

# Digital Matters

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A guide to technology for adults  
improving their literacy, numeracy  
and digital skills





## Acknowledgements

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While every effort has been made to ensure that the information contained in this book is accurate, the National Adult Literacy Agency (NALA) accepts no legal responsibility for any errors and omissions.



## Introduction

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy and numeracy needs to take part fully in society and to have access to learning opportunities that meet their needs. NALA membership is open to all people and organisations that are interested or involved in adult literacy. If you would like to join NALA as a member you can find out more on our website: [www.nala.ie/become-a-member/](http://www.nala.ie/become-a-member/)

NALA has created this Digital Matters guide for adults who want to improve their literacy, numeracy and digital skills. It brings together information on digital matters such as using computers and phones. The guide has practical information on how to search the Internet and how to download applications (apps) to your smartphone. It also has information on podcasts as they are a great way to learn, especially if you learn by listening.

In 2020, the COVID-19 pandemic reminded us of the importance of social contact and taking care of each other. Using technology is not the same as meeting people in person, but it has helped many people to keep in touch and feel less isolated. It is also empowering to find information that you are looking for, yourself. When going online, we all have to be wise, check sources of information and be kind and treat others well.

### Using technology

NALA recommends that you talk to family and friends about technology and find out what works best for you. The digital world is constantly changing and apps, social media platforms and programmes go in and out of fashion. Do not be afraid to ask people to help you and there is assistance out there from a range of organisations. To improve your skills you can:

- Attend computer classes in your local adult learning centre (delivered by the 16 Education and Training Boards around the country),
- Learn with NALA online or over the telephone with our Tutoring Service,
- Attend a course in your local library – check with them for details, and
- Learn with organisations like Age Action who help people over the age of 55 years to improve their skills.

We have included a list of useful websites on pages 59-61. You can also contact the NALA Freephone **1 800 20 20 65** or text **LEARN** to **50050** for help and advice.

## Using this Digital Matters guide

When using technology we also recommend that you are patient! Remember not all phones, tablets and computers are the same. The icons (little pictures) for an app may be different on your device from what is in this guide.

One useful way of thinking is “Do I think this feature is on my phone, or laptop, or computer?” If your answer is yes, you could always ask another person to help you find it or go to the relevant section in this guide for some tips.

We hope this guide will help you on your way and support you in using technology. We use the following symbols in this guide. This is so you can see what is coming next: a writing exercise, a link to information or a video.



Writing  
exercise



Useful information  
or guide



Video guide  
or instructions

If you need help with this guide, or with reading, writing, maths or digital literacy, contact NALA and we can help.

Call us on Freephone **1 800 20 20 65** or text **LEARN** to **50050**.

We're here from **9.30am** to **5pm**, Monday - Friday.

We will talk to you about your learning options. You can study online or work with a tutor over the phone. We can also refer you to your local adult literacy centre. It's free and you decide what, where and how you want to learn.

## Being wise online

This chapter will help you to consider what type of information you are hearing or reading about online. We need to keep questioning, and to stop, think and check information before we share.



In 2020, with COVID-19, we saw that information can be a life-saver, when it's true. We also saw that wrong information doesn't help anyone and can even make things worse. We know that we cannot believe every piece of information we read or hear.

That's why we must use our critical thinking skills to question the information, get the facts and check the sources.

**Critical thinking** is where you question ideas and assumptions rather than accept everything at face value. You see whether ideas, arguments and findings represent the full picture. To become more critical, try and be open to finding out that what you have just read might not be the entire picture.



### Video on being clued in online

NALA held a webinar for adult literacy students in October 2020 on the topic of being clued in online. You can watch it at this link: <https://youtu.be/PN6jWi5CZjQ>

### Be media smart

From this

...

To this



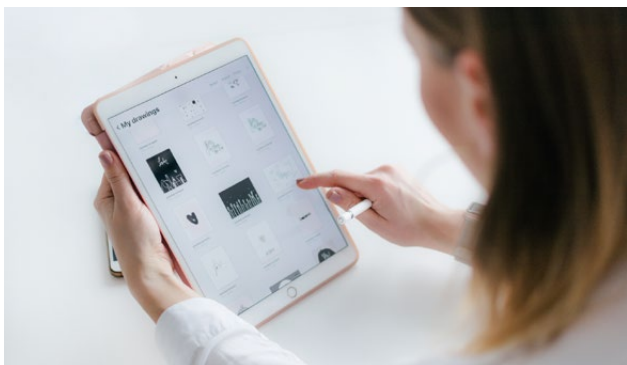
More information from Media Literacy Ireland at [www.bemediasmart.ie](http://www.bemediasmart.ie)



## Different types of information

How would you explain news and information?

What's the difference between misinformation and disinformation?



Here are some definitions to describe what you read or hear.



### Information

News or knowledge received or given. Examples of information are text, videos and images.



### Fact

A piece of true information.



### Opinion

A view or judgment formed about something, not necessarily based on fact or knowledge.



### Misinformation

Information that is wrong, not complete or is taken out of context.

**Fact!** Misinformation combines the prefix mis- (meaning 'wrong' or 'mistaken') with information.



### Disinformation

False information that is knowingly shared to cause confusion and harm.




Disinformation includes false, inaccurate, or misleading information that is designed, presented and promoted with the intention of causing public harm or for profit.

## How do you judge if information is true or false?

When you receive a piece of information online, you should not like, or share it, unless you know it is true, and from a trusted source. The following questions can help you think about this:








- **Where is the information coming from?** Is it from someone you know? Do they have a source for the information? For example, the Health Service Executive (HSE) website?
- **Do you trust where the information came from?** Are they just saying that the information came from someone they know? A lot of false news being spread right now is from people claiming that messages are from 'a friend' of theirs.
- **Have a look yourself.** You can do an online search and see if the information is being reported elsewhere on other websites you trust.
- Try and **get the whole story**, not just a headline. Some messages have vague information ("all the doctors at this hospital are convinced") and don't mention specific details or don't quote a real person. This is often, but not always, a sign that it may not be accurate.
- **See how you feel after reading it.** A lot of false messages are designed to make people feel panicked. They deliberately manipulate your feelings to make you more likely to share it. If you feel panicked, check it out and see if it really is true.
- **Does the information fit with what you value as important?** Is it how you see the world? Think about that before sharing on the information.
- Think also **what next steps or actions are called for**, if any? What would it do, or what are you asking people to do, if you pass it on?

### Remember to:

<b>Stop</b>	<b>Think</b>	<b>Check</b>
		







See [www.bemediasmart.ie](http://www.bemediasmart.ie) for more information.

## Common words and phrases about technology







Definitions of commonly used technology words		
<b>Anti-virus</b>		This is a programme (often already installed on your phone or computer) to protect your computer or phone from viruses (harmful infections).
<b>Assumptions</b>		Things that are taken for granted, but in fact might not be true.
<b>Bias</b>		Favouring one side or issue over another.
<b>Consent</b>		Giving permission for something to happen. For example, when you click into a website for the first time, it may ask do you give your consent to accept cookies or access your camera.
<b>Cookies</b>		Tiny files that are stored on your computer. When you go to a website you are often asked if you accept cookies. If you give your permission (consent), then the cookie will remember information about you.
<b>Critical thinking</b>		A way of thinking where you set out to understand what is going on. You don't accept all arguments and conclusions initially. Instead, you question, analyse and evaluate what you are hearing so you can form a reasonable opinion.
<b>Cyberbullying</b>		This is when someone uses technology to harass, threaten, embarrass or target another person. For example, posting a mean message on a Facebook page.



## Definitions of commonly used technology words

<b>Data</b>		Collection of facts, such as numbers, words, measurements or observations.
<b>Data protection</b>		Protecting your rights and privacy of data relating to you.
<b>Digital footprint</b>		Information about a person's online activities that exists on the Internet. It includes the websites you visited, emails you sent, posts you put up and information you submit to online services.
<b>Digital skills</b>		These are life skills where you have the knowledge, skills, confidence and behaviours to use digital devices and everyday technology. Everyday technology is changing all the time, but today includes smartphones, tablets, laptops and desktop computers.
<b>eLearning</b>		Electronic Learning involves using a computer or electronic device, for example a mobile phone, computer or tablet, to learn.
<b>Fake news</b>		A story, or article, meant to deliberately misinform the reader.

## Definitions of commonly used technology words

<b>GDPR</b>		<p>General Data Protection Regulation (GDPR) is a European law on data protection that came into force across the European Union (EU) on 25 May 2018. It gives all individuals within the EU rights to know how their data is being used and why.</p> <p>For more on data protection, see <a href="https://www.dataprotection.ie/en/individuals">https://www.dataprotection.ie/en/individuals</a> and under 'Useful websites' on page 60.</p>
<b>Influencer</b>		A person who can influence their audience to buy products or services by promoting or recommending it on social media.
<b>Internet</b>		A worldwide system that allows computer networks around the world to talk to one another.
<b>Media</b>		The ways that we communicate information to reach and influence people widely. It includes physical and online newspapers, leaflets, booklets, television, radio, telephone, the Internet and billboards.
<b>Media literacy</b>		Media literacy is about being able to identify different types of media and understand messages. We have good media literacy when we can access, analyse, evaluate, create and participate with messages - from print, to video, to the Internet.
<b>Online</b>		Means we are connected to the Internet.

