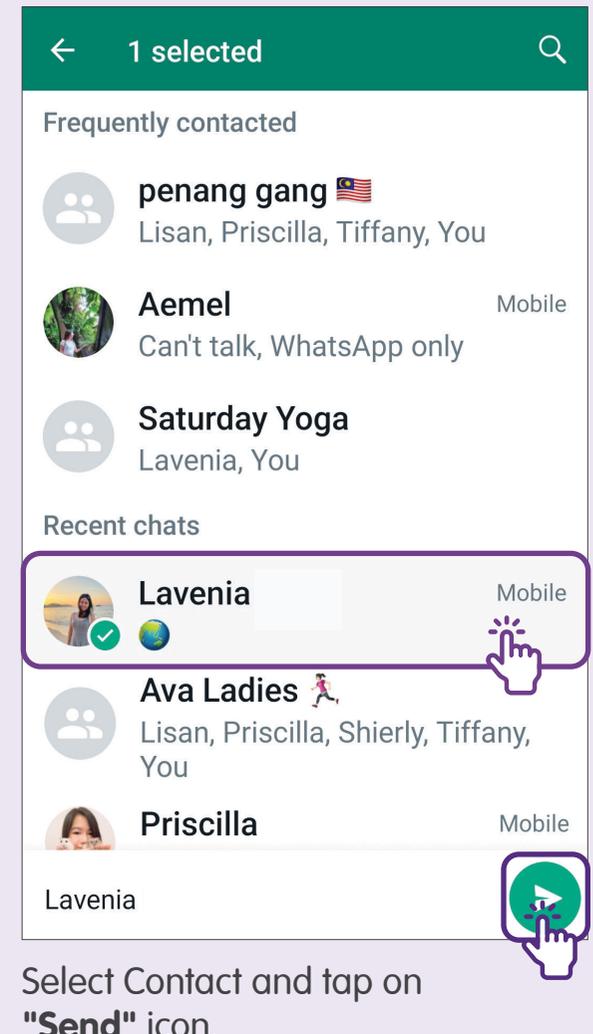
1 Tap and Hold on the Message



2 Tap on Forward icon



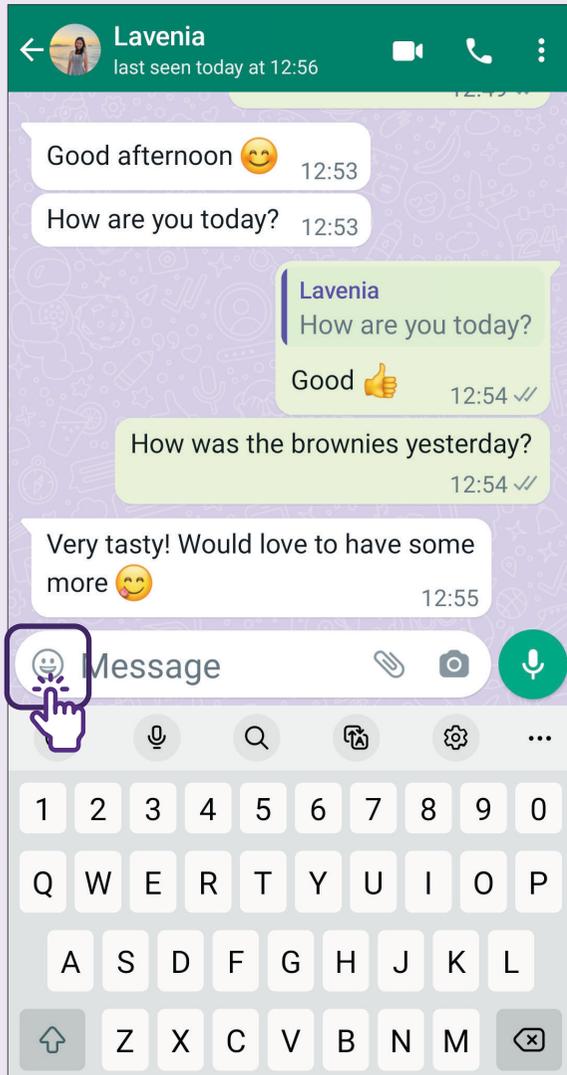
3 Select Contact



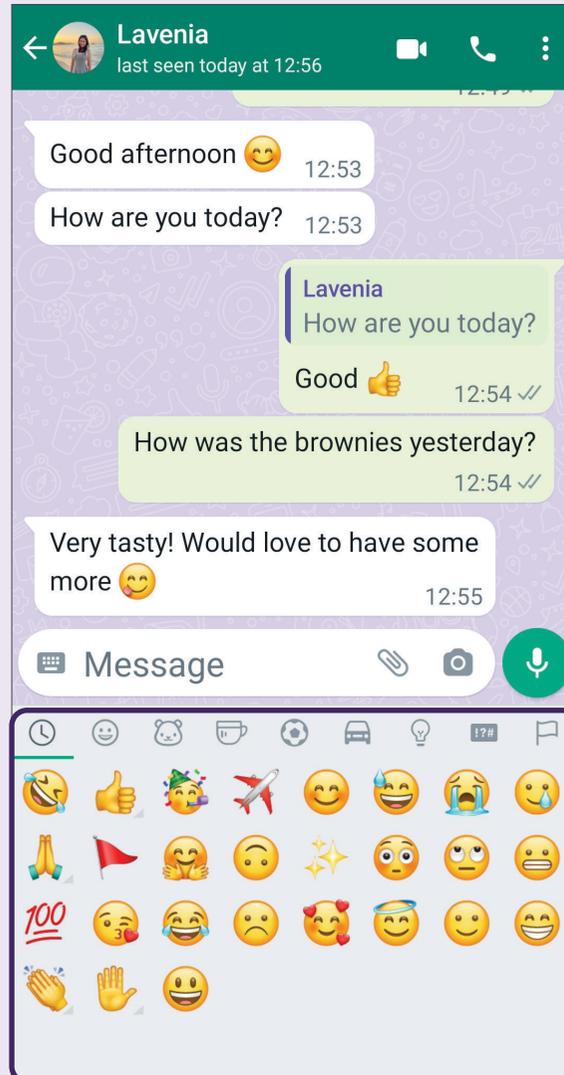
Select Contact and tap on "Send" icon.

