

Basic Fundamentals of Smartphones

Skills for Success Support Guide for Learners



Ontario Native Literacy Coalition

Ontario Native Literacy Coalition, 2023

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1. Introduction

Goals of this Resource

The goal of this resource is to provide learners with information on the basic functions and tools of Android and Apple smartphones. This resource aims to improve confidence and competence with using a smartphone for communication, collaboration, and productivity purposes. Through the use of this resource, users will explore many key features, apps, and tools that promote the development and enhancement of essential life and employability skills. Learners with a wide range of technological proficiencies will build comfort and independence with the various functions of their smartphone, explore essential apps, and leverage technological tools to improve digital literacy at work and at home.

Considerations

Every individual is born with unique gifts and a voice that will guide their successful path to learning. By providing a culturally *teiakoniá:ton/deyagonyá:dqh* (Safe), equitable and inclusive learning opportunities, all Indigenous peoples are able to participate in all aspects of their academic, social, spiritual and emotional growth. *Iorihonte/oíhḡ:t* (Relevant) hands-on, experienced based learning will strengthen curiosity, critical thinking, creativity, and competency in multiple curriculum areas. Learners are given *Iontaterákwas/ḡdadrá:gwahs* (Choice) in how they explore and express new ideas, as strengths are identified and nurtured to promote achievement. Students engaged in lifelong learning pursuits are esteemed members of the community and their efforts will continue to be valued for seven generations to come.

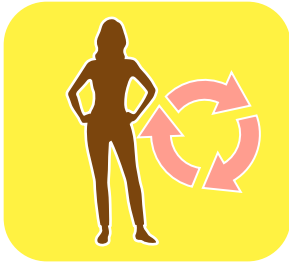
This resource follows the Ontario Adult Literacy Curriculum Framework (OALCF) expectations.

The Curriculum Framework supports a task-based approach to instruction. Tasks within this resource will allow learners to move at their own pace and link their learning to practical goals. The Curriculum Framework is organized into six competencies that reflect the skills, knowledge, and behaviours that adult learners need in a variety of learning.

Skills for Success

Are targeted competencies that provide Canadians with everyday skills needed for success in a professional environment. Nine essential interconnected skills will be promoted in this Support Guide:





Adaptability: In the modern world it is necessary to be flexible and adaptable to succeed. The quickening pace of advancement in the workplace requires us to learn new skills to keep up with an ever-changing technological climate. Adaptability, persistence, perseverance, and a positive attitude towards change become skills for success. Competency with navigating the many tools on a smartphone can support adaptable solutions in the workplace to get the job done.



Collaboration: Collaboration is a key skill for success in all professional environments. Strength in unity can be harnessed through each team member's unique gifts. As collaborative problem solving and communication improve, productivity, innovation, and efficiency increase. There are many key collaborative features of smartphones that can be harnessed to allow users to work together seamlessly.



Problem Solving: Problem solving is an essential process that requires critical thinking skills to support decision making. Problem solving helps to define workplace issues, analyze potential pathways to a resolution, and propose an action plan. As our problem-solving skills improve, we are more quickly and effectively able to adapt to change. There are many functions, apps, and tools that we are able to access on a smartphone to aid with problem solving processes.



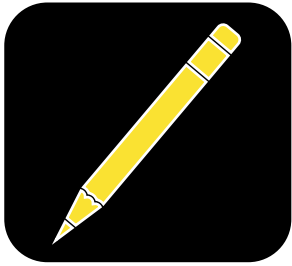
Communication: Communication is an essential skill that allows individual's voices to be heard. The exchange of information and ideas allow connections to be made in a clear and efficient way. Smartphones have become essential tools in the workplace that allow for many different modes of communication. Built-in features and downloaded apps on our phones have effectively transformed communication in the workplace and the way business is conducted.



Creativity and Innovation: Creativity and innovation in the workplace are skills for success to help solve challenges and approach workplace issues from new perspectives. Creativity involves the ability to think outside the box and to imagine, develop, and apply innovative processes in new ways. Employers are increasingly seeking individuals who are empowered to create innovative solutions in increasingly diverse workplaces.



Reading: Reading involves the ability to analyze information, ask questions, and think critically. A large portion of workplace correspondence is conducted via written communication, making reading comprehension a crucial skill necessary for all. Many daily tasks involve reading, including interpreting, and following instructions, recognizing important information, identifying errors and communication with a team. The many multimodal features of the smartphone allow for efficient communication skills and support with reading competency.



Writing: Writing involves the ability to clearly and coherently, organize and convey thoughts in written form. Effective writers understand how to convey tone, explain ideas efficiently, and collaborate effectively in writing. Strong written communication skills are actively sought after by employers, and effective communicators are often viewed as capable and credible.



Numeracy: Fundamental skills in mathematics are required for workplace responsibilities including time management, mental computations, constructing logical justifications, data analysis, managing budgets, and forecasting. Strong skills in numeracy are correlated to other important processes, including how to approach tasks methodically, pay attention to detail, and think abstractly. Smartphones are equipped with tools to solve daily math challenges from basic operations to complex spreadsheets.



Digital Literacy: Digital workplace solutions require employees to become comfortable and competent with multiple digital tools and platforms to integrate any number of devices, software, and hardware solutions. Smartphones can support transformative digital workplaces. Learners are able to manage their own acquisition of knowledge and are able to progress beyond consumers of content to become producers and publishers.

Activity #1: Write About It

Self-Reflection is an important part of the learning process that allows you to recognize and draw upon your strengths, so you are better able to target and remediate your weaknesses. The process of introspection allows you to align your values and goals as you track your growth. Improved self-awareness is a powerful tool to empower you to lead with your strengths and make positive changes to address your needs both personally and professionally.

Reflect on the nine Skills for Success above.

What are three skills that you feel most confident in and why?

What is the skill that you feel least confident in and why?

Draw a web to record your thoughts.

Reflect on the following questions:

What Skills for Success do you bring to the table as an employee?

What are some strategies you use to ensure you are adaptable when working with others?

What are some modes of communication that most important in your personal life?

What are some modes of communication that are most important in your workplace?



2. What is a Smartphone?

Skills for Success in this Section:



Digital



Problem
Solving



Innovation +
Creativity

What is a Smartphone?

A smart phone is a mobile phone with more advanced computing capability and connectivity than basic feature phones. In addition to basic calling and texting, smartphones include many more built-in and downloadable productivity tools and entertainment features. Smartphones allow users to video chat, share information on social media, create and enjoy music, manage schedules, download a wide variety of apps and games, access navigation routes, take professional grade photos and videos, complete homework, and even run a business. Mobile smart technology is constantly changing and evolving, and improved functionality and efficiency continues to increase. Smartphones are now more akin to a handheld computer and can complete most of the same functions as a tablet, running on similar operating systems. The most popular types of smartphones in Canada are Google Android and Apple iPhone. This Support Guide will focus on these two types of smartphones.

What is an Operating System?

An operating system is the software that allows smartphones to run basic operations, programs, and applications as well as manage cellular and Wi-Fi network connectivity. A mobile operating system is essential for basic functions on a phone such as text messages, phone calls, accessing the Internet, and engaging with apps. The operating system also senses and interprets touch input from the user that is used to navigate the phone's interface. Smartphones have their own unique operating systems that vary from those found on computers and tablets. There are three main mobile device operating systems that majority of smartphones in the Canadian market run on, including Apple iOS, Google Android, and Windows.

Android vs Apple

This Smartphone resource will concentrate on the two most popular Operating Systems: Google Android and Apple iPhone. Android phones work with an open-source operating system. This means that Android source code is free to the public and developers can alter the code to their own preference. Android OS is highly customizable, but the basic functions remain the same. Samsung, Motorola, and Google phones all use the

In Canada, as of January 2023

60.5% of the mobile operating system market share belonged to Apple.
38.7% of Canadians have Android phones, and less than **1%** of users prefer Windows or Blackberry phones.

Worldwide, Android is the most popular with over 72% of users.

<https://gs.statcounter.com/os-market-share/mobile/worldwide>



<https://gs.statcounter.com/os-market-share/mobile/canada>

Android OS, but developers from each company have modified how various built-in functions look, and the way to access your smartphone’s apps and functions may differ between brands or models of phones. Apple iOS is a closed-source operating system. This means that the source code is protected so that it is not available to the public. This type of operating system is only available by purchasing Apple devices and accepting licensing agreements. iOS is not customizable so the built-in functions and ways to access tools and apps is very similar across models of different iPhones.

Apple	Android
<ul style="list-style-type: none"> • Closed source operating system • Brand of phone: Apple iPhone • Unique Apple Lightning connecting ports and cables are used to charge and sync phones. • Apps are downloaded on the Apple App Store. • Excellent interoperability between various Apple devices • Regular updates released. • Poor display quality on older model iPhones. • There are less apps available for download, but iPhone app quality is high due to a stringent vetting process. 	<ul style="list-style-type: none"> • Open-source operating system • Brands of phone: a wide range of devices manufactured by several different companies. • Universal USB-C charging ports and cords are used to charge and sync phones. • Apps are downloaded on Google Play Store • Less interoperability between devices • Updates released are dependent on manufacturer. • High-quality screens and displays on most devices. • There are more apps available for download, but app quality is more variable on Android devices as the vetting process is less strict than Apple.

