



Digital Youthwork



Engaging in youthwork through Digital Platforms



The Internet is becoming the town square for the global village of tomorrow.

Bill Gates

Always engage in digital platforms in line with your own organisation's policies and procedures.



cetb

**YOUTH
WORK
SERVICES**



What happens on the Internet every 60 seconds?

Created By:
@LoriLewis
@OfficiallyChadd

Always engage in digital platforms in line with your own organisation's policies and procedures.



Defining Digital Youthwork

“Digital youth work means proactively using or addressing digital media and technology in youth work. Digital youth work is not a youth work method – digital youth work can be included in any youth work setting (open youth work, youth information and counselling, youth clubs, detached youth work, etc.)”

“Digital Youth Work can happen in face to face situations as well as in online environments – or in a mixture of these two”

“Digital Youthwork is underpinned by the same ethics”

(European Commission, 2018)

Always engage in digital platforms in line with your own organisation's policies and procedures.



Why Digital Youthwork Today?

- 85% of Irish Population are on the internet. (CSO,2017)
- Young people engage daily with their peers online
- Ready made Platform and already in engaging in social media
- Prevent inevitable isolation in times of need such as closure of youth projects
- Accessible to most young people – If fail to use, risk of being outdated
- Cannot Replace on the ground youthwork – complimentary

Always engage in digital platforms in line with your own organisation's policies and procedures.





Screenagers, 2014, NYCI

Always engage in digital platforms in line with your own organisation's policies and procedures.



Let's get Active online

- Broadcast the Good News of youthwork
- Encourage online interactions and learning opportunities
- Empower your Youth workers as much as they empower our Young People.
- Engage with young people
- Collaborate and Create
- Enhance youthwork outcomes

Always engage in digital platforms in line with your own organisation's policies and procedures.



It's NOT Just Social Media

TYPES OF DIGITAL TOOLS & ACTIVITIES



‘Digital Youthwork is an emerging term used to describe the area of work that uses digital media and new technology to enhance outcome focussed youth development’

‘Screenagers’, 2014, NYCI

‘Screenagers’, 2014. NYCI

These slides will focus on the Social & Online Media arena.

Always engage in digital platforms in line with your own organisation’s policies and procedures.



But... Let's start with Social Media because we need to **CONNECT** before we can

ENGAGE
Create
Collaborate



Always engage in digital platforms in line with your own organisation's policies and procedures.









Remember

- Please check that all the following services are permitted by your own organisation.
- Never use your own personal details/phone or email. Always use your work resources only.
- Engage with services in line with your Acceptable usage policies, social media policies, Child Protection Policies and GDPR.
- The following information is given as a guide to some social media platforms. It does not address specific issues organisations may have.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Social Media Platforms with greatest Youth Activity

-  Facebook
-  Twitter
-  Snapchat
-  Instagram
-  YouTube
-  WhatsApp

Always engage in digital platforms in line with your own organisation's policies and procedures.



Facebook



Always engage in digital platforms in line with your own organisation's policies and procedures.



Why Choose Facebook?



- Establish and Promote your Youth Project
- Plan and promote Events
- Communicate news and information from friends
- Engage with pages with areas of interest and share resources
- Connect with Young people in a safe online space
- Various Safety and security options as desired by organisations

*Use Facebook within the guidelines of your own organisation and social media policies

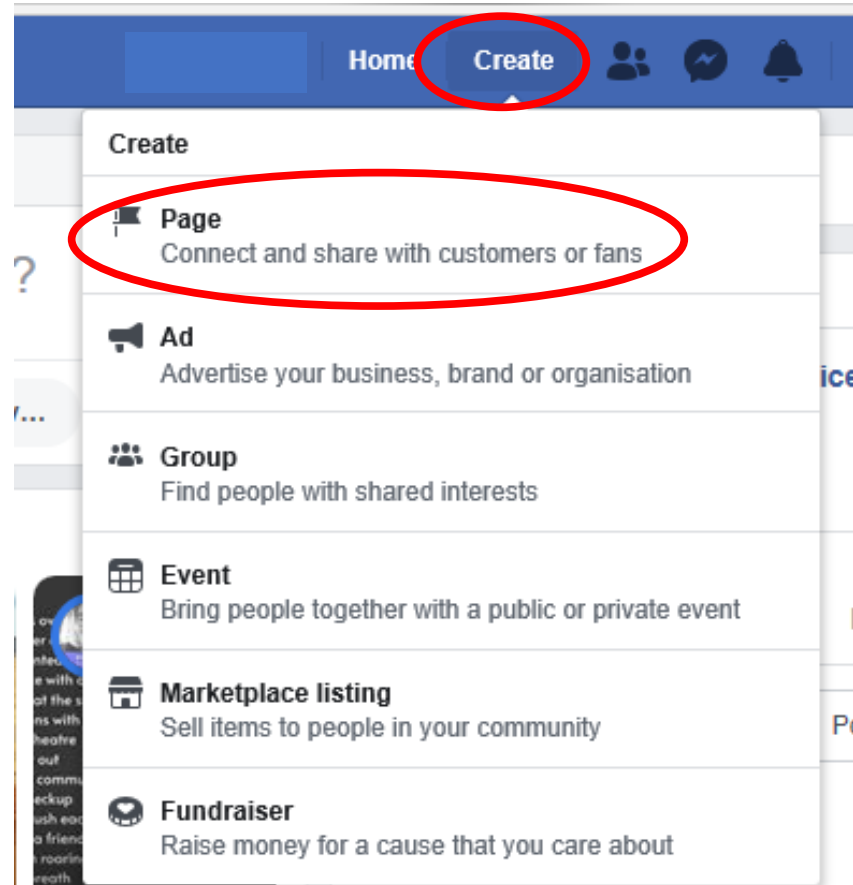
Always engage in digital platforms in line with your own organisation's policies and procedures.



Creating Facebook Page



You will need a Personal Facebook Profile to create a page for your youth project. Once Logged in Click Create on top right of profile and use first Option - Page



Always engage in digital platforms in line with your own organisation's policies and procedures.



Create a Page

Connect your business, yourself or your cause to the worldwide community of people on Facebook. To get started, choose a Page category.



Business or brand

Showcase your products and services, spotlight your brand and reach more customers on Facebook.

Get Started



Community or public figure

Connect and share with people in your community, organisation, team, group or club.

Get Started



We recommend using Community or public figure page as it allows you to connect with your organisation and community
Click 'Get Started'

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Create a Page

Connect your business, yourself or your cause to the worldwide community of people on Facebook. To get started, choose a Page category.



Business or brand

Showcase your products and services, spotlight your brand and reach more customers on Facebook.

Get Started

Community or public figure

Connect with people in your community and share news about what's important to you with a free Facebook Page.

Page name

Name your Page

Category

Add a category to describe your Page



When you create a Page on Facebook, the Pages, Groups and Events Policies apply.

Continue



Fill in your page name and category. Ensure your Page name allows your page to be easily found ie. Cork ETB Youth Services. Category can be what you wish but again use something like 'Youth Project'.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Create a Page

Connect your business, yourself or your cause to the worldwide community of people on Facebook. To get started, choose a Page category.



Business or brand

Showcase your products and services, spotlight your brand and reach more customers on Facebook.

Get Started

Community or public figure

Page name

Hands Up Youth

Category

Youth organisation

Address

Cork ETB

Cork

T12 EE94

Phone number (optional)

Phone number (optional)

☒ Don't show my address. Only show the town/city and region that this business is in.

When you create a Page on Facebook, the [Pages, Groups and Events Policies](#) apply.

Continue



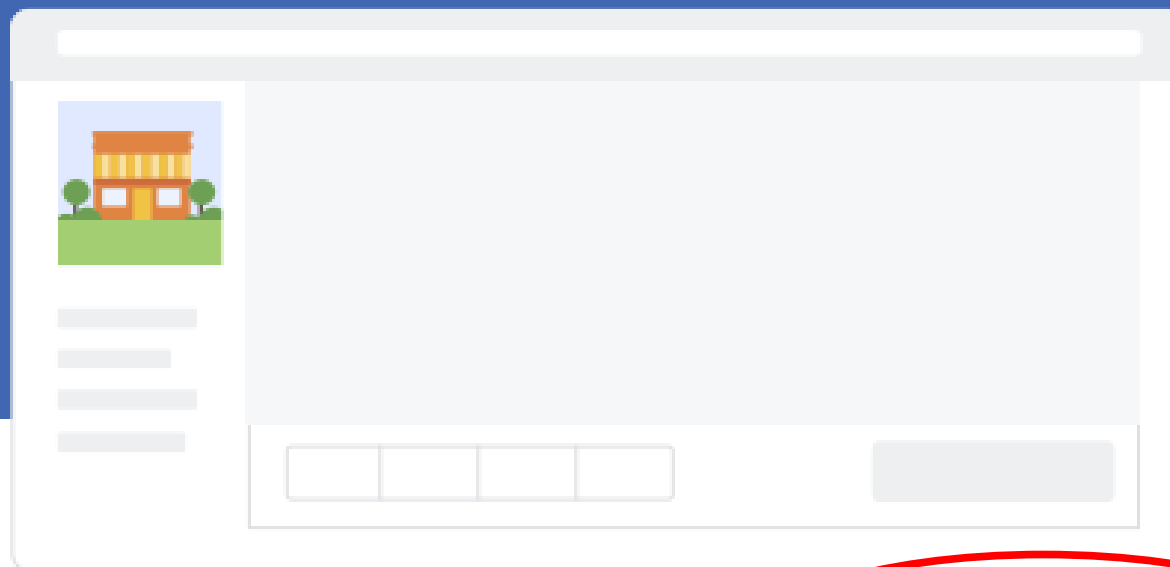
Fill in all relative information here. Showing address is optional – refer to your organisations guidelines for same. Click Continue to proceed and Facebook will begin generating your page.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Add a profile picture
Help people find your Page by adding a photo.



Step 1 of 2

Skip

 Upload a Profile Picture

Facebook will then look for a profile picture. Step 1 of 2
Click Upload a profile Picture and it will take you to step 2 of 2.

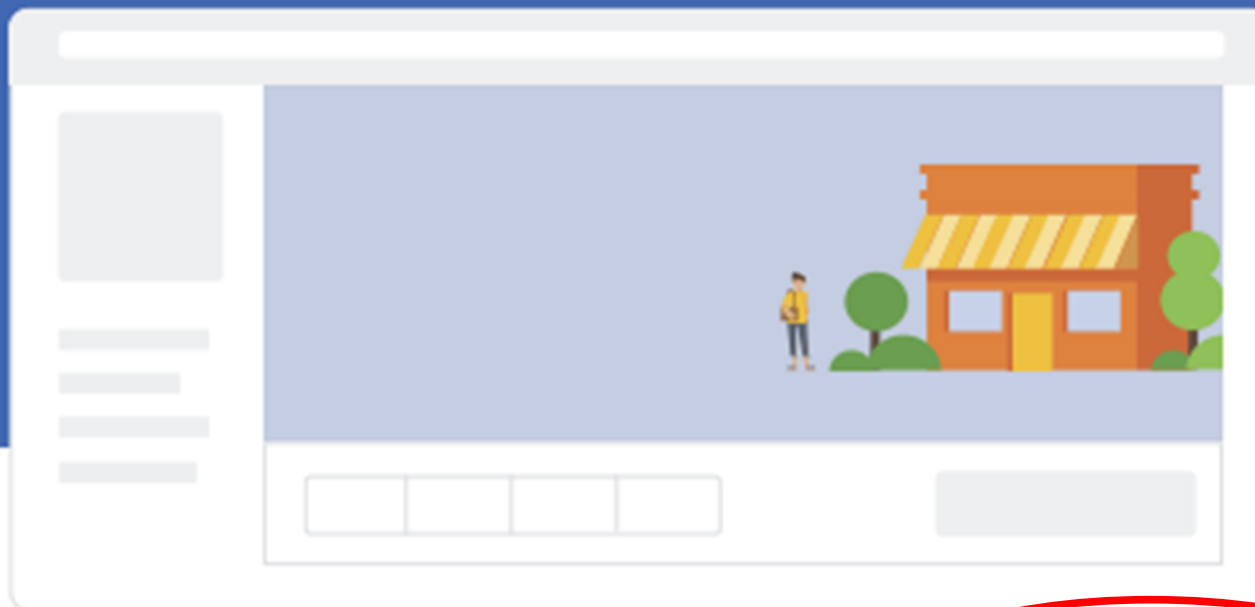
Always engage in digital platforms in line with your own organisation's policies and procedures.





Add a cover photo

Pages with cover photos typically get more Page likes and visits.



Step 2 of 2

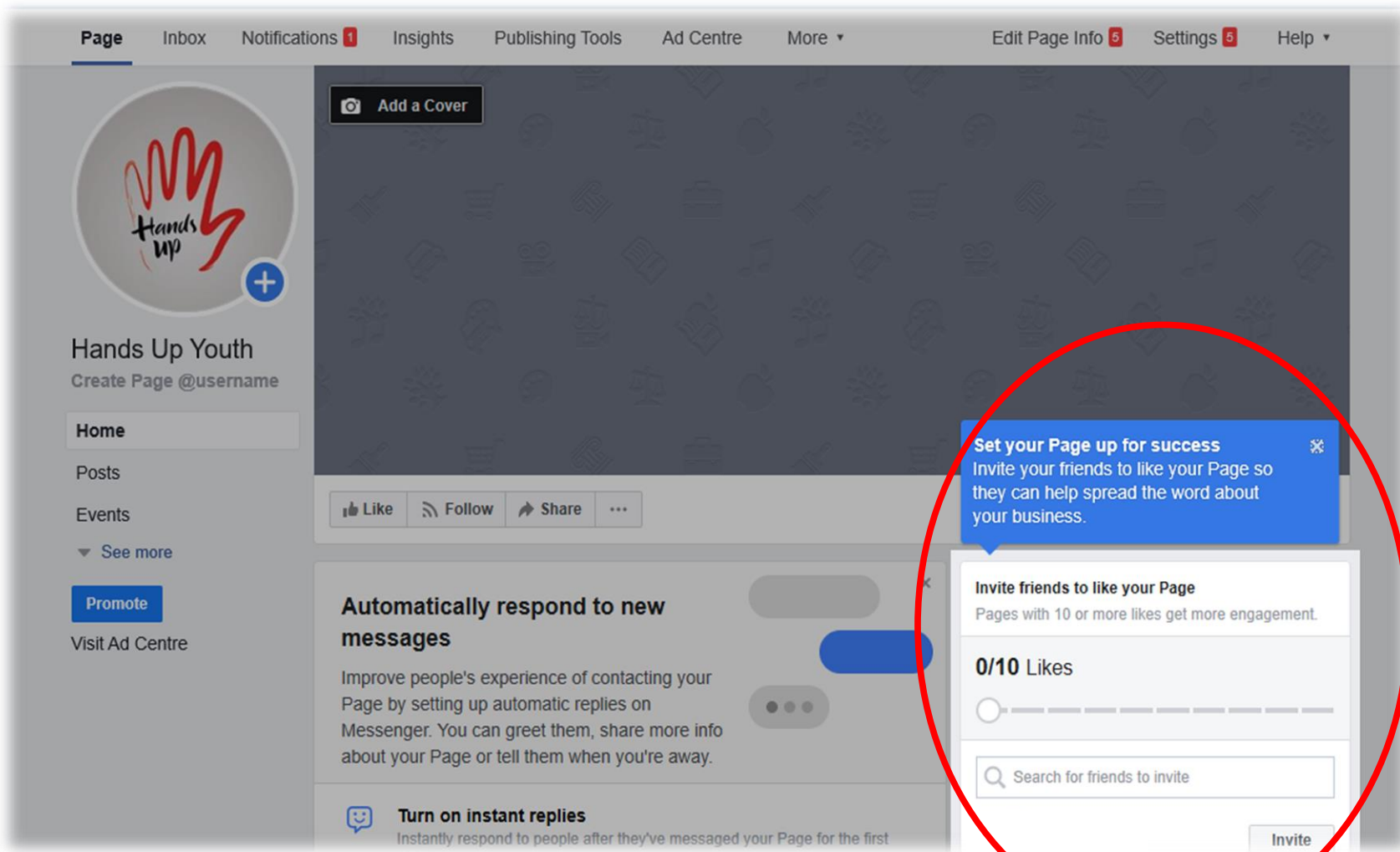
Skip

 Upload a Cover Photo

Facebook will then look for a cover photo. Step 2 of 2. A Cover Photo is different to your profile photo. It is the long image that appears across the top of your profile.

Always engage in digital platforms in line with your own organisation's policies and procedures.

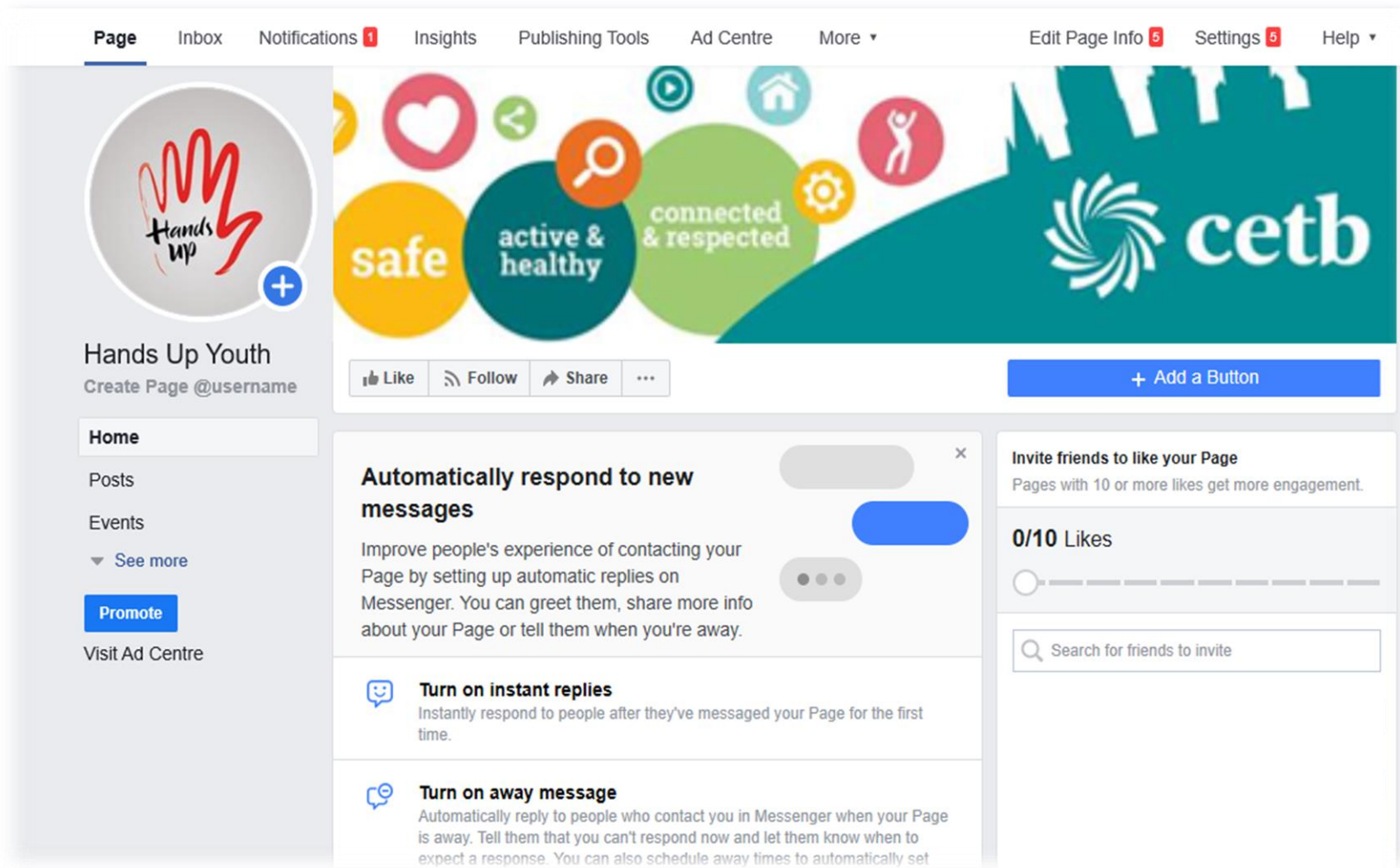




Inviting friends to like your page is then active. You may search for friends to invite. This list will be based on friends from your personal profile you are running this page from. This is still only in initial set up stage. You Can Skip this and not invite anyone until you are satisfied the page is ready to be seen.

Always engage in digital platforms in line with your own organisation's policies and procedures.





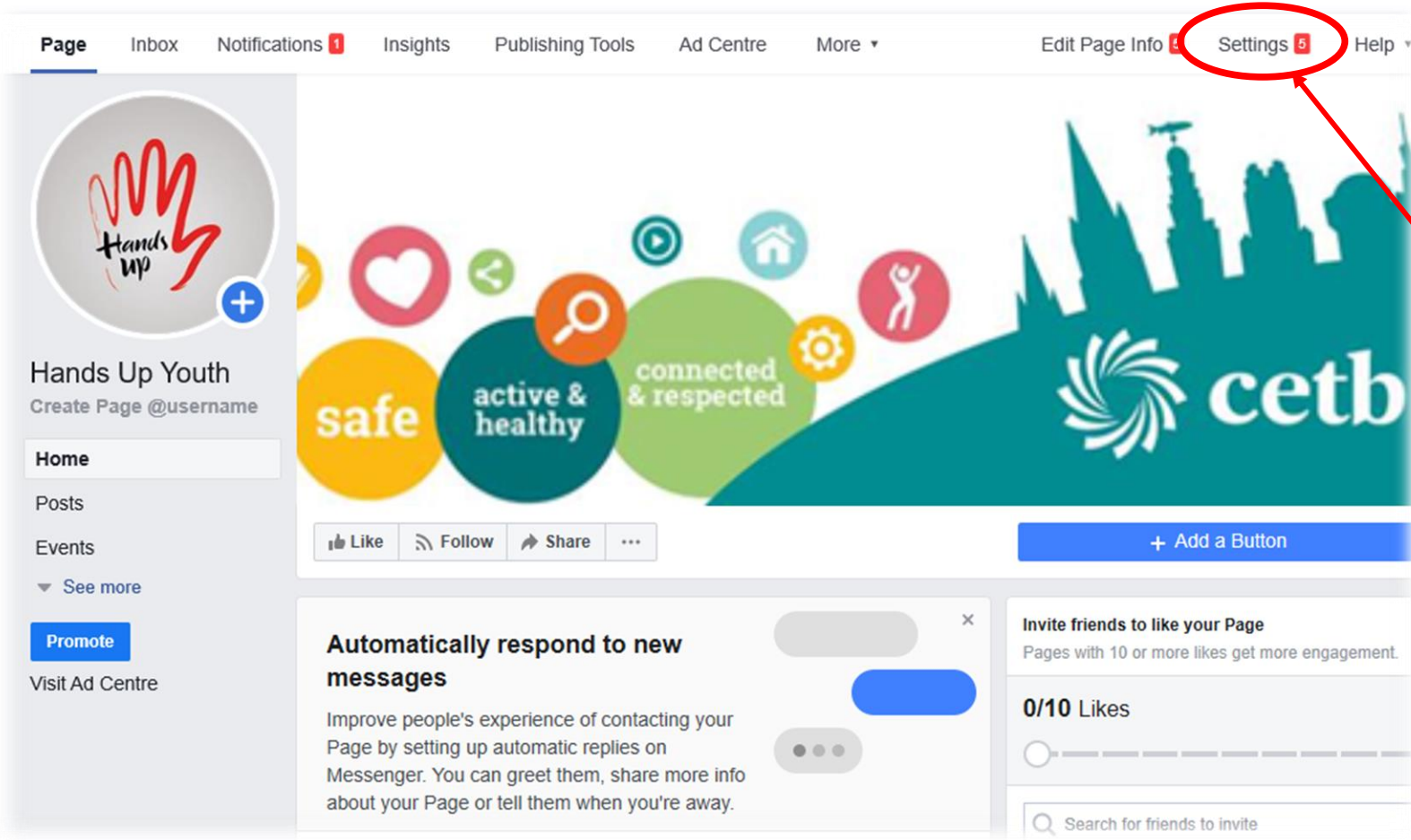
Congratulations!

You now have a Facebook page ready to interact with your young people and the wider community!

It does not yet content but is now
LIVE!

Always engage in digital platforms in line with your own organisation's policies and procedures.





