MAKING SOCIAL CARE TECHNOLOGIES ACCESSIBLE TO ALL

Topic 1.4. Safe and easy use of mobile devices

JIHOMĚSTSKÁ SOCIÁLNÍ a.s.

nPwA

Medical car

åpenhet

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1. Course Introduction

1. Course Introduction

1.1. Course overview

What is the course about?

The course aims to increase care professionals' skills and knowledge to safely and effectively use mobile devices in daily work. It offers them easy to implement measures, tools and best practices to improve their use of mobile devices at their disposal. In order to ensure the most effective use of the acquired knowledge in practice, it is essential to build on experiences and existing resources of the target group and to use/deepen established tools.

Why does it matter?

SociALL project's transnational-research pointed out that mobile devices have emerged as an important topic across countries. Most care professionals already use them for personal use and are largely familiar with their functionality, operating system, applications, etc. This course offers them the opportunity to complete tasks in their daily work more quickly and easily, to feel more comfortable and therefore to become more productive.

1. Course Introduction

1.2. Target group

Who is the course for?

The target audience includes virtually all professionals working in the care sector, including social workers, counsellors, healthcare providers, management, and support staff. Indeed, all these individuals use mobile devices daily, at least for personal use and generally also for professional use.

Can I follow it?

You are expected to regularly use mobile devices, at least for personal use, and have a basic practical experience with rather fundamental functions and commands. In order to create access to digital learning and, ideally, to independent further training, you will be guided through face-to-face workshops. Online workshops, online coaching and learning materials in various forms will be offered for deepening and consolidation.

1. Course Introduction

1.3.   Training objectives

What can I learn from the course?

➢ Understanding the **importance of mobile device** usage in **social care**

➢ Applying targeted **tips and tricks** specific to **on-the-field use** of mobile devices

➢ Learning and implementing **basic security measures** to increase your digital safety

What will it change?

By the end of the training, participants will :

➢ **Gain in productivity** in the realization of tasks by targeted **use of mobile devices** on the field

➢ **Increase** the **volume of tasks and communication** realized through mobile devices

➢ **Gain in confidence** in their own ability to solve complex problems and collaborate through mobile devices

➢ **Improve** their **digital safety** on mobile devices and reduce the risk of security incidents

1. Course Introduction

How is this training carried out?

In order to create access to digital learning and ideally for independent further training, it is necessary to guide and activate the participants through face to face workshops. Online workshops, online coaching and learning materials in various forms digital/online are offered for deepening and consolidation.

How is the training organized?

➢ **Two face to face workshops** a 3-4 units

➢ Max. **10 participants**/workshop

➢ It is recommended to **attend both workshops** to ensure **continuity** and **maximum learning success**

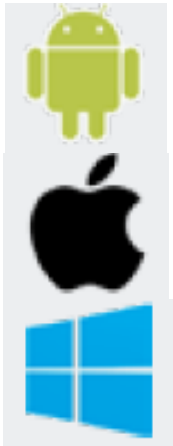# 2. Workshop Easy use of mobile devices

2. Easy use of mobile devices

2.1.   Introduction and General Information

Device manufacturers and operating systems

Operating system
The operating system is the basic software that can be used to control a computer, smartphone or tablet.
The most common operating systems are

Android - Google, Samsung, LG, HTC, Huawei, etc.

iOS - Apple, iPhone, iPad

Windows - Nokia, Microsoft

2. Easy use of mobile devices

2.1. Introduction and General Information

Explanations of terms

Android

Android is Google's operating system.

Apps

"Apps" are programs for mobile devices that make everyday life easier or provide entertainment. There are free and paid apps.

App Shop

Shop for apps. The most important app shops: App Store (Apple), Play Store (Android), Phone Store (Windows).

Backup

Copy to secure data.

Bluetooth

Bluetooth refers to a wireless transmission technology between devices over short distances via radio.

2. Easy use of mobile devices

2.1. Introduction and General Information

Explanations of terms

Cloud services
Cloud services are services that are made available via the Internet, e.g. storage space, computing power or user software.