Send Emojis

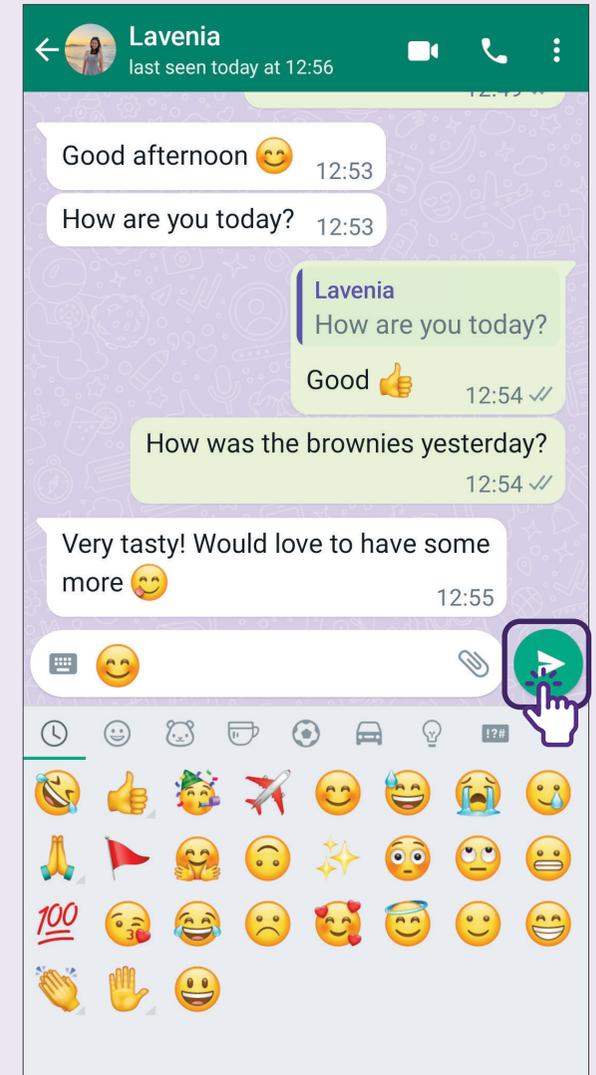
1 Tap on Smiley icon



2 Select Emojis

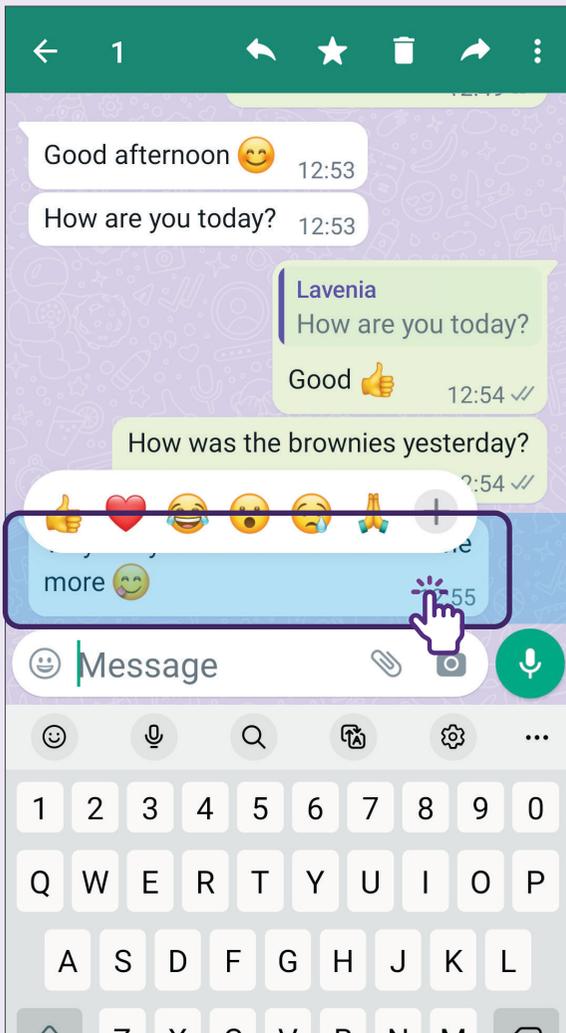


3 Tap on Send icon

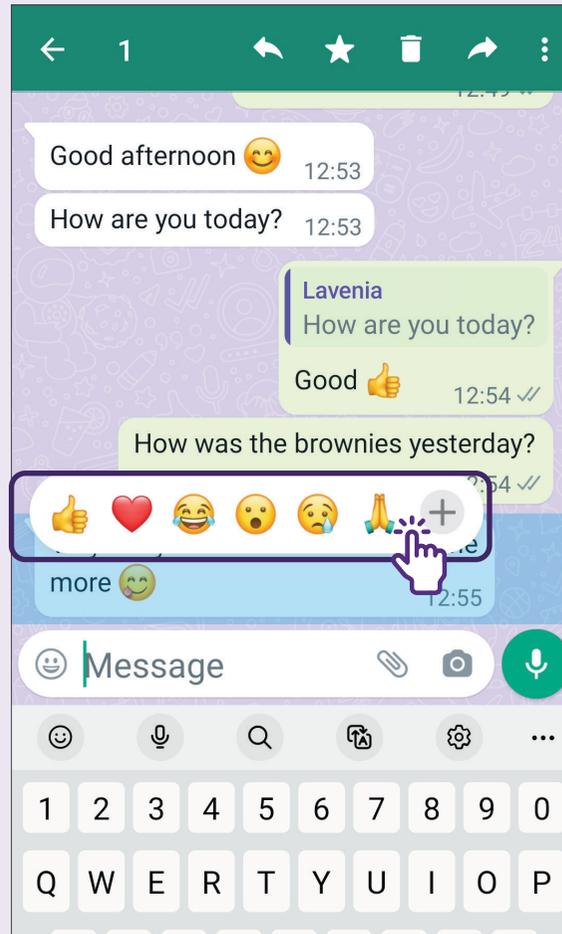


Give a Reaction to a Message

1 Tap and Hold on the Message

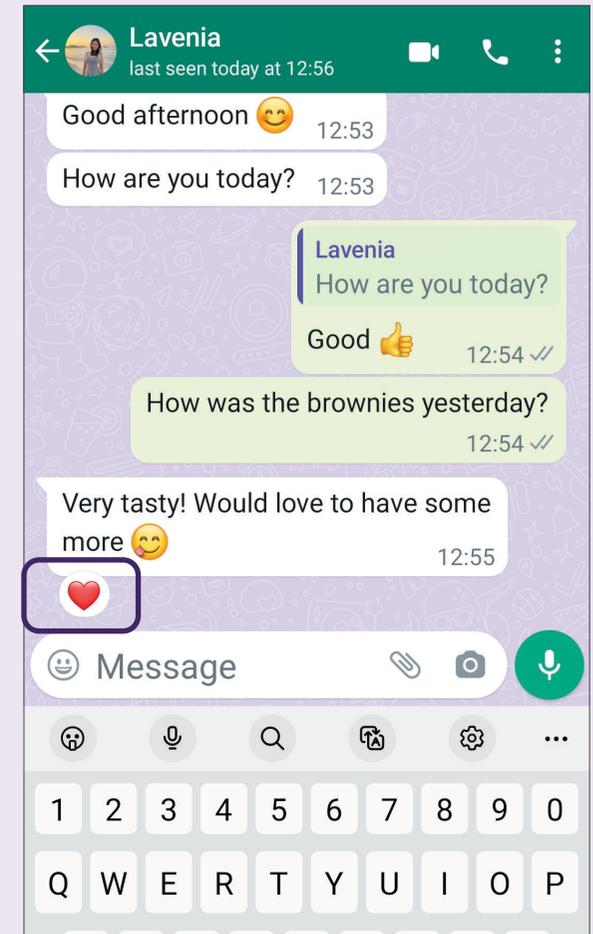


2 Select an Emoji



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

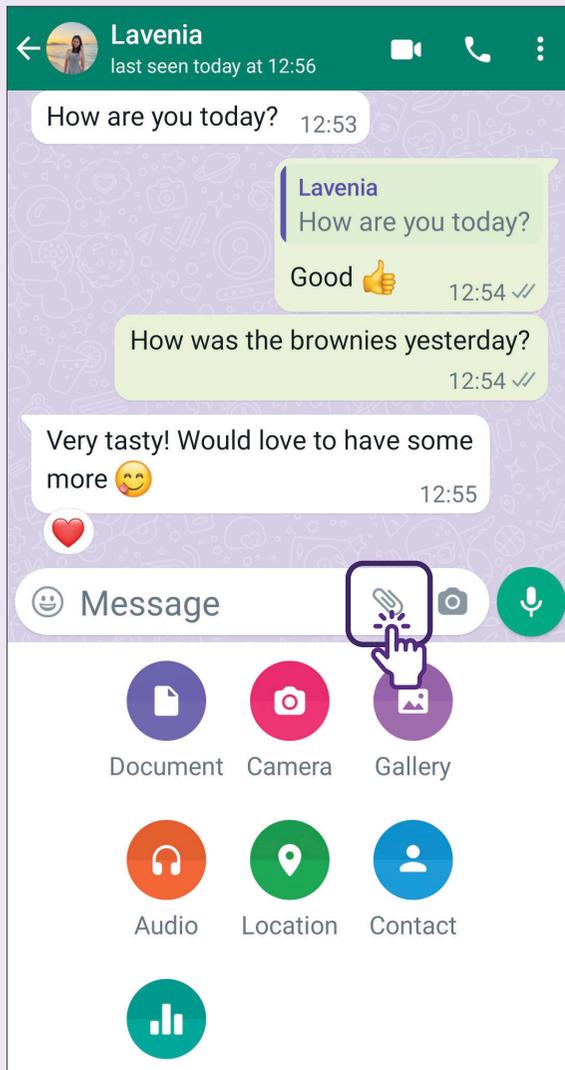
3 Reacted Emoji



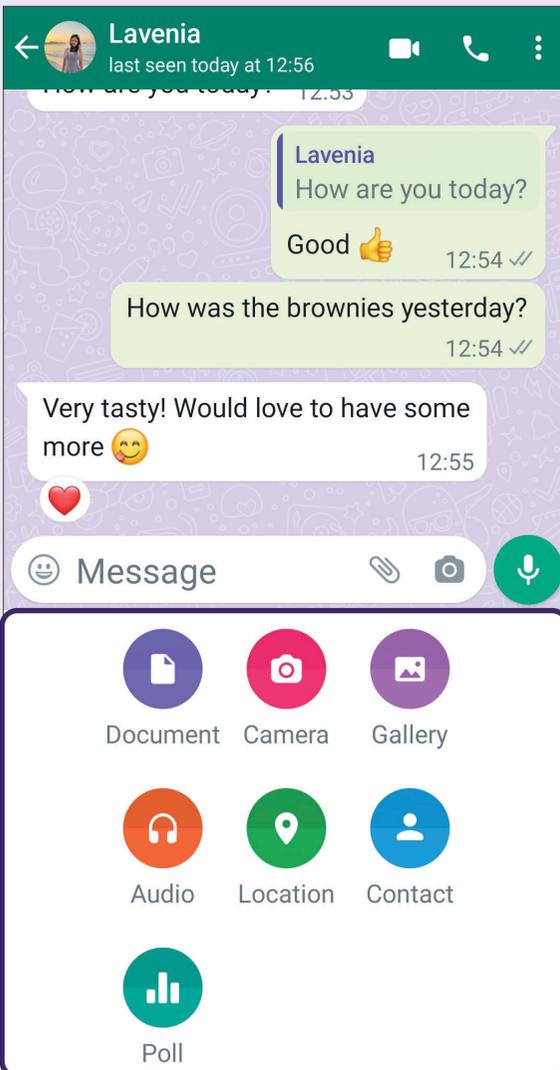
The emoji will appear below the message.