While your page is now active, good practice to create your organisation's desired settings relative to visibility and online safety. Use the settings Tab on the top right of the Facebook Screen.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Inbox

Notifications 1

Insights

Publishing Tools

More ▾

Edit Page Info 5

Settings

⚙️ General

✎ Page Info 5

💬 Messaging

📱 Templates and tabs

🌐 Notifications

💬 Advanced messaging

👤 Page roles

👥 People and other Pages

👥 Preferred Page Audience

🔍 Authorisations

🏷️ Branded content

📷 Instagram

★ Featured

🔄 Crossposting

📧 Page Support Inbox

Page visibility

Page published

Edit

Visitor posts

Anyone can publish to the Page.
Anyone can add photos and videos to the Page.

Edit

News Feed audience and visibility for posts

The ability to narrow the potential audience for News Feed and limit visibility on your posts is turned off.

Edit

Post and story sharing

Post sharing to stories is on

Edit

Messages

People can contact my Page privately.

Edit

Tagging ability

Only people who help manage my Page can tag photos posted on it.

Edit

Others tagging this Page

People and other Pages can tag my Page.

Edit

Page location for effects

Other people can use your Page's location for photo and video frames and effects.

Edit

Country restrictions

Page is visible to everyone.

Edit

Age restrictions

Page is shown to everyone.

Edit

Page moderation

No words are being blocked from the Page.

Edit

Profanity filter

Turned off

Edit

Similar Page suggestions

Choose whether your Page is recommended to others

Edit

Page updates

Page posts are automatically published when you update Page info, reach milestones, receive reviews and more.

Edit



In relation to the settings, we recommend that you consult you organisation and your **Social Media Policy** before deciding the settings.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Inbox Notifications **1** Insights Publishing Tools More **Edit Page Info 5** **Settings**

General
 Page Info **5**
 Messaging
 Templates and tabs
 Notifications
 Advanced messaging
 Page roles
 People and other Pages
 Preferred Page Audience
 Authorisations
 Branded content
 Instagram
 Featured
 Crossposting
 Page Support Inbox

Page visibility	Page published	Edit
Visitor posts	Anyone can publish to the Page. Anyone can add photos and videos to the Page.	Edit
News Feed audience and visibility for posts	The ability to narrow the potential audience for News Feed and limit visibility on your posts is turned off.	Edit
Post and story sharing	Post sharing to stories is on	Edit
Messages	People can contact my Page privately.	Edit
Tagging ability	Only people who help manage my Page can tag photos posted on it.	Edit
Others tagging this Page	People and other Pages can tag my Page.	Edit
Page location for effects	Other people can use your Page's location for photo and video frames and effects.	Edit
Country restrictions	Page is visible to everyone.	Edit
Age restrictions	Page is shown to everyone.	Edit
Page moderation	No words are being blocked from the Page.	Edit
Profanity filter	Turned off	Edit
Similar Page suggestions	Choose whether your Page is recommended to others	Edit
Page updates	Page posts are automatically published when you update Page info, reach milestones, receive reviews and more.	Edit



Some Main Settings include

Visitor Posts- This allows you decide if you wish to allow anyone to post on your page. If you don't you will get an approval notification before it is posted.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Inbox Notifications **1** Insights Publishing Tools More ▾ Edit Page Info **5** **Settings**

General

- Page Info **5**
- Messaging
- Templates and tabs
- Notifications
- Advanced messaging
- Page roles
- People and other Pages
- Preferred Page Audience
- Authorisations
- Branded content
- Instagram
- Featured
- Crossposting
- Page Support Inbox

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Visitor posts	Anyone can publish to the Page. Anyone can add photos and videos to the Page.	Edit
News Feed audience and visibility for posts	The ability to narrow the potential audience for News Feed and limit visibility on your posts is turned off.	Edit
Post and story sharing	Post sharing to stories is on	Edit
Messages	People can contact my Page privately.	Edit
Tagging ability	Only people who help manage my Page can tag photos posted on it.	Edit
Others tagging this Page	People and other Pages can tag my Page.	Edit
Page location for effects	Other people can use your Page's location for photo and video frames and effects.	Edit
Country restrictions	Page is visible to everyone.	Edit
Age restrictions	Page is shown to everyone.	Edit
Page moderation	No words are being blocked from the Page.	Edit
Profanity filter	Turned off	Edit
Similar Page suggestions	Choose whether your Page is recommended to others	Edit
Page updates	Page posts are automatically published when you update Page info, reach milestones, receive reviews and more.	Edit



Some Main Settings include

Messages – This option is to choose if you wish to allow people to privately message your group page. This may be a method of contact for your young people.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Inbox Notifications **1** Insights Publishing Tools More ▾ Edit Page Info **5** **Settings**

General

- Page Info **5**
- Messaging
- Templates and tabs
- Notifications
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Similar Page suggestions	Choose whether your Page is recommended to others	Edit
Page updates	Page posts are automatically published when you update Page info, reach milestones, receive reviews and more.	Edit



Some Main Settings include

Page Moderation – Allows you to set any words of profanities you may not wish to be included or posted on your page.

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Inbox Notifications **1** Insights Publishing Tools More ▾ Edit Page Info **5** **Settings**

General

- Page Info **5**
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Some Main Settings include

Others tagging this page – This can be a method of young people connecting to your page and engaging a greater audience.

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Inbox Notifications ¹ Insights Publishing Tools More ▾ Edit Page Info ⁵ Settings

General

Page Info ⁵

Messaging

Templates and tabs

Notifications

Advanced messaging

Page roles

People and other Pages

Preferred Page Audience

Authorisations

Branded content

Instagram

Featured

Crossposting

Page Support Inbox

Complete your About section so that people can find your Page more easily.

GENERAL

• Description

Add short description

A brief summary of your Page. The limit is 255 characters.
You can write a short summary about this Page, or tell people about your products and service, which can help your business be discovered more often on Facebook.

Save Changes Cancel

Categories

Youth organisation X

CONTACT

• Phone number

+1 Enter phone number

Extension (optional)

☐ My Page doesn't have a phone number

Adding a phone number makes it easier for potential customers to contact you.

Save Changes Cancel

• Website

Enter website



On the Left hand tab – Click on **Page Info**. This section will allow you complete the general information and contact details of your project. Please ensure this is filled in accurately as this is visible to all who like your page. Opportunity here also when scroll through to include information such as opening hours and exact locations.

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General

Page Info 5

Messaging

Templates and tabs

Notifications

Advanced messaging

Page roles

People and other Pages

Preferred Page Audience

Authorisations

Branded content

Instagram

Featured

Crossposting

Page Support Inbox

Page roles

Everyone who works on your Page can have a different role depending on what they need to work on. [Learn more](#)

Sections

Assign a new Page role

Jump to Section

Existing Page roles

Jump to Section

Assign a new Page role

Type a name or email address

Editor

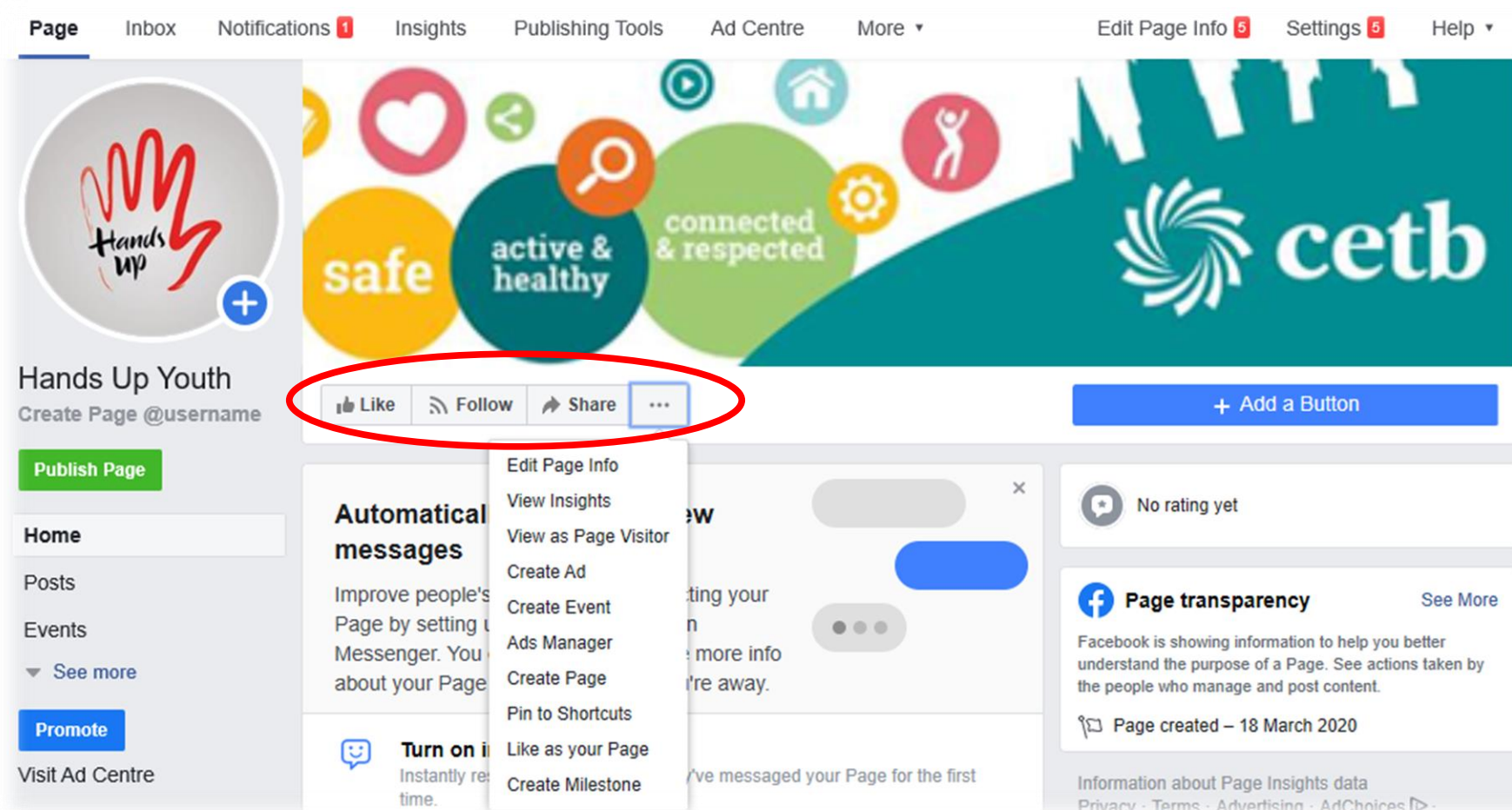
Add

Can publish content and send Messenger messages as the Page, respond to and delete comments on the Page, create ads, see who created a post or comment, post from Instagram to Facebook and view insights. If an Instagram account is connected to the Page, they can respond to and delete comments, send Direct messages, sync business contact info and create ads.

Existing Page roles

On the Left hand tab – Click on **Page Roles**. This allows you to assign people different roles on the page. Again, Your social media guidelines will assist you on who should have rights. 2 main role types – **Admin** role has access to all sections of the page including settings. **Editor** can publish, send messenger and other simple tasks.

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The screenshot shows the Facebook interface for a page named 'Hands Up Youth'. The top navigation bar includes 'Page', 'Inbox', 'Notifications' (with a red badge '1'), 'Insights', 'Publishing Tools', 'Ad Centre', 'More', 'Edit Page Info' (with a red badge '5'), 'Settings' (with a red badge '5'), and 'Help'. The page cover features a colorful graphic with icons for 'safe', 'active & healthy', and 'connected & respected', along with the 'cetb' logo. The profile picture shows a red handprint with the text 'Hands Up'. Below the profile picture, the page name 'Hands Up Youth' and the text 'Create Page @username' are visible. A green 'Publish Page' button is present. The left sidebar contains links for 'Home', 'Posts', 'Events', 'See more', 'Promote', and 'Visit Ad Centre'. The main content area shows a red circle highlighting the 'Like', 'Follow', 'Share', and a three-dot dropdown menu. The dropdown menu is open, displaying options: 'Edit Page Info', 'View Insights', 'View as Page Visitor', 'Create Ad', 'Create Event', 'Ads Manager', 'Create Page', 'Pin to Shortcuts', 'Like as your Page', and 'Create Milestone'. Below the dropdown, there is a section for 'Automatic messages' and a 'Turn on' button. The right sidebar includes a 'No rating yet' section, a 'Page transparency' section with a 'See More' link, and a 'Page created - 18 March 2020' date.



When on your Facebook page options will show as highlighted here. This allowed people to **Like** your page, **Follow** your Page and **Share** your page to a wider audience. The Dropdown menu encourages you to edit, Create Events as well as view **Insights**.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Overview

Ads →

Followers

Likes

Reach

Page views

Page previews

Actions on Page

Posts

Events →

Videos

Stories

People

Messages

Page summary Last 7 days ↕

Export Data ↓

Results from 12 Mar 2020-18 Mar 2020

Note: Does not include today's data. Insights activity is reported in the Pacific time zone. Ads activity is reported in the time zone of your ad account.

■ Organic ■ Paid

Actions on Page i

12 March - 18 March

1

Total actions on Page ▲100%



Page Views i

12 March - 18 March

36

Total Page views ▼66%



Page previews i

12 March - 18 March



We have insufficient data to show for the selected time period.

Page Likes i

12 March - 18 March

1

Page likes ▲100%



Post reach i

12 March - 18 March

185

People reached ▼70%



Story reach i

12 March - 18 March

Get story insights

See stats on how your Page's recent stories have performed.

Learn More

Recommendations i

12 March - 18 March

Post engagement i

12 March - 18 March

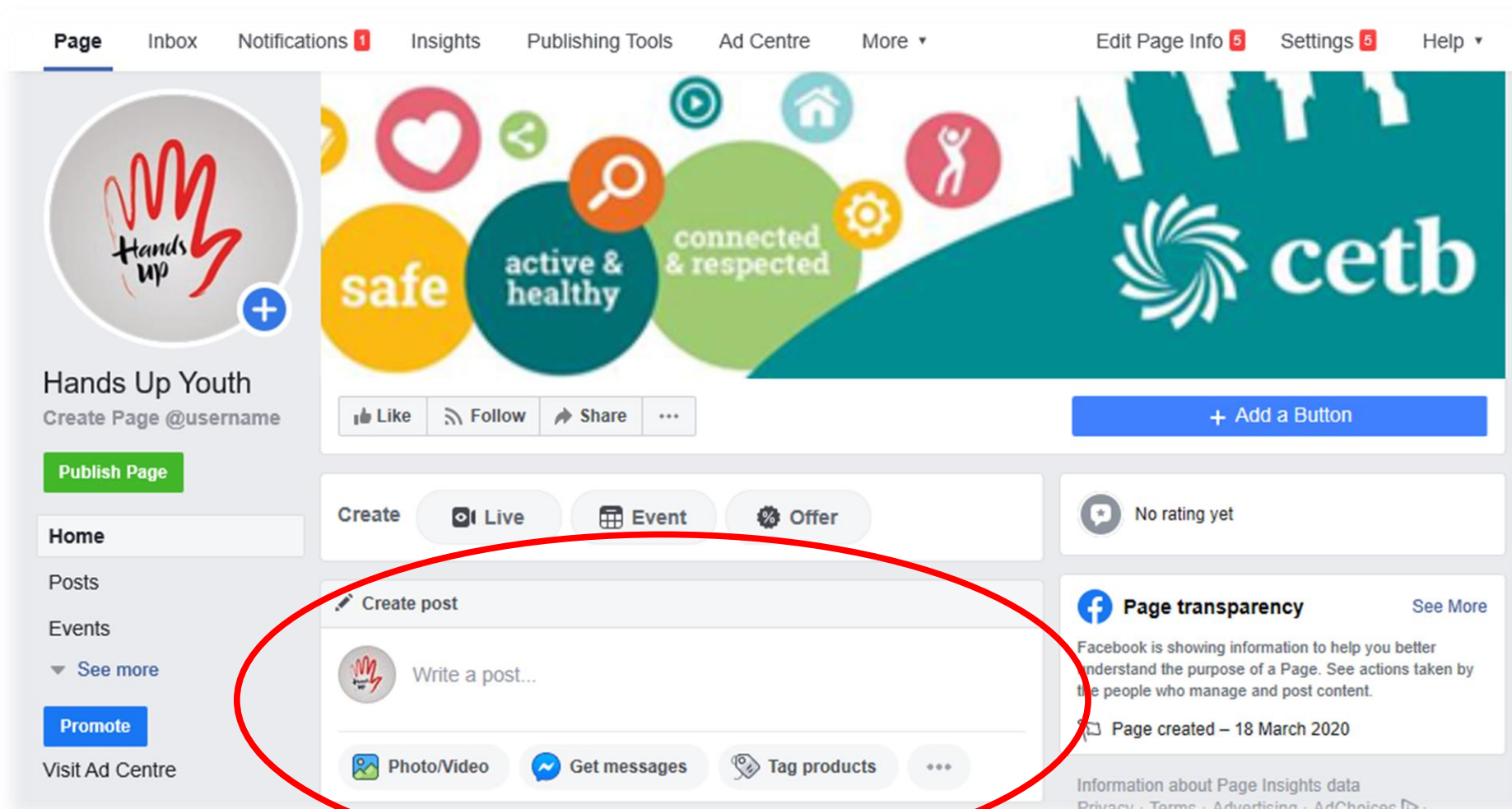
Responsiveness i

As of 16 March 2020

View Insights allows you to view statistics of the numbers of people viewing your page and interacting with your page on a daily basis. By seeing these you can then see what area you need to increase your audience in.

Always engage in digital platforms in line with your own organisation's policies and procedures.

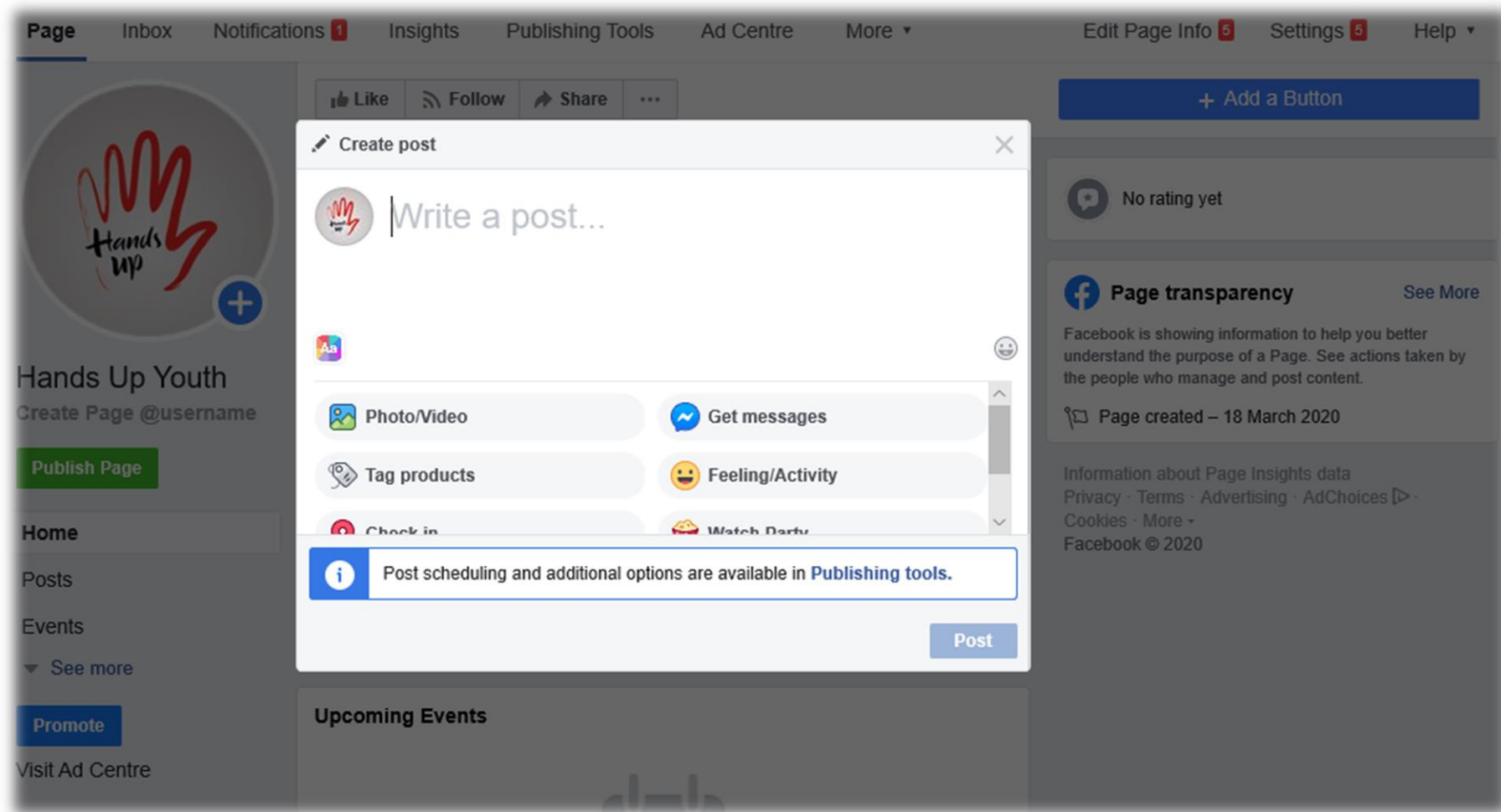




Create Post option is the most used option for updating your page on a daily basis. Click into 'write a post' area.

Always engage in digital platforms in line with your own organisation's policies and procedures.

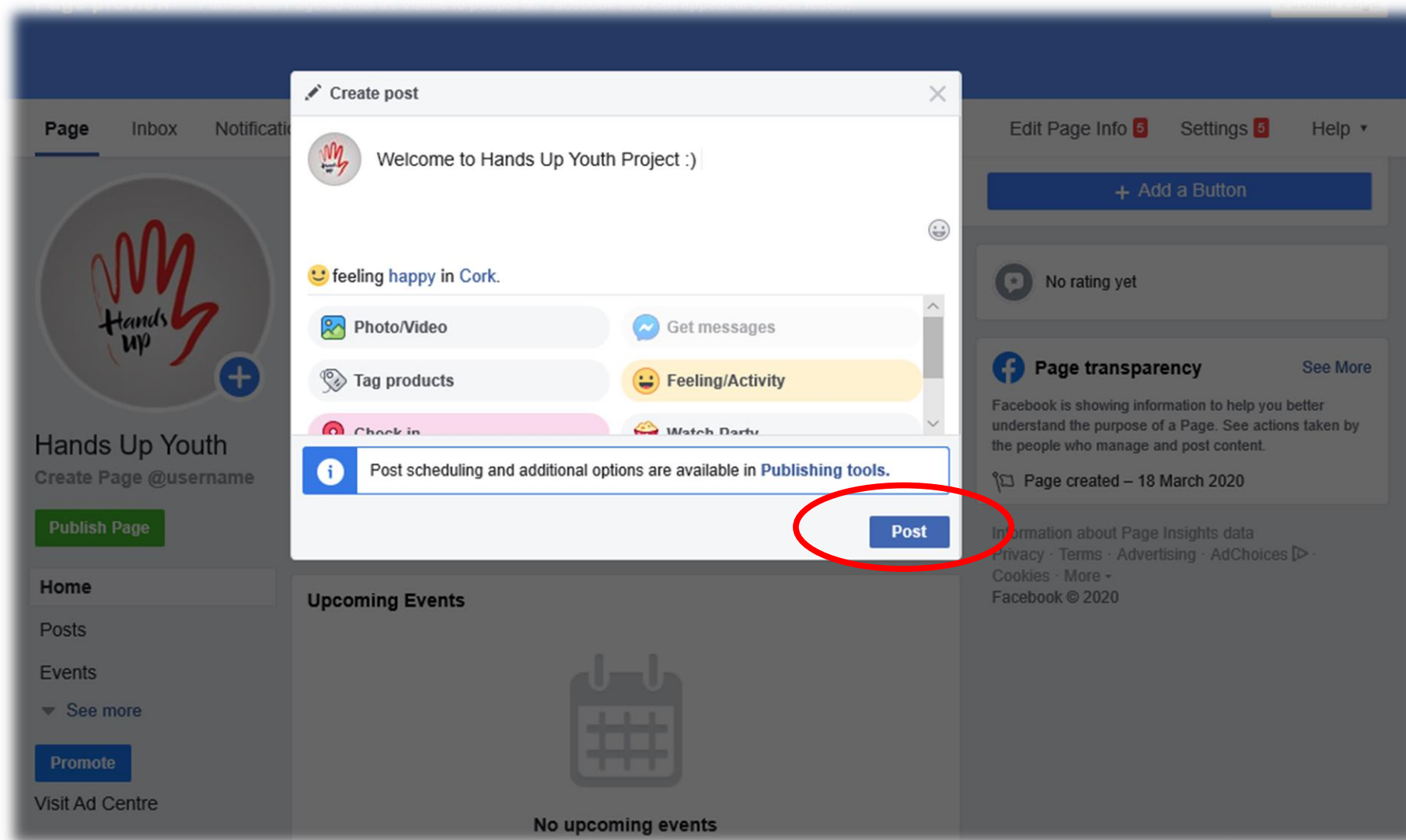




A new tab will appear to allow you to create post. Here you can update with just text or add Photo/Video, Check into your current location or describe what activities that you may be doing as a Youth Project.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Type in desired message and using other options and once ready. Click **Post**. This will make your post visible to all who like and follow your page.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Page Inbox Notifications 1 Insights Publishing Tools Ad Centre More Edit Page Info 5 Settings 5 Help

Like Follow Share + Add a Button

Create post

Write a post...