Operating System Updates

It is important to keep your smartphone up to date to ensure that known problems or bugs in the operating systems can be fixed and so you can enjoy the optimal functionality of your phone. Each year major updates are usually released by both Google Android and Apple iOS that change the look of the smartphone interface as new features are added. More frequently, security patch updates are released to ensure your smartphone is safe and secure. A security patch is essentially a method of updating systems, applications, or software by inserting code to patch any known vulnerabilities. These updates help secure the system against an attack and fix problems in the operating system code.

How do I check for a system update?

Smartphone users will get periodic notifications about available security updates. They can come at any time and typically aim to improve your smartphone while fixing any operating system bugs. You can manually download updates, choose to have them install automatically, or schedule when you prefer.

Complete an Android Manual Update

Ensure you are connected to Wi-Fi and your phone is plugged into a power source.



1. Open your phone's **Settings** app
2. Near the bottom of the option list, tap **System**
3. Select **Software Update**
4. Update status will be displayed here and can be downloaded. On this menu, you can also choose the option to **Auto download over Wi-Fi**. If this option is toggled on, your smartphone will automatically update available.

The latest version of Android OS is 13, released in late 2022.

*Android users can check for the latest updates on their device in the Settings tab.

Complete an Apple Manual Update

Ensure you are connected to Wi-Fi and your phone is plugged into a power source.



1. Open your phone's **Settings** app
2. Choose **General**
3. **Software Update**

The screen shows the currently installed version of iOS and

whether an update is available. On this menu, you can also choose the option to automatically download.

The latest version of iOS is 16.3 released February 2023.

*Apple automatically notifies users of when to update to the latest version.



Activity #2: Compare

Check to see if there are any updates available on your phone using the above steps. Ensure your phone is up to date, safe and secure!

The debate between Android vs Apple superiority has long been a hot topic for Canadians. Examine the comparative chart above and add any additional points under each heading.

Which operating system do you prefer? Why?
Justify your response by providing detailed examples.

If you were to design your own operating system, which features of Android or Apple would you add, create, or combine?

Invent one new built-in feature, app, or digital tool that you would include in your new smartphone design. Describe it.



3. Security + Privacy

Skills for Success in this Section:



Digital



Problem Solving



Innovation + Creativity



Adaptability



Reading



Writing

Security + Privacy + Private Data Collection

No matter which type of smartphone you have there are privacy and security issues you should be mindful of.



Security



Privacy



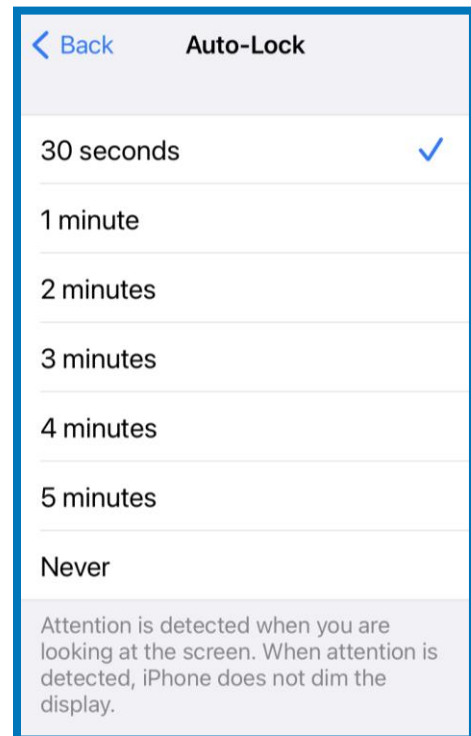
Personal Data Collection

Security

In the digital world, security relates to the protection of personal data and sensitive information against potential hacks, breaches, or leaks. Keeping your phone up to date and ensuring your private information and data is secure on your device is essential. Your smartphone is constantly collecting information about places you visit, who you communicate with, and logs your internet search history. Passwords, banking, and personal information are also stored on your phone. To protect this important information, there are precautions that may be taken in order to ensure your phone is secure.

Set or Change a Lock Screen Password

Setting a password on your smartphone home screen is a simple way you can prevent unauthorized access. If your phone is lost, misplaced, or left unattended temporarily, anyone can access your phone and your information becomes vulnerable. It is important to remember not to share your smartphone password with anyone and to choose a unique password that is not easy to guess.



Set up a screen lock password on an Android Phone



1. Find and tap **Settings**
2. Tap **Lock Screen & Security**
3. **Screen lock**
4. **Password**
5. Enter a screen lock password (code must be at least 4 characters), then tap **Next**.
6. Re-enter the password, then tap **Confirm**.
7. Select an option for how you want notifications to be shown, then tap **DONE**

There are many different types of passwords that can be selected for unlocking your Android phone including Fingerprint Scanner, Face Recognition, PIN number, or a Password Pattern. These are all available options included under the **Settings > Lock Screen & Security**. You first must set up a password to enable any of these options. No matter your preference, enabling a lock screen security password can help protect your personal information.

Set up a screen lock password on an Apple iPhone



1. Open **Settings**.
2. On an *iPhone with Face ID*: Tap **Face ID & Passcode**.
3. On an *iPhone with a Home button*: Tap **Touch ID & Passcode**.
4. Tap **Turn Passcode On**.
5. Choose a Passcode
6. Re-enter the passcode

You may also customize the length of time that your phone will automatically lock. The shorter the duration chosen, the more secure your iPhone will be.

1. Tap **Settings**
2. Choose **Display & Brightness**
3. Choose **Auto-Lock**
4. Set a length of time

Password Tips: Keep your online accounts secure using these Password tips. A secure password can prevent unauthorized online logins that put your personal and financial information at risk. Take a look!

Password Creation:

- **Never use identifying personal information** (obvious names, birthdays, addresses) Public information makes it easier for your password to be guessed.
- **Use a longer password.** Your password should be **at least eight characters long**, and incorporate letters, numbers, special characters, and a mixture of upper and lowercase letters.
- **Don't repeat the same password for each account.** If your password is compromised in a data leak, every account becomes vulnerable.
- **Random passwords are the strongest.** Nonsense gibberish words or longer phrases work well. If you're having trouble creating a unique password, you can use a **password generator** instead.
- Use a **password manager**
- **Do not share your passwords**



Password Facts

The Cybernews Investigation team was interested in finding out the common most used password patterns everyday people were creating. Through the collection from publicly leaked data breaches from a number of databases, the team anonymized the data and detached the passwords so data could be examined in isolation to find the most popular passwords and phrases used.

In total, 15,212,645,925 passwords were analyzed.

What the data shows:

People generally use years in their passwords.

Years often mark:

- their birth year
- the year in which the password was created.

The most popular years used in passwords are 1987 and 2010.

Other popular passwords are sports teams, cities they live in, favourite foods, and even curse words.

Globally the most commonly used password of 2023 so far is “123456” followed by “Password”

Choose a strong password to protect your data!

<https://cybernews.com/best-password-managers/most-common-passwords/>



Privacy

In the digital world, privacy is related to how personal information and online usage data is viewed and used by others. Websites, apps and even your phone itself are always trying to learn information about you and your online interactions. Privacy is one of the most important consumer protection issues in Canada as technology continues to expand. More and more information are becoming digitalized, and more extreme measures are taken to mine, collect, share, and even sell user data.

Web Tracking

Web tracking is a method of collecting data and information about users. Your website visits are tracked every time you browse online. Information is recorded including how long you stay and the things you click on. Nearly every company uses web tracking technology to learn about and monetize your online behaviour and preferences. Web tracking provides companies with a snapshot of your previous online behaviour so ad content can be customized to fit your preference profile accordingly.

Cookies and Cache

Cookies and cache are two different forms of temporary internet files kept in storage on your smartphone to improve the online experience and performance of web pages that have been visited.

- **Cookies:** Cookies are temporary internet files that are saved to your smartphone by websites that you visit. Information like the time and frequency of user visits, how long

was spent browsing, items left in your shopping cart, what ads have been clicked on, login information, your IP address, and your geographic location is collected. Advertisers use this information to serve you custom ads across the web and in your social media feeds.

The Personal Information Protection and Electronic Documents Act (PIPEDA) is the federal law that governs the commercial use of Canadian resident's personal information for data tracking and transparency. Websites must be compliant to these laws which requires them to obtain meaningful consent from users to collect, use, and disclose any personally identifying data. This is why you will often see a pop-up when visiting a website that asks you to accept cookies. It is a good idea to read the terms of service before agreeing on websites and downloaded apps so you know exactly how your information will be used and shared.

- **Cache:** A cache is a reserved storage location that collects temporary data to help websites, browsers, and apps load faster. A browser cache stores files like pictures, fonts, videos, audio, login information and search history from websites you visit so the next time you load the same website it will be faster.

The cache can also contain private data that are stored by some websites, which can leave your smartphone vulnerable if unauthorized access is granted. Sensitive or personal information can be viewed from these temporary storage files.

Delete Cookies, Clear Cache and Browse Privately

To circumvent some of these privacy issues, it is recommended to erase browsing history, delete your cookies, and to clear the cache on your Smartphone after accessing the internet. Clearing your browser history removes the history of websites you visited and recent searches from your device. This process also removes the cookies and permissions you granted to websites to use your location or send you notifications. You can also enable Incognito mode or private browsing, so your search history is not tracked, and cookies are not collected.

Delete Cookies and Search History on Android Chrome Internet Browser:



1. On your Android smartphone, open the **Chrome** app.
2. At the top right, tap **More**
3. Tap **History**
4. Choose **Clear browsing data**.
5. At the top, choose a time range. To delete everything, select **All time**.
6. Next to "Cookies and site data" and "Cached images and files," check the boxes
7. Tap Clear data.