Share Attachments

1 Tap on Paperclip icon

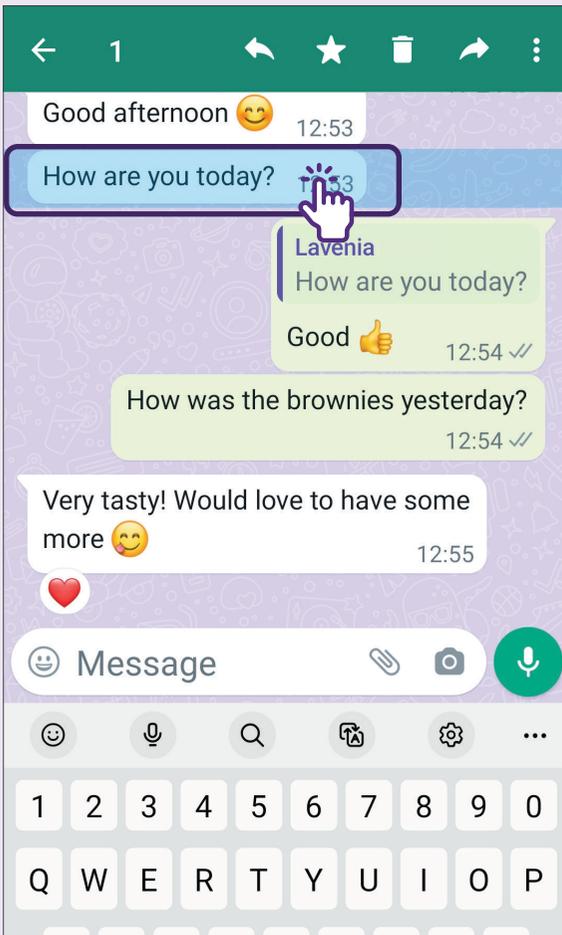


2 Select Attachment Type



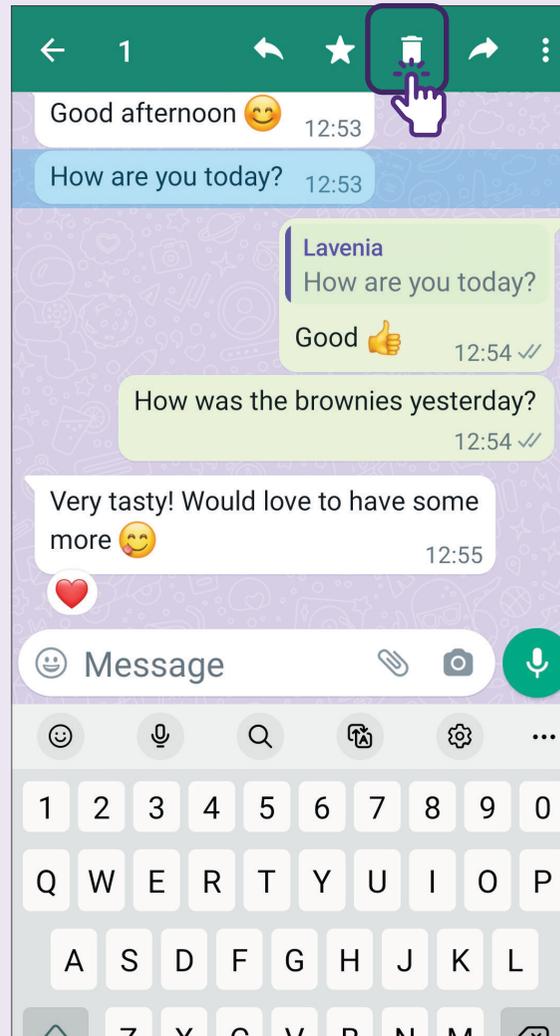
Delete a Message

1 Tap and Hold on the Message

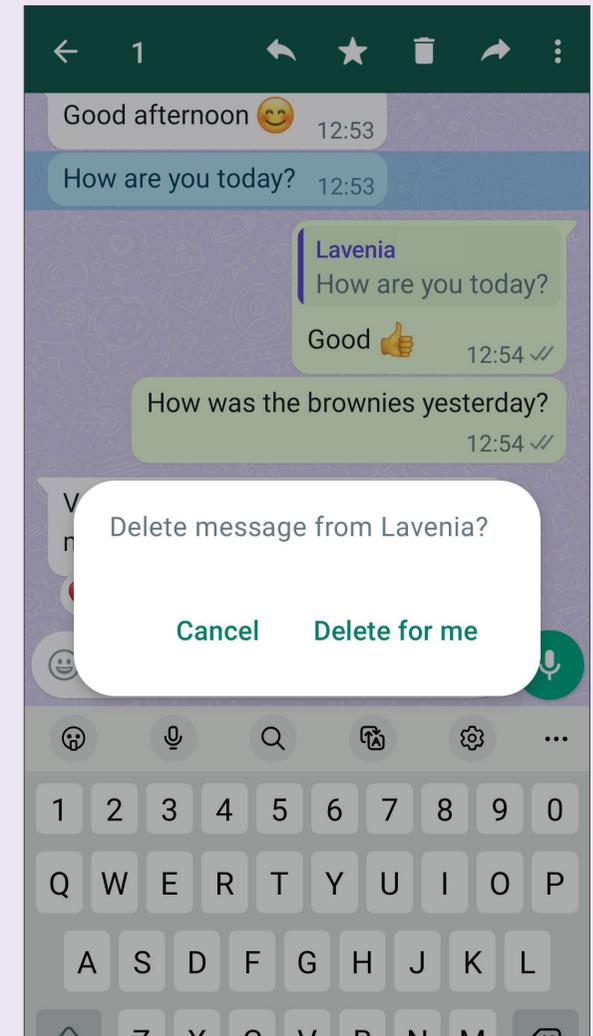


Tap and hold on the message you wish to delete.