GPS
GPS stands for Global Positioning System, which is used for navigation or location determination with the help of satellite signals.

IMEI number
15-digit international serial number of the smartphone (IMEI number: International Mobile Station Equipment Identity).

iOS
iOS is Apple's operating system.

Online banking
Processing banking transactions over the Internet is called online banking or electronic banking (eBanking).

2. Easy use of mobile devices

2.1. Introduction and General Information

Explanations of terms

Phishing
Attempt to fraudulently obtain your personal and account information or money via email or websites.

PIN
Personal identification number.

Screen lock
The screen lock prevents access to the mobile device and turns on automatically after a certain period of time if the device has not been used. There are different options for unlocking: PIN entry, pattern unlocking, Fingerprint scanner, facial recognition.

SIM card
Chip card in various formats that is inserted into the smartphone or tablet. This enables clear identification, similar to a membership card.

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2. Easy use of mobile devices

2.1. Introduction and General Information

Explanations of terms

Smartphone
A smartphone is a mobile phone for making calls, sending and receiving short messages. In addition, a smartphone offers other functions with the help of apps, such as email access, internet, photos, etc.

Tablet
A tablet is a mobile device similar to a smartphone, but with a larger display. Another significant difference is that a SIM card is not always used, instead you have to rely on WiFi to use the Internet.

Updates
An update is a new version of an installed program/app.

WLAN / WiFi
WLAN stands for "Wireless Local Area Network", also called WiFi. A local wireless network that provides access to the Internet.

2. Easy use of mobile devices

2.1. Introduction and General Information

Settings app

The app with the gear symbol offers many settings for your mobile device

Tips ✓ Set up the device better for me (e.g. display settings, sound, easier operation)
✓ Connection settings (use Wi-Fi, Bluetooth, hotspot…)

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2. Easy use of mobile devices

2.1.   Introduction and General Information

Notification center and quick access

2. Easy use of mobile devices

2.1. Introduction and General Information

Notification center and quick access

On the right side:

- ➢ Time
- ➢ Battery level
- ➢ Current connections (mobile reception, WLAN, Bluetooth…)

Icons appear on the left when the operating system or individual apps have notifications for you.

For example:

- ➢ Google Play Store: App updates are available or have been installed
- ➢ WhatsApp / Email: You have new messages
- ➢ Phone: Missed call
- ➢ Android System: Operating system update is available
- ➢ …

2. Easy use of mobile devices

2.1. Introduction and General Information

Access Notification Center

To access Notification Center, the screen must be unlocked. Then swipe down from the top, starting outside the touchscreen. You may need to swipe a second time to fully display Notification Center.

2. Easy use of mobile devices

2.1.   Introduction and General Information

The Notification Center icons

Depending on the device manufacturer and version number of the operating system, different symbols can be seen here and functions can be switched on and off. If a function is activated, the symbol changes either in colour or in brightness.

Here some examples:
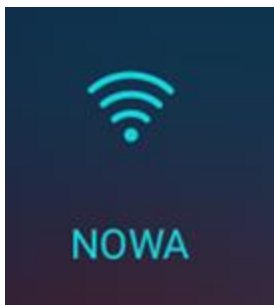
WLAN

In this case, the Wi-Fi connection type is active and the device is connected to the "NOWA" Wi-Fi network. WLAN stands for "wireless local area network". local (Internet) connection". Such Internet access is often available in shops, bars and hotels; you often need a password to access it.