## Definitions of commonly used technology words

<b>Operating system</b>		An operating system (OS) is a group of computer programmes that lets people interact with a computer. There are OS for personal computers and OS for mobile phones.
<b>Personal data</b>		Information about a living person, where that person is identified or could be identified. Personal data includes a person's name, date of birth, email address, phone number, postal address, physical characteristics or location data.
<b>Public profile</b>		Information you put up about yourself for the public to see, or for members to see, on websites such as Instagram, Facebook or LinkedIn.
<b>Sources</b>		A place where something comes from. For example, the source for that story comes from John, the local councillor.
<b>Viral</b>		Circulating rapidly and widely from one Internet user to another.
<b>World Wide Web</b>		The 'web' or 'www' is the part of the Internet that contains websites and webpages.

For more terms, see the Safefood website here: <https://bit.ly/2KT0SYi>



## Tips for what you do online

1

### Think

- **Think before you click.** Is this something you want to explore and spend time on? Would you be happy to be shown this back to you again?

2

### Be kind

- **Keep it nice and be kind** if you are writing anything online. If you put information on a social platform (such as Facebook), you are publishing information that can be looked at by other people and into the future.

3

### Protect

- **Protect personal data** for example, do you have permission to put up a photo of someone else? See definition of personal data on the previous page and a link to more information on data protection on page 60.

4

### Information

- **Search for more information on the topic.** Don't just take other people's word for it. Be a good role model. We don't want to share information that is false or lies. See more in Chapter 1 and Chapter 4.

## Before you share information online

Before you share information online with friends, family and others, pause and answer these questions. The word **think** might help you remember.

### You can ask is the information...

<b>t</b>	true?
<b>h</b>	helpful?
<b>i</b>	inspiring?*
<b>n</b>	necessary?
<b>k</b>	kind?

\*Not everything has to be inspiring, but it is worth thinking about!

Also, is the information useful in some way to the people you are planning to share it with?



**Make your online presence a positive one.**

## Your digital footprint

Everything you do on the web leaves a trail, a **digital footprint**. Your digital footprint can affect your reputation, both online and offline. Creating a positive digital footprint is an important part of protecting your reputation.

Here's a short video from Google about thinking before you share:

**<https://youtu.be/BcdZm3WAF4A>**

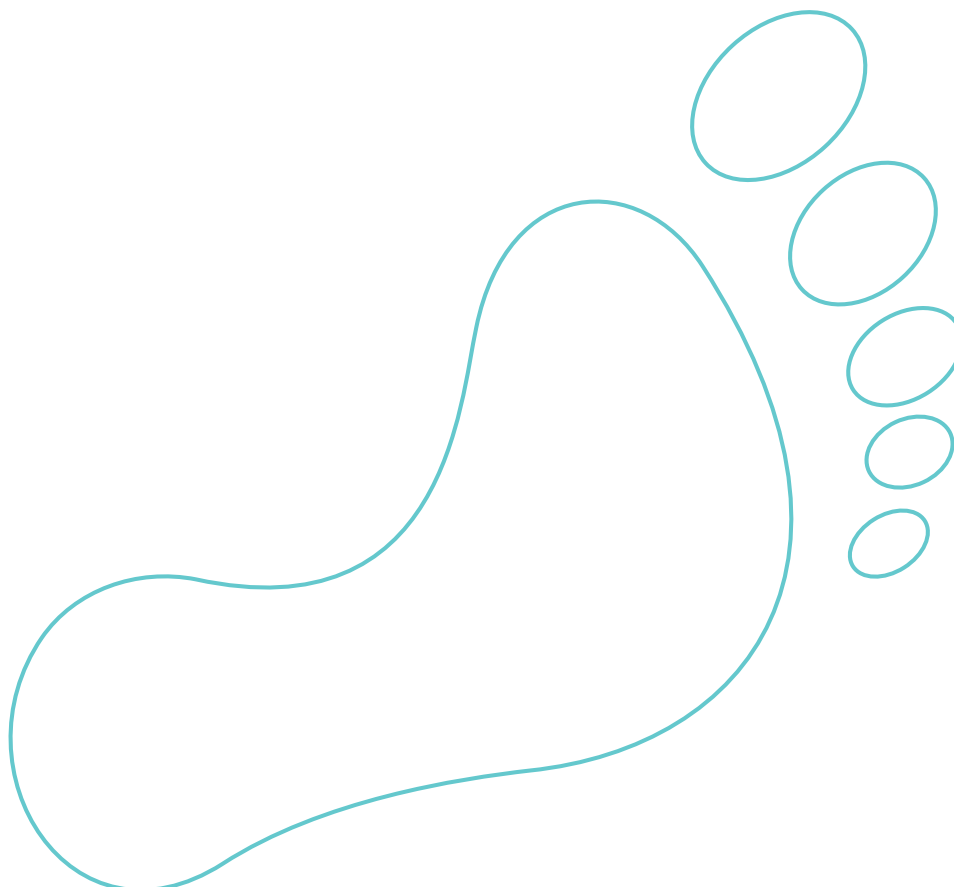
**Think about what kind of information you would want to find out about yourself in 10 years time.**

## Exercise: Your digital footprint



**Fill in the footprint with the types of search results that you want to see.**

These could be articles, posts, videos, images and so on.



Note for yourself:

- How can I create a positive digital footprint?

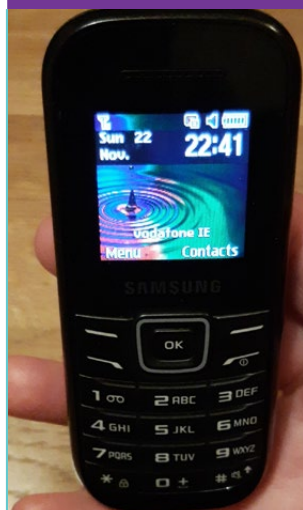


## Different types of phones

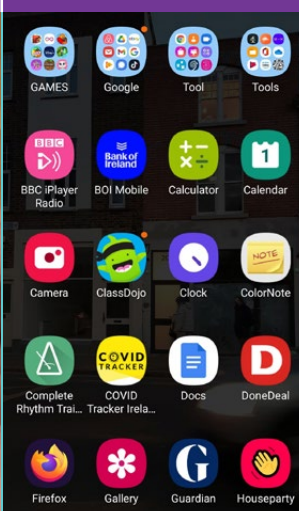
Whatever type of phone you have, it is worth having a good look at it again. Are you using all the features on it that could be useful to you? For example, the calculator or alarm clock.

This chapter takes you through some steps to help you get the most from your phone.



A basic phone



A smartphone that has a touchscreen



## Common words and phrases about phones

<b>Bill Pay</b>		A phone where you pay a bill, usually a monthly bill.
<b>Emoji</b>		A smiley face, or little picture, used online, often to show emotions.
<b>Pay as You Go</b>		A phone where you "top-up" your phone with credit (money) so you can make calls and use the Internet. You can top-up online or in a newsagents shop.
<b>Touch screen</b>		A touch screen is a screen on a computer, phone or tablet that allows you to interact with it by using your finger. Touchscreens are an alternative to using a mouse or keyboard on computers.

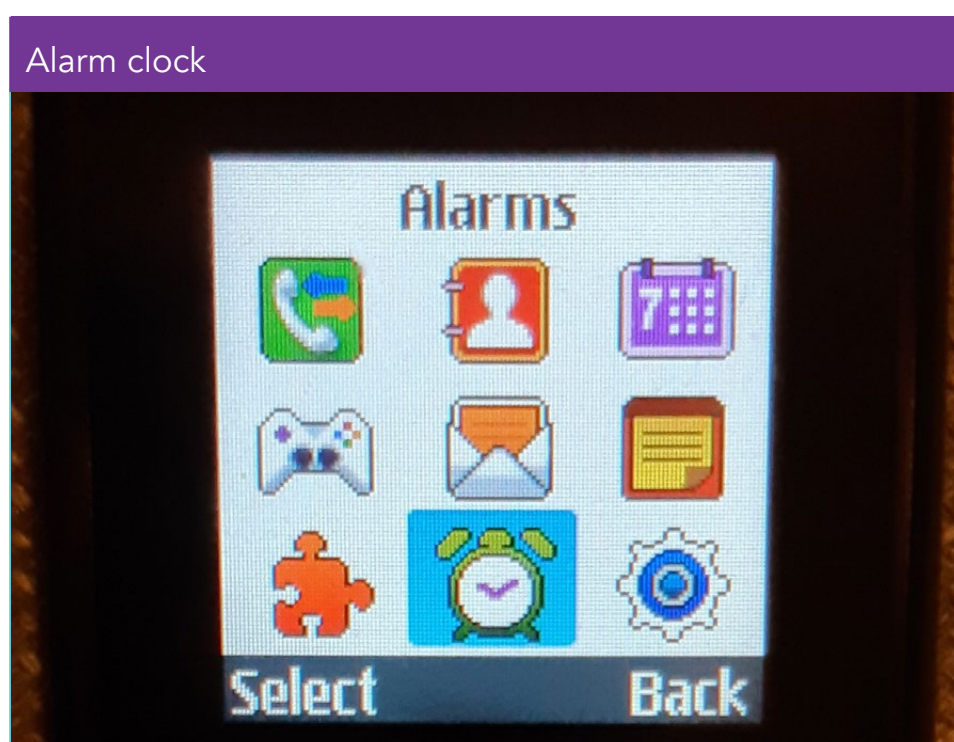
## Using the calculator on your phone

If you have not used a calculator recently, watch this 4 minute video:

**[https://youtu.be/gA\\_7GSEZS94](https://youtu.be/gA_7GSEZS94)**

It will show you the basics of using a calculator. This is part of a webinar NALA held for adult literacy students in October 2020.

## Using the alarm clock on your phone



Most mobile phones have an alarm which can be very useful.