2 Tap on Trash bin icon

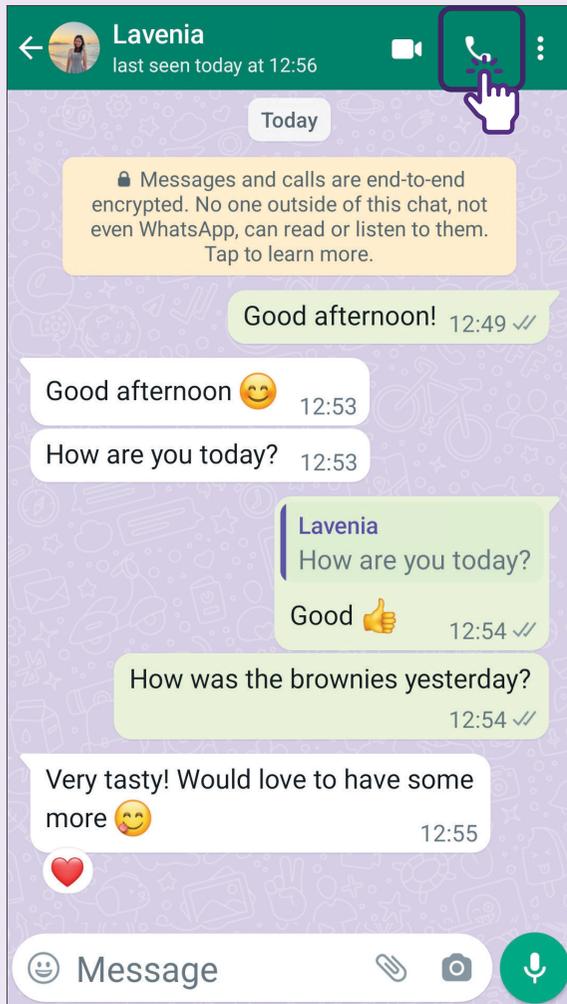


3 Delete a Message



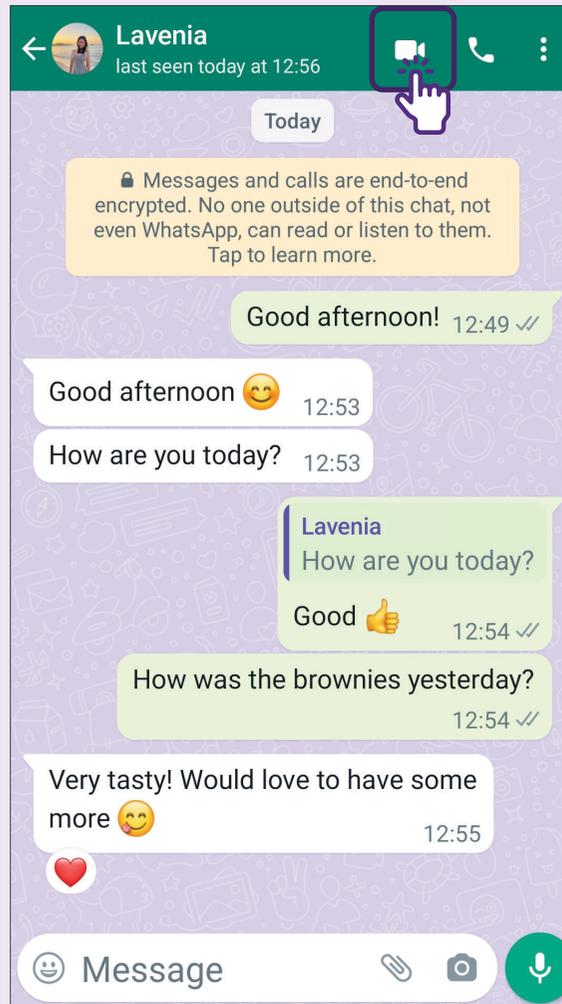
Use Audio and Video Tools

1 Make a Voice Call



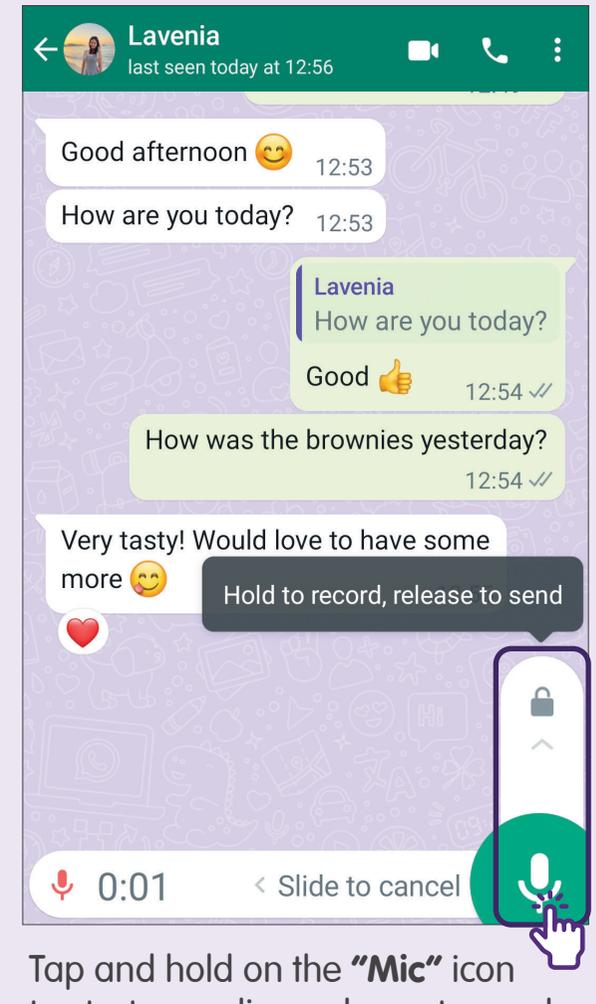
Tap on **"Phone"** icon.

2 Make a Video Call



Tap on **"Video"** icon.