Photo/Video Get messages Tag products

Hands Up Youth is 😊 feeling happy in Cork. Just now · 🌐

Welcome to Hands Up Youth Project 😊

Your Page Isn't Reaching People Invite people to like your Page so they can see posts like this one. Invite

Boost Post

Like Comment Share

Home Posts Events See more Promote Visit Ad Centre

Page transparency See More

Facebook is showing information to help you better understand the purpose of a Page. See actions taken by the people who manage and post content.

Page created – 18 March 2020

Information about Page Insights data Privacy · Terms · Advertising · AdChoices · Cookies · More Facebook © 2020



Congratulations!

Your first post on Facebook is now Live. Keep interacting and post images, events, competitions etc to empower your young people in your project. You are now CONNECTED!

Always engage in digital platforms in line with your own organisation's policies and procedures.



WhatsApp



Always engage in digital platforms in line with your own organisation's policies and procedures.



Why Choose WhatsApp?



- Simple , Secure and Reliable Messaging service
- Free of charge
- Available on App store for Apple/Android and on computer
- Group Chat Options
- Document/Image Sharing
- Calling Opportunities

*Use Whatsapp within the guidelines of your own organisation and social media policies

Always engage in digital platforms in line with your own organisation's policies and procedures.



Getting Set Up



- Download 'Whatsapp' App from Google Play Store or App Store on your mobile device.



Always engage in digital platforms in line with your own organisation's policies and procedures.





You will be asked to accept the Whatsapp Terms and conditions . Click 'Agree and continue'.

Tap "Agree and continue" to accept the [WhatsApp Terms of Service and Privacy Policy](#).

AGREE AND CONTINUE

Always engage in digital platforms in line with your own organisation's policies and procedures.



Verify your phone number

WhatsApp will send an SMS message (carrier charges may apply) to verify your phone number.

Enter your country code and phone number:

India



Verify your Phone Number

Using the drop down option locate 'Ireland' and then enter your phone number.

Remember it will automatically use 00353 so drop the 0 at the beginning of your number.

The number used here should be the mobile number of your Project.

Always act in line with your organisations social media, Child Protection and GDPR policies.

Always engage in digital platforms in line with your own organisation's policies and procedures.



WhatsApp will send an SMS message (carrier

We will be verifying the phone
number:

01234 567890

Is this OK, or would you like to edit
the number?

EDIT

OK



Verify your Phone Number

When prompted click 'Ok'
and you will receive a
Standard text message to
your number with a
verification code.

Always engage in digital platforms in line with your
own organisation's policies and procedures.





WhatsApp Messenger

WhatsApp Messenger :: cross-platf...

<http://v.whatsapp.com/498856>



Your WhatsApp code: 773-493

You can also tap on this
link to verify your phone:

Don't share this code with
others

Verify your Phone Number

Whatsapp Code will be in
your text message. This is a
one time unique code so
make note of it to enter into
the verify option in the app.

Always engage in digital platforms in line with your
own organisation's policies and procedures.



7 7 3 4 9 -

Enter 6-digit code



Resend SMS

0:39



Call me

0:39



Enter your 6 Digit Code to
verify and activate your
Whatsapp Account.

Always engage in digital platforms in line with your
own organisation's policies and procedures.



cetb

**YOUTH
WORK
SERVICES**



Cork ETB Youth Services

12



You will be prompted to add your name and Photograph. Use a generic Photo of your organisation logo. Use a name that will identify you correctly to all your service users. Click 'Next' at the end of the screen to continue.

Always engage in digital platforms in line with your own organisation's policies and procedures.





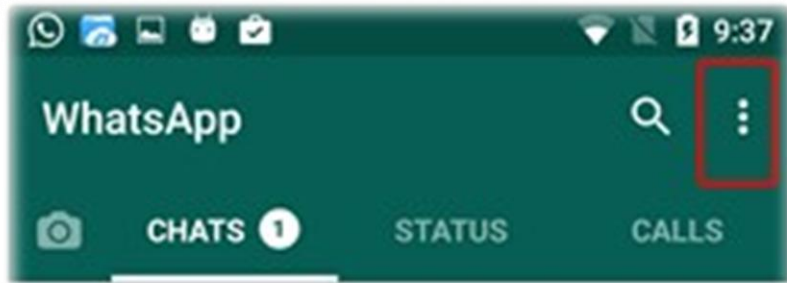
Congratulations!

You are now set up and ready to chat.

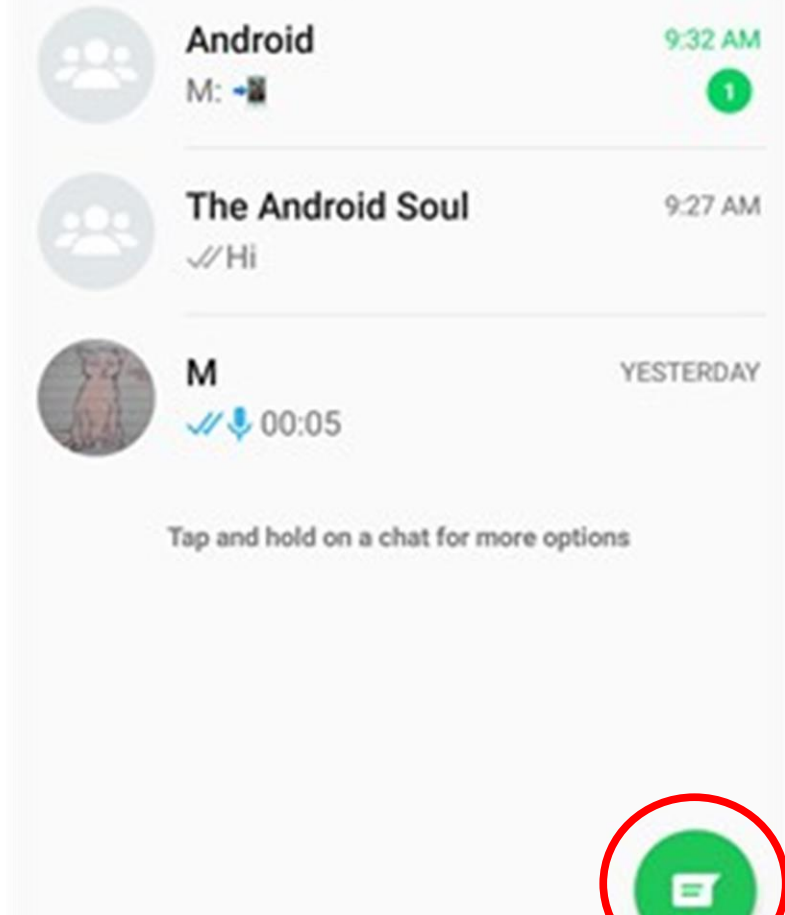
Before you get started it is recommended that you have your contacts saved to your phone to make chatting and group set up easier.

Always engage in digital platforms in line with your own organisation's policies and procedures.





You are now set up and ready to chat.
Firstly, Let's try chat with just one person. Use the Green Chat logo at the bottom right of your screen to chat.



Always engage in digital platforms in line with your own organisation's policies and procedures.





Ruth Griffin

Hey there! I am using WhatsApp.



Invite friends

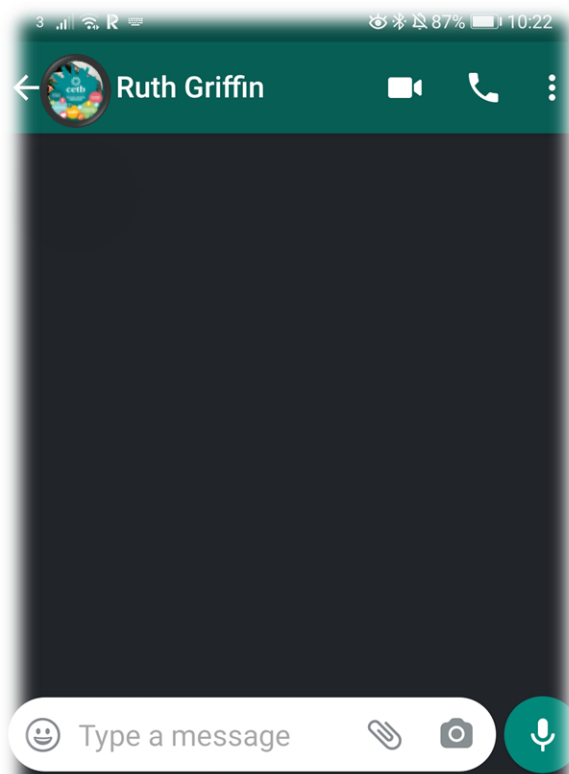


Contacts help

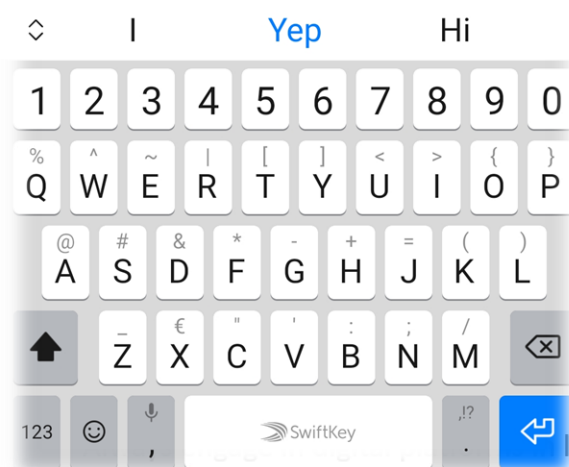


Next, You will search using the search tab for the name of the person you wish to send a message to. Once found, click on the name to begin chat.



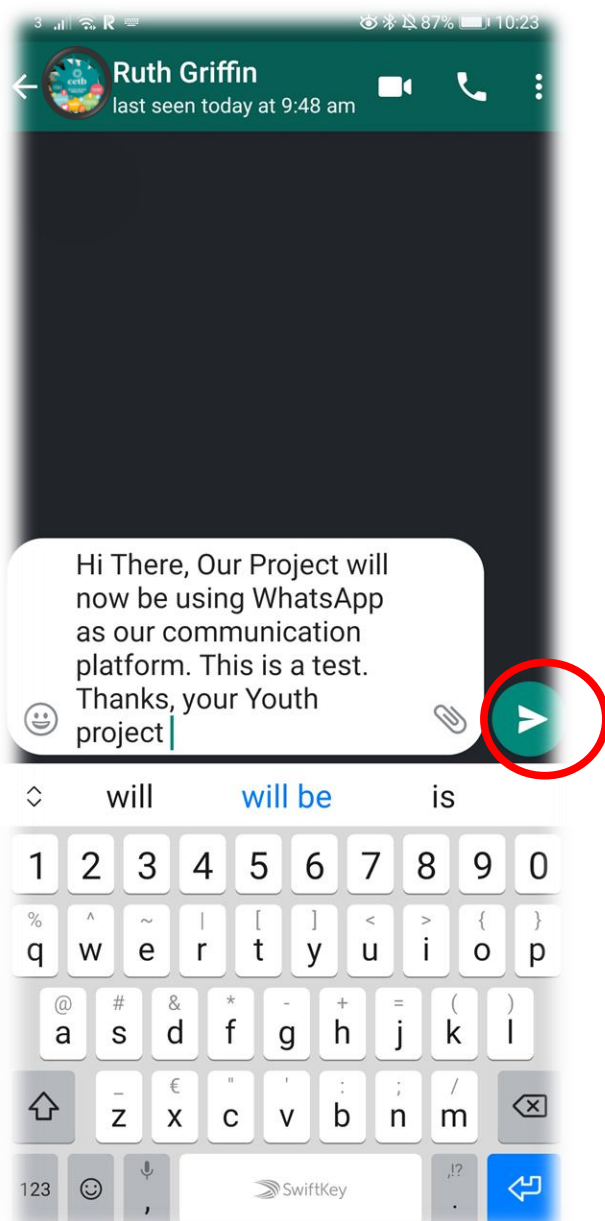


Your Chat Screen will open like seen here. Click on 'Type a message' area.



line with your own organisation's policies and procedures.





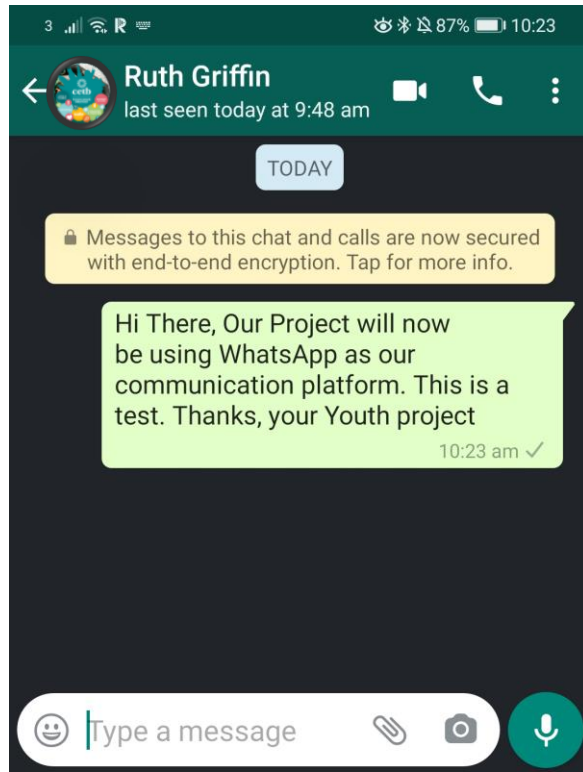
Always engage in digital platforms in line with your own organisation's policies and procedures.



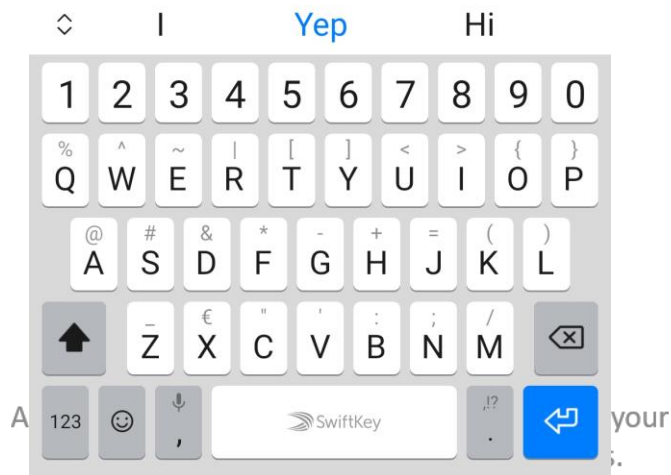
Once Message is type, Click the Green Icon on the Right of the screen to send you message.

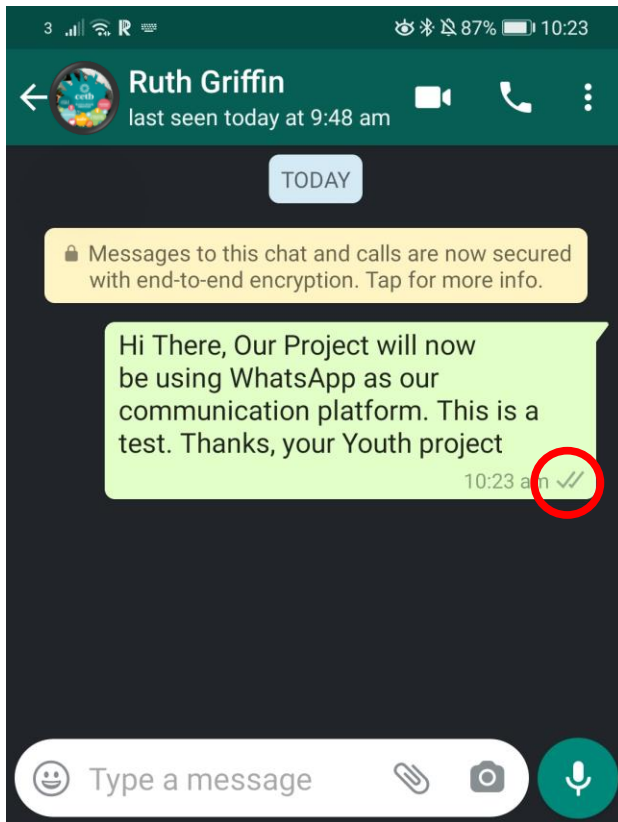
Note: The status of your recipient is visible on top of the screen. 'Last seen today at 9.48am'.



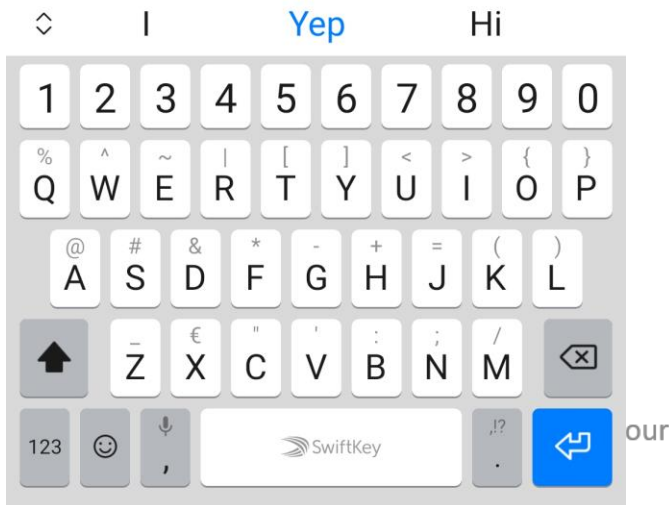


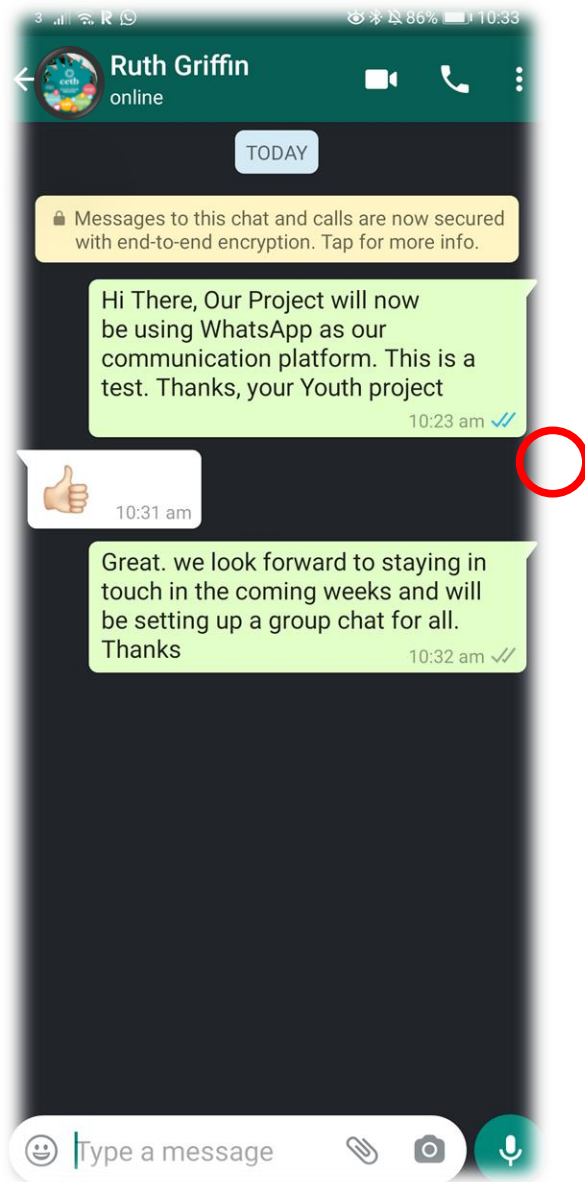
Once Send it will appear in green into the chat, the one tick on the bottom right of your message shows the message is now sent.





The Double Grey Ticks on bottom of the message shows that the message is now delivered to the phone of the recipient but not yet read.

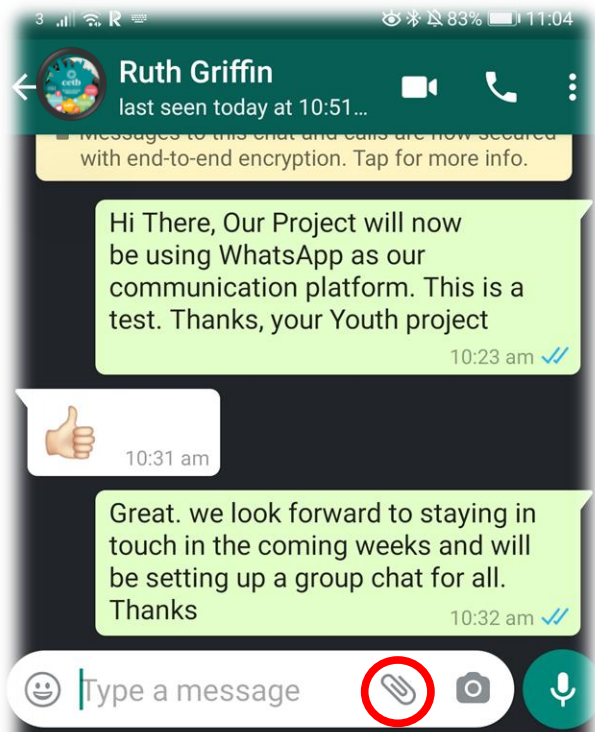




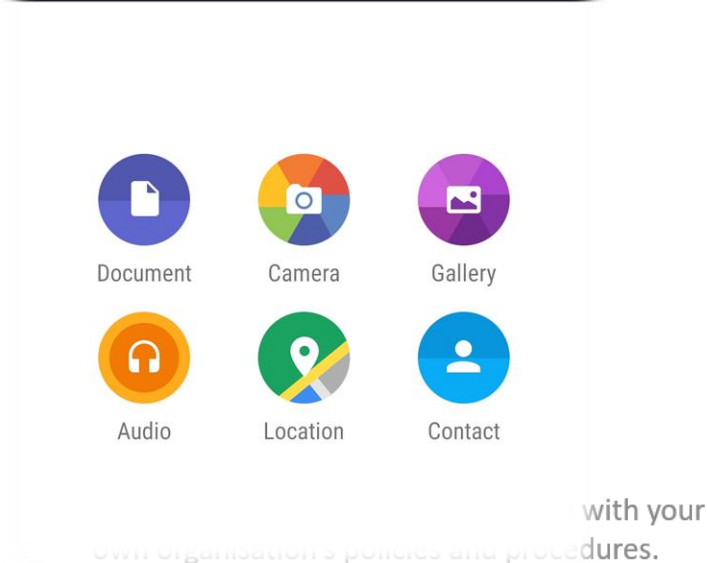
The Double Blue Ticks show that the message has now been opened and read by the recipient. When they reply it shows on left of screen in white and your response will again appear in Green.