2. Easy use of mobile devices

2.1.   Introduction and General Information

The Notification Center icons
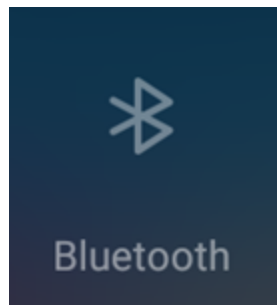
Bluetooth
In this picture Bluetooth is disabled.
Bluetooth is also a type of radio connection, but between two "Bluetooth-enabled" devices (for example a headphone with a smartphone).
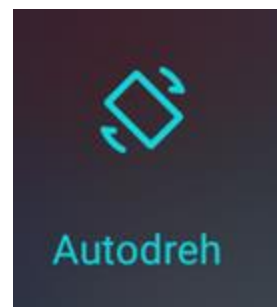
Automatic (screen) rotation
If this feature is enabled, the screen will rotate from portrait to landscape when you hold your device horizontally, and vice versa.
If this is annoying, you can lock the view by deactivating it, then "Portrait" will appear for portrait mode.
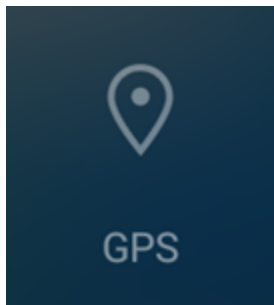
2. Easy use of mobile devices

2.1.   Introduction and General Information

The Notification Center icons
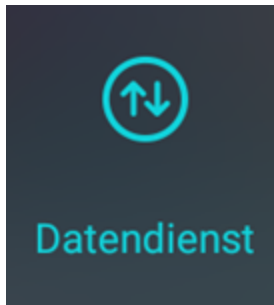
Mobile Data
If a mobile provider SIM card is inserted in your device, you will see this icon.
In non-EU countries or if you have already used up your data credit, it is probably better to deactivate this function. You will then continue to receive calls and SMS, but no longer receive emails and messages from messenger apps such as WhatsApp.

GPS (global positioning system)
If this function is activated, your device can use satellites to locate its position. This can be helpful if you are navigating an unfamiliar region using a map app.
Even without GPS, the position of your device is always determined, for example by its proximity to various radio towers from your provider.

2. Easy use of mobile devices

2.1. Introduction and General Information

The Notification Center icons
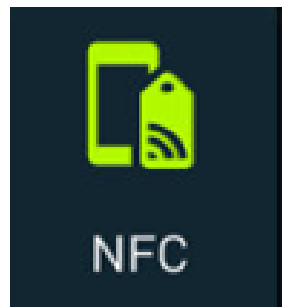
NFC (near field communication)
This type of connection is a relatively new technology that you are already familiar with in everyday life from ATM cash registers: For small sums, the ATM card can simply be placed on the reader to pay.
A new smartphone or tablet now also has a chip that is, connected to a suitable receiver device, able to exchange information simply by touching it.

Airplane mode
When you activate this mode, the cellular and Data connections are disconnected. This means you will receive neither calls nor new messages, and can't surf the internet. It is still possible to use the "offline" functions of your device (notes, listen to music, use many apps and games).
During air travel you are asked to take this measure for safety reasons.
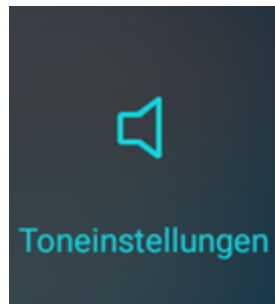
2. Easy use of mobile devices

The Notification Center icons
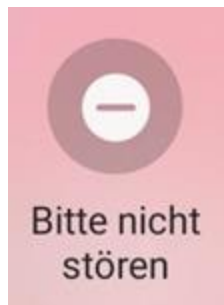
Do not disturb
If you activate this mode, calls and messages (SMS, WhatsApp, …) will be muted. Callers are forwarded directly to the voicemail and appear as missed calls.
In the settings you can define exceptions (who gets through) and a daily schedule.

(Ring) tones
Tapping this icon mutes your ringtone, another tap also deactivates vibrating.
Ideal for going to a concert or cinema, as well as an undisturbed night's sleep!
A long tap takes you directly to all volume settings. For example, videos and music (media) can be muted while incoming calls continue to ring.
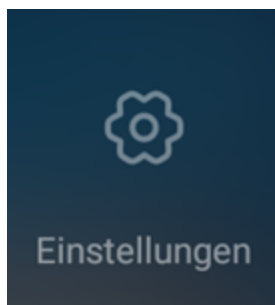
2. Easy use of mobile devices

2.1.　　Introduction and General Information

The Notification Center icons
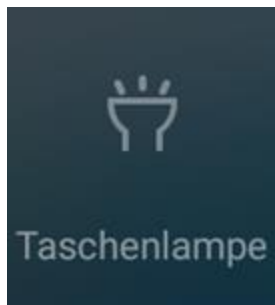
Flashlight
This symbol turns on the flash function of your phone camera until you tap it again.
With a smartphone you always have a flashlight with you to find a keyhole in the dark or to better illuminate a path.