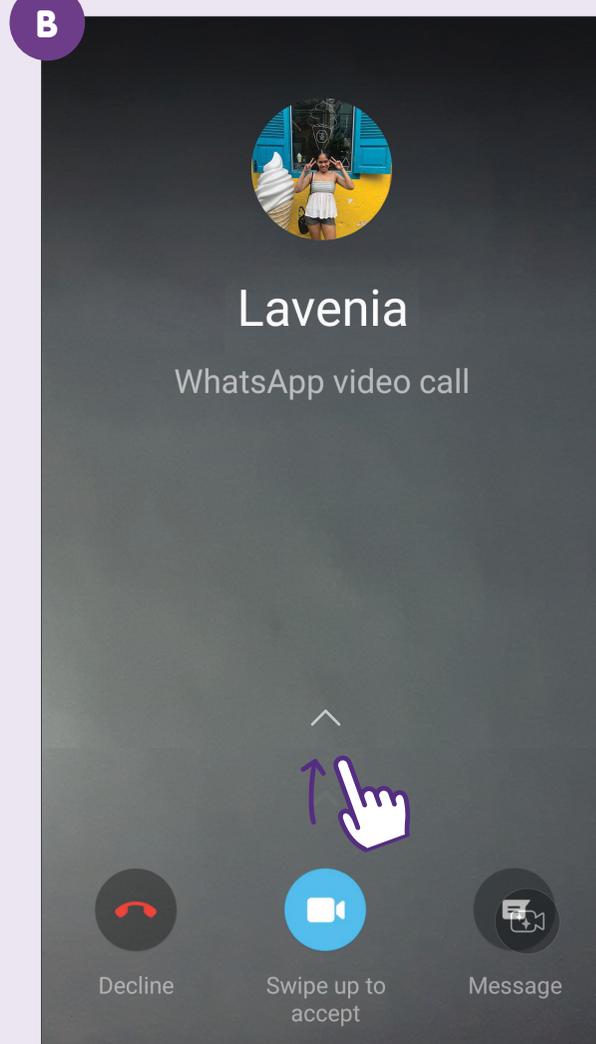
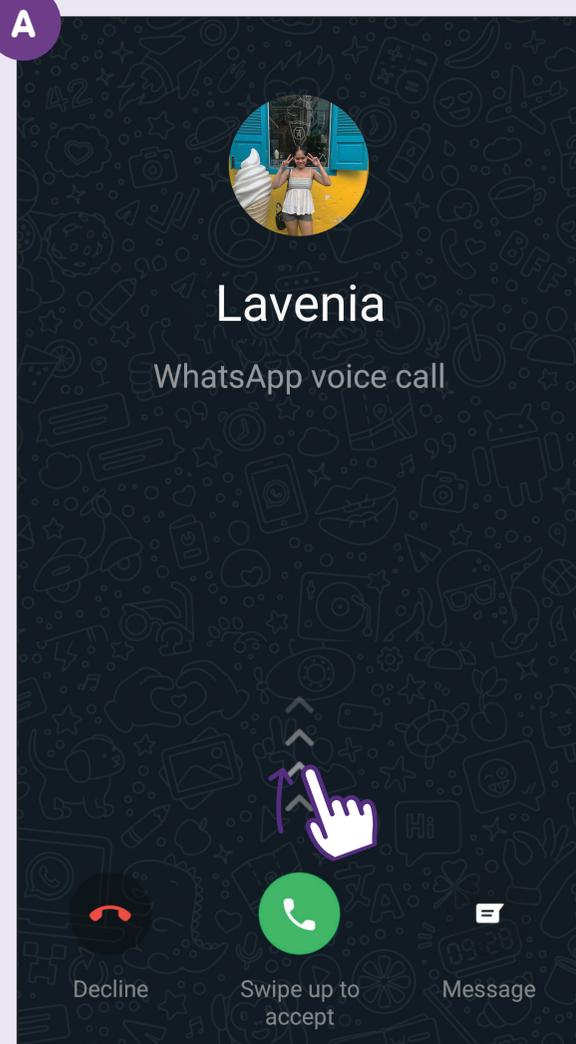
3 Send a Voice Message



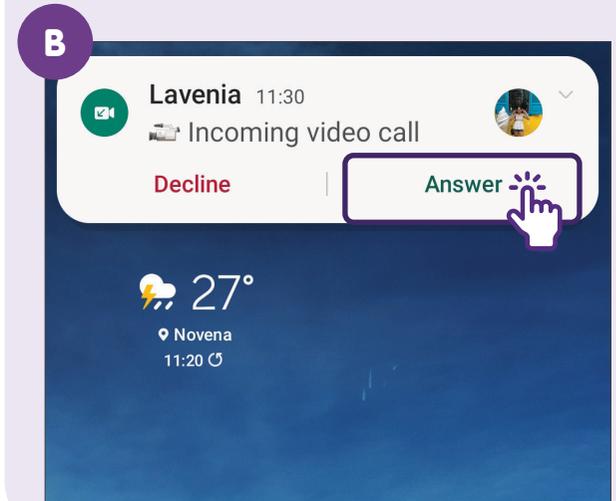
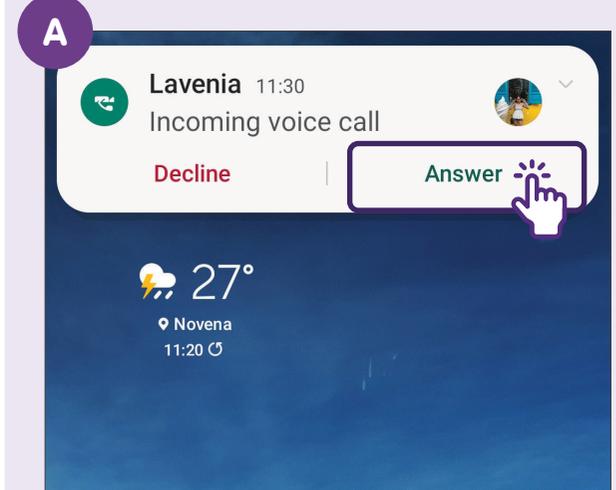
Tap and hold on the **"Mic"** icon to start recording, release to send the voice message.