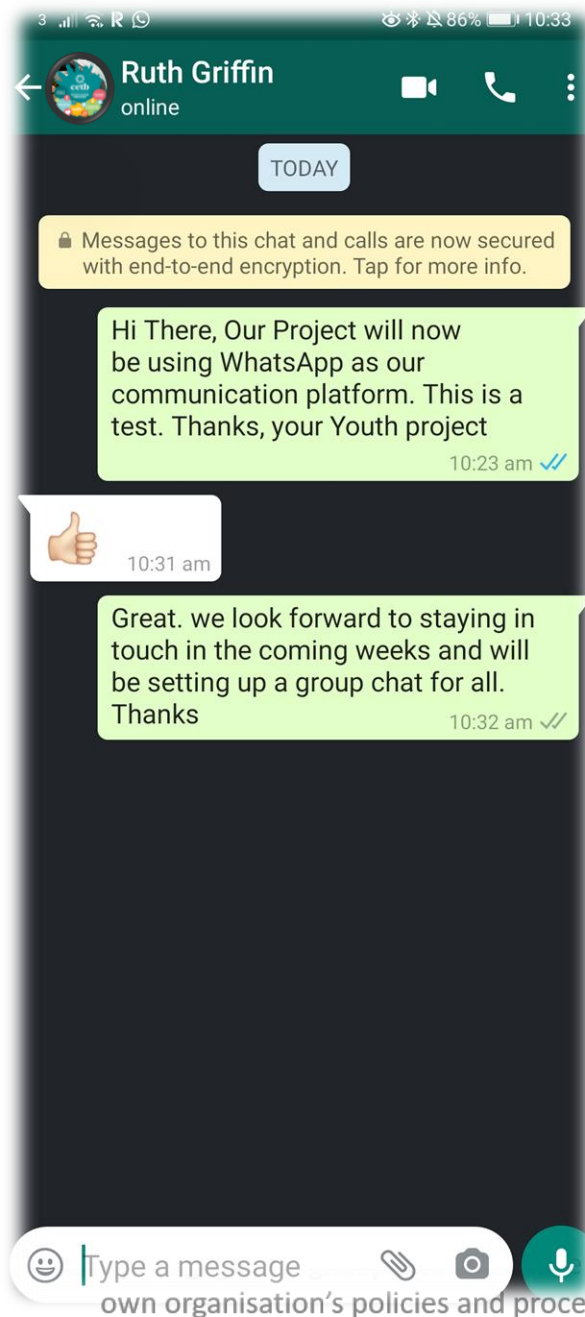
Always engage in digital platforms in line with your own organisation's policies and procedures.





Should you wish to send an image of document to your contact you should do so by selecting the 'paperclip' in the type a message area. This will allow you select what you wish to send onto your contact.





Should you wish to make a voice call to your contact, click the phone at the top right of your chat. If you wish to make a video call click the camera at the top right of your chat screen.





This is your Voice Call Screen, This does not include Video call.

Always engage in digital platforms in line with your own organisation's policies and procedures.



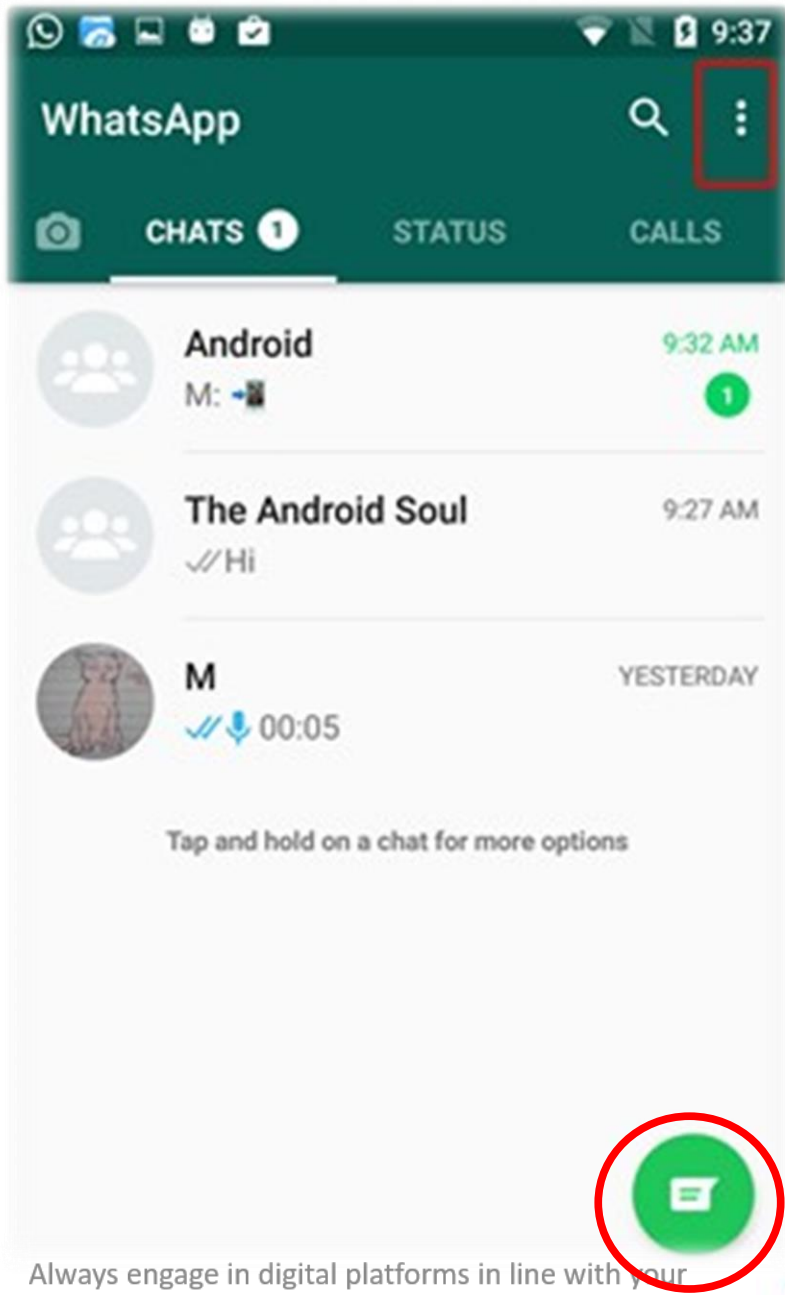


Use with your own organisation's policies and procedures.



Video Call allows contact to chat with video chat include via the camera on their mobile held device.

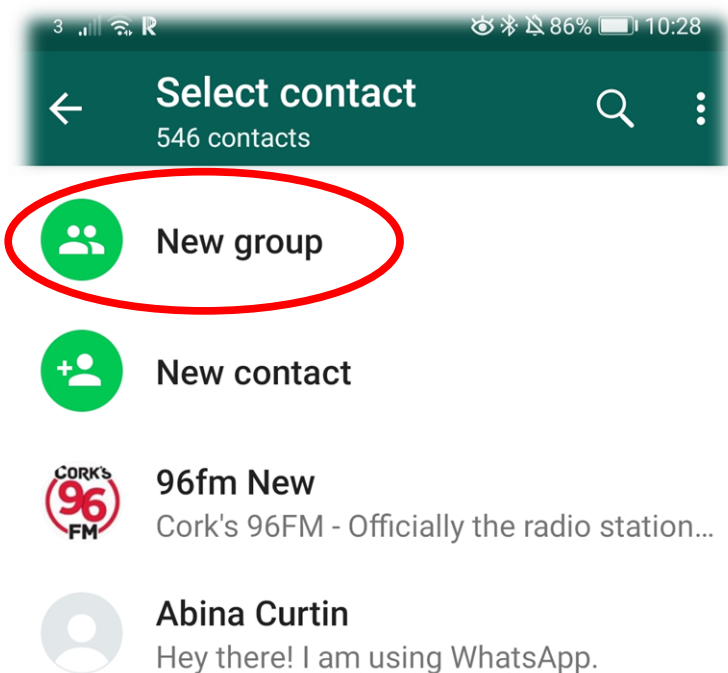




To set up **Group Chat**, Click the Green Chat logo at the bottom right of your home Whatsapp Screen.

Always engage in digital platforms in line with your own organisation's policies and procedures.

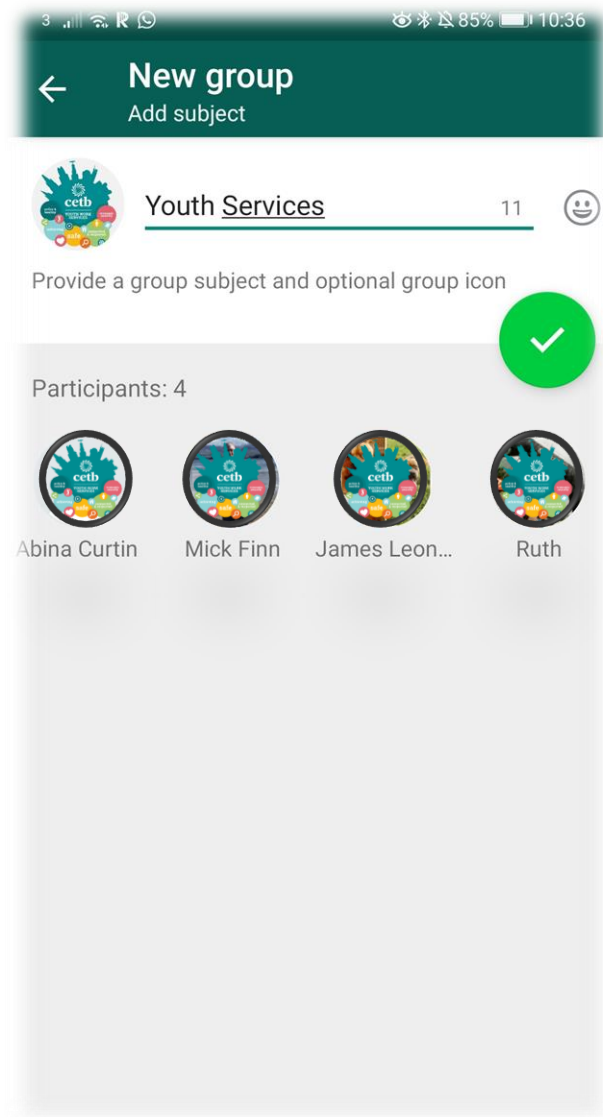




Click onto 'New Group' to create a new group for your youth project. Once clicked new group you will then be given option to select contacts to add to the group.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Always engage in digital platforms in line with your own organisation's policies and procedures.



The Next Screen allows you to name the Group and also add an appropriate image for the group you are contacting. It also shows the names of the participants. Please ensure the contacts have given permission to be added. Once happy, Click the Green Tick to proceed.

You can have multiple groups for your projects and also one general group

Always act in line with your organisations social media, Child Protection and GDPR policies.





Always engage in digital platforms in line with your own organisation's policies and procedures.

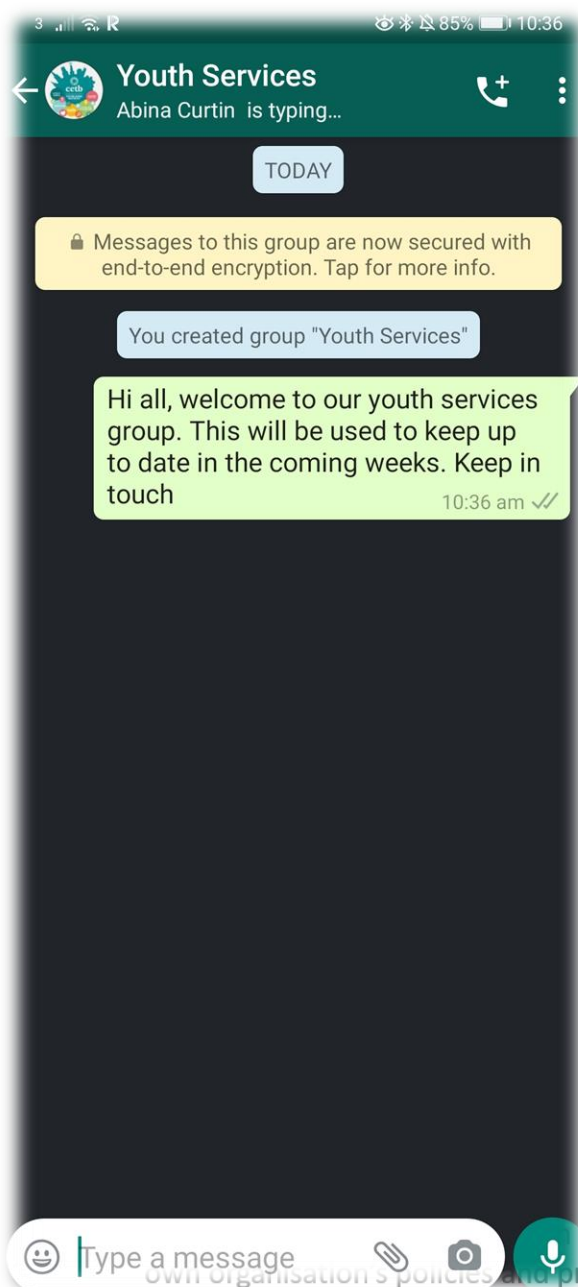


Congratulations!

You are now set up your first group and are ready to chat.

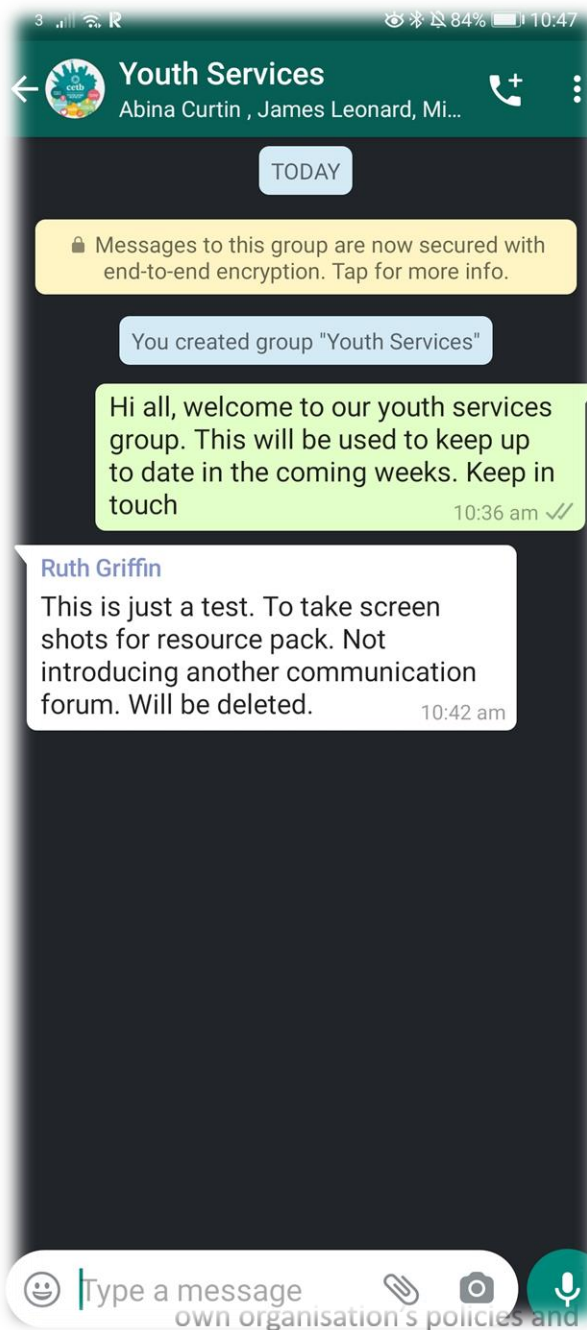
This is what your group Chat screen looks like. With the Name on top and the names of all the participants.





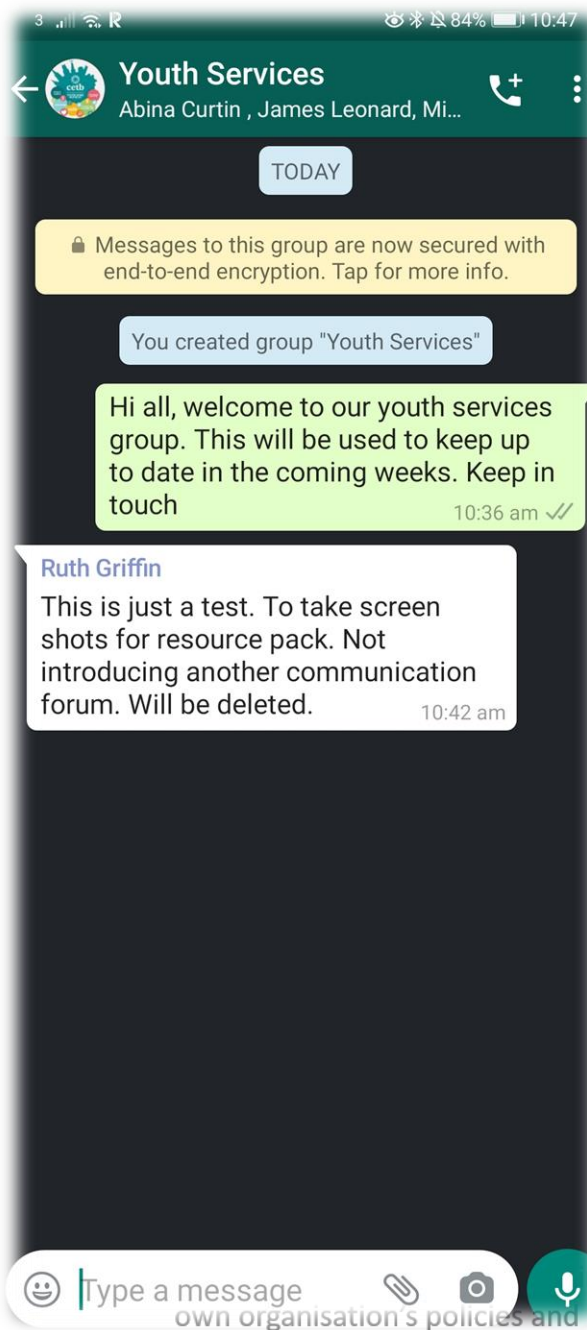
Send your first message and it will be visible in green to all participants. You can Tag someone using the @ symbol to bring attention to a specific message for a particular participant. You will also see what member of the group is typing each time at the top.





Messages from other participants will appear in white on the screen. You can also use the Microphone on the bottom right of the screen to record a short voice message. Just hold and release as ready to send.





Group Calls are also an option by clicking the phone button on top right of the screen. This is a video call and can have up to 4 people involved at one time.

If your group is larger then 4 people, once you click the phone you are in a position to add who you wish to be included in the call.

If need to video call more than 4, check out our following guidelines on using **Zoom**.



Zoom



Always engage in digital platforms in line with your own organisation's policies and procedures.



Why Choose Zoom?

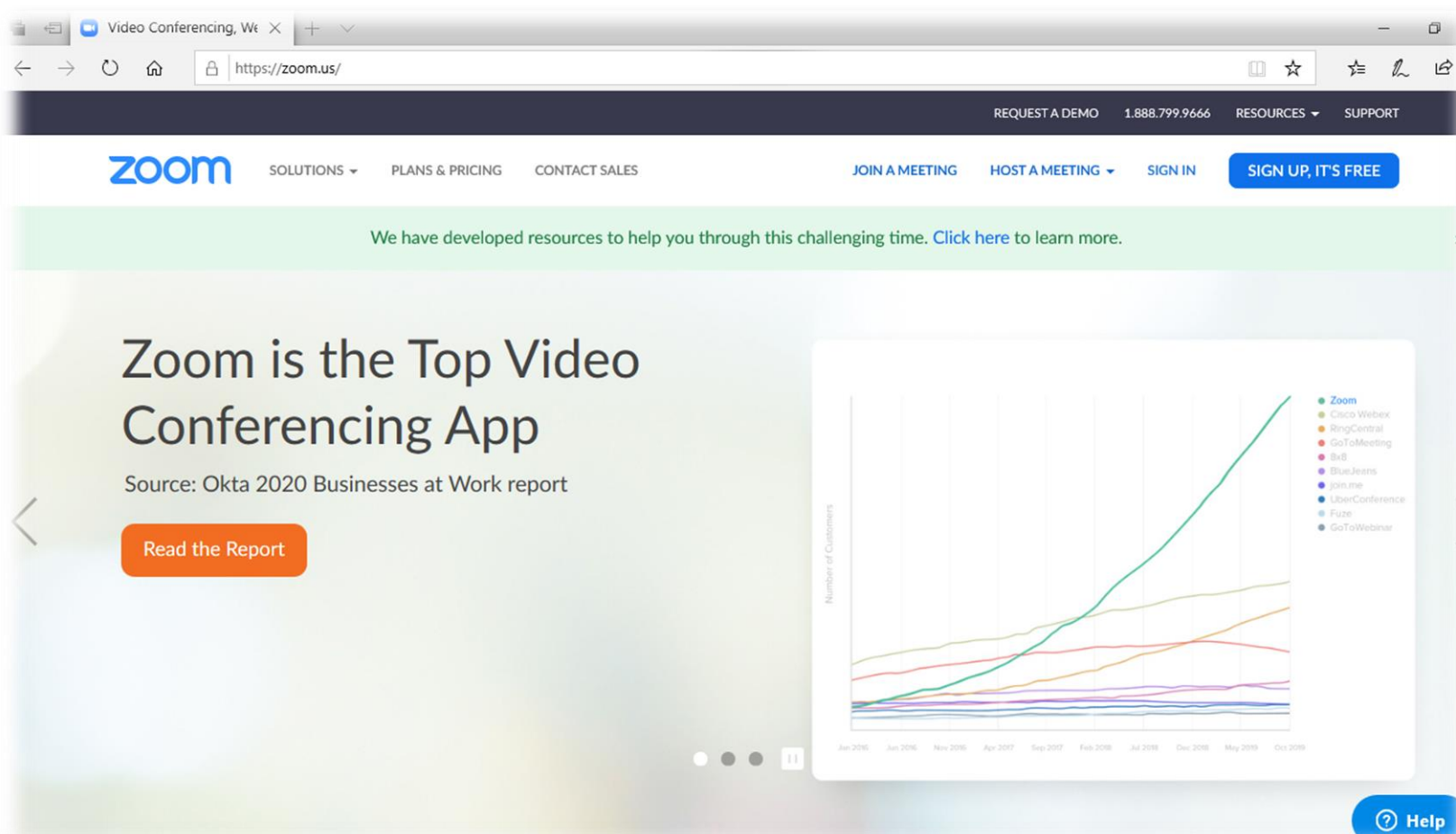


- Zoom App allows users to engage in remote conferencing services
- Host Meetings with up to 100 people
- Use Audio/video calling opportunities
- Share Screens, Collaborate on projects
- Basic Version Free to use
- Host your Youth Project Groups at normal times

*Use Zoom within the guidelines of your own organisation and social media policies

Always engage in digital platforms in line with your own organisation's policies and procedures.





The screenshot shows the Zoom website homepage in a web browser. The browser's address bar displays <https://zoom.us/>. The website's navigation bar includes links for 'REQUEST A DEMO', '1.888.799.9666', 'RESOURCES', and 'SUPPORT'. Below this, the Zoom logo is followed by 'SOLUTIONS', 'PLANS & PRICING', and 'CONTACT SALES'. On the right side of the navigation bar are links for 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and a prominent blue button that says 'SIGN UP, IT'S FREE'. A green banner across the top of the main content area reads: 'We have developed resources to help you through this challenging time. [Click here](#) to learn more.' The main headline states 'Zoom is the Top Video Conferencing App' with the source cited as 'Source: Okta 2020 Businesses at Work report'. An orange button labeled 'Read the Report' is positioned below the headline. To the right of the headline is a line graph titled 'Number of Customers' showing the growth of various video conferencing platforms from June 2016 to October 2019. Zoom's line (green) shows the most significant upward trend, surpassing other competitors like Cisco Webex, RingCentral, and GoToMeeting. A 'Help' button is visible in the bottom right corner of the website interface.