See this video from Sam Tube, about how to set an alarm on a basic phone (in this case a Nokia 105): **<https://www.youtube.com/watch?v=v6Ezk6jmYNk>**

For a smartphone, see a step by step guide from Samsung Support for setting up an alarm on a smartphone:

**<https://bit.ly/2JxWn57>**

## What is a smartphone?

A smartphone is a mobile phone that performs many of the functions of a computer, typically having a touchscreen, Internet access, and an operating system that can run and download apps.



### Android phone



A phone that uses a **mobile operating system** based on Linux software and other open source software. Smartphones that are not iPhones (made by Apple computers) are usually referred to as android phones.



### iPhone



Touchscreen based smartphones made by the company Apple Inc. that use Apple's iOS mobile operating system.

## Parts of a smartphone

A smartphone is a mobile phone that allows you to do more than make phone calls and send text messages. On a smartphone you can browse the Internet and run software programmes like a computer. You use a **touch screen** and there are thousands of smartphone **apps** that can run on the phone.

Typical layout of a smartphone:



## Exercise: Parts of a smartphone







Use the words in the box below to label parts of a smartphone.

Internet	volume	email	text messages	home
settings	power on	camera	make a call	photos



## Useful parts of your phone under “Settings”

Settings		
<b>Go to “Settings”:</b>		Most controls for your phone are in settings. Click on settings.
<b>How to turn on and off Wi-Fi:</b>		<p>With Wi-Fi you can surf the Internet at no additional cost to you.</p> <ul style="list-style-type: none"> <li>■ Click on “Wireless and Networks” or “Connections”.</li> <li>■ Click on Wi-Fi, and select available networks.</li> <li>■ Enter a password if required. The password is on the back of the Wi-Fi box. Ask for the password in a café or library.</li> </ul>
<b>How to turn on a Hotspot:</b>		<p>With a hotspot, you can use the signal on your phone to use the Internet on your computer.</p> <ul style="list-style-type: none"> <li>■ Click on “Wireless and Networks” or “Connections”.</li> <li>■ Click on tethering and portable hotspot.</li> <li>■ Click on portable Wi-Fi hotspot.</li> <li>■ Swipe the on button.</li> </ul>
<b>How to turn on Bluetooth:</b>		<p>With Bluetooth, you can send photos to a machine in a pharmacy to print photos stored on your phone.</p> <ul style="list-style-type: none"> <li>■ Click on Connections.</li> <li>■ Click on Bluetooth.</li> <li>■ Swipe the on button.</li> </ul>

## Making a call on your smartphone



1. Click on the phone icon on the bottom of the screen.

2. Type in the phone number using the keypad (you might have to press your finger on where it says "keypad") or, select the number you want to phone from your contacts by clicking on it.

If you phoned the person recently or if they phoned you, click on "Recent" and you will see their number.



3. When you have the number, press the phone call button.



4. To hang up or stop the call, press the stop phone call button.


## Adding a contact to your phone book



1. Click on the contact icon.




2. Click on the  symbol.

3. Enter contact details, contact name and phone number.


4. Click the correct  symbol or save button.

## Sending a photo, by text

There are a three different ways to send a photo in a text. Also see page 25 for sending texts.

■ You can start with your camera and take a photo this instant. After you take a photo the camera gets ready to take another photo and the photo you just took appears at the bottom left of your screen. Click on the photo you took. At the bottom of the photo, click on the share symbol  on Android phones, or  for iPhones. The phone then gives you options of how you want to share. Choose the text message symbol . Add the name of the person you want to send the text to and press "Send".

■ You can start in the gallery, for photos you took before. You click on the photo you want to send and follow the share button and steps above, choosing share by text and adding the person's name to the text and send.

■ You can start in the text messages. Add the name of who you are writing to and then click on the picture icon  and find the photo you want and "Send".

## Using voice record

1. Click on 

2. Record your message.

3. Click on send option. 

## How to send a text message on a smartphone



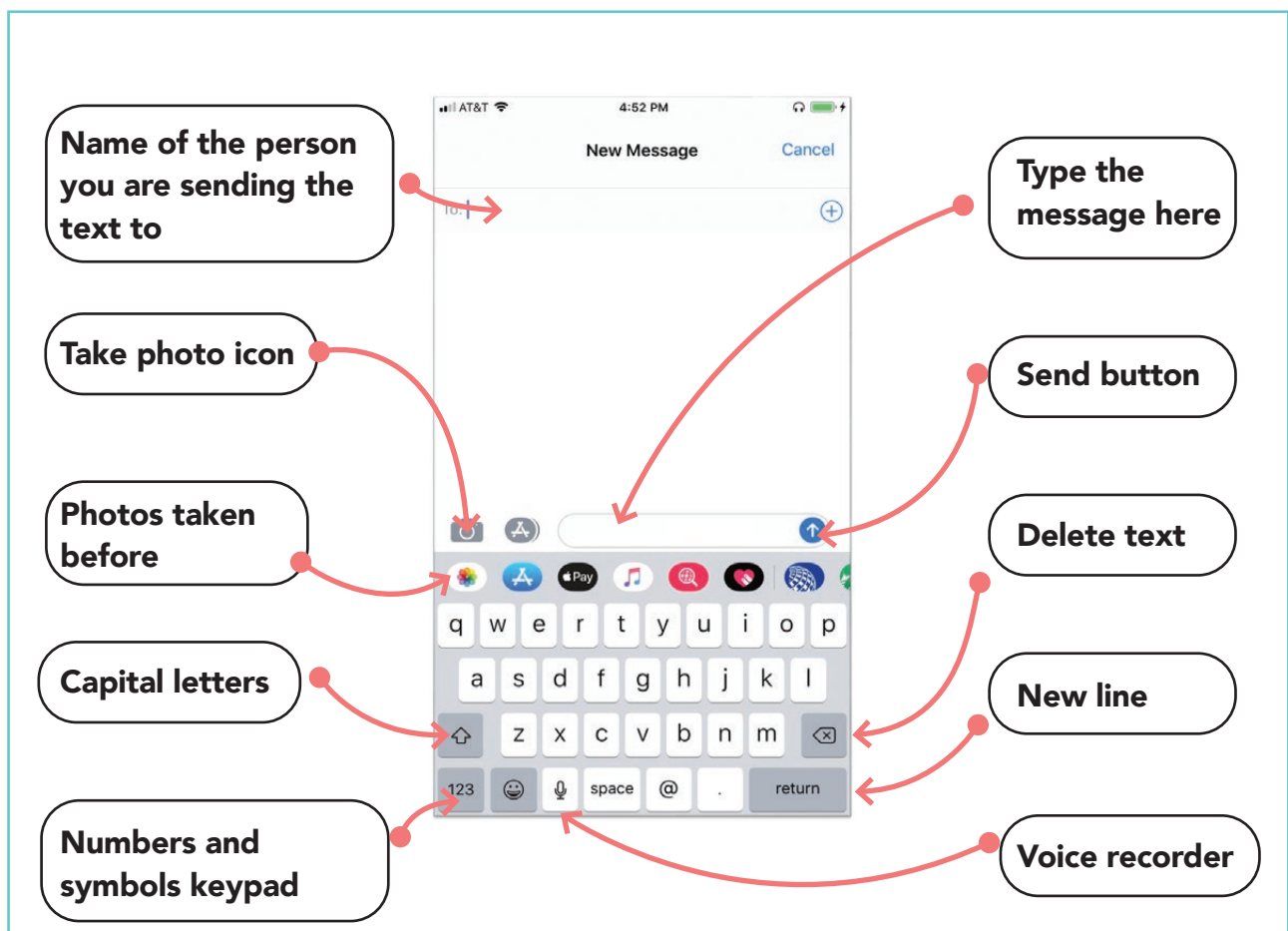
1. Click on the message icon at the bottom of the screen. If someone has sent you a text, this is also where you will find it.
2. Select create new message.
3. Select the name of the person or type the number in the 'to' box.
4. Type the message.
5. Click on the send option. ⬆

## How to send a text message on an iPhone

See instructions from Macworld on "How to send a text on an iPhone."

<https://bit.ly/2JsuMIO>

## Parts of the phone used in texting









## Short words for texting

1. We often use abbreviations (shortened words) when texting.
2. Watch this video for shortened words used in texts: <https://bit.ly/33BWVhj>
3. See examples from NALA's "Write On" book: <https://bit.ly/33CM46y>

## Exercise: Match the icons



Match the pictures, or icons, to the words.

	Emoji
	Voice recorder
	Phone
	Settings
	Camera
	Message

## What is an app?

App is short for 'application'.

**An app is a shortcut to get to a programme or website.**

There are a lot of apps already on your phone, tablet or other mobile device. You can download others. Downloading means to take information from the Internet and put it on your device.



There are different types of apps:

- Some apps are free such as Google Maps, RTÉ Radio or Dublin Bus.
- Some apps cost money, such as games, health and learning apps.
- Some apps have in-app purchases - extras you can choose to pay for, or not.

To download apps you may need to have an email address.

## Setting up an email account

Age Action have created a very helpful booklet and video to help you set up an email address.



### Age Action Guide

- You can read the guide "How to set up an email account on your smartphone" at this link: <https://bit.ly/2JAImp0>



### Age Action Video

- You can watch Age Action's 7 minute video about setting up an email here: <https://bit.ly/37xZbHo>

If you have any difficulties setting up an email, ask your literacy tutor or ring NALA on Freephone **1 800 20 20 65**.



## Exercise: Apps you may have on your phone







**Check what apps are already on your phone, tablet or other device.**

Here are some apps that you might find:

Apps		
<b>Settings</b>		You can change your device to suit you here. You can turn on the Wi-Fi (Internet), change the volume or the brightness of your screen.
<b>Clock</b>		You can see what time it is around the world and set your alarm clock here.
<b>Camera</b>		You can take a photo or video here.
<b>Gallery</b>		You can find your photos or videos you have taken here.
<b>Calendar</b>		You can put birthdays or appointments here.
<b>Internet</b>		Use an app like Safari or Google Chrome to get onto the Internet.