Pick up Voice and Video Calls

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

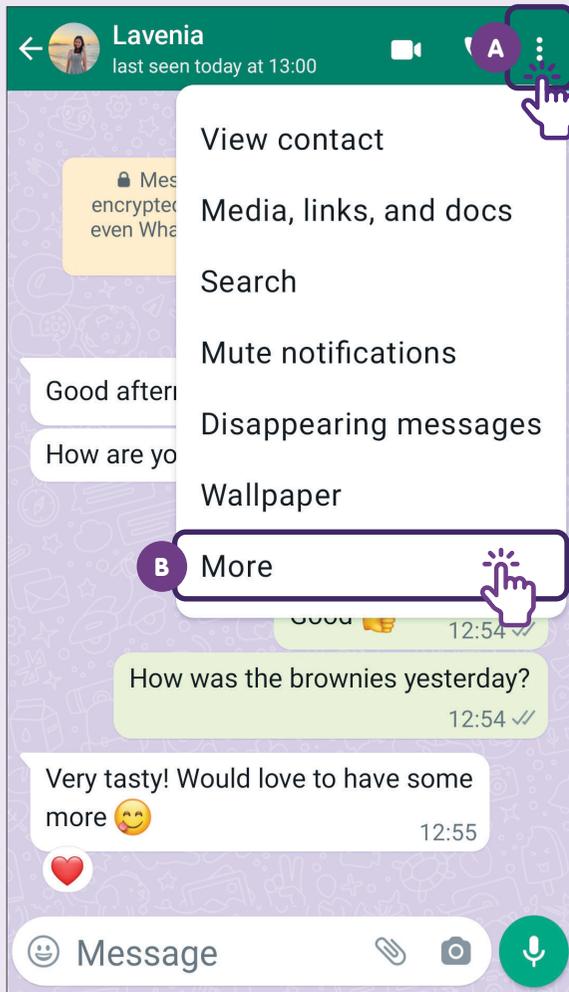


2 Answer Voice or Video Calls when Mobile Device is Unlocked



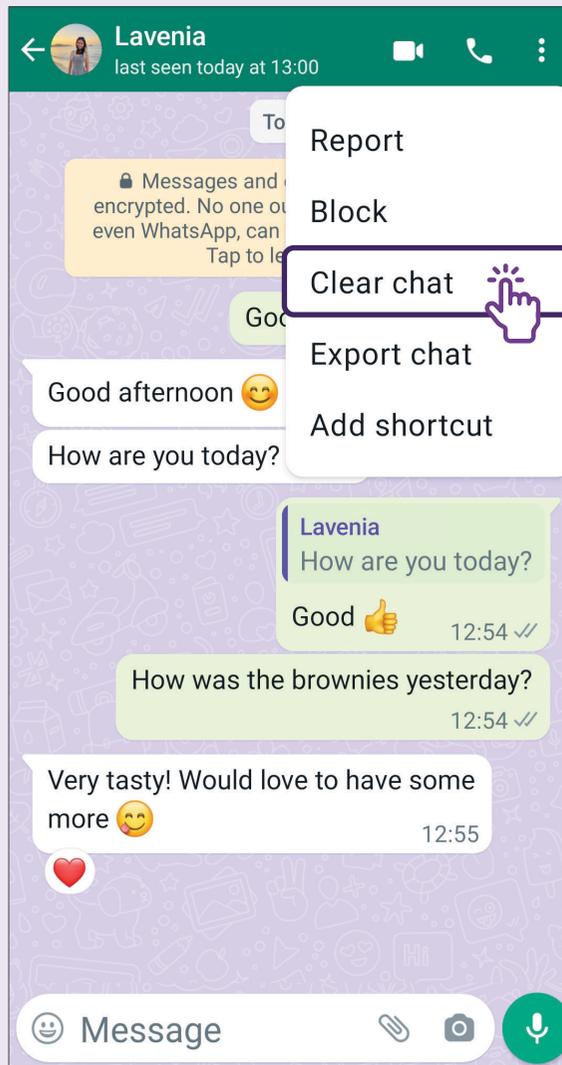
Delete Chat

1 Tap on the 3-dots Menu

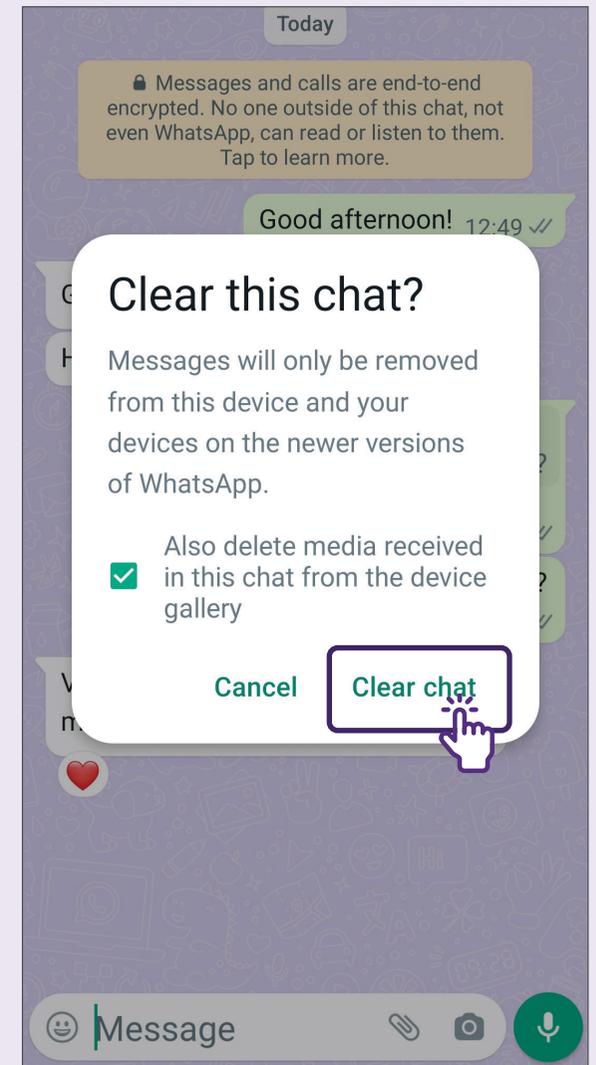


Select **"More"**.