Settings
Although you can find your device's Settings app elsewhere, quick access from Notification Center is still convenient.

2. Easy use of mobile devices

2.2. Practical Application, Useful Tips and Tricks

Use voice input (speech-to-text) and voice assistant

The microphone icon is located on the keyboard or elsewhere in apps and allows you to dictate text instead of typing it.

2. Easy use of mobile devices

2.2.   Practical Application, Useful Tips and Tricks

App Installation

Requirement: Google account (Android) or Apple ID

➢ Unlock your device and open the desktop

➢ Tap the Play Store (Android) or App Store (Apple)

➢ When the store opens, current and new apps are first recommended in various categories

➢ To search for a specific app, tap the search icon (Android: search box at the top, Apple: search at the bottom)

➢ Enter the app name or a search term

2. Easy use of mobile devices

2.2.   Practical Application, Useful Tips and Tricks

App Installation

➢ If you entered a general search term (e.g.: memory game), a list of results will appear and you can decide which one you like based on star ratings and descriptions of the apps

➢ Once you have decided on an app, tap "Install" (Android) or "Download" and then enter your Apple ID password (Apple)

➢ The app is then installed. Once this is complete, the app can be opened

➢ When you first start an app, you may be asked to grant certain permissions. Take a moment to read through this to understand what information the app will use from your tablet or which device sensors it wants access to

2. Easy use of mobile devices

2.2. Practical Application, Useful Tips and Tricks

Widgets

The English term "widget" is a term formed from "window" for window and "gadget" for accessory device.

These are graphic windows on the smartphone home screen that contain a link to an app.

Unlike the app icons, the graphic form is variable. In addition, a widget always offers "more" information.

The weather widget, for example, shows the current weather situation and temperature at the set location.

To add a new widget, swipe inward with two fingers on your unlocked screen, like making a picture smaller.

A button will now appear at the bottom that shows you all the widgets available on the device:
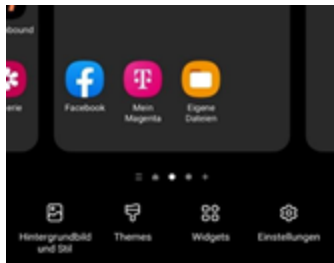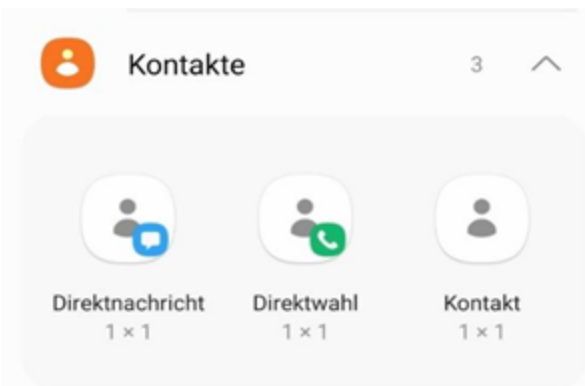

Depending on your device, you just have to tap the desired widget

or drag it to the location on the screen where you want it.

2. Easy use of mobile devices

Widgets

Practical widgets, in addition to the weather, the search bar and the calendar, include contact widgets:

You can use it to store people from your address book directly on the home screen, either as a speed dial (tapping on it starts the call straight away), as a direct message (SMS to the person starts) or as a shortcut to the contact in the Contacts app (address book).

Some widgets are available when you purchase the device. You can install more via the Playstore. To do this, simply install the associated app.