Access Incognito Mode



Browsing in Incognito mode means your activity data is not saved on your device. After browsing in private mode, your search history and cookies are deleted. Access Incognito mode on the Chrome browser app:

1. Open the **Chrome** app on your Android phone.
2. To the right of the address bar, tap **More** and then **New Incognito tab**.
3. A new window appears. In the top left, check for the **Incognito** icon.

Suggestions to keep your Android phone safe are available under **Settings > Security**, where you'll find a dashboard recommending improvements you can make to your phone's security.

Delete Cookies and Search History on iPhone Safari Internet Browser:





1. Open the **Safari** browser
2. Tap 
3. Choose 
4. Then tap **Clear**
5. Choose how much of your browsing history to clear.

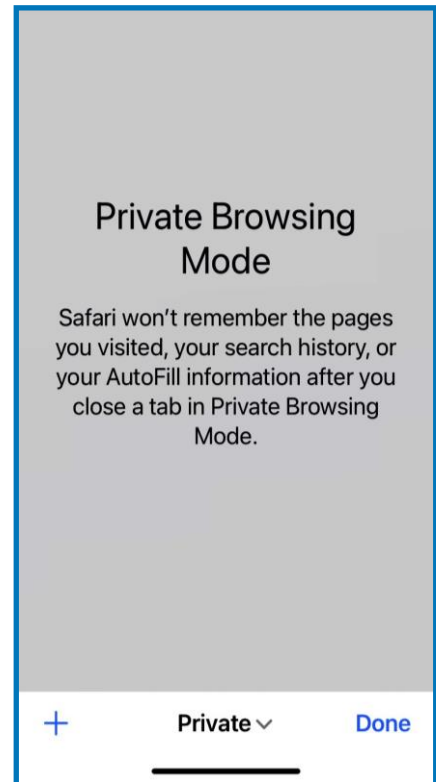
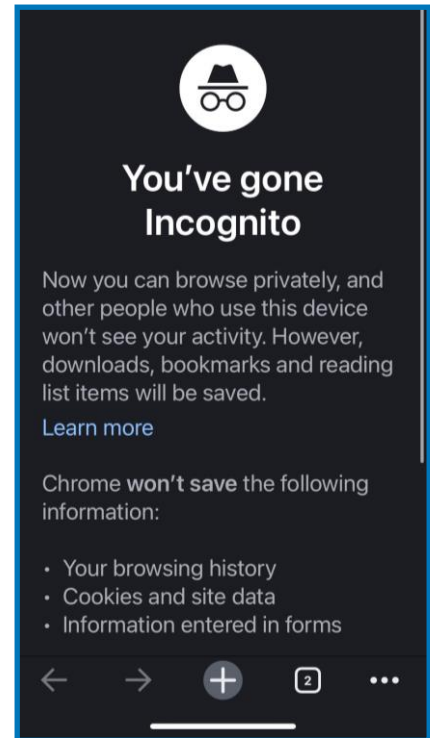
Access Private Browsing Mode

Another way to protect your privacy is to use iPhone's Private Browsing Mode when accessing Safari. None of your search history, cookies, site data, or information entered in forms are saved on your device.

To enable Private Browsing:

1. Tap .
2. Tap  in the center of the tab bar at the bottom of the screen, then tap **Private**.

The search field will turn grey and display the word Private when in Private Browsing Mode.



App Privacy Report

Learn exactly how apps are using the permissions granted to them and their network activity by turning on your iPhone's App Privacy Report. This is designed to give you a complete snapshot of how each of your apps use your data.

You can turn this on by:

1. Settings
2. Privacy & Security
3. App Privacy Report
4. Turn on

Activity #3: Research

Check your phone's privacy and security settings.

Android users, check your dashboard under Settings > Security to view any recommendations.

Apple users, turn on your App Privacy Report and examine how your data is being used by your apps.

From this data, make any necessary changes to secure your phone.

Using the list of Password Tips, update any passwords that do not follow the recommended guidelines.

Visit the website for one of your favourite brands (clothing, shoes, grocery, etc.)

Research the company's Privacy Policy and Terms of Use Agreement to find out how they use your personal data.

Argue: Are the current laws enough to protect consumer privacy? Justify your response.

Do companies really gain *meaningful consent* to gather your personal information when you accept cookies on your smartphone? Record your answer.

Are the ethical principles of fairness, accountability and transparency being upheld by your favourite brand as related to privacy laws? Elaborate.



4. App Stores + Downloading

Essential Skills in this Section



Digital



Reading



Writing



Numeracy

App Stores and Downloading Apps

There are a wide range of productivity, communication and entertainment apps that can be downloaded for use on your smartphone. Additionally, other digital content such as music, podcasts, books, TV shows and movies can also be explored. Android Users download apps from the Google Play Store, while iPhone users download apps from the Apple App Store.

Androids

Android Apps are designed for use with supported Android and Chromebook devices and cannot be used on iPhones.

Some products are available at no charge, while others require payment.

Download Android Apps Using the Google Play App Store:



Sign up for a Google Account. It is not possible to download apps from the Google Play store without first logging into a Google account. Visit: <https://accounts.google.com/signup/v2/webcreateaccount?flowName=GlifWebSignIn&flowEntry=SignUp>

Complete the fields on the sign-up page:

1. Fill in your name.
2. Create a new username and password.
3. Confirm your password.

Optional: Add and verify a phone number for your account.

Tip: You don't need a Gmail email address account to create a Google Account. You can use any email. *Click Use my current email address instead.*



Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods

[Use my current email address instead](#)

Password Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

Show password

[Sign In Instead](#)

[Next](#)



One account. All of Google working for you.

Make sure you check ratings and reviews if they are available and read the app's privacy policy to see exactly what phone features it will have access to if you download.

Download iPhone Apps Using the Apple Store

Your Apple ID is an account that is used to access all Apple services and make all your Apple devices work together seamlessly. You will need to set up an Apple ID and sign-in on your iPhone to download apps, music, podcasts, games, and access your iCloud.

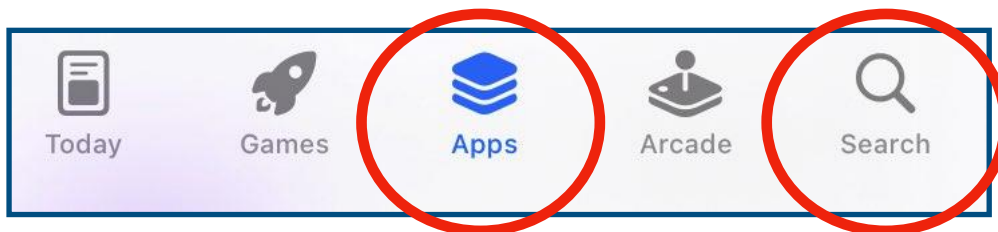
Create an Apple ID:

An Apple ID can be created when you first set up your iPhone, or by visiting the Apple Store.



1. Open the App Store and tap the sign-in button.
2. Tap Create New Apple ID.
3. Follow the onscreen steps to provide an email address, create a strong password, and set your device region. The email address that you provide will be your new Apple ID. Any email address can be used.
4. Enter your credit card and billing information, then tap Next.
5. Confirm your phone number. This can help to verify your identity and recover your account if needed. Tap Next.
6. Check your email for a verification message from Apple and confirm your email address.





When opening your Apple Store app, look for the Apps option at the bottom of the landing page. From here you will find a list of available suggested popular apps of all genres including games, social media platforms, fitness trackers, video editing tools and much more. You can also use the Search function locate and download specific apps to meet your needs.





Productivity Apps

App	Operating System	Description
Word 	Android Apple	Create and edit documents directly from your Smartphone. Many different templates are available to choose from including journals, newsletters, resumes, cover letters and more. Collaboration is possible by adding team members to your documents.
Pages 	Apple	Pages has the same basic word processing functionality of Word, plus the ability to embed videos and drawings. Many templates are available to create reports, digital books, resumes, posters and more. Collaboration is possible by adding team members to your documents.
Excel 	Android Apple	Excel lets you create, view, edit and share spreadsheets, charts, and data. Budgeting and data analytics are also available through this app. Collaboration is possible by adding team members to your documents.
Numbers 	Apple	Numbers has the same basic spreadsheet functions plus the ability to embed animated charts and drawings. Templates include budgets, checklists, invoices, mortgage calculators, and more. Collaboration is possible by adding team members to your documents.
PowerPoint 	Android Apple	PowerPoint is a slideshow tool to create professional looking presentations and reports. Templates are available provide opportunities to build in music, graphics, and charts. Collaboration is possible by adding team members to your documents.
Keynote 	Apple	Keynote includes the same basic slideshow presentation tools as PowerPoint. Easy-to-use functions let you add text, tables, charts, shapes, photos, videos, and drawings to slides, along with animations and transitions. Collaboration is possible by adding team members to your documents.
Google Docs 	Android Apple	Google Docs is an online word processor that lets you create and format documents and work with other people in real time. This is a cloud-based tool, so your documents are available from any device at any time.