Zoom is the Top Video Conferencing App

Source: Okta 2020 Businesses at Work report

[Read the Report](#)

Number of Customers

Zoom, Cisco Webex, RingCentral, GoToMeeting, BlueJeans, join.me, UberConference, Fuzo, GoToWebinar

Jun 2016, Jun 2016, Nov 2016, Apr 2017, Sep 2017, Feb 2018, Jul 2018, Dec 2018, May 2019, Oct 2019

Help

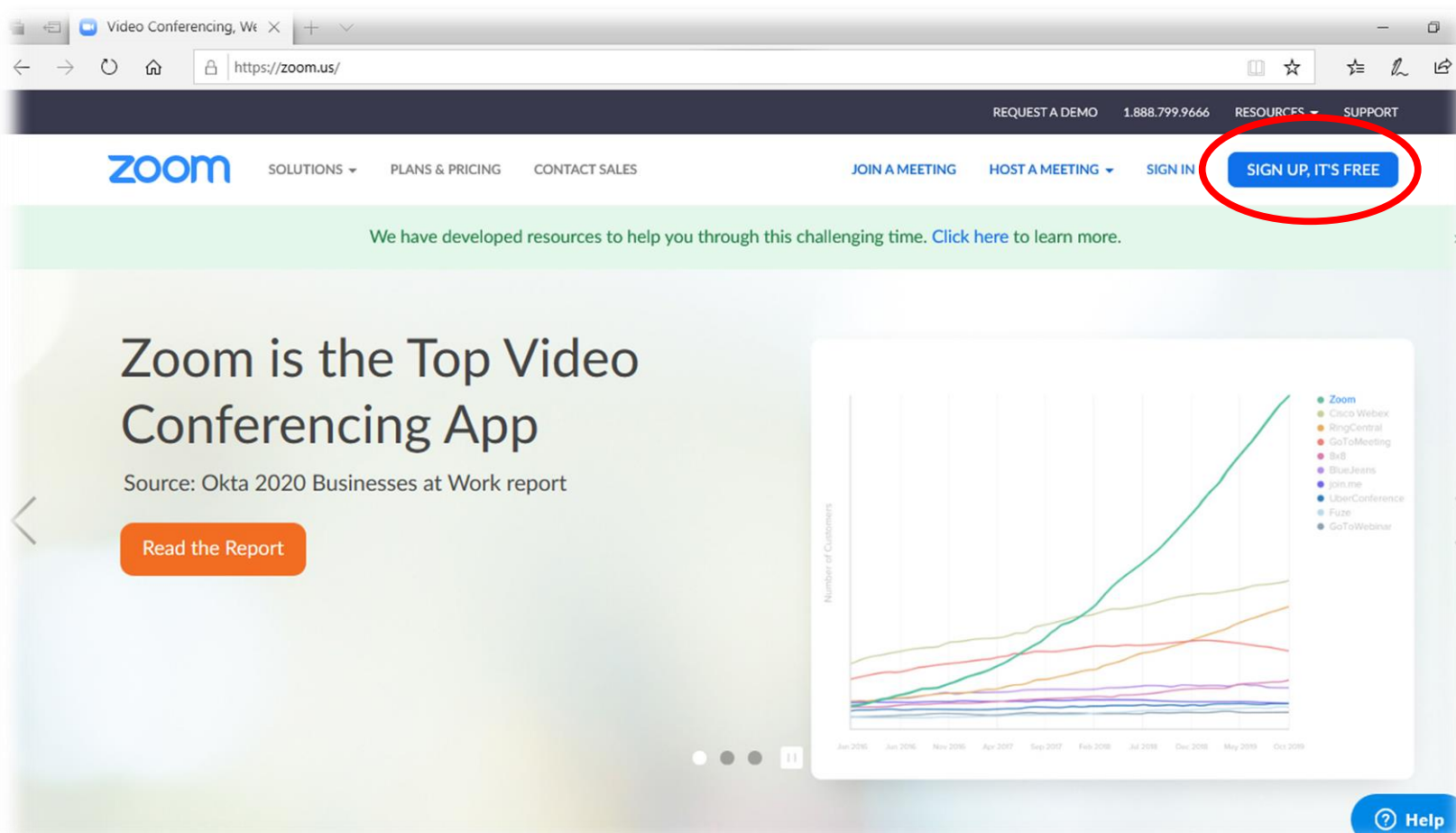


Zoom can be used on desktop Computers or hand held devices by downloading App and signing up to account. We will in this case set up on Desktop as easier for managers/Youthworkers to manage.

Go to <https://zoom.us/>

Always engage in digital platforms in line with your own organisation's policies and procedures.





To get Started click 'Sign Up It's Free' on the top right of the screen.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Sign Up Free - Zoom

https://zoom.us/signup

REQUEST A DEMO 1.888.799.9666 RESOURCES SUPPORT

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN IN SIGN UP, IT'S FREE

Sign Up Free


Your work email address


Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

Sign Up

By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).

or

 Sign in with Google

 Sign in with Facebook

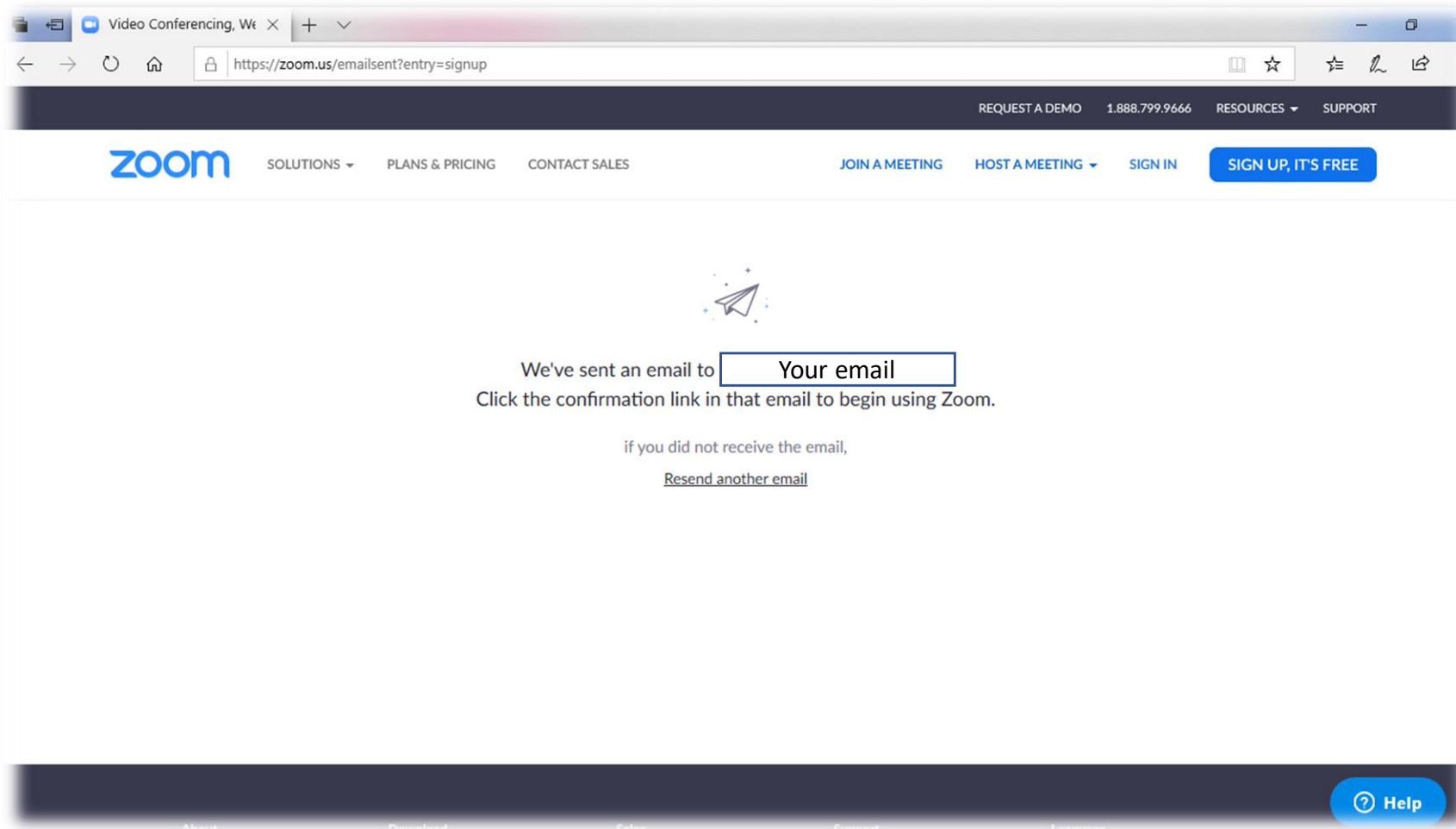
Already have an account? [Sign in.](#)



Enter your work email address into the box provided and click 'Sign Up'

Always engage in digital platforms in line with your own organisation's policies and procedures.





You will then receive a confirmation email from zoom. Open your email and Click **Activate Email**.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Always engage in digital platforms in line with your own organisation's policies and procedures.




← → ↻ 🏠 🔒 https://us04web.zoom.us/invite_colleague?code=Xf7Nza701MyiLqnKudYE2GrCgXwtlmX-yAvnLFhRrQ.BQgAAAFxDNfi3gAnjQAXbWi6emJIYXNsZXIAaG90bWFf ⌨ ⭐ ⚙ 📄

REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾ 👤


1 Account Info ---- 2 Invite Colleagues ---- 3 Test Meeting



Invite Your Colleagues

Invite your colleagues to create their own free Zoom account today! [Why invite?](#)

[Add another email](#)

☐ I'm not a robot 

reCAPTCHA
Privacy - Terms

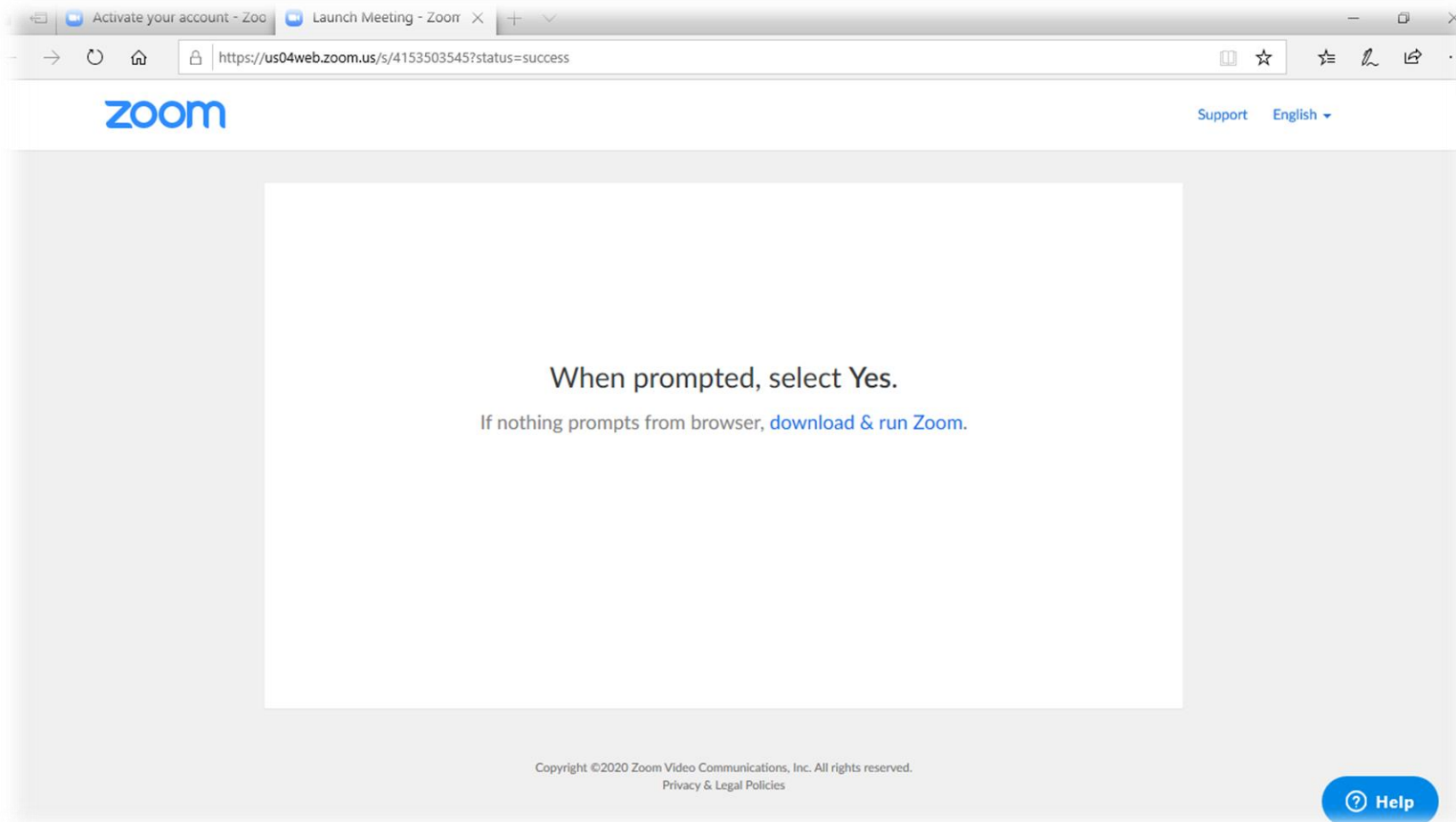
[Help](#)



You may like to invite your colleagues in the next page. This is not necessary but if you wish to it will get everyone working together from the outset.

Always engage in digital platforms in line with your own organisation's policies and procedures.

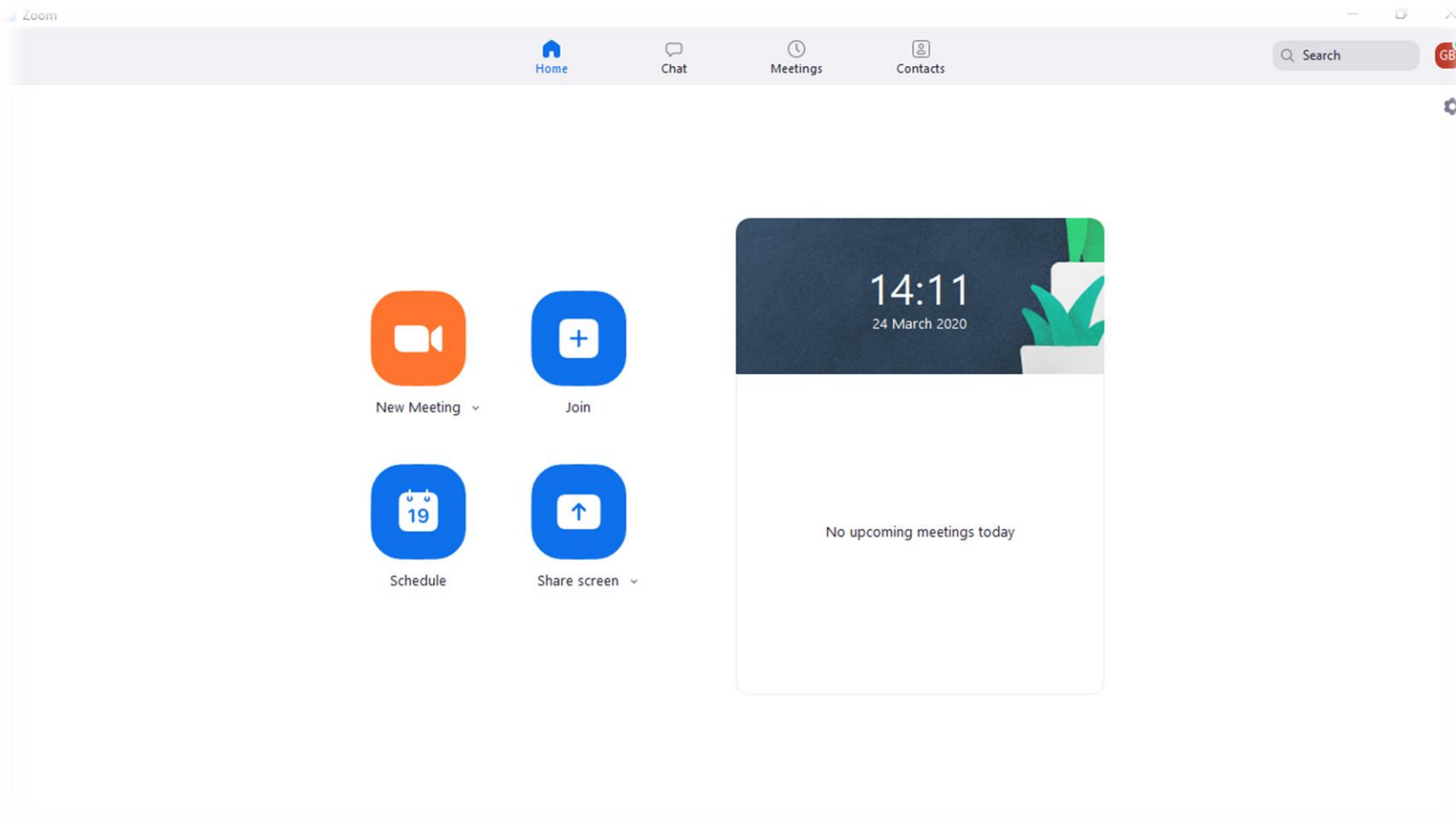




You may be prompted to 'download and run Zoom'. This is advised as it is an independent app on your desktop to allow you to engage easier with your meetings. Go ahead and follow steps to download and sign into the app.

Always engage in digital platforms in line with your own organisation's policies and procedures.

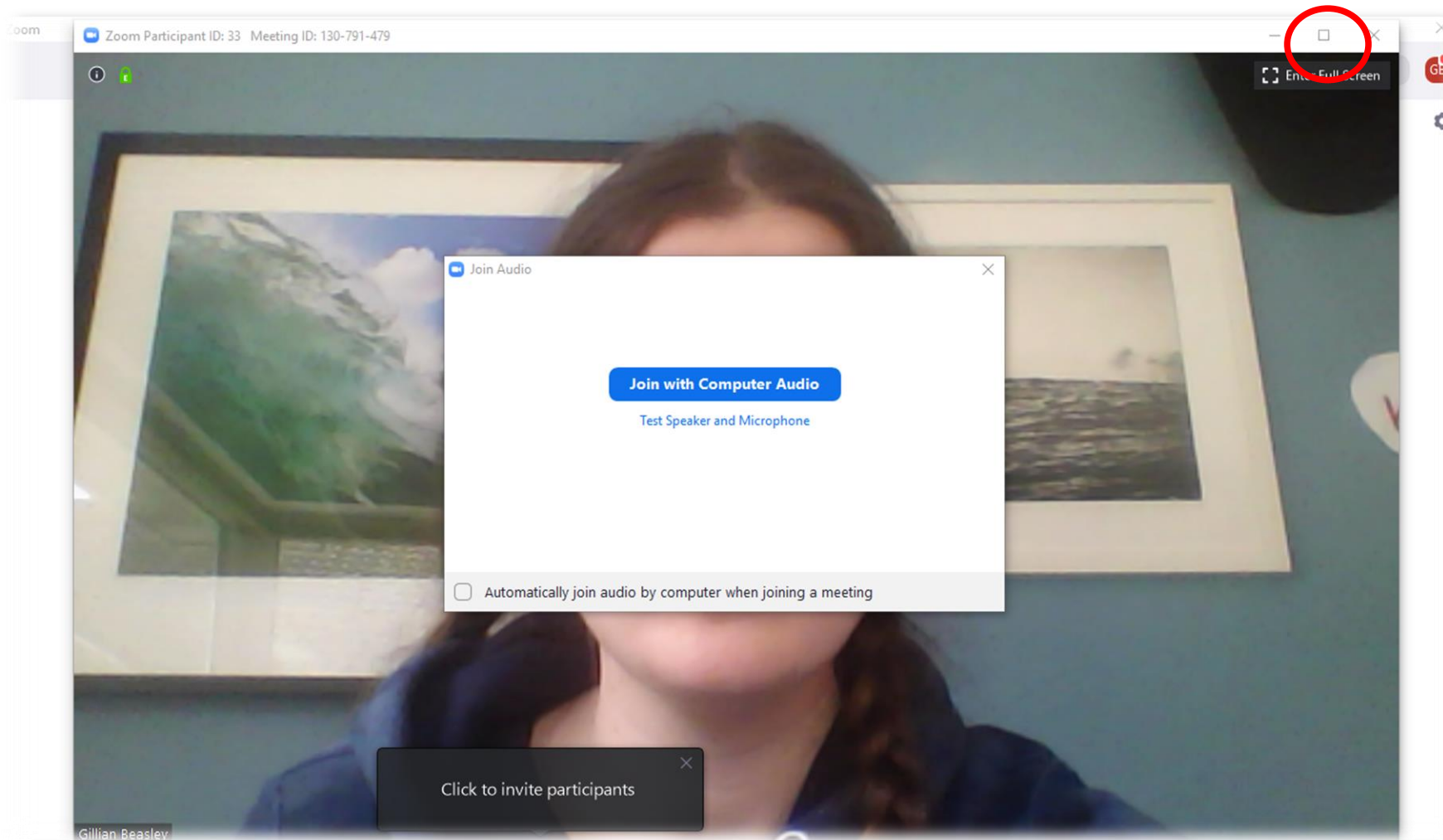




Your Screen will now look like this and you will be ready to host meetings. You can set up an instant 'New Meeting' or 'Schedule' a meeting to take place at another time. Click 'New Meeting'.

Always engage in digital platforms in line with your own organisation's policies and procedures.

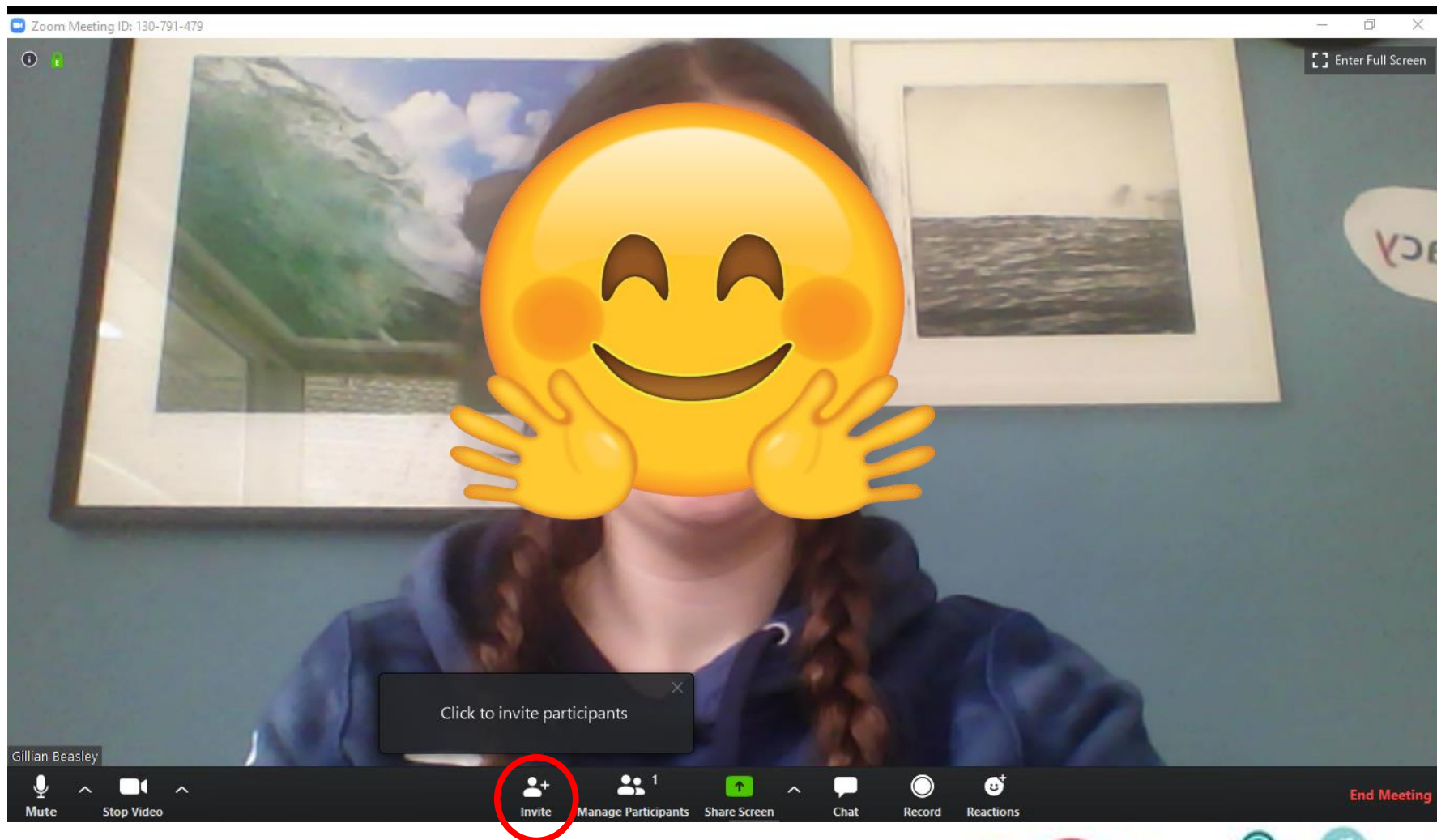




You will then appear on screen with your camera and click 'Join with Computer Audio' at this stage. Nobody is involved in your meeting yet. Ensure your screen is Full Size before proceeding.

Always engage in digital platforms in line with your own organisation's policies and procedures.