2. Easy use of mobile devices
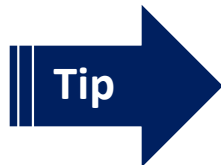
2.2. Practical Application, Useful Tips and Tricks

Route planning and navigation with your smartphone via map app (for cars and public transport)

Battery

Tips →
✓ Check consumption (uninstall "power guzzler" apps)
✓ Activate power saving mode if necessary, use power bank

Manage notifications

Tip →
✓ Remove app permissions if necessary

3. Workshop Safe use of mobile devices

3.1.   Browser Settings

3.2.   Cookies

3.3.   Viruses and Trojans

3.4.   Tips to make your mobile devices safe

3.5.   Helpful Links

3. Safe use of mobile devices

Mobile devices are loyal companions in many situations.

We store accounts, contacts, data, appointments, record experiences in images and sound, communicate via various apps and carry out banking transactions online.

A lot of sensitive information is stored on our devices and these must be protected.

3. Safe use of mobile devices

3.1.   Browser Settings

In many apps you can make settings for a wide variety of functions; in a browser, for example, you can change the homepage, activate or deactivate cookies and delete saved passwords.

You can probably find the browser app settings in the menu that is hidden behind the three lines or three dots symbol.
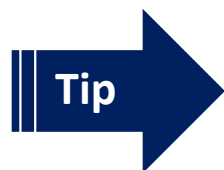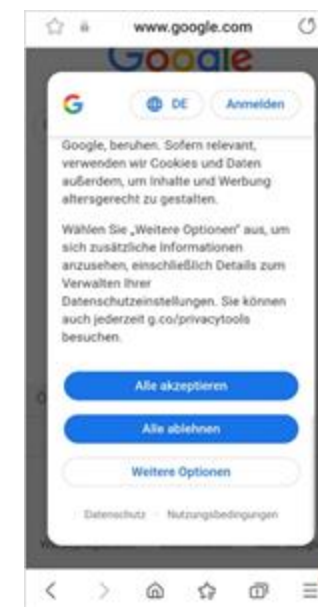
3. Safe use of mobile devices

3.2. Cookies

Cookies

In its original form, a cookie is a text file on a computer. It typically contains data about websites visited, which the browser software stores when surfing the Internet. Since something is being stored on your device, you will be informed about it via annoying pop-up windows.

Tip ✓ If there is the option to reject all cookies, you can choose that. All essential functions of the website will still be active.

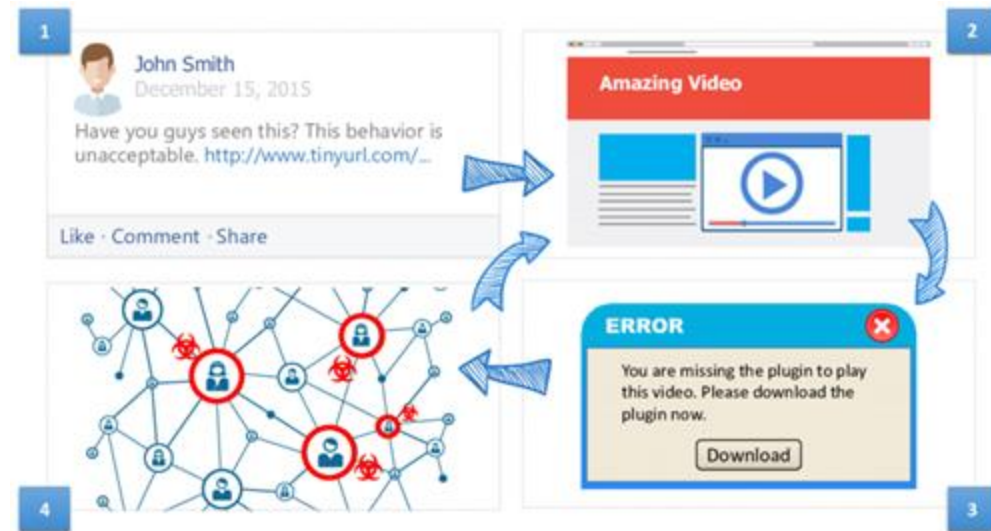# 3. Safe use of mobile devices

3.2.   Cookies

Cookies

➢ There are functional cookies that are used, for example, to prevent you from having to log in again when you visit an encrypted site again. Such cookies also help websites remember information about your visit, such as your preferred language and other settings. This will help you find your way around the website more quickly and use it more effectively the next time you visit it.