## Examples of other apps you could download

Apps	
For sending messages	 <p>With <b>WhatsApp</b> and <b>Facebook Messenger</b> you can send messages to friends or family.</p> <p>See more on WhatsApp in the chapter on social media.</p>
For music, video and TV	 <p>With <b>YouTube</b>, the <b>RTÉ Player</b>, <b>Netflix</b> and <b>Spotify</b>, you can watch films and TV or listen to music.</p>
For learning	 <p><b>Zoom</b> and <b>Teams</b> are used for online classes or meetings. <b>Quizlet</b> is an app for practising spelling and studying. <b>Claro ScanPen</b> speaks out the text from books, newspapers or letters. You take a photo of the text you want read, and select the part you want read out.</p>
For fun	 <p><b>TikTok</b> is a video-sharing app with short videos you can watch for fun.</p> <p><b>Color Fill 3D</b> is a game where you try to paste the game area with your colour. Mindless!</p>

## Exercise: Learning about apps



**Look at the list of apps on the previous two pages and answer these questions.**

1. Name two apps that are good for sending messages.

---

2. What app would I use to set my alarm?

---

3. Name two apps which would be good for joining an online class or meeting.

---

4. Name two apps you can use to watch a television show.

---

5. I took a lovely photo on my phone last week. Where would I find it?




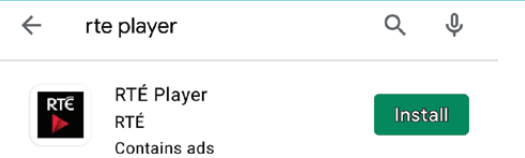
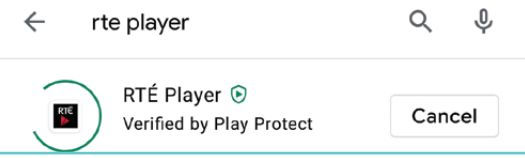
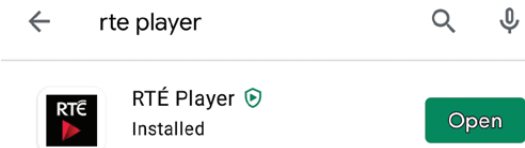
---

6. I got a letter from my child's school and I would like to check what it says. What app could I use?

---

## How to download an app

Follow the steps below.

1		Go to <b>Google Play</b> or the <b>App Store</b> (on iPhone).
2		<b>Search</b>  for the app you want.
3		<b>Click install.</b> On an iPhone or iPad you might be asked to enter your Apple ID password.
4		Wait while the app is downloading until circle is completed.
5		Once the app has downloaded, click <b>Open</b> .
6	For the app to work you may have to click <b>Allow</b> to give it permission to access your photos, microphone or location.	
7	Make sure you are happy with any conditions before agreeing to them. If asked for payment details, for free apps you can "Skip".	



**Watch these videos.**

You can watch this video from Tech Made Easy about how to download an app:

**<https://youtu.be/wu3bWmPGlyQ>**

See Age Action's guide here: **<https://www.youtube.com/watch?v=tPd6L-wQeVQ>**

## How safe is an app?

Before downloading an app, ask yourself the following questions:


- Can I trust the app? Is the app well known? Have lots of people already downloaded it? If so, then it is usually ok.
- What do the reviews say? You can look at reviews below the app in Google Play or the App Store.
- Are there adverts with it?
- Does the app need access to the information it is asking for? For example, it is useful to allow Google Maps have access to your current location. That way the app can give directions and find shops and restaurants nearby. However, you might not want to leave your location on the whole time.
- Are you giving away too much access to your phone for what you will get from the app?

Be cautious when apps request access to your phone, for example they ask permission to access your photos or your microphone or to use your location.





## Removing an app

If you don't want an app on your device anymore, you can take it off by taking these steps:







1. Hold down on the app.
2. Click **"Delete"**  or **"Uninstall"**.
3. Click **"Delete"** or **"OK"** to confirm.

## Apps for planning a journey

Journey	
   	<p>There are useful apps for planning a journey. You can check the weather forecast on an app. You can use the Transport for Ireland and other travel apps to check buses and train times and to buy a ticket. You can use Google Maps to find your way and work out how long a journey will take. Watch this video to find out how to use Google Maps to get directions <a href="https://youtu.be/8KX27e_685o">https://youtu.be/8KX27e_685o</a></p>

## Apps for when you are out and about

Apps	
<b>Notes</b> 	<p>This app can be useful for example for writing a shopping list or if someone recommends a good film or series and you want to remember the name you can type it into this app and save it.</p>
<b>Calculator</b> 	<p>The calculator app on your phone is handy for checking out prices and discounts, or for splitting a bill. See link to a video about using the calculator on page 19.</p>
<b>Clubcard apps</b> 	<p>This app lets you scan your clubcards for different shops into one place so you don't have to carry them all with you when you shop. Loyalty cards can be useful for money off vouchers and special offers. Examples of clubcard apps are "Stocard" for Android Phones and "Reward Cards" for iPhones.</p>
<b>Banking apps</b> 	<p>Banking apps mean you can check your balance when you are out and about. You can pay bills online.</p>

You might also be interested in this course on online shopping, from the Good Things Foundation in the UK – see here <https://bit.ly/2JFt8NG>



## Exercise: Using the notes app



Write a shopping list of 5 items here.

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Write down something your friend recommended to you.

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Write down when your next appointment is.

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Use the Notes app



Find the **Notes** app on your phone and click into it to type up the notes you have written here.



Look for the **+** or **pen symbol** and type in your note.



Click **Save** or the tick to save the note.

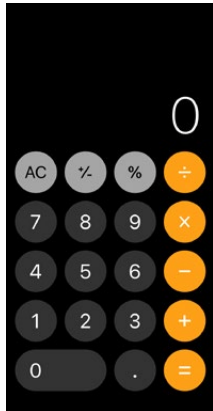
## Exercise: Using the calculator app



Use the calculator app on your phone to work out the answers to the questions below.

1. In my shopping basket I have:

milk	€2
bread	€1.50
cheese	€1.25
ham	€2.50



- a. I only have €10 with me. Do I have enough money to pay for my shopping?

Yes or No?

- b. Use the calculator app to see:

What is the total price of my shopping?  
(Hint: use  $\oplus$  and  $\ominus$ )

What is my change? (Hint: On the calculator, use **C** or **AC** to clear the last sum then use  $\ominus$  and  $\ominus$ )

2. Ana and Mira went for a meal. Use the calculator to split their bill between the two of them.


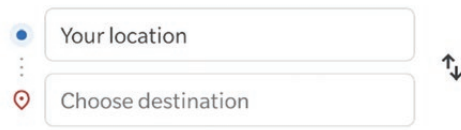
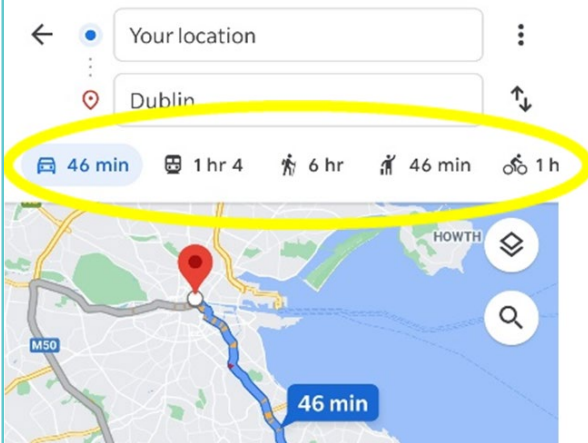
How much will they each pay?  
(Hint: Use  $\oplus$  and  $\ominus$ )



## Exercise: Using Google Maps



Use the Google Maps app to find out how long it would take to get from your location to Dublin city centre.

1		Tap on the blue Go button to start getting directions
2		<p><b>Your Location</b> – the app will use your location (where you are now) if you have locations setting on.</p> <p><b>Destination</b> – this is where you want to go (Type in Dublin city centre).</p>
3		<p>How long will it take you to get to Dublin city centre?</p> <hr/> <hr/> <hr/> <hr/>



Now look up two more locations on the Google Maps app and make some notes.

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## Searching Online

If we say we are 'online' it means we are connected to the Internet. When we are searching online, we are looking for information on the Internet.

## What is the Internet?

The Internet is a network of many computers sharing information around the world.

- We can use the Internet for shopping or banking.
- We can talk to, or message, friends and family even if they live on the other side of the world.
- We can watch films or listen to music on the Internet.



## Websites

We visit **websites** on the Internet to do all of these things.

Every website has an address, or URL. URL stands for a unique resource locator - the address of a webpage.

When we see websites addresses printed they often have www at the start to show it is a website. The www stands for the world wide web or "web" as it is know today.

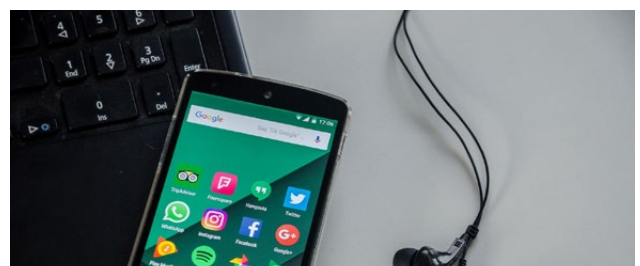
Lots of website address do not actually have www in them at all.