Communication Apps

App	Operating System	Cost	Description
Zoom 	Android Apple	Free (40-minute time limit)	Zoom is a videoconferencing service that allows you to connect with others using a coordinated shared online meeting space. This tool includes screensharing, chat, and cloud storage. The app is free to download, but there is a 40-minute time limit for free accounts. Video recordings can be recorded to your Zoom cloud storage right from your smartphone.
Google Meet 	Android Apple	Free	Anyone with a Google Account can create a video meeting, invite up to 100 participants, and meet for up to 60 minutes per meeting at no cost. This user-friendly video conferencing platform is perfect for small meetings and for those already using Google Workspace software. Video recordings can only be started from a computer, not smartphone app.
MS Teams 	Android Apple	Free up to 60minutes	In addition to videoconferencing services, Teams includes chats, file sharing, tasks, and calendars in one place so you can easily connect and collaborate with members of your team. Unlimited group meetings are included for up to 60 minutes.
FaceTime 	Apple (+Android)	Free	FaceTime is Apple's video chat function built into every iPhone. Although Android users cannot download the FaceTime app or start their own FaceTime calls, anyone can join a FaceTime call from their web browser if an invitation is sent from an Apple device.

Digital Storage Apps

App	Operating System	Description
Google Drive 	Android Apple	Google Drive is a free digital storage space for photos, videos, documents, and files. Collaboration is possible by adding team members to shared documents or folders.
iCloud 	Apple	iCloud is a digital storage space for personal photos, videos, files across all your Apple devices. You can upload documents or use iCloud to back up your phone. iCloud also makes it easy to share photos, files, notes, and more with friends and family. Collaboration is possible by adding team members to shared documents or folders.

Social Media Apps

App	Operating System	Description
Facebook 	Android Apple	Facebook is a social media website and app which allows users to connect with others online. Users are able to share pictures, music, videos, as well as their own thoughts and opinions to their selected audience. It can be a source of news, entertainment, and a marketing tool for businesses.
Instagram 	Android Apple	Instagram is a social media app that allows users to share photos and videos with followers or with a select group of friends. It can be a source entertainment and a marketing tool for businesses.
Twitter 	Android Apple	Twitter social networking site and app where users broadcast short posts known as tweets. These tweets can contain text, videos, photos, or links. The purpose is to connect users and allow them to share their thoughts with their followers and others using hashtags. It can be a source of news, entertainment, and a marketing tool for businesses.
TikTok 	Android Apple	TikTok is a social media platform for creating, sharing, and discovering short videos and share them across the app.

Different Types of Apps



Mobile Banking Apps

All of Canada's largest banks offer mobile apps available for download on the Google Play or Apple Store for use on both Android and iPhone. Mobile banking apps are a convenient way to conduct your day-to-day banking needs quickly from the comfort of your home.



Mobile Banking App Services

Once your mobile banking app account is set up, you may access a wide range of tools and functions to manage your finances.

Services include:

- Checking account balances
- Transfer funds between accounts
- Interac E-Transfers
- Pay bills and set up automatic scheduled payments
- Online cheque deposits
- Investment management
- Set savings goals
- View account insights
- Set daily card limits
- Deactivate lost or stolen cards
- Print account statements

How to Send an Interac E-Transfer

1. Log into your online or mobile banking app and select the E-Transfer option.
2. Choose (or add) your recipient's email or mobile phone number.
3. Specify which account you would like your funds to be transferred from.
4. Enter the amount you would like to transfer.
5. Add a security question. If the recipient has already registered for Autodeposit, you will not have to add a security question. The funds will automatically be deposited without them having to accept the E-Transfer.
6. Click send and confirm your transfer.
7. You will receive an email confirmation that your E-Transfer has been sent, and another email to notify you once the recipient has accepted your transfer.

Tip: If the recipient has not registered for Autodeposit, safely share the security answer with them. It is important to make sure your security answer not something that is easily guessed. Do not share the password in the E-Transfer email notification message box. Exercise caution

when it comes to sending or receiving money. Only send money to people you know and trust. An *Interac* e-Transfer transaction cannot be reversed once a recipient has deposited the funds.

How to Receive an Interac E-Transfer

1. Check your email inbox (or Junk Mail)
2. Follow the instructions provided on the email and log in to your mobile banking app account.
3. Enter the security answer and choose which account you would like the funds to be deposited into.

Tips: Make sure the sender safely shares the correct answer to the security question with you if you have not registered for Autodeposit.

Activity #4: Explore

Open the App Store and download one app from each of the categories above: Productivity, Communication, Digital Storage, social media and Mobile Banking. Ensure you have first registered for an Apple ID or Google Account.

Explore your new apps and create a brainstorming web to think about the ways they can be used to improve your Skills for Success such as reading, writing, numeracy, creativity and innovation, collaboration, or communication at home or in the workplace.

How can these apps help transform your workflow from a productivity perspective? Are you able to streamline daily tasks through the use of the integrated digital technology you learned about above?

Reflect on your current app usage. What apps do you use most frequently and for what purpose? Compile a list of Health and Wellness apps that support wellbeing at home and in the workplace.



5. Email + Phishing Scams

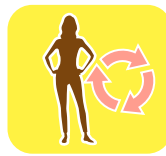
Skills for Success in this Section:



Digital



Problem Solving



Adaptability



Reading



Writing



Communication

Email

Email is an important personal and business tool that is used to share information and communicate with others in an efficient and effective way. Digital files and data can be transmitted globally in seconds. Attachments like documents, pictures, photographs, reports, presentations, videos, and music can all be uploaded and sent to any number of desired recipients quickly and easily. Email has largely replaced traditional mail options, as more and more individuals and companies move to more convenient, affordable, and sustainable paperless options. Emails are fast, free, and one of the most important and widely used modes of communication for marketing and commercial business on a global scale.

Although there are many benefits of email, users must be aware of potential scam emails that will inevitably land in our inboxes.

Phishing Scams

Phishing is a type of online scam that targets consumers by sending digital communications like emails, phone calls, or text messages that appear to be from a legitimate source. These scams aim to trick you into giving up your personal, financial or login information. Online scammers launch thousands of phishing attacks every day and they are becoming increasingly complex, intricate, authentic looking, and difficult to recognize. Always remain vigilant and never give out your personal, sensitive, login or banking information online.

How to Recognize a Scam

Email systems will often flag spam emails with malicious links and automatically send them to your Junk Folder. While these emails are visible in your inbox, your system will remain secure unless you follow through with the steps by clicking an unsafe link or following up on the scammer's requests. It is important to use a critical eye to determine risks.

1. Check the email address the communication was sent from. Often it will be clear from the sender's address that it is not an authentic email from a trusted source.
2. Check for spelling and grammar mistakes. Official emails from professional organizations rarely contain any spelling or grammatical errors.
3. Check the salutation. Often this will reflect your email address, "Dear Customer," or another generic and impersonal greeting.

4. Check the company logo and images contained in the email. Are they high resolution or do they look blurry?
5. Cross reference the contact information provided on the bottom of the email with the company's official website. If they do not match or look unprofessional, it is likely a scam.
6. You are a winner! Often phishing emails claim that you have won a monetary or too good to be true prize.
7. Often scam emails are of an urgent nature, and the communication demands immediate action with threats of consequences if you do not follow through.
8. The message will request you to click a link, enter your personal or banking information, or give out login credentials.
9. Legitimate companies, such as your bank or a government agency will never ask for your banking information or password in an email or text message.
10. If you are unsure of the communication's authenticity, avoid giving out personal information. Follow up by reporting potential phishing attacks to the targeted company or network security personnel at your workplace.

Do I have an account with this company? Is this my account number? →

Gibberish sender email →

[Action required] Verify your identity to continue using your account #448435 → **Immediate action required**

Hi sarah_jessica@msn.com , → **Generic/inaccurate salutation**

We are reaching out to inform you that we have detected an issue with your Venmo account. It appears that there is a problem with your account that requires your immediate attention. → **Account problem**

Please log in to your Venmo account to resolve the issue. Once you have logged in, please follow the on-screen instructions to update your account information, review your transaction history, and confirm that there has been no unauthorized activity on your account. → **Request to update personal/banking information**

Log in → **Malicious link**

If you have any questions or concerns, please contact our customer support team immediately. We apologize for any inconvenience caused and appreciate your cooperation and prompt attention to this matter. → **Prompt attention**

Thank you for using Venmo.

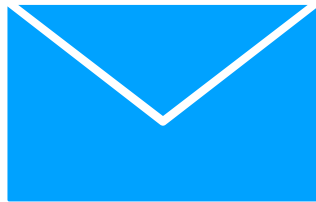
Real Phishing Scam Example Received

Activity #5: Labelled Diagram

In what ways have you used email in the past? What are the benefits and drawbacks of using email communication in the workplace? Create a pros and cons list.

How can the use of email improve our communication, reading and writing skills?

Check your Junk Email Folder for spam messages. Without clicking on any links or following instructions on the email, look for indications of a phishing scam. Create a labelled diagram as in the example above to identify parts of the email that may indicate malicious intent.



6. Camera + Photos

Skills for Success in this Section:



Digital



Innovation + Creativity



Collaboration

Camera and Photos



Built into every new smartphone are professional grade cameras that can be used to take pictures and videos for many purposes. In addition to the basic functions of photos and videos there are many different built-in tools to take beautiful pictures.

Here is a look at some of your iPhone's camera options:

Flash Auto/ On/ Off

Activate additional Options

Live Photos are animated pictures. If enabled, the iPhone camera it will combine several still images to create three seconds of motion.