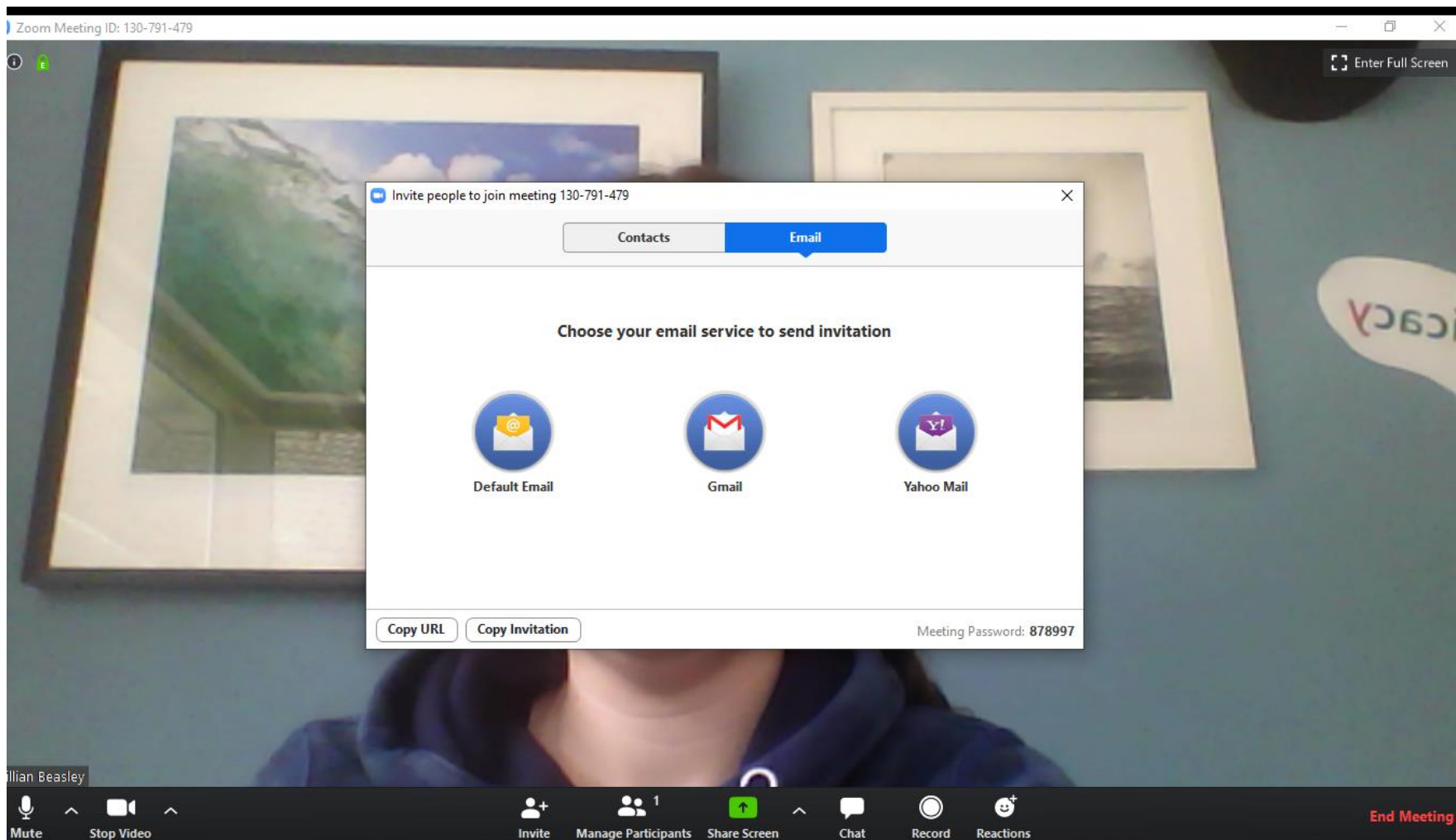




You are now the 'Host' of this meeting. This allows you to have full control over the meeting and participants at all times. You can Invite, Mute and share with all. First Step is to invite participants by clicking Invite.

Always engage in digital platforms in line with your own organisation's policies and procedures.

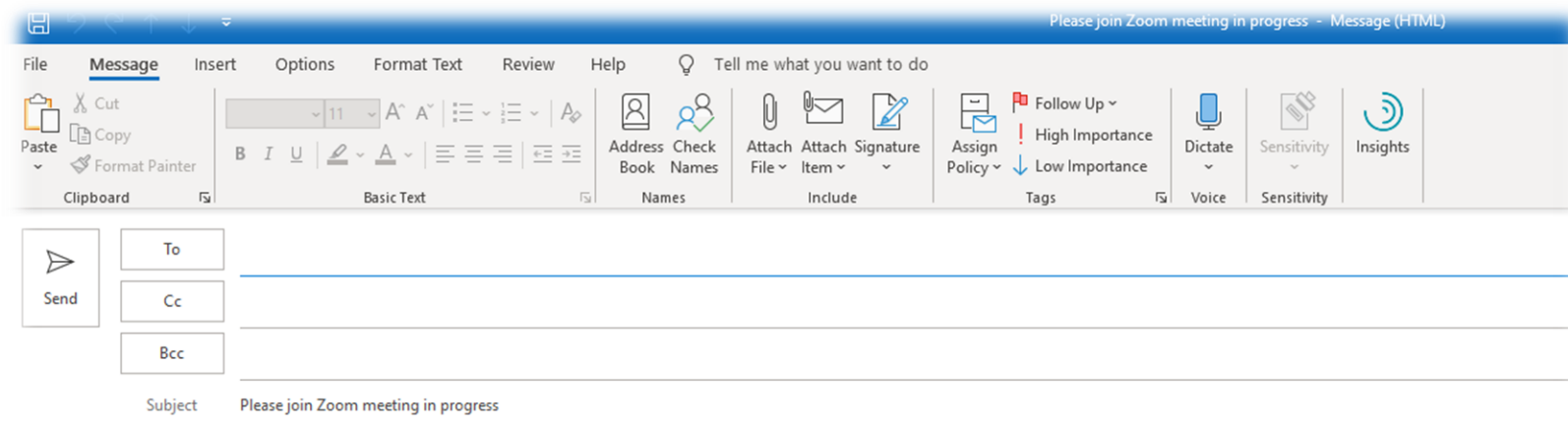




We advise the easiest option is to invite via Email. Click which email provider YOU use to get access to invite.

Always engage in digital platforms in line with your own organisation's policies and procedures.





This meeting code is unique to the meeting so this will only be valid at the time of the meeting. You may also send the code via text or whatsapp by simply copying and pasting the link.

An email such as the one seen here can then be forwarded to your contacts and whoever you wish to join your meeting.

Once you have invited people, remain on your App to see as people join in with the meeting.

Always engage in digital platforms in line with your own organisation's policies and procedures.





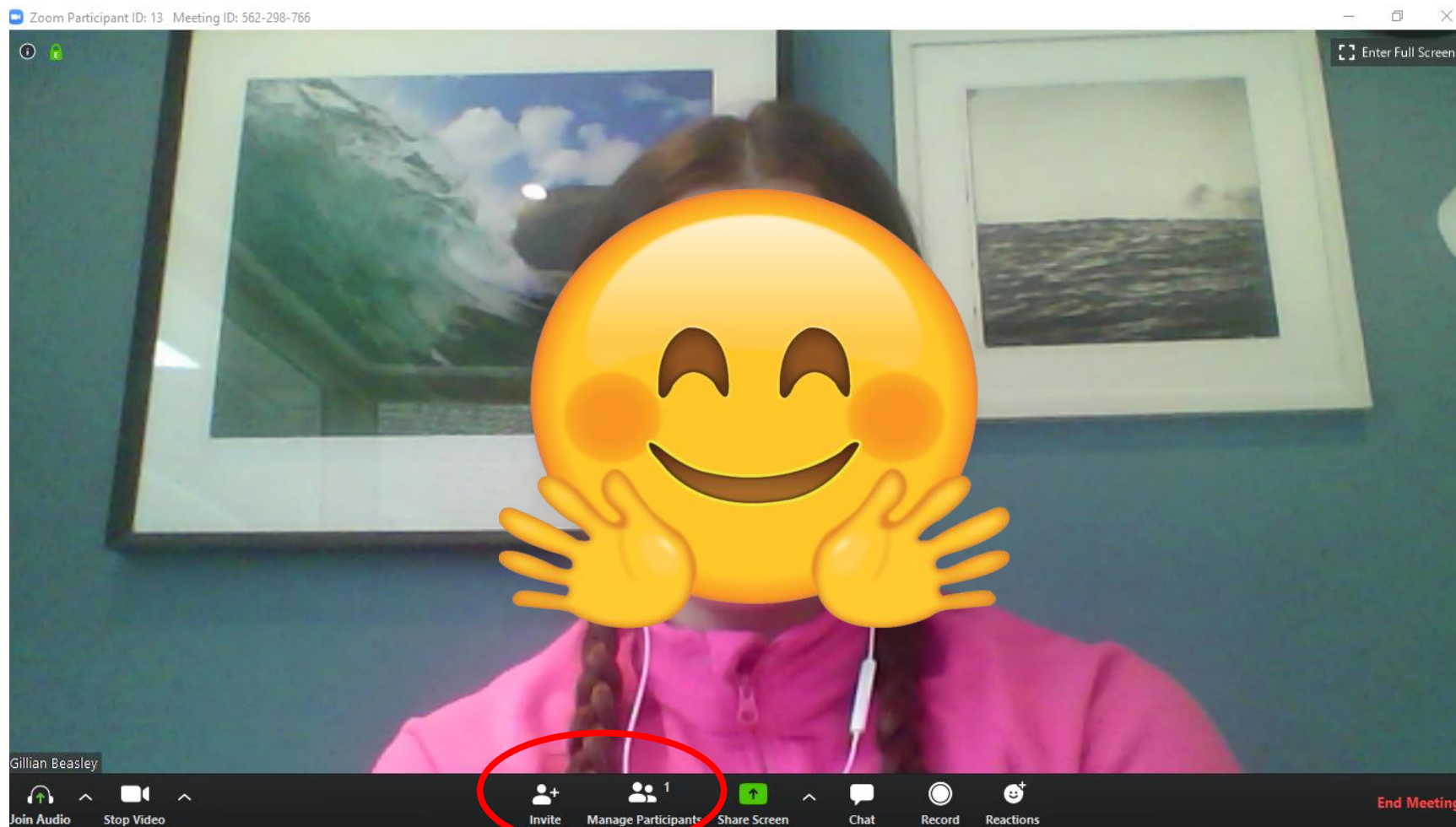
Lets have a look at the tool bar down the bottom before your meeting.

The Join Audio Option allows you to test your microphone and speaker before anyone joins.

Stop Video option allows you to turn off camera and take part with voice only.

Always engage in digital platforms in line with your own organisation's policies and procedures.





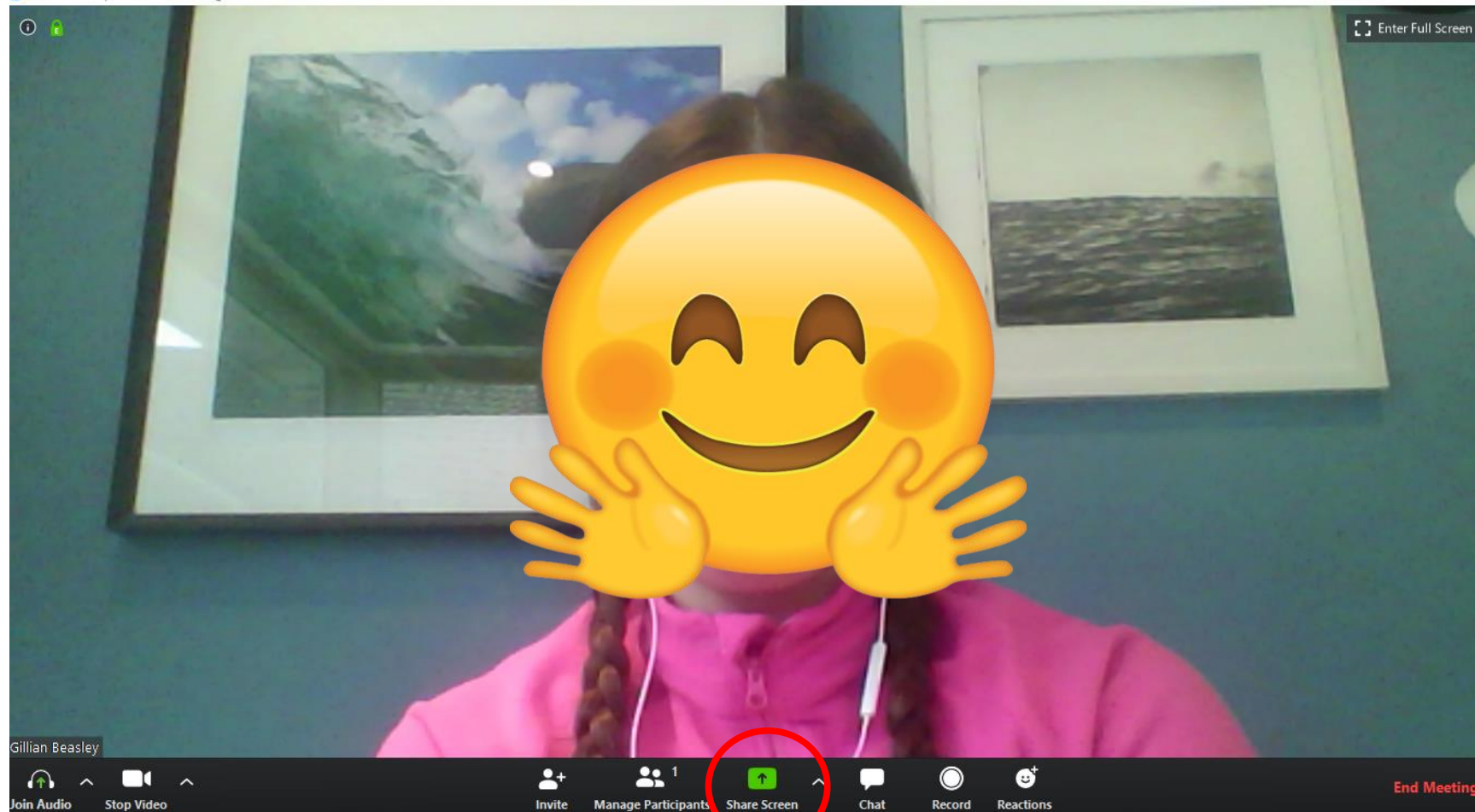
The **Invite** option allows you to add new members to your meeting throughout.

Manage Participants allows you to see who is in the meeting and who has left your meeting.

As host you are also able to mute participants if wish to allow only one person to speak at a time

Always engage in digital platforms in line with your own organisation's policies and procedures.



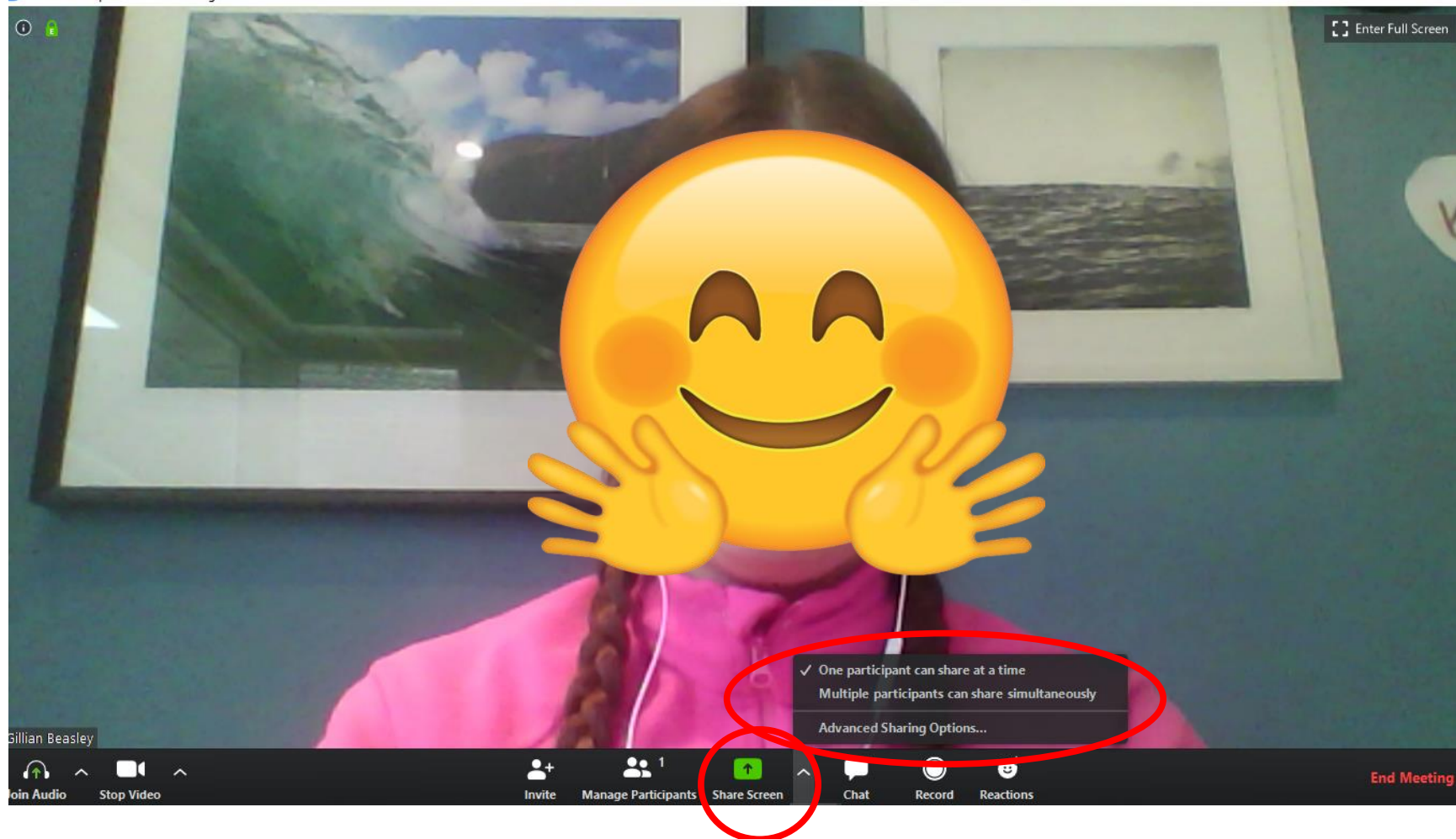


Screenshare tool is fantastic if you are working with a group and need to share your information on screen to them. This allow you to share videos, presentations etc.

Remember If you are sharing your screen ensure you have all other tabs closed down first as you only want your young people to see what is meant for them.

Always engage in digital platforms in line with your own organisation's policies and procedures.



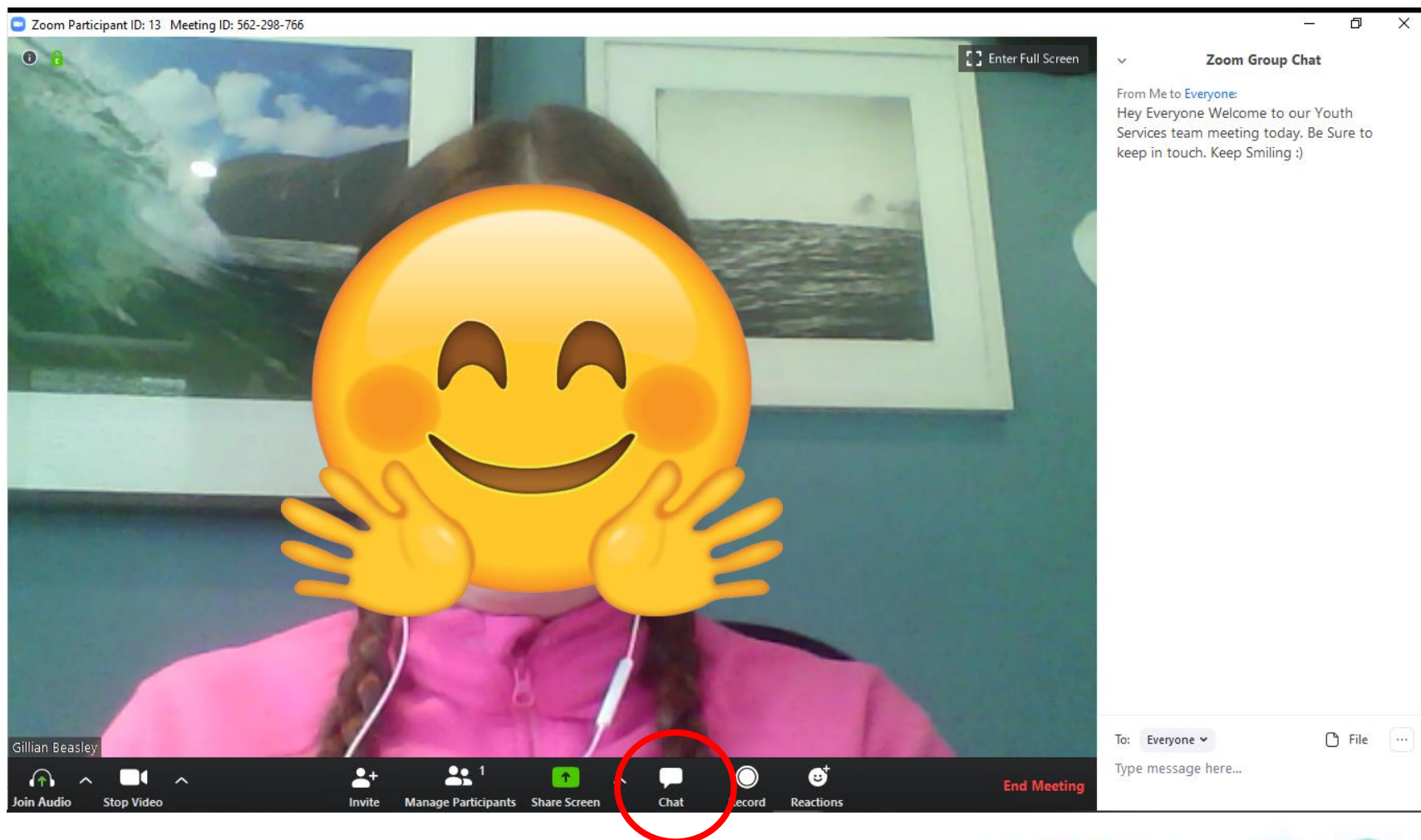


Screenshare up arrow gives you options. This allows you to control how many people can share their screen at one time. Often having all sharing at a time it can slow down the quality of the meeting.

By enabling multiple participants to share simultaneously it may be hard to control what is visible on screen to all youth members so be careful is using this option.

Always engage in digital platforms in line with your own organisation's policies and procedures.

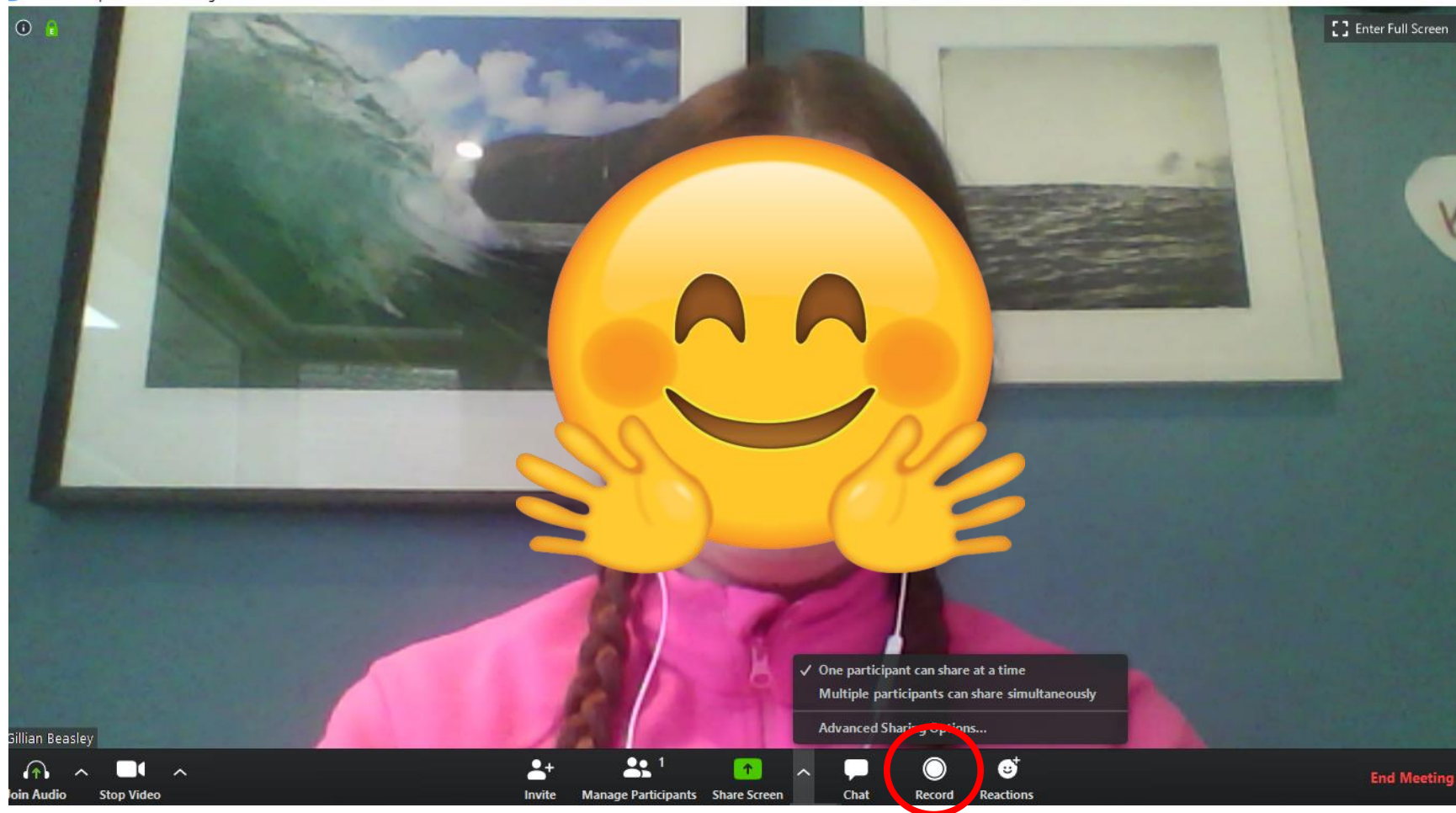




Chat option allows you to open the Chat bar on the right hand side of the screen. This allows all participants to type any comments or questions throughout the meeting. This option can often be used also for sharing of files and links that you may like to share with your participants.