2 Select Clear chat

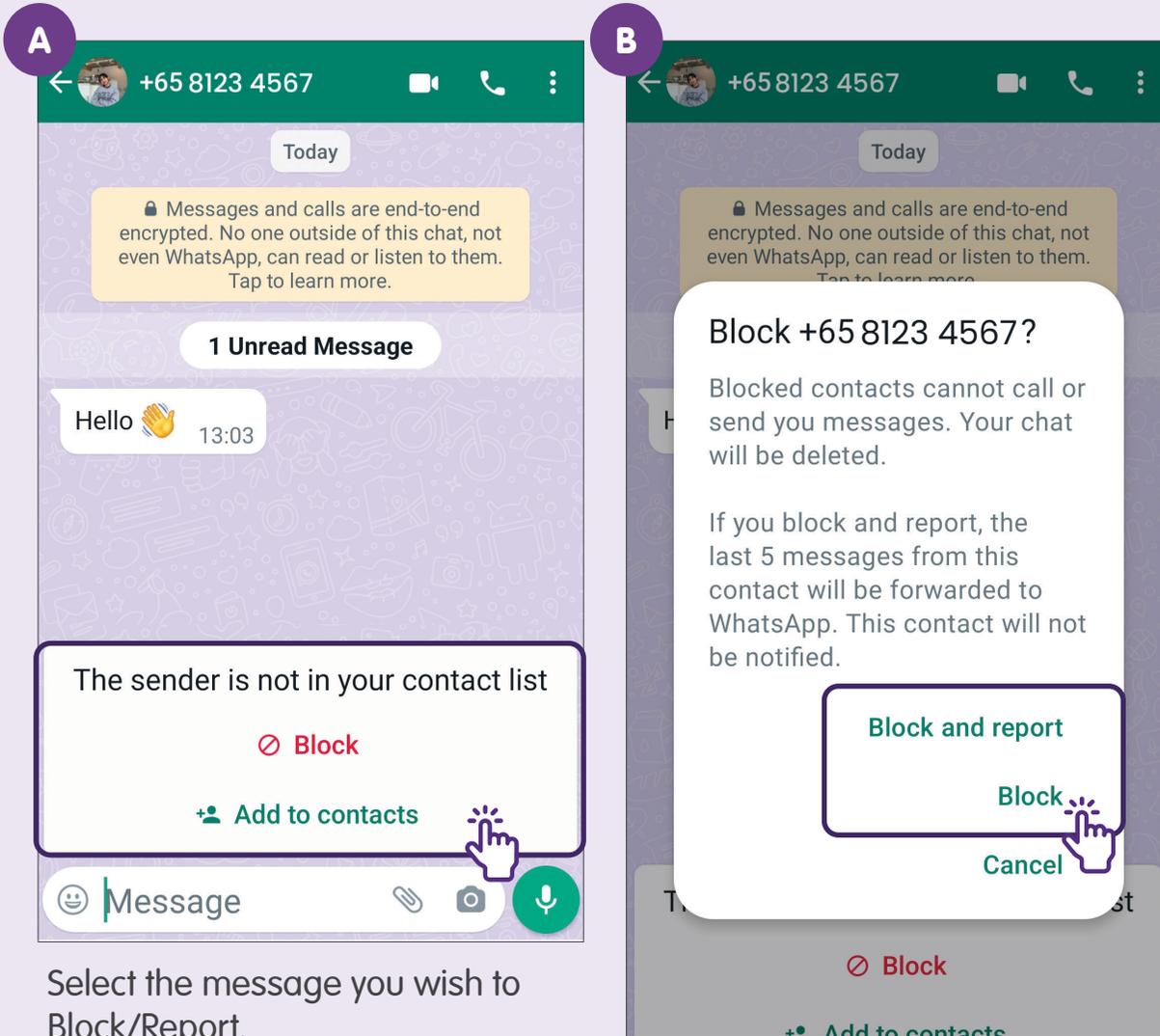


3 Tap on Clear chat



Block and Report Chat

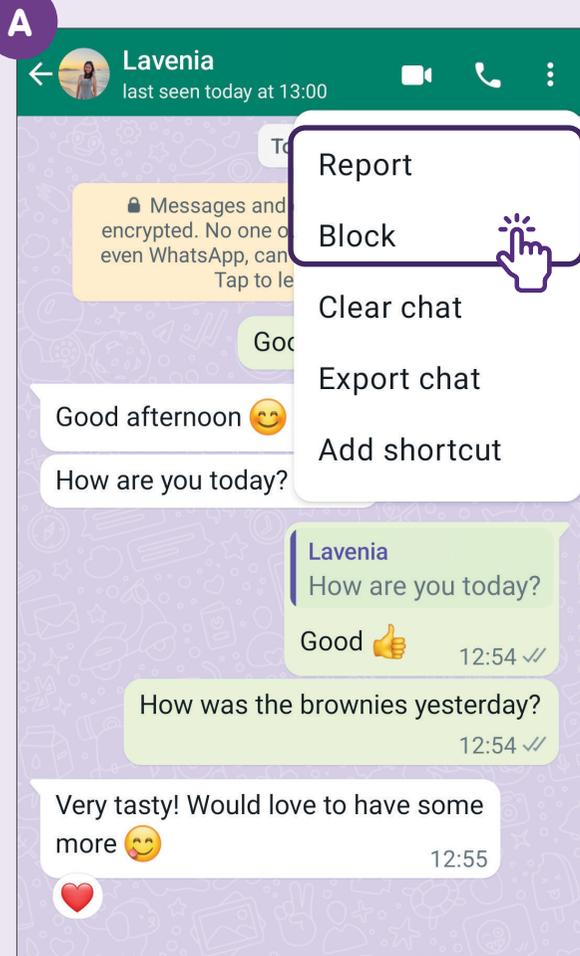
1 Block/Report Sender NOT in Your Contact List



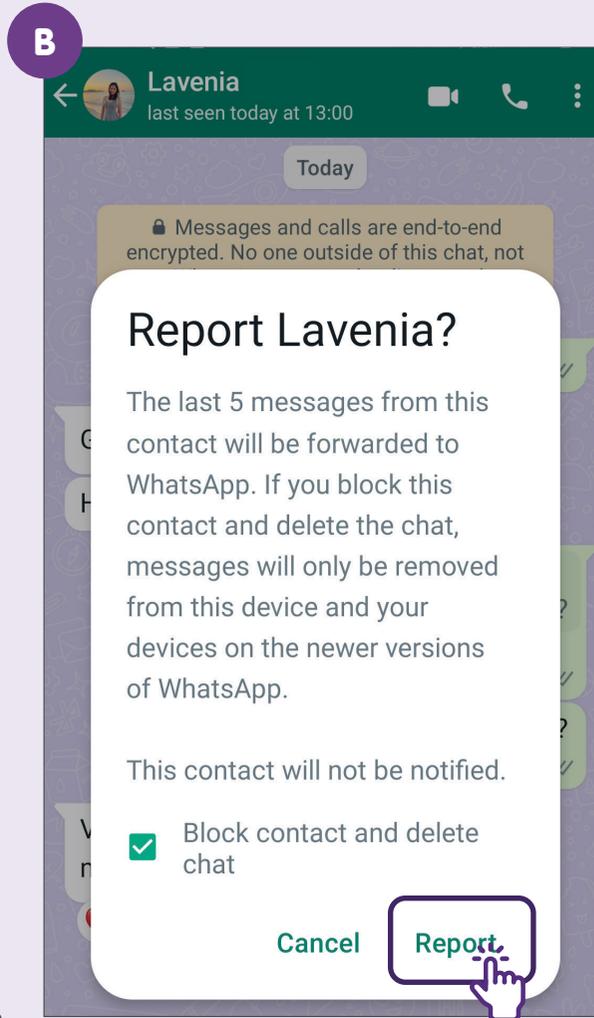
Tap on **“Block”** to prevent contact from calling/sending you messages and your chat will be deleted from WhatsApp.