The ending of a website address can tell you something. Irish website addresses sometimes end in .ie (or dot i e, if you are speaking it). For example

**<https://www.nala.ie>**

Different countries have different endings for addresses. For example .co.uk is for the United Kingdom.

Some other endings you might come across are: .com or .org



## How do I get onto the Internet?



### Browsers

- You need a web browser like Google Chrome, Microsoft Internet Explorer, Microsoft Edge, Firefox or Safari to get onto the Internet. There is usually a web browser already on your phone, tablet or computer when you buy it.



## How do I find what I am looking for on the Internet?



### Search engine

- A search engine helps us find what we are looking for on the Internet. Google is the most popular search engine. Two other popular search engines are Microsoft Bing and Yahoo.



This is where you type in what you want to look up.



Google



Google Search

I'm Feeling Lucky

Google offered in: [Gaeilge](#)

## Exercise: Language used about the Internet




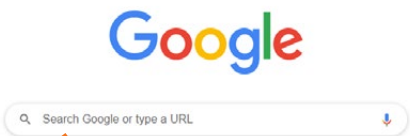


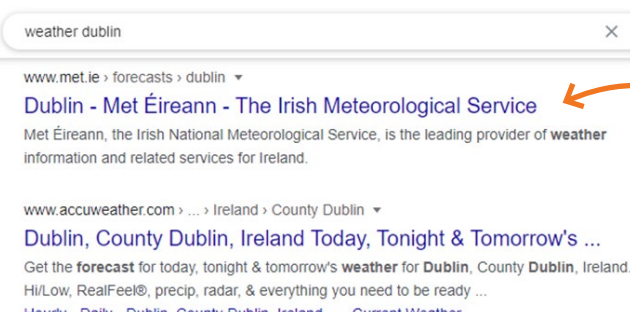
Fill in the blanks using words in the boxes.

address	Internet	engine	online
browser	web	Google	Irish

1. The \_\_\_\_\_ is a network of many computers.
2. Going \_\_\_\_\_ means to be connected to the Internet.
3. Every website has an \_\_\_\_\_.
4. www is short for world wide \_\_\_\_\_.
5. Lots of \_\_\_\_\_ website addresses end in 'Dot ie'.
6. You need a web \_\_\_\_\_ like Google Chrome to get on the Internet.
7. A search \_\_\_\_\_ helps us find what we are looking for on the Internet.
8. \_\_\_\_\_ is the most popular search engine.



## How to search

Browsers	
	Click on your internet browser.
	Type what you are looking for in the search box and click <b>Q Search</b> .
	Or use the <b>microphone</b> (mic)  to say what you are looking for.
	Click on the blue links to go to the website you want.

## Over to you



Now try to search for

1. Local park near you

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2. Tomorrow's weather

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3. Sports results

---

## Video: How to search



### Video

Watch this video on how to use Google, to search online:


**[https://youtu.be/\\_d\\_w5Jp8\\_iE](https://youtu.be/_d_w5Jp8_iE)**

It was made by Crumlin Adult Literacy Service, one of the adult literacy centres in the City of Dublin Education and Training Board (CDETB).

## Tips for searching



### Google

- Use the website address if you know it.  
For example: **www.rte.ie**
- Or, you can type what you are looking for into the search **Q** box.
  - You don't have to use a full sentence.
  - Just type in the important words (keywords).
- Remember you can also use the microphone (mic)  and say what you are looking for.

The Google logo, consisting of the word "Google" in its characteristic multi-colored font.

A white search bar with a magnifying glass icon on the left and a microphone icon on the right.

Google Search

I'm Feeling Lucky

Google offered in: [Gaeilge](#)

## Exercise: Using keywords to search



**Circle the important words (keywords) that you would type into Google to get the information you are looking for.**

I wonder is there anywhere that would repair my phone in Mullingar.

1. I would like a cheap flight to London.  
\_\_\_\_\_
2. What the weather will be like tomorrow because I am taking a trip to Wicklow.  
\_\_\_\_\_
3. I have just moved to Galway and I want to know the best gym to join.  
\_\_\_\_\_
4. How do I make chocolate brownies? I need a good recipe.  
\_\_\_\_\_

**Now use the Internet to look up these keywords.**



**Make a note of other keywords that you want to look up.**

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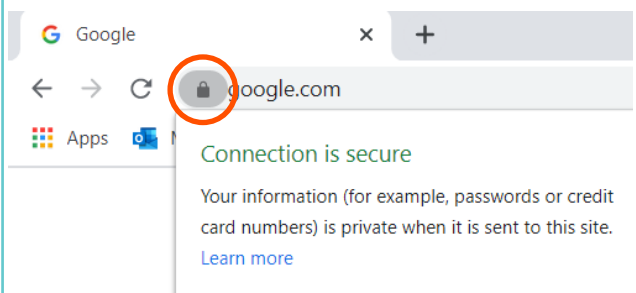
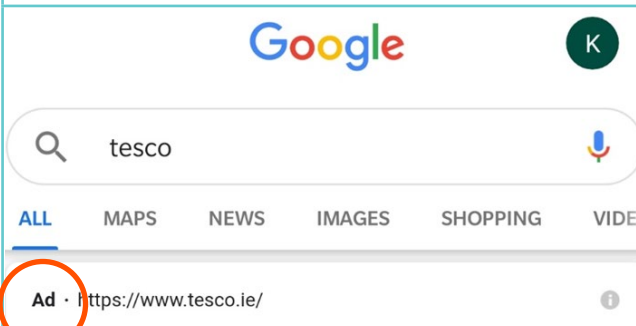
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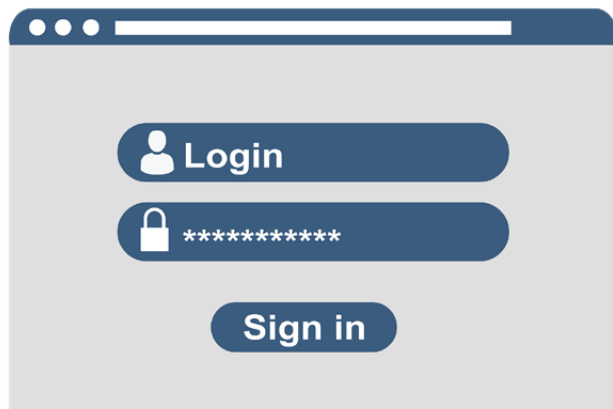
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## Secure websites

Browsers	
	<p>When visiting a website, particularly if you are buying something, check if there is a secure lock beside the website address. This does not guarantee safety but is more likely to be a safe website.</p>
	<p>The sites at the top of the search results with 'Ad' beside them are advertisements. You can avoid clicking these if you would prefer.</p>

## Stay safe online



### Create a strong password

There are some easy steps you can take to make sure that you create a strong enough password. Some websites now only allow passwords that fit certain criteria. For example a minimum number of letters or numbers, a mix of upper and lower case (Capitals or not) and using other characters.

Many websites now use two-factor authentication. This means you have another step to prove it is you. It often means getting a code sent to your mobile and you input it into the website.

Visit [webwise.ie](https://webwise.ie) for more information:

**<https://bit.ly/2RqFqx6>**

### Protect your data online

- Use secure websites, especially for sensitive transactions. Avoid using public Wi-Fi for sensitive transactions.
- Use website privacy settings.
- Don't forget to sign out.

More information here:

**[gov.ie/en/campaigns/be-safe-online/](https://gov.ie/en/campaigns/be-safe-online/)**

## Reliable websites for information

1

### Citizens

- **www.citizensinformation.ie**

Citizens Information provide free, information on public services and entitlements. They gather information from government departments and agencies and present it in an easy to understand way.

2

### Government

- **www.gov.ie**

Gov.ie is a central website for government services and information. It is a trusted source that makes interactions with the government more user-focused.

3

### Consumers

- **www.bonkers.ie**

Bonkers.ie aims to help consumers take advantage of best prices and services. It is useful if you are thinking of switching providers (gas or electricity, broadband, banking or insurance).

4

### Health

- **www.hse.ie**

For health information, see the website of the Health Service Executive (HSE) in Ireland.

## What is social media?

Social media describes websites and apps that are designed to allow people to share content or participate in social networking - talking to other people.

Here are some types of social media:











- **Social networking**  
(Facebook, WhatsApp, LinkedIn, Twitter, Tumblr)
- **Photo sharing**  
(Instagram, Snapchat, Pinterest)
- **Video sharing**  
(YouTube, Facebook Live, Vimeo)

## Social media apps

On social media sites you can set up a public profile and share news, photos and information with others. Remember that if you post or reply to a comment on a social media site, you are publishing on the Internet. Try to avoid publishing any personal information about yourself such as your date of birth, where you live, or your phone number. On a social media site, it can be difficult to tell the difference between good, reliable news sources and fake or misleading information.

See Chapter 1 for more about being wise online.

## Examples of social media apps:

	Facebook
	Messenger
	Instagram
	WhatsApp
	Tic Tok
	YouTube
	LinkedIn
	Zoom
	Twitter
	WeChat



## Facebook



### What is Facebook?

Facebook is a free website that allows you to set up a profile of yourself and then connect online with friends, work colleagues or people you don't know. You can share pictures, music, videos, and articles, as well as your own thoughts and opinions with people (who you have accepted as friends on your profile page). For more on Facebook, see the Webwise website:

**<https://bit.ly/3lzDwDU>**

Here is an example of a Facebook post:



### Setting up Facebook

1. Log onto **[www.facebook.com](http://www.facebook.com)**
2. Select Create New Account.
3. Add your details and click on Sign up.