➢ Other cookies are used for statistics on the website visited and for marketing and PR purposes. These are of no use to you personally.

➢ In addition, there are also tracking cookies that are not limited to a specific website, but track your surfing behaviour in order to collect information about you and to be able to better assess you as a consumer. To protect your privacy, you can opt-out where possible.

3. Safe use of mobile devices

3.3.   Viruses and Trojans

Websites / Google / Social Media

➢ To protect yourself from malware, do not visit dubious websites that try to sell you dubious apps with numerous pop-up windows or try to entice you to take part in competitions. The aim is often to install malware or spy on your personal data.

➢ Be careful on social networks such as Facebook and WhatsApp. Don't be quick to tap on links or applications that promise you particularly spectacular videos or photos, bargains or vouchers.
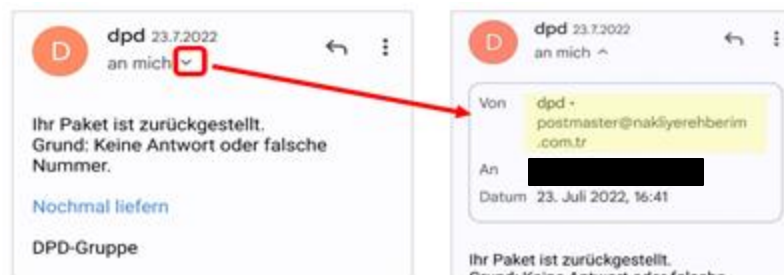
3. Safe use of mobile devices

3.3.   Viruses and Trojans

E-mail

It is equally important not to open file attachments in emails or chat messages from people or companies you do not know. Criminals often use fraudulent emails (such as fake invoices) to try to get your money or your account information – **Phishing.**

✓ Always check the sender email address before tapping buttons or links in the email or opening attachments.

Tips ➡

✓ Mark fraudulent emails as spam and delete them immediately

3. Safe use of mobile devices

3.3. Viruses and Trojans

E-mail

You can use an additional email address instead of your main address for registrations, orders, etc. on the Internet. To do this, create a free email address with providers such as Gmail or gmx, where it is not so annoying if your inbox is flooded with dubious emails.

Every time you provide your email address online, you increase the risk of receiving unsolicited and therefore, fraudulent emails.

3. Safe use of mobile devices

3.3.   Viruses and Trojans

Updating of operating system and apps

➢ In general, you should only install apps from the Playstore, otherwise it cannot be ruled out that they are hidden malware.

➢ Criminals exploit security gaps in operating systems and apps to launch targeted attacks against their victims. The fact that many internet users do not keep their software up to date helps them. This is despite the fact that there are already updates that fix the security flaws.

3. Safe use of mobile devices

3.3.   Viruses and Trojans

Updating of operating system and apps

Some apps are real data spies - be skeptical if, for example, a simple flashlight app wants access to your current location, your phone book, etc. This information should not be relevant to using a flashlight!

Tips ➡

✓ Make regular app updates and delete apps no longer in use
✓ Normally your operating system sends a notification as soon as updates are available

To manually update apps open PlayStore (Android) or AppStore (iOS).

3. Safe use of mobile devices

3.3.   Viruses and Trojans

Manually updating apps in PlayStore

3. Safe use of mobile devices

3.3.   Viruses and Trojans

Use Anti-Virus Apps

In order to detect and eliminate malware, it is recommended to install an anti-virus app or activate it in the settings. This has the advantage that all processes can be examined in the background and dangers can be identified and eliminated. All antivirus apps offer automatic updating, which you should definitely use.