Always engage in digital platforms in line with your own organisation's policies and procedures.



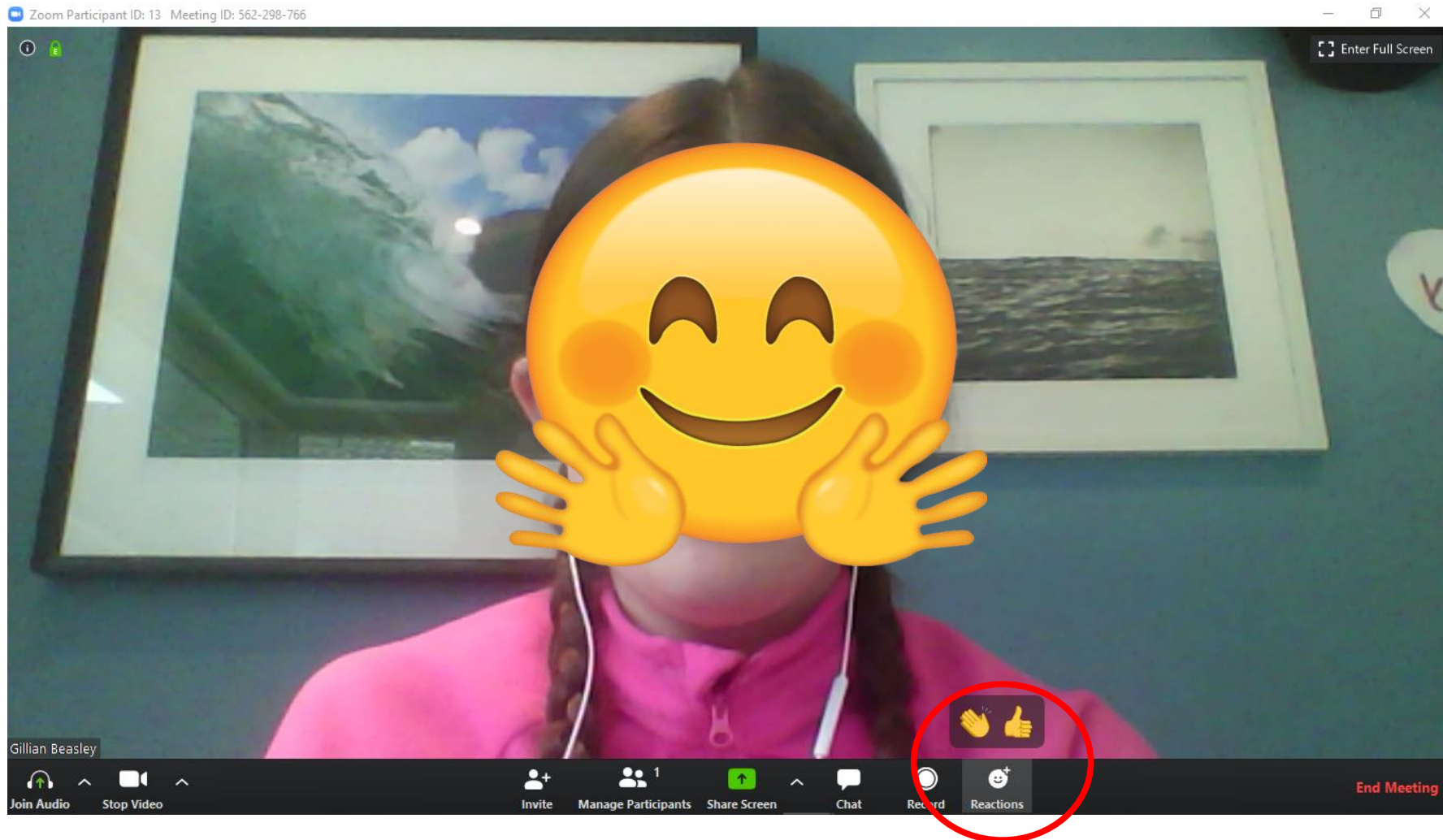


Record option allows you to record the meeting. This would be useful on many occasions if have participants that may be absent from your meeting. You can then share the meeting with them retrospectively to ensure nobody gets left behind.

*Consult your social media guidelines before using this tool.

Always engage in digital platforms in line with your own organisation's policies and procedures.

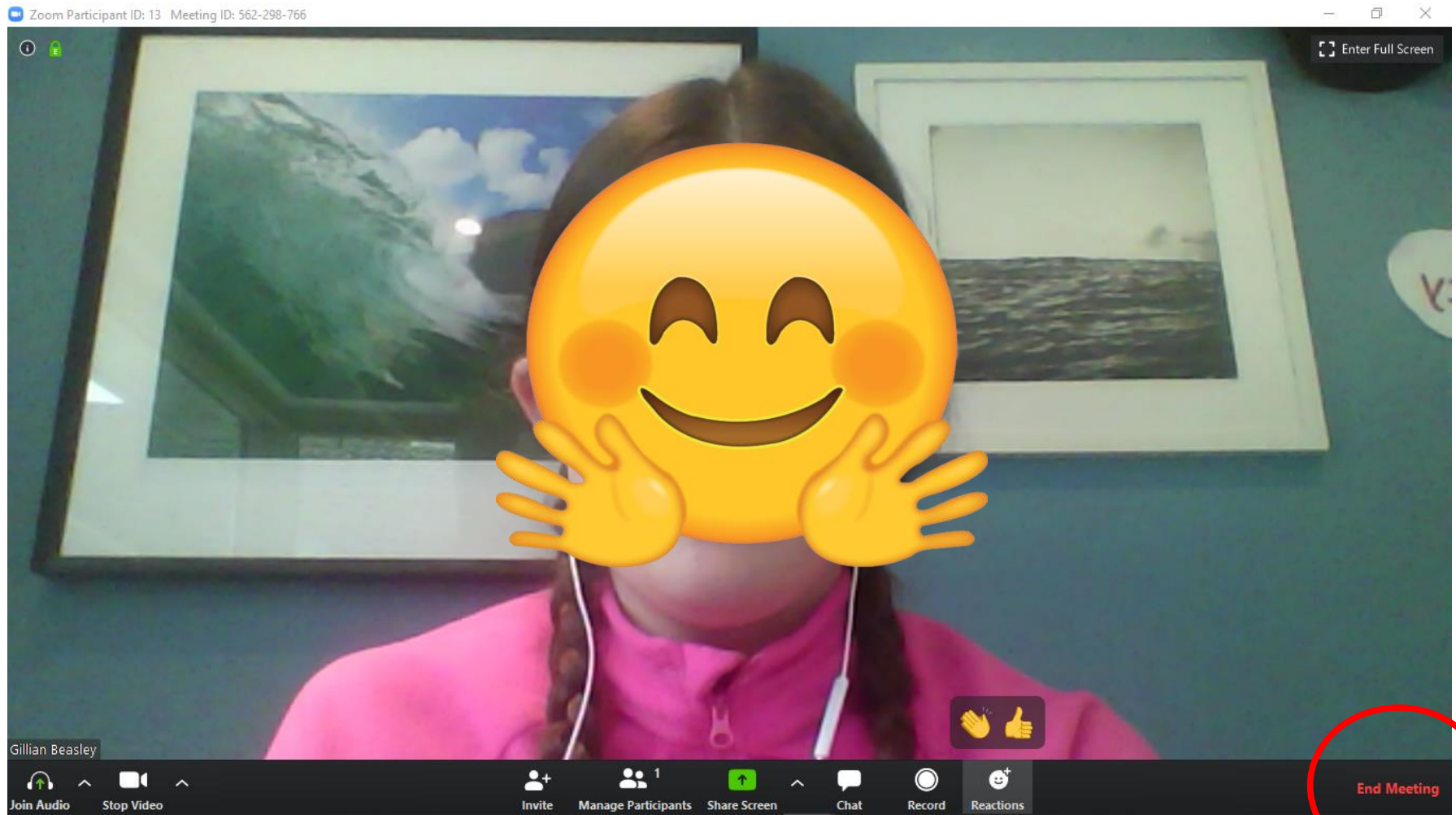




Reactions tool allows participants to react to the content without having to voice their opinions through voice or video. A simple yet effective tool.

Always engage in digital platforms in line with your own organisation's policies and procedures.



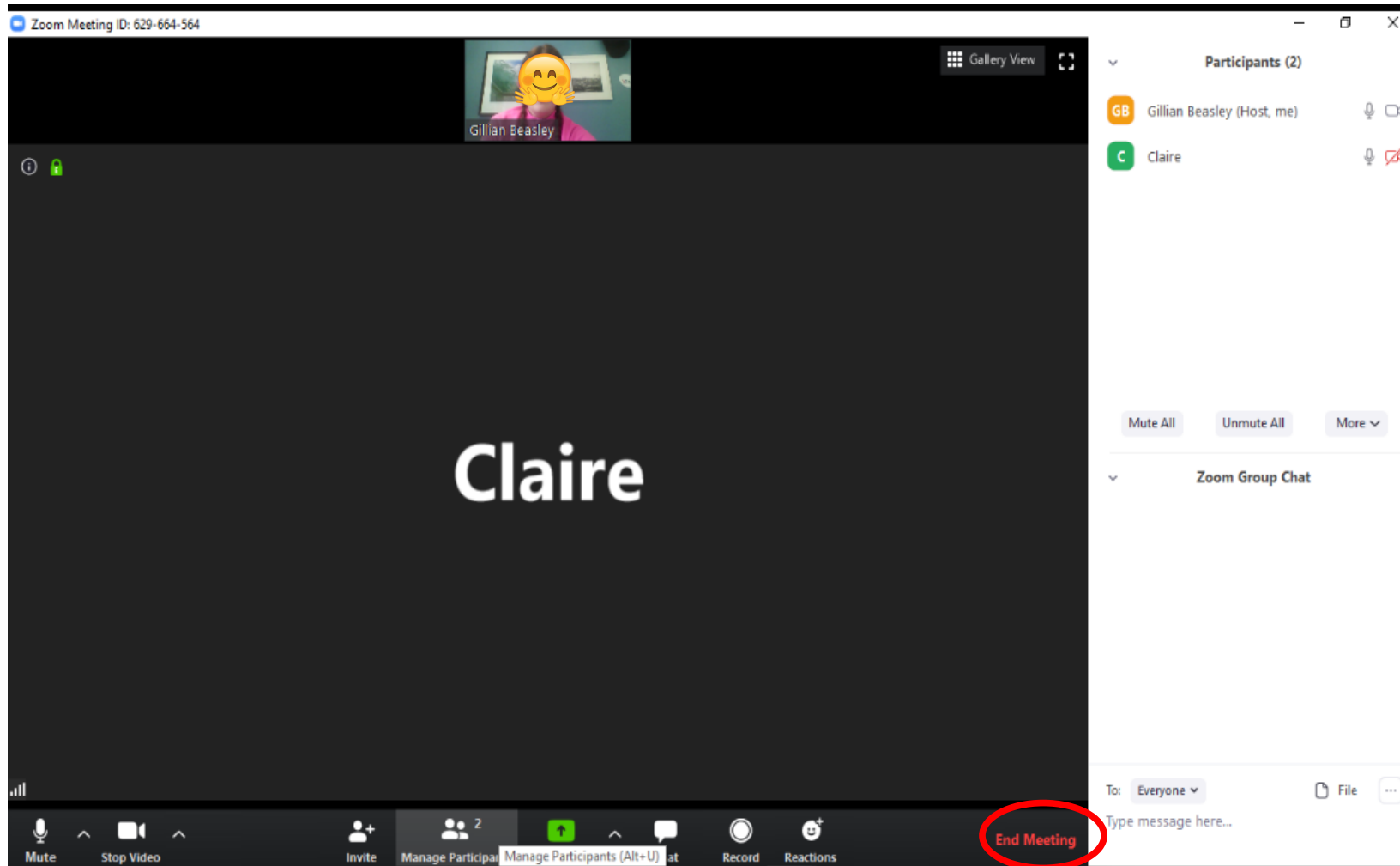


End Meeting allows you to end the meeting at any stage. This will end the meeting for all participants if you are the host so be aware of this.

Other Participants have the option to '**Leave meeting**' on their screen should they wish to leave for any reason.

Always engage in digital platforms in line with your own organisation's policies and procedures.





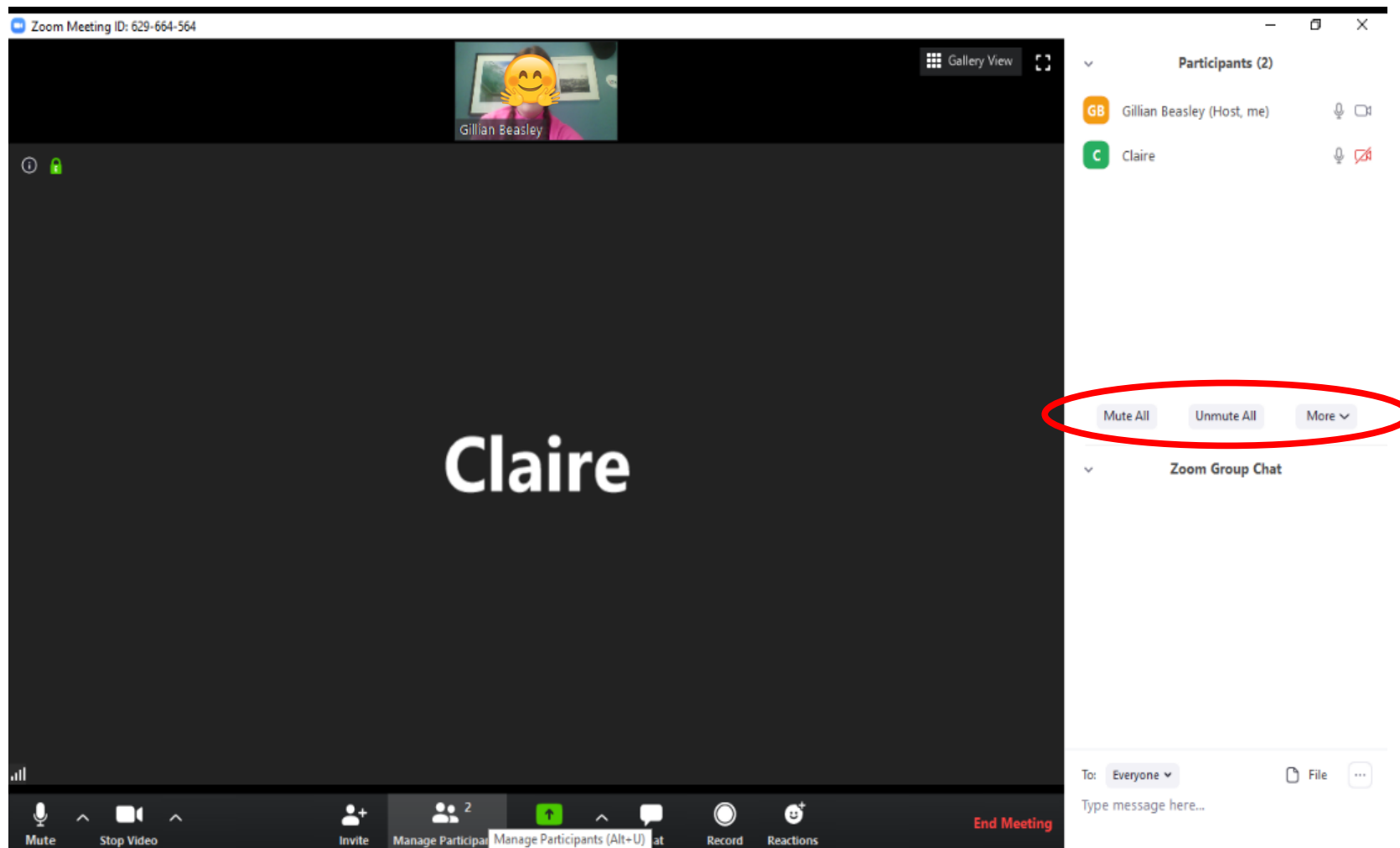
Once you have your meeting ended, As you are the host, the meeting is now over.

Currently the free version of Zoom only allows meetings of 40 minutes in Duration. In the current times Zoom have lifted this limitation and you can get meeting extension via the following link

<https://blog.zoom.us/wordpress/2020/03/13/how-to-use-zoom-for-online-learning/>

Always engage in digital platforms in line with your own organisation's policies and procedures.



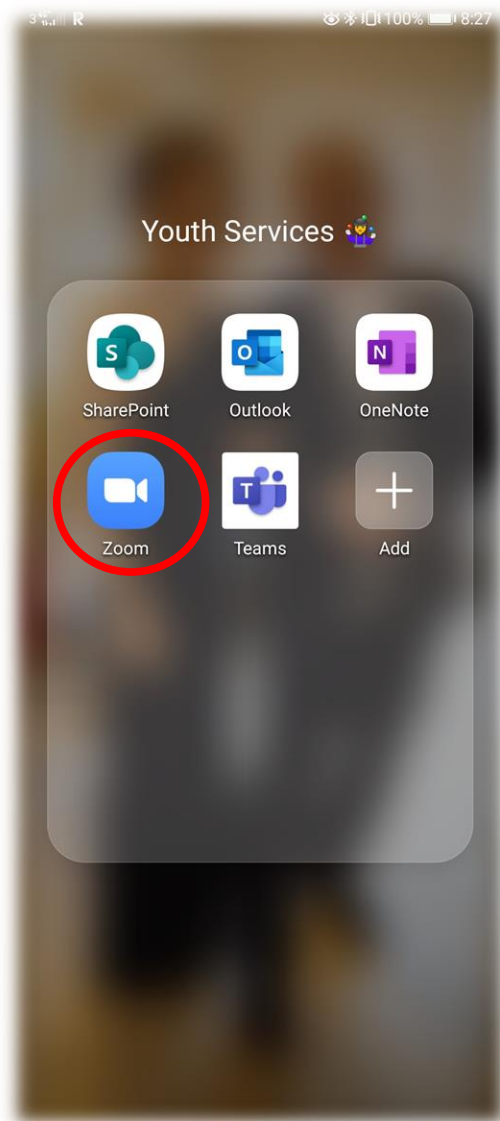


Opportunities to control microphones and to mute and unmute are handy here especially when you have a larger group meeting.

The chat section can be seen below.

Always engage in digital platforms in line with your own organisation's policies and procedures.





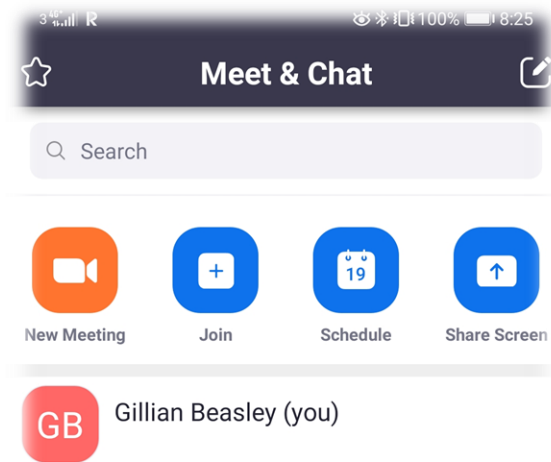
Always engage in digital platforms in line with your own organisation's policies and procedures.



The same opportunities can be done via the Zoom Phone App.

Once the app is downloaded the functions are the same.





The Screen looks the same and click **'New Meeting'** option to begin your meeting.



Always engage in digital platforms in line with your own organisation's policies and procedures.





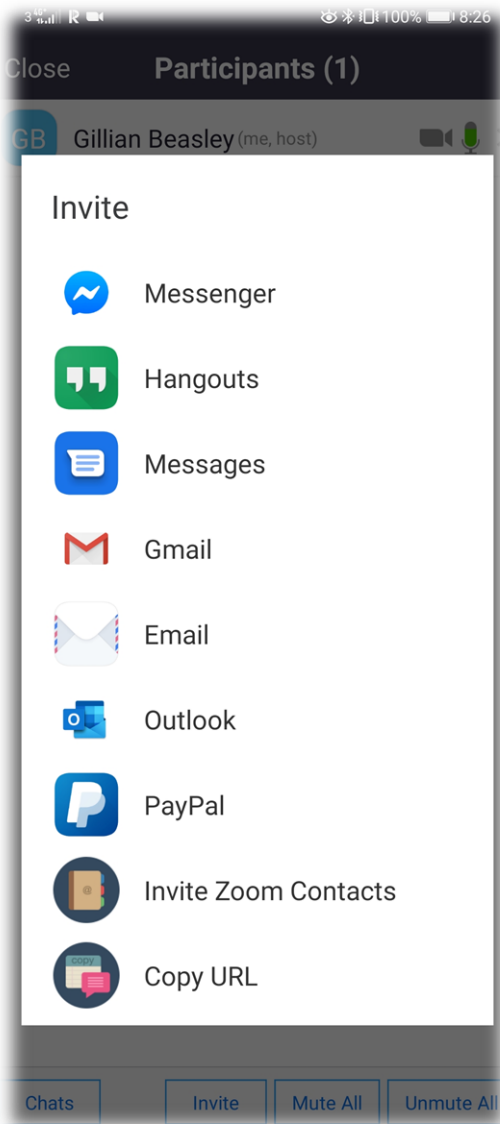
Always engage in digital platforms in line with your own organisation's policies and procedures.



This is the meeting screen and options can be seen at the bottom as previously stated.

To add members click '**Participants**' at the end of the screen.





You can then send the link Via any platform you wish to use with each participant to continue your meeting.

Always engage in digital platforms in line with your own organisation's policies and procedures.



Google Hangouts



Always engage in digital platforms in line with your own organisation's policies and procedures.



Why Choose Google Hangouts?

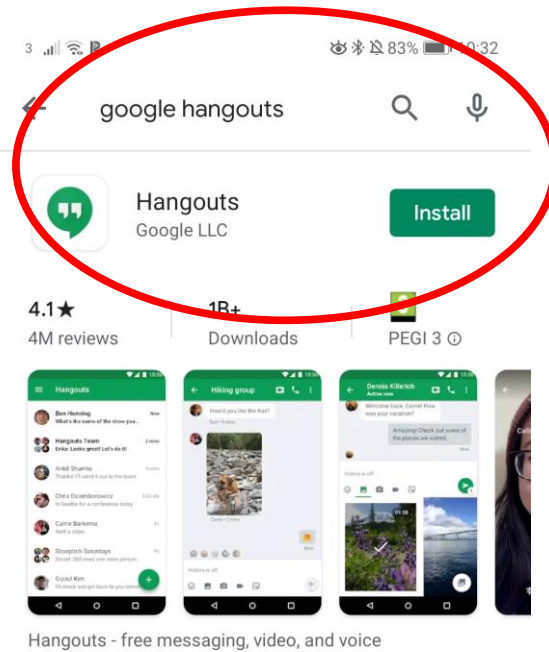


- Brings Conversations to life through online platform
- App on phone – Accessible for young people
- Free to access and Download
- Groups Chats up to 150 people
- Can be used on desktop and Mobile devices

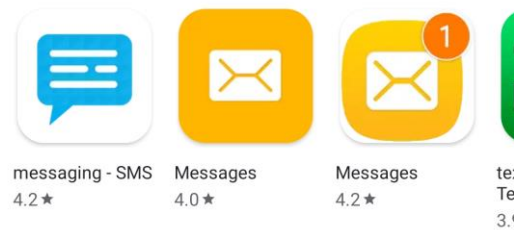
*Use Google Hangouts within the guidelines of your own organisation and social media policies

Always engage in digital platforms in line with your own organisation's policies and procedures.