Zoom in or Adjust

Aspect Ratio

Live Photo

Flash Auto/ On/ Off

Set timer. Options for 3 and 10

Choose a **filter** to change the mood of your photo

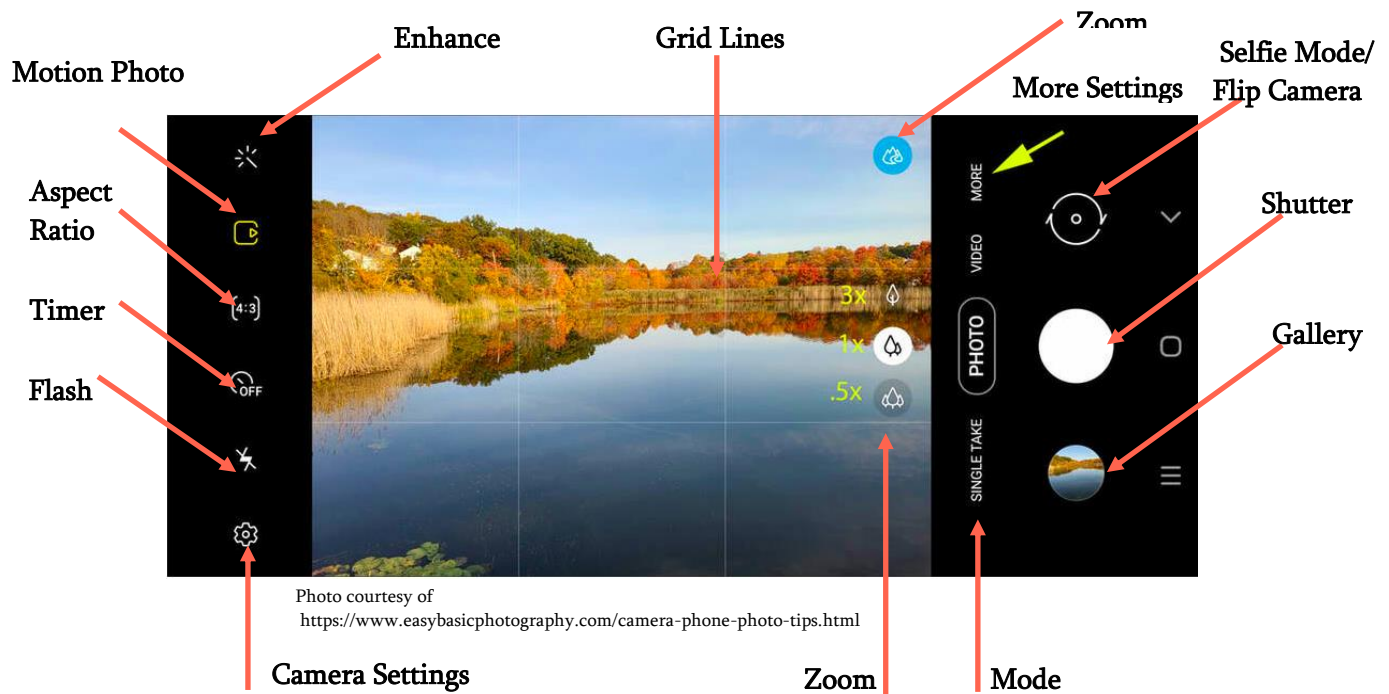
Selfie Mode

Shutter Button. Press to take picture. Hold to take video.

Past photos stored on camera roll

Each Android-based company has modified how various built-in functions look, and the way to access the function may differ between brands or models of phones. All Android camera options might not look the same as the photo provided below.

Here is a look at some of the Android's Camera functions:



On most Android smartphones, you may access additional settings by selecting the “More” button to optimize your photos, improve the quality of the image, and take a wide variety of shots.

- Pro
- Panorama
- Food
- Night
- Live Focus
- Live Focus Video
- Pro Video
- Super Slow Motion
- Slow Motion
- Hyperlapse

Send Photos from Android Photos App

You can share photos that have already been captured on your phone by accessing your Photos app. Photos can be shared via text message or email quickly and easily.

1. Open the **Photos** app.
2. **Tap and hold the image** you wish to send. You can select more than one photo to send.)
3. Tap the **Share** button.
4. Select the **Gmail** or **Text** message.
5. Choose a recipient and **Send**



Android Photos and Markup

1. Open the photo you want to mark up.
2. Tap **Edit > Markup**.
 - To draw, tap Pen.
 - To add highlights, tap Highlight.
 - To add text on top of a photo, tap Text. To move the text box around, touch and hold it and then drag.
3. When you are finished, tap **Done**.
4. To save a copy of the photo with your edits, at the bottom right, tap **Save as copy**.

Taking a screenshot:

Open the screen that you want to capture. Press the Power and Volume down buttons at the same time. (Some Android phones are Power and Volume Up)

Your phone will take a picture of the screen and save it.

At the bottom left, you'll find a preview of your screenshot. It will appear in your Photos/Gallery App.

Apple Photos and Markup



Markup Tools Photo courtesy of <https://tidbits.com/2019/10/28/how-to-use-catalinas-continuity-sketch-and-continuity-markup/>

Photo Markup:

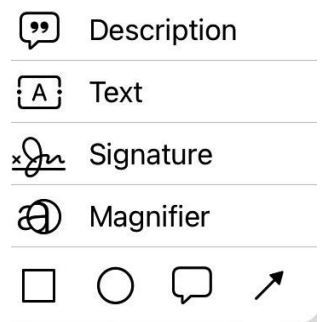
To edit a picture, open **Photos** and choose the photograph you wish to edit.

- Tap **Edit** and select the **Markup** icon.

You can add colourful drawings, text, annotation, shapes, and even add your signature.

Built-in measuring tools and a magnifier are also included.

Markup is not limited to photo editing. You can also edit PDF documents, screenshots and email attachments.



Take a Screenshot iPhone: Press the side button and the volume up button at the same time. Quickly release both buttons.

- On models with a Home button, press the **Home** and **Power** button at the same time. After you take a screenshot, a thumbnail temporarily appears in the lower-left corner of your screen, which allows you to edit, share, and save the screenshot in your photos.

Photo Sharing Using the Google Photos App



- Google Photos is available to both Android and Apple users.
- Download the Google Photos app on the Google Play or Apple App Store
- 15GB of online storage space is free for all users.
- You can upload, edit and share and access from any device your Google Account is connected to.
- You can upload photos into a shared album and automatically generate a link to share with family, friends or coworkers to add them to allow them to access your shared photo albums.

Create a Shared Album on Google Photos

1. On your mobile device, open the Google Photos app.
2. Sign into your Google Account.
3. At the bottom, tap **Photos**.
4. Select photos or videos for the album.
5. At the top, tap Add.
6. Tap **Shared album**.
7. Enter an album title.
8. When the album is complete, tap **Share**.
9. Select who to share your album with.

Considerations

- You can share directly to anyone with a Google Account through the creation of a link.
- When you share a link to your album, anyone with the link can view the photos and add to the album.
- You can like or comment on the photos, edit your photo album, change the album cover and control collaborative settings.

Activity #6: Hands-On

Explore the various functions of your camera including slow-motion, panoramic and timer.

Take a photo using your camera. Use the zoom function, add a filter, and enhance the image. Save it to your Photos. Send it to a friend.

Take a screenshot. Add a text box, drawing and signature using Markup tools.

Create a Shared Album and invite a family member to collaborate and add their own photos.



7. Bluetooth + Airdrop

Skills for Success in this Section:



Digital



Communication



Collaboration

What is Bluetooth?



Bluetooth allows digital devices to communicate with each other without cables or wires. Through a Bluetooth connection, data can transfer between devices over short distances. Bluetooth is not reliant on Wi-Fi networks, but rather on short-wave radio frequency technologies that create wireless connections between devices. To transmit data, Bluetooth devices must be paired. Once pairing is complete, there is an immediate electronic conversation that takes place so data can be shared back and forth.

Bluetooth technology is used widely in many of the wireless digital accessories we enjoy daily including headphones and AirPods, Bluetooth speakers, hands-free car connections, heart rate monitors and fitness trackers, game controllers, smartwatches, as well as wireless keyboards and mice. Through the use of hands-free technology, the transfer of data becomes seamless!

Connect an Android Phone to a Bluetooth Accessory

1. Swipe down from the top of the screen on your Android phone.
2. Touch and hold Bluetooth.
3. Tap Pair new device.
4. Tap the name of the Bluetooth device you want to pair with your device.
5. Follow any on-screen instructions.

Connect iPhone to a New Bluetooth Accessory

1. Open Setting on your iPhone and select the Bluetooth.
2. Toggle the Bluetooth button to the on position. A list of previously paired Bluetooth devices will appear in a list, as well as if the device is currently connected or not.
 - Your iPhone will also let you know that your phone is now discoverable by you Bluetooth accessory.
3. Once your iPhone recognizes the new device it will show up under the Other Devices section, where you can click to pair.
4. Your new device is ready to use with your phone.

Bluetooth Tips:

Turn off your Bluetooth when it is not in use. Minimizing your Bluetooth usage minimizes your exposure privacy vulnerabilities. Hackers can exploit user's discoverable connections to pair their own device through the victim's phone. This allows scammers to take control of your device and exploit sensitive data without your knowledge.

Airdrop for Apple Devices:

AirDrop is a way to wirelessly send and receive files, photos, documents, playlists, locations and more with other Apple devices that are nearby. Airdrop uses Bluetooth and Wi-Fi to transmit files between devices within a short physical distance of each other. Files can be shared between Apple devices with different operating systems, for example between an iPhone and MacBook or iPad. There are no size limits on the file transfer, so this is a great solution for transferring large documents that exceed email size limitations without the use of a shared cloud drive or USB data stick.

Before you begin:

- Ensure both devices for the file transfer are within Bluetooth and Wi-Fi range.
- Ensure that both devices are connected to Wi-Fi and Bluetooth turned on.
- Ensure that the receiving device has their AirDrop receiving settings to 'Everyone' if you are not on their Contact list. You can enable this by choosing **Settings > General > Airdrop**.