**Log In**

[Forgot Password?](#)

**Create New Account**

## Messenger



Facebook Messenger is a free mobile messaging app used for:

1. Instant messaging
2. Sharing photos
3. Videos
4. Audio recordings
5. Group chats

### Is Messenger different to Facebook?

Yes, the messenger app is a separate app to Facebook and needs to be downloaded separately. It is owned by Facebook. However, users can set up profiles using their Facebook account.

See the Webwise website for more on messenger: **<https://bit.ly/2JxQncl>**

## WhatsApp

WhatsApp is a messaging app, also owned by Facebook. It is free to download and easy to use. It uses the Internet to send messages, images, audio or video.



It is similar to other text messaging services but the costs are less because it uses the Internet. You need to be connected to the Internet to be able to use it. It loads up photos and videos quicker than normal text messaging services and you can also set up groups on it.

## Videos and more resources for using WhatsApp



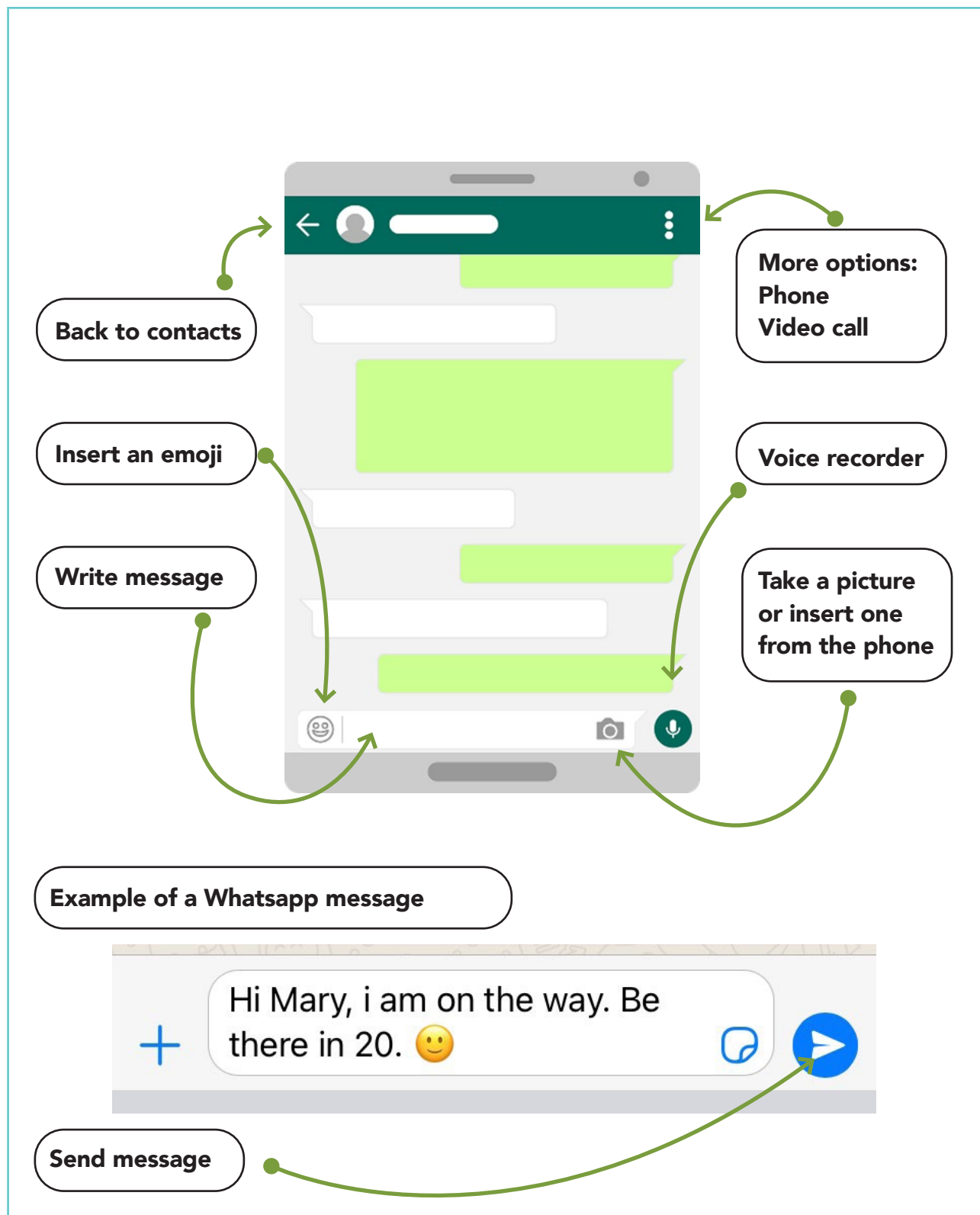
### Using WhatsApp

- Age Action's video gives instructions on how to download and use WhatsApp:  
**<https://bit.ly/36yl3DI>**
- Video from Bray Adult Learning Centre, one of Kildare and Wicklow Education and Training Board's (ETB) centres, shows how to send a WhatsApp message:  
**<https://youtu.be/Kzlg5fUCNR8>**
- See NALA's webinar for adult literacy students from October 2020, about how to use WhatsApp and Zoom:  
**[https://www.youtube.com/watch?v=\\_vNm3QuPG-g](https://www.youtube.com/watch?v=_vNm3QuPG-g)**



See GCFLearnFree.org information on getting started, text messages and voicecalls here: **<https://bit.ly/3mAzlJl>**

## Using WhatsApp



## Zoom



Zoom is a video conferencing platform that can be used through a computer desktop or mobile app. It allows users to connect with video conference meetings, webinars and live chat. See more about Zoom on the Webwise website:

<https://bit.ly/3qmpljv>

## Installing Zoom

1. Go to where you download apps. Search for Zoom and download it to your smartphone, tablet or computer.
2. When you want to use it, just tap to select Zoom.
3. To join a meeting you have two options. Whoever organised the meeting will have sent you an email. You can click on the direct link in the email to join the meeting or you can put in the Meeting ID number and Password to join the meeting.

4. A pop-up screen will appear and ask for you to enter the Meeting ID or Link to join the meeting. Enter details.
5. Press the Join button.
6. You will have the option to switch on or off the video and audio.
7. When the meeting is finished, click End or Leave.

## On Zoom you can:

1. Start New Meeting
2. Join
3. Schedule a meeting
4. Share Screen

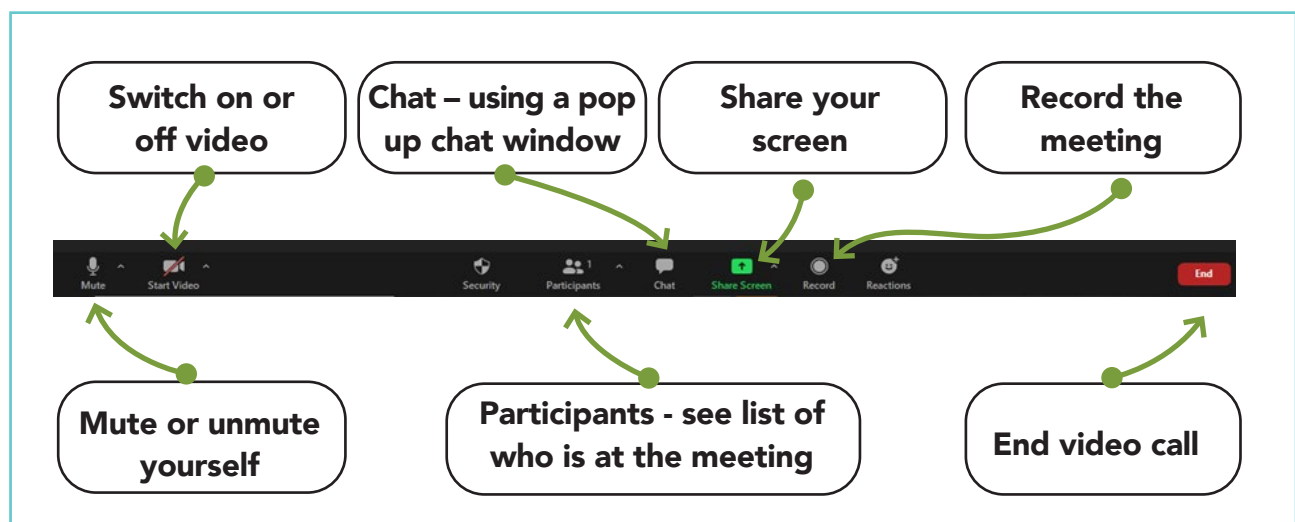


### Video on Zoom

See video from recent NALA student webinar that looks at using Zoom:

[youtube.com/watch?v=\\_vNm3QuPG-g](https://www.youtube.com/watch?v=_vNm3QuPG-g)

## Using Zoom



## Twitter



Twitter is known as a micro-blogging (micro means small) site. Blogging has been around for some time. Usually blogging consists of people setting up basic websites where they write about whatever they want, whether it be for example politics, sport, cooking or fashion. Each time you write a piece on Twitter (write a "post" or "tweet") you are limited to 280 characters. Each letter or number or even space you put in is a character so 280 characters in a tweet is short.

## Language used with Twitter

- **Tweet** - Posting a message is known as a tweet.
- **Twitter feeds** - People make connections by following other people's twitter feeds.
  - @ - If you send a tweet with the "@" symbol before their username, they will see the tweet you wrote.
- **Follow** - You can follow people on Twitter and then you can see tweets they send in your timeline. People can also follow you to see your tweets.
  - # - the hashtag is used in tweets to identify a specific topic. For example Healthy Ireland often use #KeepWell in their tweets.
- **Timeline** - Anything that a person or organisation that you follow says will appear on your timeline.