Tap on **“Block and report”** to forward the last 5 messages to Whatsapp for review and the contact will automatically be blocked after.

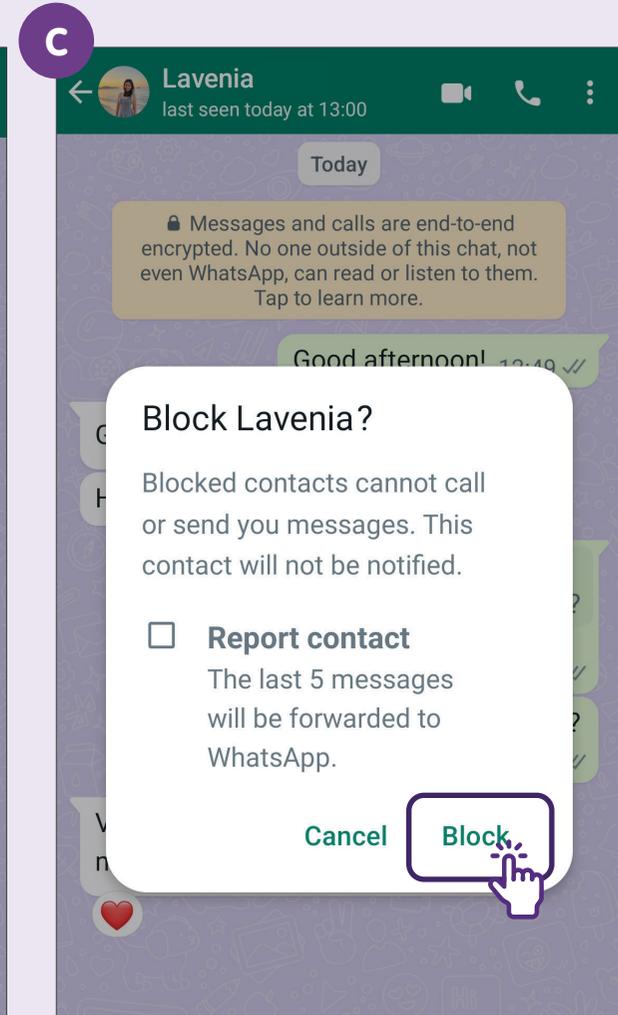
2 Block/Report Sender IN Your Contact List



Tap on the 3-dots menu, then tap on **"More"**. Select **"Report"** or **"Block"**.



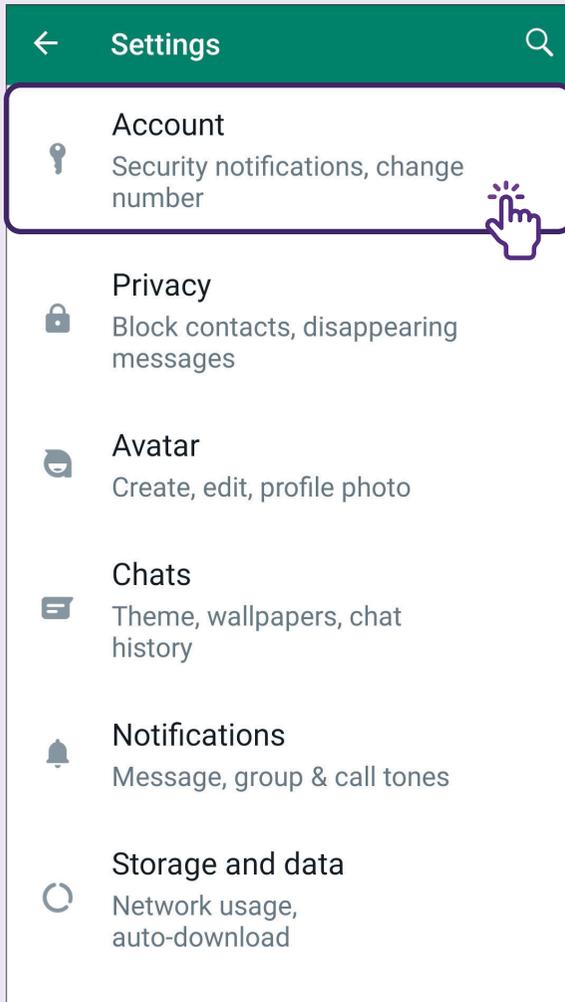
Tap on **"Report"**.



Or tap on **"Block"**.

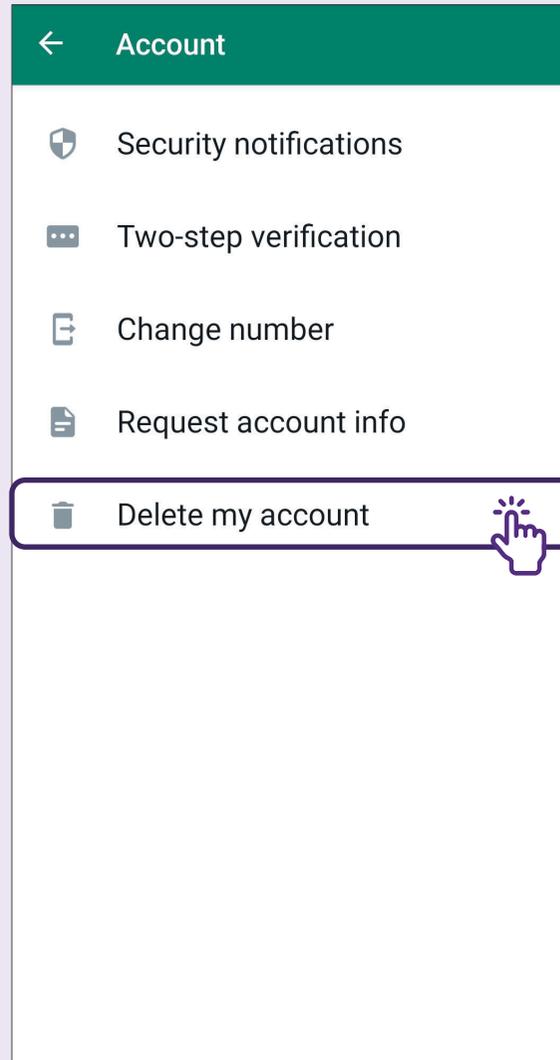
Delete Account

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.

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

IMDA Contact Centre

+65 6377 3800
info@imda.gov.sg

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