How to share photos using AirDrop

Android does not support the AirDrop feature since it uses Apple's technology. Android is currently developing a similar technology called Nearby Share. Some of the newest smartphone models are equipped with this function as it rolls out in various regions across the globe. You can use a file-sharing app or just Bluetooth instead to transfer files to and from Android devices.

Sharing between Apple Devices:

1. Open the document you wish to send. Items can include Pages, Keynote, and Numbers documents, Notes, PDFs, Photos and Videos, websites, pinned locations and more.
2. Tap the **Share** button.
3. Tap the **AirDrop** button. Devices within range will appear.
4. Choose the user that you want to share with. The user will be sent a preview of the file and will be prompted to **Accept** or **Decline** the Airdrop file transfer. If accepted, this file will successfully transfer to the user's device.

Activity #7: Collaborate

Apple users: follow the process as outlined above to share a file, document or photo with another Apple using Airdrop.

Android users: research Nearby Share, a new feature similar to Apple Airdrop that is currently being rolled out in select regions on new Android devices. Learn how to use this new file transfer tool and check your settings to see if your device supports this new feature.

Create a list of all the Bluetooth devices that people commonly use. In what ways has Bluetooth technology improved accessibility and mobility for users?

What are some pitfalls of this type of technology and how can it be improved?



8. Scan + Sign + Send

Skills for Success in this Section:



Digital



Problem Solving



Writing



Communication

Digital Form Completion

As technology evolves, digital documents are becoming more popular. Having a method of filling out a form and adding a digital signature can be crucial for personal, business, and workplace scenarios.

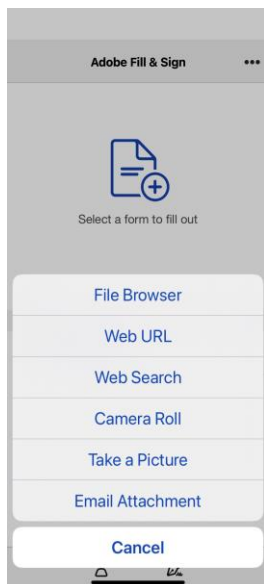


Android Adobe Fill and Sign:

Unfortunately, Android does not have any built-in features to support digital document completion on current Smartphone models. The most efficient and affordable option is the free Adobe Fill & Sign app available on the Google Play Store. iPhone users may also download the iOS version of this app from the Apple App Store.

This app streamlines the paperwork process, so you can fill, sign, and send documents directly from your phone. This app also enables you to digitize any document by scanning hard copy paper forms with your camera. Included is a document signer allowing for you to add your signature or initials to any form. Once complete, save your completed documents to your smartphone and send via email using the built-in function.

Sample Membership Form



Sample Membership Form

⚠ This sample form is for you to try using Adobe Fill & Sign to fill out a form.

ENROLLMENT FEES
Adults: Initial one-time enrollment fee of \$100 and an annual subscription fee of \$80
Children over 10 and under 18: Initial one-time enrollment fee of \$50 and an annual subscription fee of \$40

MEMBERSHIP LEVEL (CHECK ONE)
 Student or Corporate membership (Monthly fee: \$75)
 Individual membership (Monthly fee: \$125)


PERSONAL INFORMATION

First Name	Jane	Last Name	Smith	<input type="checkbox"/> Male	<input checked="" type="checkbox"/> Female
Home Address	123 Maple Ave		City	State	Zip
Phone Number	Email Address				

EMERGENCY CONTACT INFORMATION

First Name		Relationship	
Phone Number			

By signing I Agree to enter a Sample Gym at my own risk... or after visitation hours. I also agree to the thirty (30) day...

Signature  Date

From the Fill and Sign landing page, you can open a document saved as a file, picture of email attachment on your phone. You can also locate and complete documents from a webpage or take a picture of a paper form to fill out. Fill and sign documents quickly using

Apple Notes:

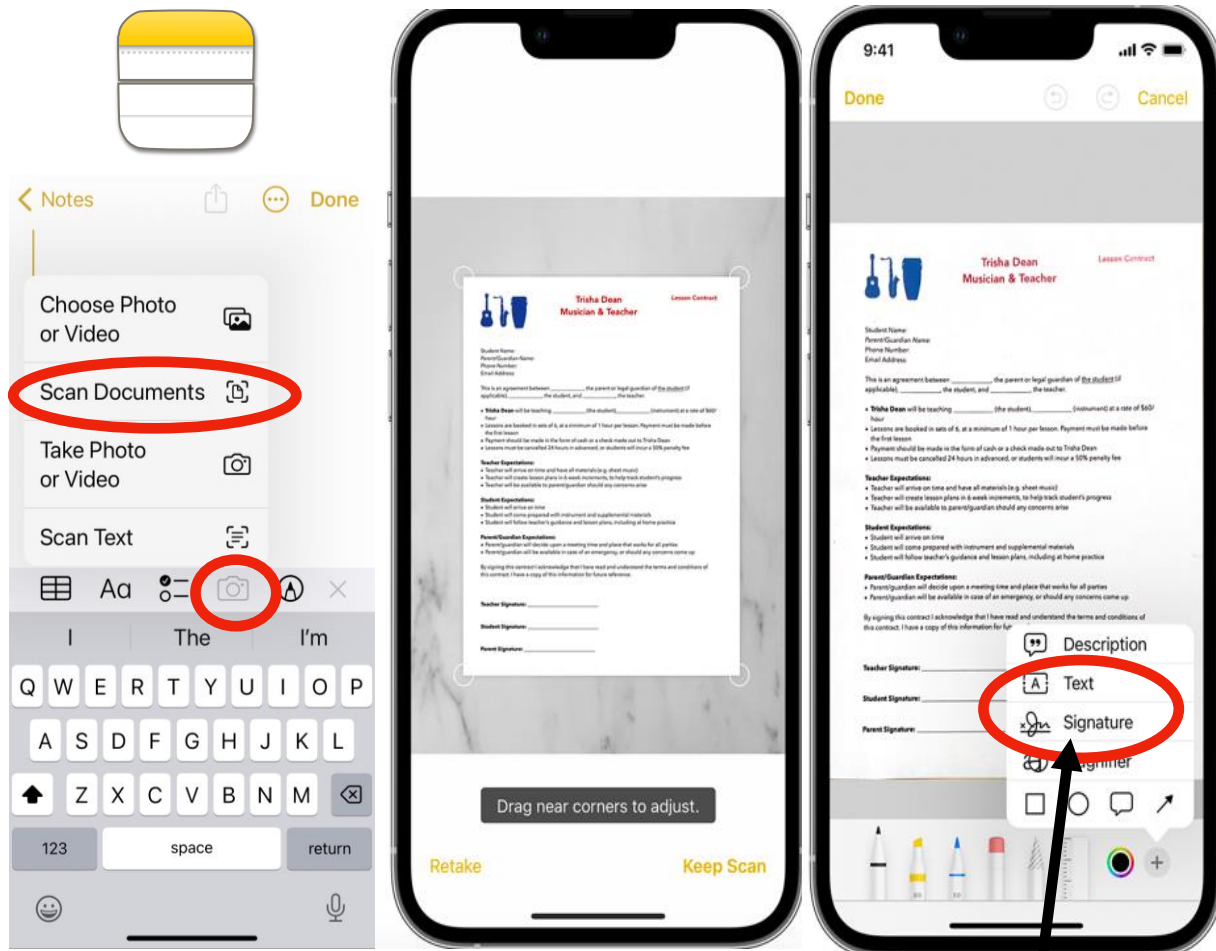


Apple Notes is an app that was designed to quickly capture thoughts and ideas through checklists, images, and sketches. The Notes app can even be used as a scanner. Notes is an excellent way to digitize any paper forms so that document completion can be completed paperlessly. Once the document is scanned, the markup tools can be used to fill in fields for completion and a digital signature can be added. Once the document is complete, it is easy to forward your documents via text, Email or AirDrop.

Scan, Complete and Send a Document using Notes:

1. Open **Notes** and select a note or create a new one.
2. Tap the Camera button, then tap **Scan Documents**.
3. Place your document in front of the camera.
4. Your document will automatically scan when it recognizes your paper. The shutter button can also be used to capture the image. Drag the corners to adjust the scan to fit the page, then tap **Keep Scan**.
5. Tap **Save** or **add additional scans** to the document.
6. Tap the Share button, then tap **Markup**.
7. Tap the **Add** button, then tap **Signature**. You can add a saved signature or create a new signature. Resize the signature box and place it appropriately.
8. Tap **Done**.
9. Choose the location to save the file to on your iPhone.
10. Use the share button to email, airdrop or text the signed document.

Scan, Complete and Sign Documents on iPhone



Photos Courtesy of <https://support.apple.com/en-ca/HT210336>

Use Markup Tools to add text boxes and a signature.

Activity #8: Scan, Fill, Sign, Send

Android users: download the Adobe Fill and Sign app.

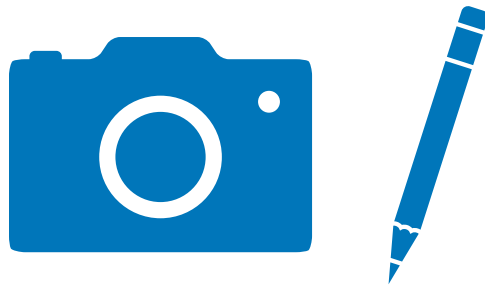
Using the membership template provided in the navigation orientation part of the home screen, complete the document (it does not have to be your real information). Practice using check boxes, filling in necessary fields and adding a signature.