3. Safe use of mobile devices

3.4. Tips to make your mobile devices safe

Lock mobile device (settings app)

Tips

✓ Using PIN-password, -pattern or biometric unlock options protects the data on your mobile device

✓ Install a screen lock to protect your device from unauthorized access on your settings and applications

Use strong passwords

Tips

✓ Secure passwords consist of a combination of letters (preferably uppercase and lowercase), numbers and special characters

✓ The longer the password, the more secure it is (better 14 than 8 characters)

✓ Use at least two different ones: one very secure password to protect your email account and one or more for all other applications

✓ Use a password manager app to manage multiple passwords securely and avoid having to memorize them

3. Safe use of mobile devices

3.4. Tips to make your mobile devices safe

**Keep your personal access data (e.g. PIN, passwords) secret**

Be careful when using public devices

Tips ✓ If you have logged in to a specific website (e.g. email provider, social network) on someone else's device, you should always log out
✓ Don't let strangers look over your shoulder when entering personal information

Install updates

Updates deliver new features and close security gaps, the operating system will notify when updates are available
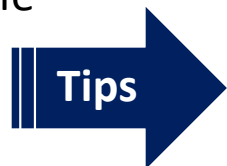
Tips ✓ Install updates immediately *or*
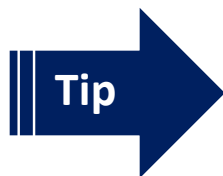✓ Activate automatic updates on the device

3. Safe use of mobile devices

Only download apps from your provider's official app shop
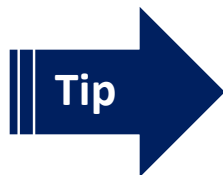
Check permissions

Apps need different authorizations (e.g.: access to microphone, contacts, Internet)

Tip ✓ Check and adapt the permission for your apps

Deactivate services
Mobile devices can exchange data via various services. Apps can, for example, determine location and create movement profiles via GPS and WiFi networks.

Tip ✓ Activate Wi-Fi, Bluetooth and GPS only when necessary

3. Safe use of mobile devices

3.4. Tips to make your mobile devices safe

Handle your patients' and your organization's data carefully

Tips ✔ Don`t transfer data over public WiFi networks (e.g. health-apps)
✔ Consider GDPR and act accordingly

Regular backups
If you lose your mobile device, it is stolen or broken, all your data is gone - unless you back it up regularly.

Tips ✔ Transfer your data to a computer via cable
✔ Use a cloud service for data backup and enable automatic sync for critical data/ folders

3. Safe use of mobile devices

3.4.   Tips to make your mobile devices safe

Regular backups

If you lose your mobile device, it is stolen or broken, all your data is gone - unless you back it up regularly.
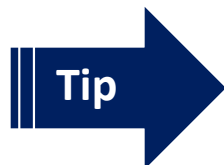
Tips

✓ Transfer your data to a computer via cable (USB), settings will pop up on the mobile device screen – allow access by computer

✓ Use a cloud service for data backup and enable automatic sync for critical data /folders (providers: Dropbox, Google , Apple, Microsoft,….)

3. Safe use of mobile devices

3.4. Tips to make your mobile devices safe

Install Anti-Virus Software

Tip → ✓ Always keep the anti-virus app up to date, otherwise, new threats cannot be detected and prevented

Activate Anti-Theft Protection

There is no app that will protect your mobile device from theft, but there are programs that will help you find it more easily. This "anti-theft app" can remotely locate the lost or stolen device, lock it or even delete the data. It is often included in Anti-Virus Software.

Tips → ✓ Install or activate anti-theft app/function and activate GPS on the device
✓ Make a note of your smartphone's serial number (IMEI number), you will need to report it to the police in case of theft

3. Safe use of mobile devices

3.4. Tips to make your mobile devices safe

How to find your smartphone's serial number (IMEI number)

Tips ➡️

✓ Android smartphone - Settings → on phone
✓ iPhone - Settings → General → Info
✓ *Or*: Enter the following code on the phone's numeric keypad: *#06#

3. Safe use of mobile devices

3.5.   Helpful Links

This link collection serves as an example and must be adapted in the respective partner country.

www.saferinternet.at	Tips and brochures for different target groups
www.watchlistinternet.at	Information platform on internet fraud and fraud-like online traps in Austria
www.ombudsstelle.at	Will help you free of charge if you have a complaint about a specific company or a general inquiry about online shopping
checkdeinpasswort.de	Find out how to choose a secure password (page and basis of security assessment from Germany)

Thank you for your participation and ideas!