Similar apps



Popular apps & games

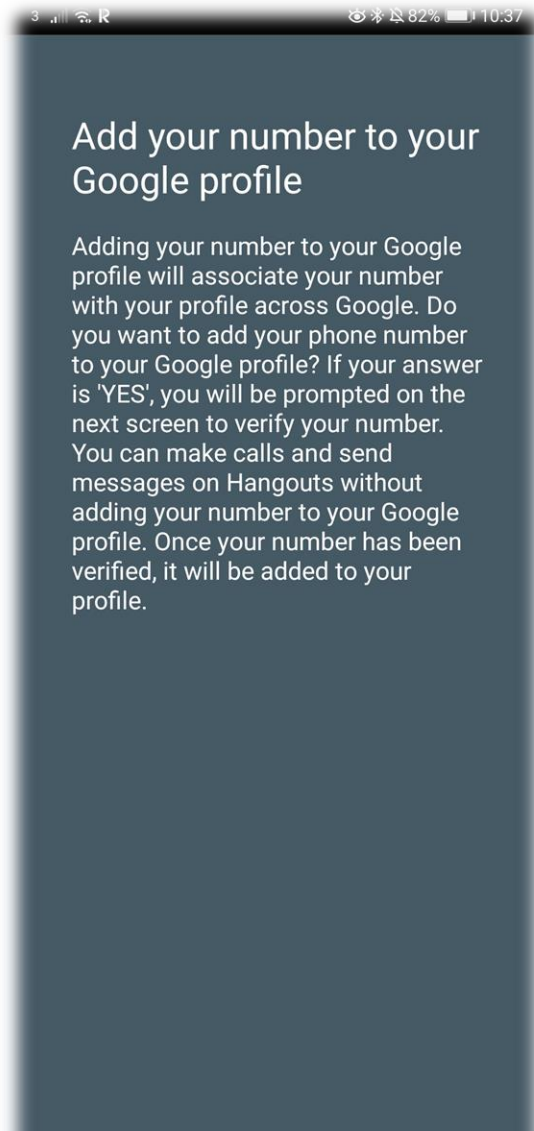


Always engage in digital platforms in line with your own organisation's policies and procedures.



Download the Google Hangouts App from your App Store. Click Install. Once Installed Open the App.





NO YES

Always engage in digital platforms in line with your own organisation's policies and procedures.

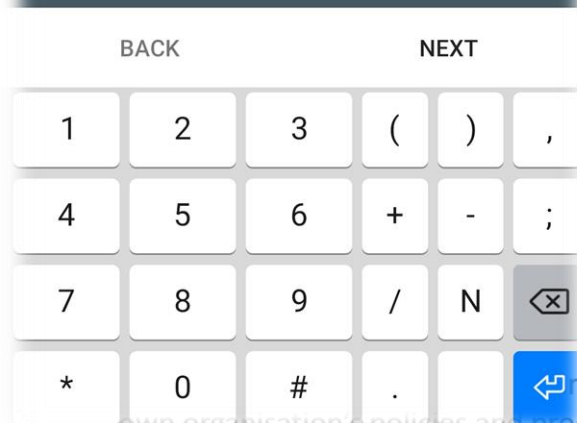
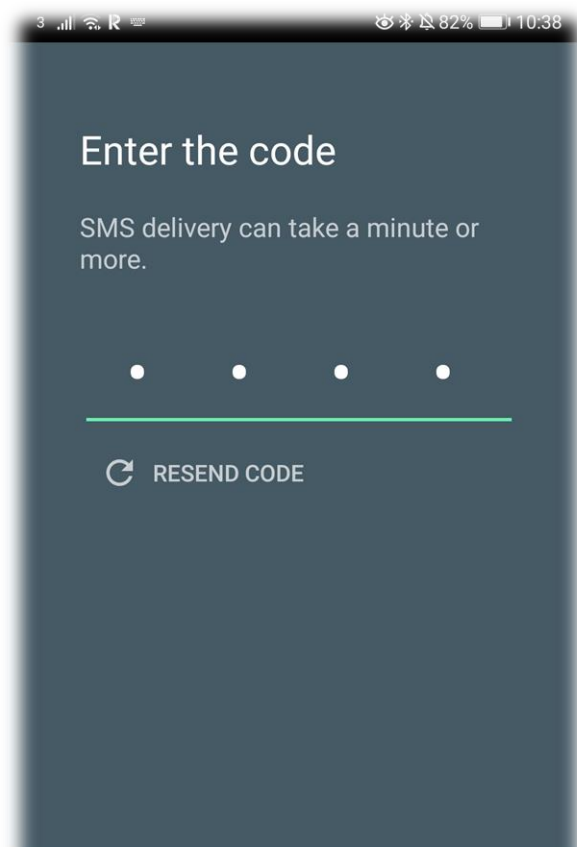


You will be prompted too add your number to your google profile.

Remember to only use your work number for this application in order to use with your youth project.

Click Yes and Enter number



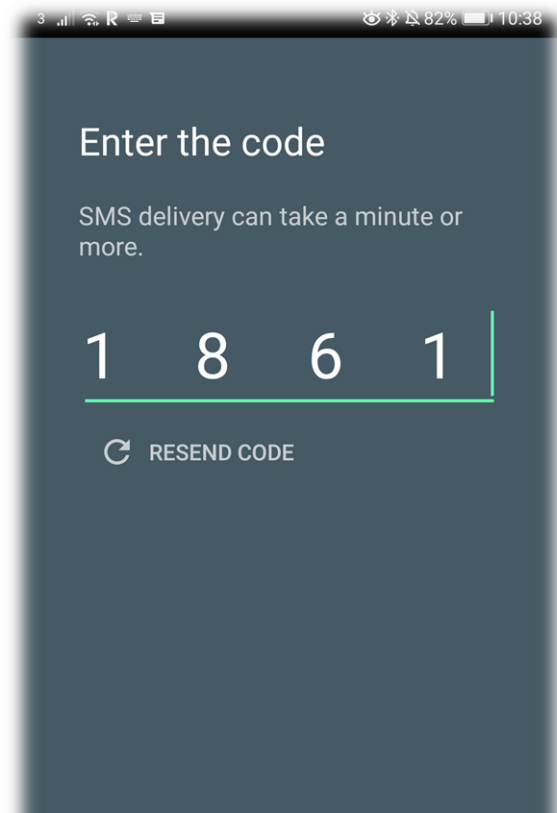


ne with your
own organisation's policies and procedures.



Once you have entered your number you will be asked to enter the code. This is a code that you will receive via text message from Google Hangouts.

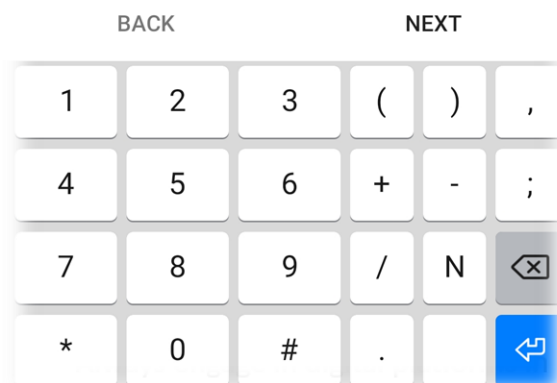




Check your messages and enter the code here to activate your hangouts account.

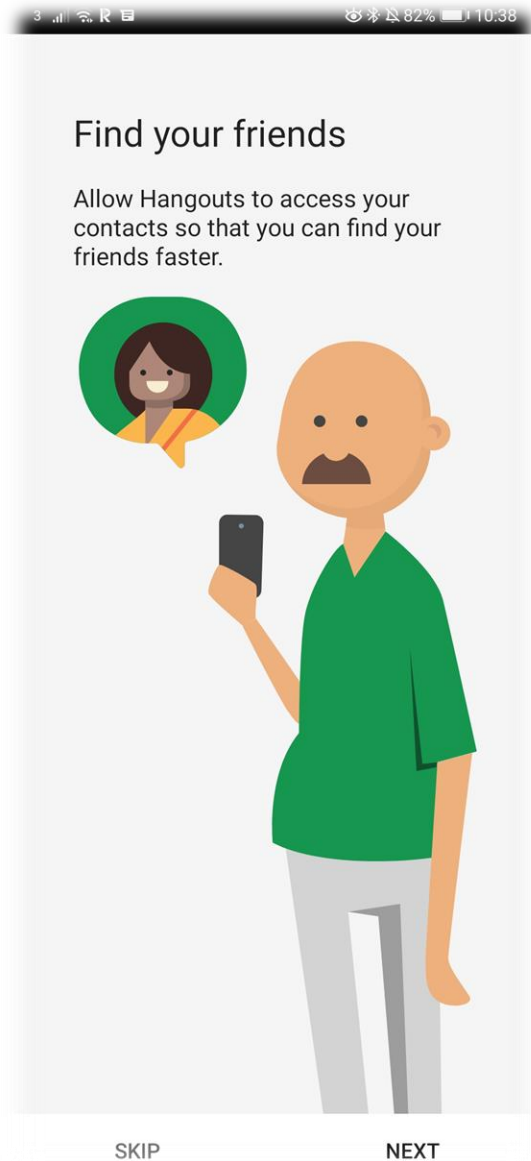
If you have not received code click 'resend code' and enter as required.

Click 'Next'



line with your own organisation's policies and procedures.



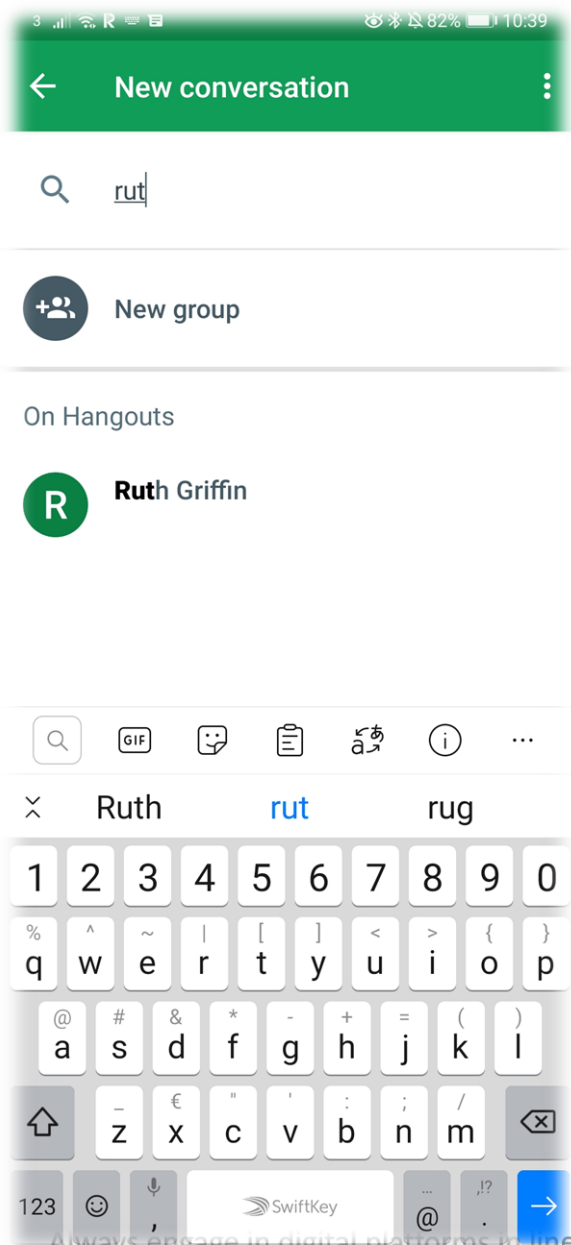


Always engage in digital platforms in line with your own organisation's policies and procedures.



You will be directed to then 'find your friends'. This will allow you see any of your phone contacts who are already on the hangouts app and available for Chat and calls on the platform. Click 'Next'





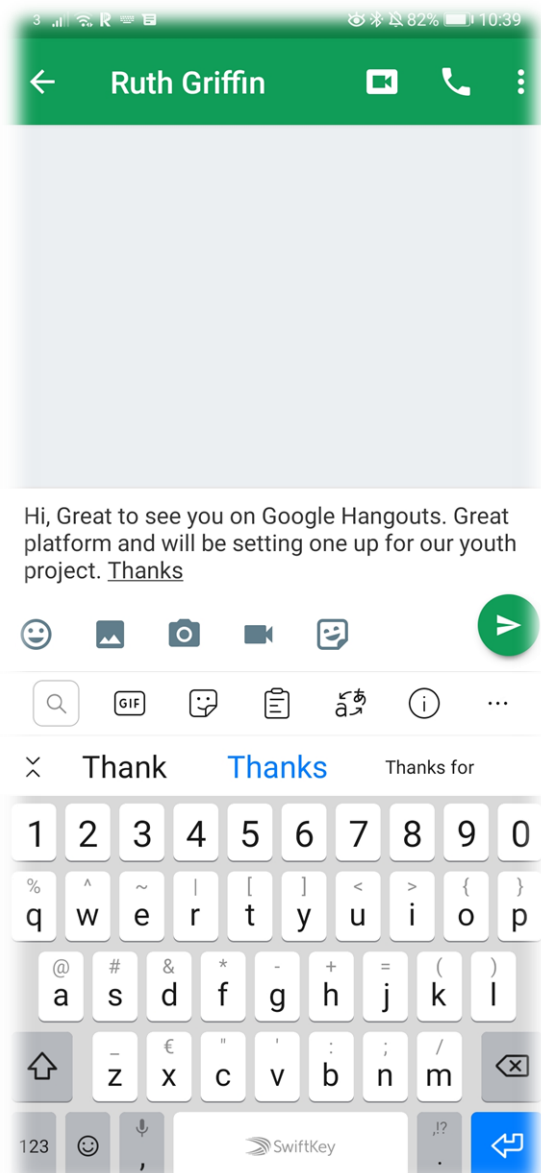
Search for the contact you wish to contact and click on their name to be taken to the chat window.

Always engage in digital platforms in line with your own organisation's policies and procedures.





Once in Chat window, type in your message and click the green arrow on right hand side to send.



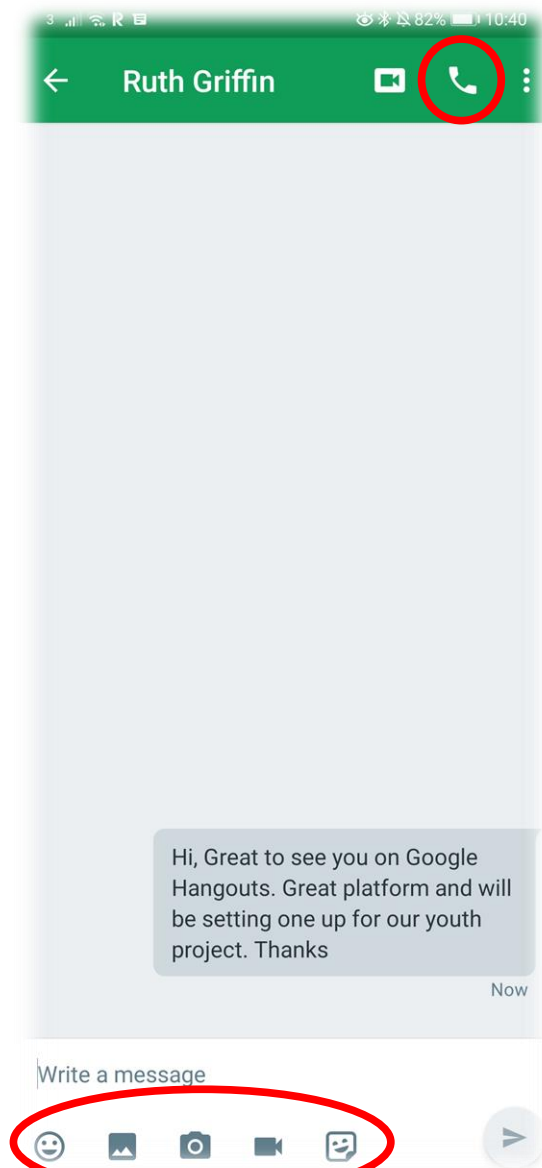
Always engage in digital platforms in line with your own organisation's policies and procedures.





Options to share images are located on the bottom of the screen and allow you to share videos, emojis, Photographs and GIF's.

To make a phone call to your contact click on the Phone on the top right of the screen.



Always engage in digital platforms in line with your own organisation's policies and procedures.



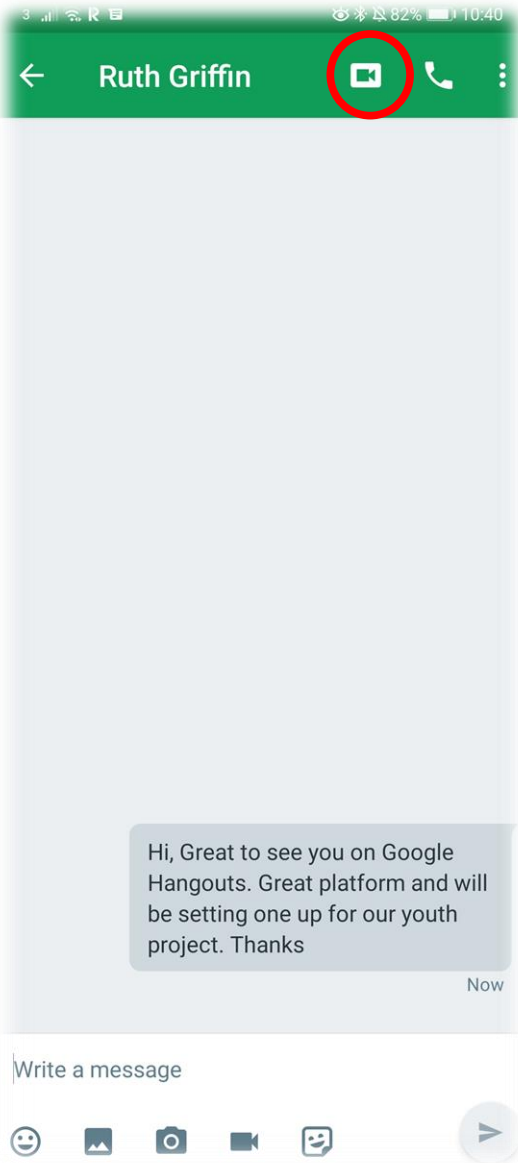


Always engage in digital platforms in line with your own organisation's policies and procedures.



Once you click your call button you will be directed to a blank screen. This is not a video call, it is only a Voice Call.





Always engage in digital platforms in line with your own organisation's policies and procedures.



If you click the video camera image on the top right hand side you will be able to make a video call to your contact.





Always engage in digital platforms in line with your own organisation's policies and procedures.



Once you click the video call you will be directed to a video screen using the camera on your handheld device.

If you wish to stop the call at any stage you can use the red hang up logo at the bottom of the screen.



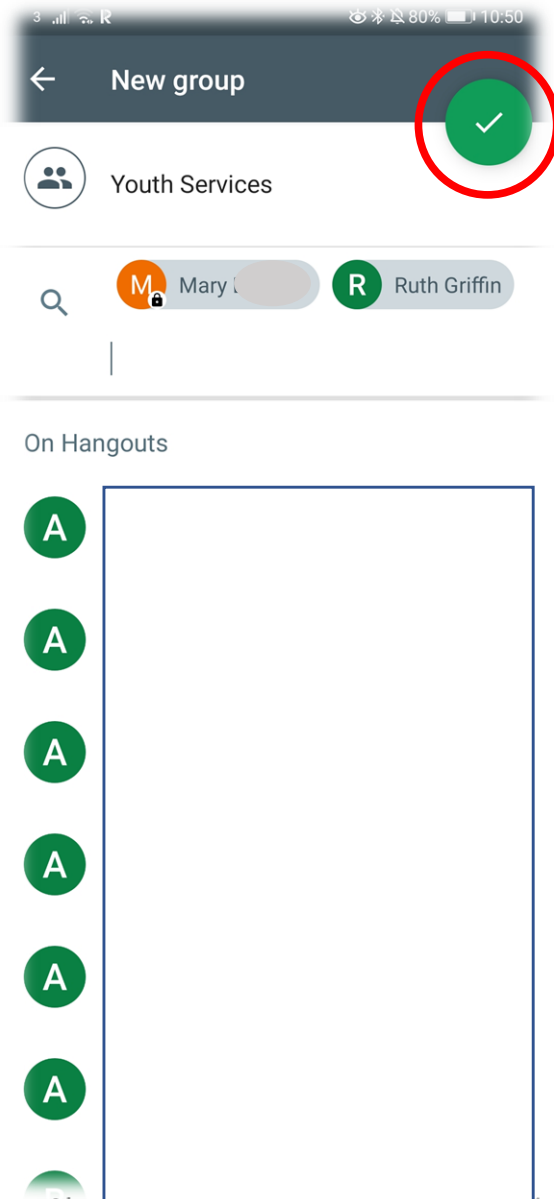


On your hangouts home screen, you will see a green 'add' button at the bottom right of the screen. Click this to create a new group.



Always engage in digital platforms in line with your own organisation's policies and procedures.



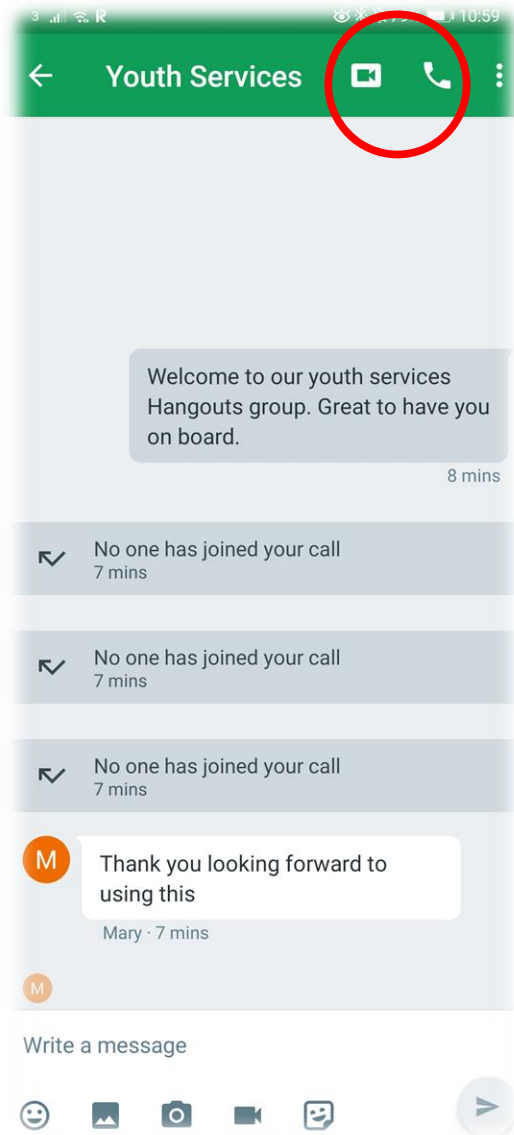


You will then be prompted to name your group and add you members to the group from your contact lists.
Click Green Tick.

You can make several different groups on Google Hangouts. Maybe a general group and separate groupings for your usual project groups.

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With your Group Created you can send messages to each other which will appear for all members of the Group chat.

If you wish to make Group Video or Voice Calls. Again, use the call logos at the top right of the screen.





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A Group Voice Call will allow you to all speak to one another at the same time. This does not include video calling at this time.





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Once you click the video call you will be directed to a video screen using the camera on your handheld device.

This will show images of all those taking part in the video call at the time.



Links/Resources

- Wriggle <https://www.wriggle.ie/home>
- Google for Education https://edu.google.com/?modal_active=none
- PDST in Education <https://www.pdst.ie/DistanceLearning>
- Webwise <https://www.webwise.ie/>
- Microsoft for Education <https://www.microsoft.com/en-ie/education>
- NYCI Steam Toolkit <https://www.youth.ie/programmes/steam-and-digital-youth-work/>

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