Upload a hard copy of a paper form to the Adobe Fill and Sign app for completion. If you do not have one handy, you may download one from the web or take a screenshot and upload it. Fill, sign and save the completed document to your phone or email it to yourself.

Apple users: explore the many functions of the Notes app.

Add a chart, text, or drawing to create a To-Do list for completion at home or in the workplace.

Use the scan option to take a photo of a document for completion. If you don't have one handy, download or take a screenshot of one on the web. Add text boxes and a signature, then add the saved documents to your iPhone Files.



9. Maps + Pin Locations

Skills for Success in this Section:



Digital

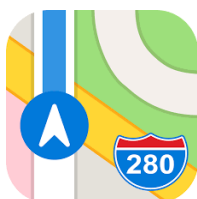


Problem Solving



Communication

Using Apple Maps to Pin Locations



Apple Maps is a navigation tool built into your iPhone that can help you find directions. Navigate to nearby locations with the support of voice-enabled directions via car or on foot. It can also provide real-time information on bus and train routes and inform you when your stop is coming up. Apple maps includes Guides, an information tool to help you explore various places like large cities, attractions, local restaurants, and more. Recommendations, photos, and reviews are also available in Guides.

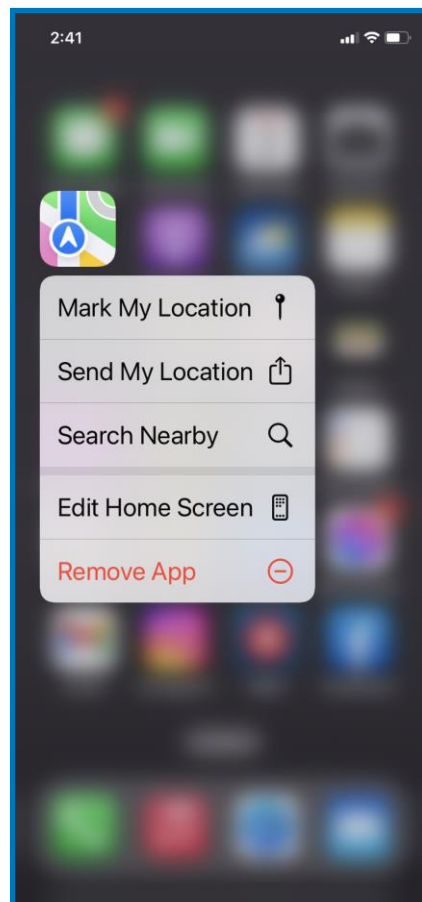
Maps allows for you to mark your location. This will save the GPS coordinates of your exact location. This is extremely helpful when you need to find your lost parking spot, are starting a hike on a new trail, or need share your exact location with a friend you are having difficulty meeting up with in an unfamiliar place.

To mark your location so you can find your way back later, **touch and hold the Maps** icon on the Home Screen, then choose **Mark My Location**. You can also send your location to others and search for nearby parking, grocery stores, gas stations and more.

Adding an address or attraction to your favourites list in the Maps app allows you to mark places (drop a pin) to help you quickly find those locations later.

Google Maps

Google Maps is a comprehensive navigation tool available on both Android and Apple devices that allows you to get detailed route directions complete with voice navigation. Pin locations to flag your favourite trips to compile all your routes in one place. The Explore option allows you to find nearby restaurants, coffee shops, gas stations and shopping suggestions. You are also to explore the world through Google Street View photos, create travel plans and pin places you would like to visit.



Share a map or location:



1. On your smartphone, open the **Google Maps** app.
2. Search for your desired location on the map by scrolling or use the search function. Touch and hold to drop a pin.
3. At the bottom of the app screen, tap the pinned location's name or address.
4. From here you can get **Directions** or tap **Share** to send the location to another user. You can choose to send via email, text message or social media apps.

Tip: You can find your location if you are lost by clicking and holding your location to drop a pin. Your location is indicated on the map by a blue pulsating dot. This will bring up the exact address and GPS coordinates that you are currently located at, as well as a Google Street View image. Share you location of the pinned location to another user to help them find you.

Activity #9: Navigation

Explore the many functions of Apple Maps or Google Maps.

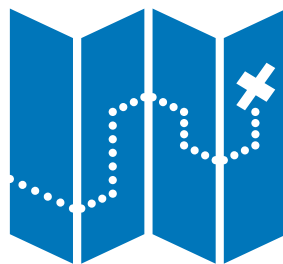
Choose a location and find the most time and cost-efficient route.

Use your choice of map app to determine your exact GPS coordinates currently.

What is your ultimate destination vacation location? Find this location on the map and access photos and information on hotels, local restaurants, and attractions in that area.

Find a familiar address on Google Maps. Check what this location looks like on photos from Google Streetview.

Pin a location and save it to favourites.



10. Video Conferencing

Skills for Success in this Section:



Digital



Communication



Collaboration

Zoom Video Conferencing:



Zoom is the most popular video conferencing service on a global scale. This online platform allows people to connect in virtual meeting spaces for personal or business purposes by video or audio calls. Features like screen sharing, easy in-meeting file transfers, meeting chat, annotations and whiteboard all contribute to the app's popularity. The Zoom app can be downloaded on a wide range of devices including Android and Apple smartphones.

Joining a Zoom meeting is always free. Setting up and hosting a meeting is also free, but a 40 minute and 100-person limit on calls applies. Paid upgrades are available for individuals and businesses that need longer meeting times, more than 100 people, or other additional features like webinars or essential apps that are built into the platform.

Download the Zoom app from the Google Play or Apple Store. Setting up a Zoom account is quick and easy. Enter your birth year. The Zoom user agreement requires account holders to be 16 years of age or older. Enter your email address and verify your account by submitting the code sent to your email. You will be prompted to add your first name, last name, and password.

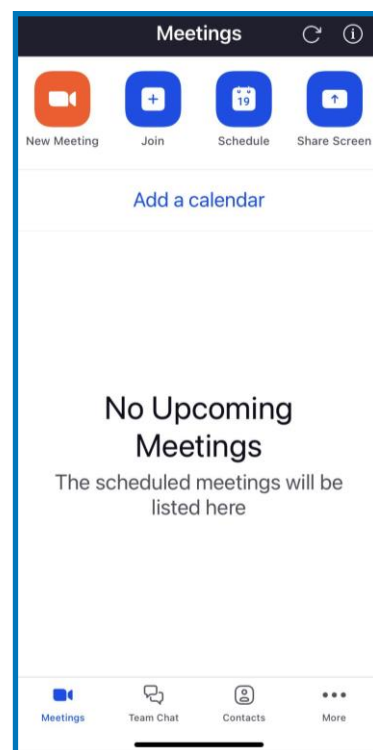
Join a Meeting:

A Zoom coordinate link or a Meeting ID and Password will be shared with you by the host (the person who organized the meeting).

Click the link provided to you or Press the Join option and manually enter the Meeting ID and Password.

Meeting coordinates are most frequently shared via email or text message. Clicking the coordinates link provided on the host's communication will automatically open your Zoom app and allow you to Join.

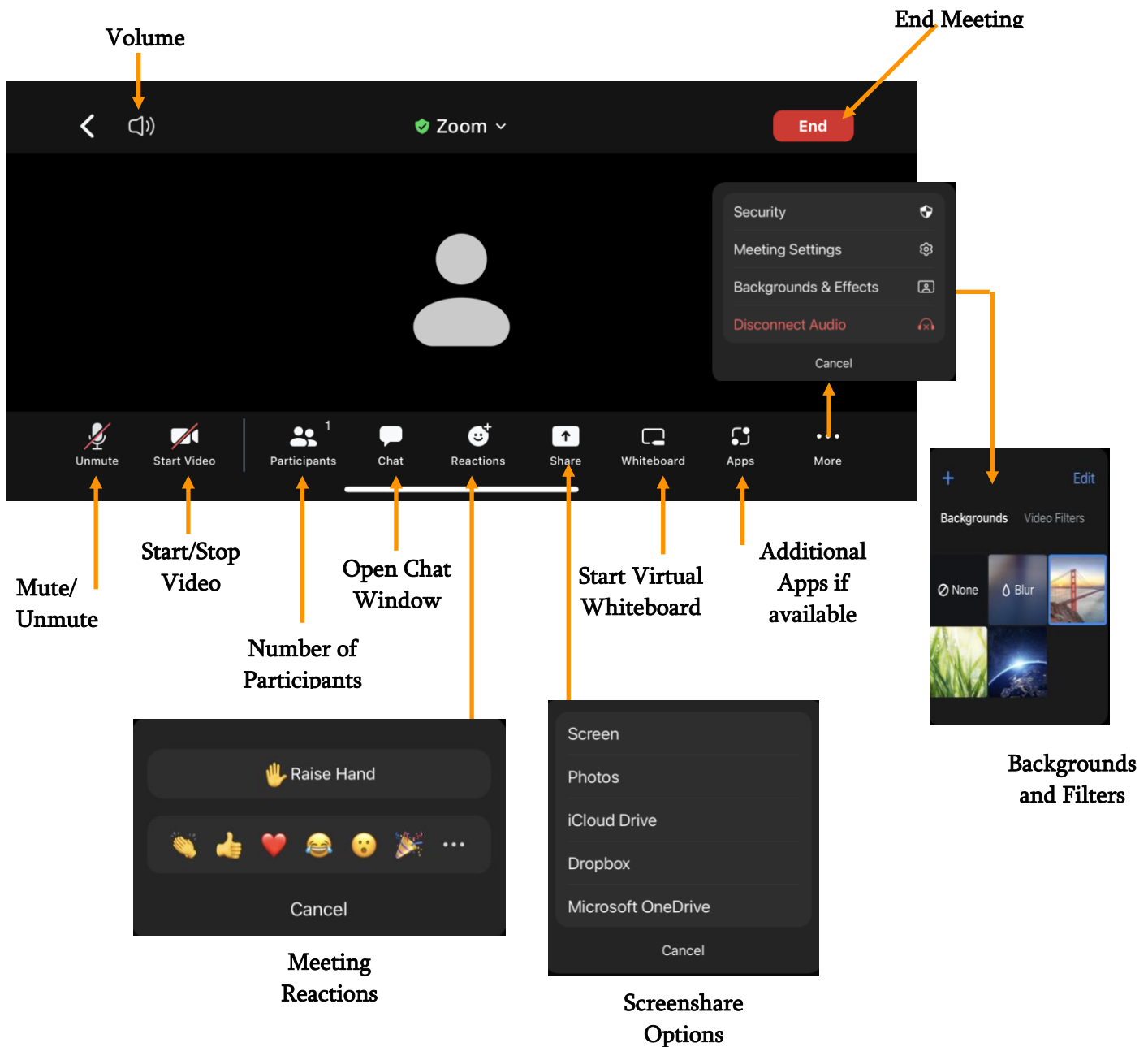
Once you join, you will be prompted to connect to Audio. This allows you to hear others through your smartphone's speaker, and for your participants to hear you through your microphone. You must grant access to your smartphone to allow them to be