## Example of a tweet



### Video about Twitter

Twitter is useful for following and writing about topics that interest you.








See GCFLearnFree.org information here:  
<https://bit.ly/37tow5s>

## Exercises: Identifying social media apps



Match the name to the app. The first one is done for you.

Facebook	TikTok	Instagram	YouTube	LinkedIn	Twitter	WhatsApp
----------	--------	-----------	---------	----------	---------	----------

						
TikTok						



Read these sentences and mark true or false.

1. You need an email address to sign up to Facebook.	True	False
2. You can share photos in Messenger.	True	False
3. Facebook and Messenger are the same App.	True	False
4. Facebook and Messenger are free.	True	False
5. You can send videos through WhatsApp.	True	False



**Match the apps with what you can do**

The first one is done for you.

Facebook	Sharing your CV
Zoom	Celebrities sharing tweets
WhatsApp	Sharing stories and pictures
Twitter	Group chats
LinkedIn	Video meeting

**What social media apps have you used and what do you like about them?**

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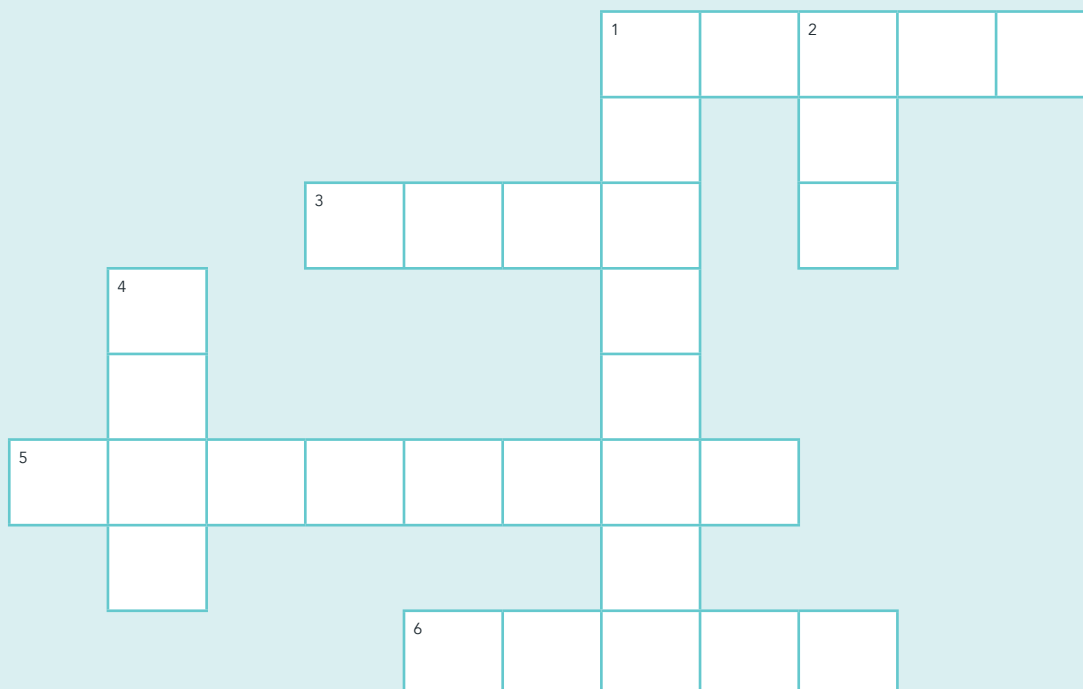
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**Fill in the crossword by answering the following clues**

**Tip** - The number after the clue tells you how many letters are in the answer.



### Across

1. Posting a message on Twitter (5)
3. You use this to video call for a meeting (4)
5. Share your CV and work experience here (8)
6. The main colour of the WhatsApp logo (5)

### Down

1. Posts and comments will appear here (8)
2. Click on this to finish a video meeting (3)
4. Click on this to enter a video meeting (4)

**Answers:** Across 1. Tweet 3. Zoom 5. LinkedIn 6. Green Down 1. Timeline 2. End 4. Join

## What is a podcast?

A podcast is a programme, like a radio programme, made available in digital format that can be downloaded over the Internet.

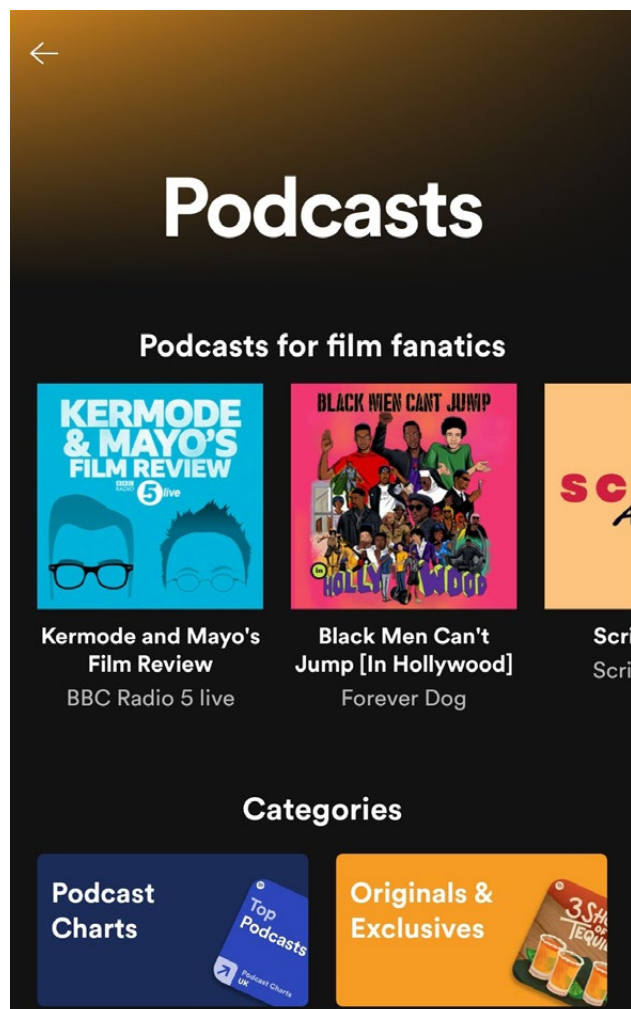
The brilliant thing about podcasts is that you choose what you want to listen to and when. It can be empowering to look up and learn about things that you are interested in. You can listen to podcasts when it suits you. For example when washing dishes or going for a walk.

Podcasts usually involve one person interviewing another and asking questions and discussing a topic. Sometimes podcasts have one person speaking on their own like the Irish History podcast. Other times people are being interviewed. There are podcasts on almost every topic.

In this chapter we tell you where to find podcasts. In 2019, 10% of students who were improving their literacy and numeracy skills in centres were using podcasts to learn<sup>1</sup>. In this chapter we have a list of podcasts recommended by adult literacy students.

See more about podcasts at GCF Global's website here: <https://bit.ly/3mz3M2D>

<sup>1</sup> See **NALA Student Development Fund Annual report 2019**



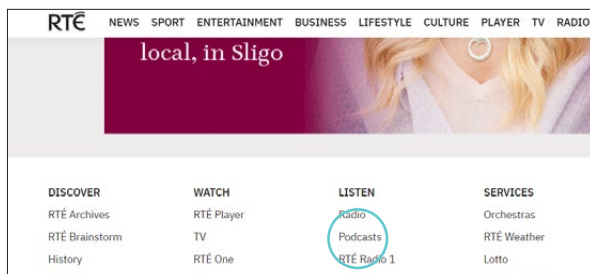
## Where do you get podcasts?

1

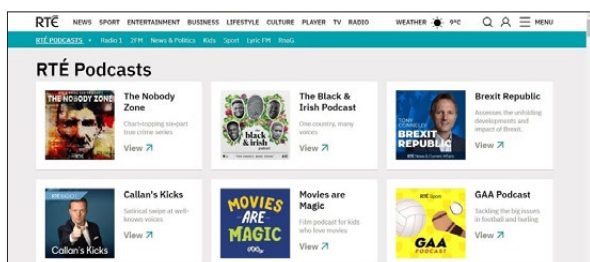
### Websites

You can listen to podcasts on your computer, tablet or smartphone. You might hear on the radio “if you missed that interview, we will put it up on the website as a podcast”. So, you can search on websites such, as on the RTÉ website or Today FM for example, and look up the podcast there.

- Go to the **www.rte.ie** website and look under the menu or scroll down to the very end of the homepage. Click on podcasts, circled in the picture below.



- You will then see a list of podcasts like the one in the picture below.
- Select the podcast you want to listen to and press play.

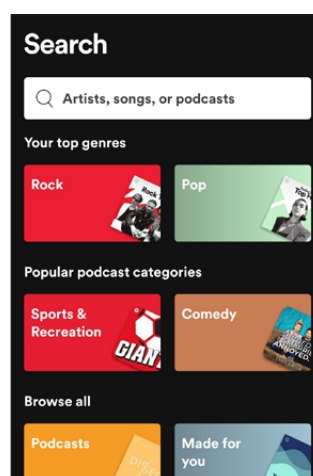


2

### Apps

There are many apps that let you search and find podcasts too. Put podcasts into your **Google Play Store** or **App Store** on your phone and see what different apps there are to find podcasts.

- Below is an example of one well known app called Spotify that you can find in the Play or App Store. You can download it for free.



Spotify is often used for listening to music and also has a massive selection of podcasts. There are other apps too for podcasts such as Castbox and Soundcloud.

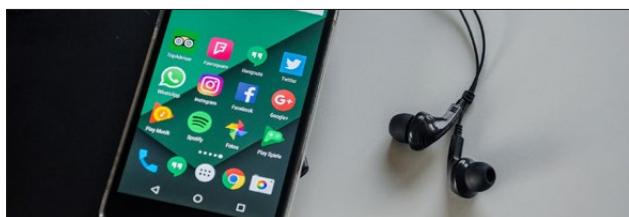
## Podcasts recommended by students

In 2019, as part of NALA's Student Development Fund, we asked adults improving their literacy skills in different centres (adult literacy centres, Youthreach centres, Community Training Centres, National Learning Centres and others) the following question:

**"Are you using podcasts to learn?"**

In each of the centres at least 10% of students were using podcasts to learn.

We then asked "If you are using podcasts, are there ones you would recommend to other students?" Below is a list of the most frequently recommended podcasts. We give a full A-Z list of the podcasts here as well.



## Most popular podcasts students recommended

1. RTÉ

2. Ted Talks

3. Other radio stations

4. Spotify

5. Duolingo

6. The Joe Rogan Experience

7. The Irish History Podcast

## A-Z list of student recommended podcasts

- American Life
- BBC English, BBC History, BBC World Service
- Blindboy Boatclub
- British Council Podcast
- Bytesize Science and Maths
- Coursera
- Crime UK
- Documentaries
- Duolingo
- Infinite Monkey Cage, BBC4
- Investigative Journalism Talks
- Irish History Podcast
- Joe Rogan Experience
- Linguales.com
- Local radio: County Sound. Ocean FM. Radio Kerry
- Luke's English podcast

- Mike Tyson
- No Such thing as Fish
- Paris Match
- Radio 96 FM
- Radio news channels
- Real life stories
- Reddit
- RTÉ, RTÉ 2 FM, RTÉ player, RTÉ podcast, RTÉ Radio 1
- Runas radio or Runas en la radio
- Soundcloud
- Sports
- Spotify
- Ted Talks
- Teenager Therapy
- Tony Visconti's podcast

## Recommended podcasts for current affairs



You will get good information and analysis from:

### "Basically with Stephanie Preissner"

Interviews with experts on topics including vaccines, Brexit and Irish politics.  
[headstuff.org/basically-with-stefanie-preissner](https://headstuff.org/basically-with-stefanie-preissner)

### Thejournal.ie explainer

<https://www.thejournal.ie/the-explainer/news/>

### Irish Times "Inside politics"

[irishtimes.com/news/politics/inside-politics](https://www.irishtimes.com/news/politics/inside-politics)

### Irish Examiner Podcast

A mix of lots of topics.  
[irishexaminer.com/podcast-home/](https://www.irishexaminer.com/podcast-home/)

### The Daily

A news podcast and radio show by the American newspaper The New York Times.  
[nytimes.com/column/the-daily](https://www.nytimes.com/column/the-daily)

## Exercise: About podcasts



### Fill in the blank words in each sentence

1. One benefit of a podcast is that you \_\_\_\_\_ what you listen to.
2. I can find podcasts on \_\_\_\_\_ and by downloading \_\_\_\_\_ podcast apps.
3. To download an app for podcasts, I go to \_\_\_\_\_ if I have an iPhone or Apple or to the \_\_\_\_\_ if I have an Android phone.
4. Lots of \_\_\_\_\_ shows are later put up on websites as podcasts.
5. \_\_\_\_\_ was the most popular podcast recommended by students in 2019.



### Make a list of what podcasts you would like to listen to.

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## Learn with NALA

Through Learn with NALA you can study online by yourself or work with a tutor over the phone. You can also do a combination of these to suit your lifestyle. NALA designs learning around you, your needs and your skills.

You can learn how to use computers, get better at maths or get ideas so you can help your child with homework. Maybe you want to improve your spelling or write a CV.

Examples of courses:

- Level 1 Problem Solving
- Level 2 Using Technology
- Level 3 Computer Literacy
- Level 3 Internet Skills

Visit **[www.learnwithnala.ie](http://www.learnwithnala.ie)** for more.

All of these are available for free and you can ring the Freephone for help with signing up.

Ring us on our Freephone to find out more about Learn with NALA. We will give you the number of your local adult literacy centre run by the Education and Training Boards (see next page for more information).

Call us on Freephone **1 800 20 20 65** or text **LEARN** to **50050**.

We're here from **9.30am** to **5pm**,  
Monday - Friday.

## Other NALA resources

- NALA has resources like worksheets and videos available. For example on "How to use a cash machine". You can search for resources here: **<https://www.nala.ie/tutors-archive/>**
- See page 20 of NALA's 2017 Literacy Matters magazine for the top ten websites and apps that tutors found most useful for teaching: **<https://bit.ly/3qngOCw>**

## Help My Kid Learn



- **[www.helpmykidlearn.ie](http://www.helpmykidlearn.ie)** is a NALA website for parents and guardians of 0-12 year olds. It is full of fun ideas of how you can help your child improve their literacy, numeracy and digital skills.

Check out our free booklet "At Home with Family Learning" here:

**[nala.ie/publications/literacy-numeracy/](http://nala.ie/publications/literacy-numeracy/)**



## Your local Education and Training Board

- Free courses to help you improve your literacy, numeracy and digital skills are available at your local adult learning centre provided by Education and Training Boards (ETBs) all around the country. Find a local centre in your area by visiting: **[www.nala.ie/find-a-centre/](http://www.nala.ie/find-a-centre/)**

## Age Action guides and training

- Age Action "Getting Started Kit" has a range of useful resources for getting started on computers. They have a set of videos too available here: **<https://bit.ly/33B7YXY>**
- Age Action also offers a "Getting Started Computer Training programme". It provides training in computers, smartphones and the Internet' for people over the age of 55 all over Ireland. Find the nearest centre at this link: **<https://bit.ly/3mADOvB>**

## Get Connected

- Get Connected is a website to improve your digital skills. Bray and Wicklow Adult Basic Education Service of Kildare and Wicklow Education and Training Board (KWETB), developed the website. Have a look here: **<https://bit.ly/3luQaEd>**

## Data protection

- We hear more about data protection and our rights to privacy these days. See the "Commonly asked questions about the basics of Data Protection" at the following link: **<https://bit.ly/3ookulP>**

## Generation Tech

- **<https://generationtech.ie/>** Generation Tech is for over 65s who want to improve their IT skills. Volunteers help older people in our communities with free, over the phone, help to resolve any IT or technical issues they have. See also their "How To" section that includes for example, how to change the volume of the ring tone on your phone: **<https://generationtech.ie/how-to/>** You can call 01 9633 288 and leave a voice message and they will ring you back.

## Typing and spelling skills

- The "Touch-type Read & Spell" (TTRS) course is available in many libraries in Ireland. You can email or ring your library to ask for more details.

## How to shop online

- The "UK Good Things Foundation" website can help you learn how to shop online, see: <https://bit.ly/2JFt8NG>

## Learning languages online

- See "Duolingo" for learning a language:  
<https://www.duolingo.com/>
- See also "uTalk" <https://utalk.com/en> for learning a language.

## Checking facts

- "Fact check unit" of TheJournal.ie: <https://www.thejournal.ie/factcheck/news/>
- "Full Fact" is a UK fact checking NGO:  
<https://fullfact.org>
- Snopes.com provides fact checking and original, investigative reporting:  
<https://www.snopes.com/>
- Webinar on building our critical thinking skills to improve our media and digital literacy in June 2020 led by NALA and 80:20. Watch it here:  
<https://bit.ly/3dh2YwO>

### Be media smart

From this

...

To this



More information from Media Literacy Ireland at [www.bemediasmart.ie](http://www.bemediasmart.ie)



# Learn online or over the phone

We know that sometimes it can be hard to find the time to do a course. That's the great thing about Learn with NALA. If you would like to brush up on reading, writing, numbers or digital literacy, give us a call. We can also refer you to your local adult literacy centre.

Call us on Freephone **1 800 20 20 65** or text **LEARN** to **50050**.

We're here from 9.30am - 5pm, Monday - Friday.

We can help with:

- Reading, writing and spelling
- Brushing up on maths
- Using technology
- Understanding health information

You can study online by yourself or work with a tutor over the phone. Or, you can do a combination of these to suit your lifestyle. We call when it suits you and you decide what to study. We keep working with you until you meet your goals.

## Learn with NALA online – you can start today

Do you have access to a computer and would you like to brush up on your reading, writing, maths and digital literacy from the comfort of your home?

You can learn online for **free** with NALA's eLearning website Learn with NALA to improve these skills and get a qualification.

Go to **[www.learnwithnala.ie](http://www.learnwithnala.ie)** and start learning today.







The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy and numeracy needs to take part fully in society and to have access to learning opportunities that meet their needs. NALA does this by raising awareness of the importance of literacy, doing research and sharing good practice, providing online learning courses, providing a tutoring service and by lobbying for further investment to improve adult literacy, numeracy and digital skills.

Registered Charity Number: 20020965

Charity Number: 8506

Company Number: 342807

**National Adult Literacy Agency (NALA)**

Sandford Lodge

Sandford Close

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**Freephone:** 1 800 20 20 65

**Websites:** [www.nala.ie](http://www.nala.ie)  
[www.learnwithnala.ie](http://www.learnwithnala.ie)  
[www.helpmykidlearn.ie](http://www.helpmykidlearn.ie)

**Email:** [info@nala.ie](mailto:info@nala.ie)

 [nalaireland](https://www.facebook.com/nalaireland)

 [@nalaireland](https://twitter.com/nalaireland)



European Union  
Investing in Your Future  
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Rialtas na hÉireann  
Government of Ireland

**SOLAS**  
learning works

  
**NALA**  
National Adult Literacy Agency  
Aisíneacht Náisiúnta Litearthachta do Aosaigh

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