used by the Zoom app. You will be prompted to Join Audio the via Wi-Fi connection or Cellular Data.

Touching the screen once you are in a meeting will bring up controls at the top and bottom of the screen.

Basic Zoom In-Meeting Controls



New Meeting

To start a Zoom meeting immediately without scheduling, choose New Meeting.

Zoom will automatically assign you a Personal Meeting Room ID. These are recurring coordinates that make it easier to remember and share with participants that will be meeting frequently. The coordinates (Meeting ID, Password and Meeting link) for your Personal Meeting Room will not change.

You can toggle this option on or off.

If you choose not to use your Personal Meeting Room ID, new randomized coordinates will be generated for you to share with your participants to join.

Choose Start a Meeting

Once you join, you will be prompted to connect to Audio.

Choose to Join Audio the via Wi-Fi connection or Cellular Data

Schedule a Meeting

Scheduling a Zoom from your smartphone is quick and easy.

1. On your homepage of the Zoom app, click Schedule.
2. Enter a name for your meeting (i.e., Team Collaborative Brainstorming Session)
3. Complete all the required fields including start time and duration, time zone, and indicate if this will be a recurring meeting.
4. Set security permissions including if you would like to use your Personal Meeting Room if you require a meeting passcode and if you would like to enable the Waiting Room.
 - The Waiting Room function requires the meeting participants to be admitted by the host. If this feature is disabled, participants do not have to be admitted and can join as they sign in. You may also opt to let participants join before the host or not.
5. Press Save and a new window will open with information about the new meeting created.
6. To add participants to the meeting, click Invitees.
7. Press Add. The new meeting will show up on your home screen.
8. You can add participants by email or smartphone number.
9. Meeting coordinates will be generated in the form of a link, Meeting ID, and Passcode. It is your responsibility to share this information securely with participants.
10. Once successfully created, the new meeting will appear on your home screen. Press Start to begin the meeting.
11. Admit participants if you have enabled the waiting room.

There are many different security settings that all users should explore by accessing their online Zoom account at www.zoom.us. Adjust settings and permissions to meet your needs.

Responsibilities of Zoom Host	Responsibilities of Zoom Participants	Best Practices for All
<ul style="list-style-type: none"> • Admit Participants if Waiting Room is enabled. • Welcome guests. • Set parameters for participation, such as raise a virtual hand for questions, questions are welcomed, or add questions in chat. • Enable a Co-Host to support with screensharing, admitting participants, sharing files, and monitoring the chat. • Set expectations surrounding Video (cameras on is preferred, or if it is participant's choice.) • Set expectations surrounding the use of Mute when others are contributing. • Have all presentation materials, files, and slides ready. Sharing windows should be open, and videos cued to prevent wasted time. • Test your device before meeting. • Set an agenda and stick to it. • Close all irrelevant windows and emails before screensharing. • Start the meeting on time. 	<ul style="list-style-type: none"> • Arrive a few minutes early for the meeting, as would be done in person. • Greet participants by saying hello or adding greetings in the chat. • Follow preferences outlined by the host in terms of questions, video preference and mute/unmute. • Review the agenda before the meeting and gather all necessary items. • Review any attachments before the meeting. 	<ul style="list-style-type: none"> • Speak clearly. • Be on time. • Pay attention to mute. • Check your background and environment to ensure a tidy and professional space, and/or use a blurred or appropriate virtual background. • Dress appropriately • Minimize Distractions • Ensure your device is charged. • Put away your phone and focus on the speaker. • Find a quiet space with no pets or children. • Listen and speak respectfully and professionally. • Test your device before the meeting begins. • Set permissions for use of your microphone and speakers. • Contribute appropriately. • Use Zoom Reactions and Emojis when appropriate.

Activity #10: Video Conferencing

Visit www.zoom.us and sign in on your smartphone's browser to set or modify meeting tools and preferences.

Schedule a Zoom meeting using the scheduling tools. Send an invitation to a friend to join via email. Ensure you have included the link to the coordinates as well as the Meeting ID and Passcode.

Start a Meeting using your Personal Meeting Room ID. Privately explore the in-app tools including reactions, the chat function and shared screen. Use the whiteboard to draw a picture or convey an idea.

Add any Zoom etiquette considerations to the chart above. Explain why these responsibilities and best practices are important in the workplace.

Visit <https://learn-zoom.us/show-me> and explore the many how-to videos to support learner competency with video conferencing.



Additional Resources

Access Smartphone Supports:

Apple Support Page: <https://support.apple.com/en-ca/guide/iphone/welcome/ios>

Google Support Page: <https://support.google.com/android/?hl=en#topic=7313011>

You may also access the **Android Learning Centre:**

https://support.google.com/android/answer/12761388?utm_campaign=android_lc_1122&visit_id=638134649707797735-3988478788&rd=1

Zoom Supports:

Zoom Supports: iOS

https://support.zoom.us/hc/en-us/articles/201362993-Getting-started-with-iOS#h_441c5878-9e08-46db-9a13-4cdf6d23be11

Zoom Supports: Android

<https://support.zoom.us/hc/en-us/articles/200942759-Getting-started-with-Android>

Zoom Learning Centre:

<https://learn-zoom.us/show-me>

Appendix: Suggested OALCF & Skills for Success Competencies

Suggested OALCF Competency Task Group and Indicator Level:															
	Find and Use Information			Communications Ideas and Information					Understanding and Use Numbers				Understand and Use Numbers		
	Read continuous text	Interpret documents	Extract info from film, broadcast &	Interact with others	Write continuous text	Complete documents	Create documents	Express oneself creatively	Manage money	Manage time	Use measures	Manage data	Using digital technology		
	A1	A2	A3	B1	B2	B3a	B3b	B4	C1	C2	C3	C4	D1	D2	D3
Activity 1		2.2	X		2.2			X							
Activity 2		2.3	x		2.1	3.1a 3.1b							X		X
Activity 3	1.3	2.3	x		2.2	2.3							x	x	x
Activity 4		2.3	x			3.2a	3.3a 3.3b	x						x	x
Activity 5		2.2				3.2a 3.2b	3.3b	x					x		
Activity 6					2.1	3.2a 3.2b								x	x
Activity 7				1.1			3.1a	x						x	
Activity 8							3.2b							x	
Activity 9		2.2	x						1.1	2.1	3.2			x	
Lesson 10			x	1.3			3.2a 3.2b								x

Suggested Skills for Success Competencies:

	Adaptability	Collaboration	Problem Solving	Creativity & Innovation	Communication	Reading	Writing	Numeracy	Digital Literacy
Activity 1			x	x		X	X		X
Activity 2			X	X					X
Activity 3	X		X	X		X	X		X
Activity 4					X	X	X	X	X
Activity 5	X		X		X	X	X		X
Activity 6		X		X					X
Activity 7		X			X		X		X
Activity 8			X		X		X		X
Activity 9			X		X	X		X	X
Activity 10		X			X				X

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Considerations:

All app images and icons are provided courtesy of the Google Play and Apple Store.

All graphic images are designed by the author.

All screenshots and photographs are provided by the author unless otherwise indicated.

The author consulted the Apple and Google Support Pages to ensure accuracy when creating this writing guide.

Apple Support Page: <https://support.apple.com/en-ca/guide/iphone/welcome/ios>

Google Support Page: <https://support.google.com/android/?hl=en#topic=7313011>

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The goal of this resource is to provide learners with information on the basic functions and tools of Android and Apple smartphones. This resource aims to improve confidence and competence with using a smartphone for communication, collaboration, and productivity purposes. Through the use of this resource, users will explore many key features, apps, and tools that promote the development and enhancement of essential life and employability skills. Learners with a wide range of technological proficiencies will build comfort and independence with the various functions of their smartphone, explore essential apps, and leverage technological tools to improve digital literacy at work and at home.

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