



# Using WhatsApp For service delivery

## Getting started guide for Android users

Photo by [Jae Park](#) on [Unsplash](#)

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Believe in  
children  
 Barnardo's

**You may have been told in the past that you were not allowed to use WhatsApp to communicate with young people.**

**WhatsApp terms of use state that the minimum age for a user is 16. However, we know that young people are using it, and it offers another channel for us to deliver flexible, quality services.**

**Barnardo's senior management have now approved use of the platform for the pilot in your area.**

**However, we are not asking service users to start using WhatsApp if they are underage, or if they do not already use it.**

## About this document

This document aims to give you the information you need to use WhatsApp to communicate with service users safely and securely

It is split into two main parts

- 1) Tone of voice & tips for using WhatsApp: This is relevant for all people communicating with a service user using digital platforms
- 2) Changing your settings for the best experience for you and service users: Before you start this section, check whether you have an iPhone or Android device. Make sure you're using the right version of the instructions as there are differences between the two.

**Please look out for the  symbol as this shows an action that you must take in order to use WhatsApp safely and to secure the confidentiality of the service users information**

## Jargon Buster

- **Android:** The operating system owned by Google which runs a lot of Samsung, Sony and other manufacturer phones.
- **Operating System:** The software which makes your phone work and runs apps
- **OS:** Abbreviation of Operating System
- **App:** An application which is accessed through your phone
- **Phone Settings:** There are some things which can be managed from your phone itself (i.e. you can stop an app accessing your location)
- **App Settings:** Settings within the app itself, which change your experience of the app.
- **Google Play:** Where you download apps for Android from
- **Chat:** the conversation between sender and recipient
- **Group:** A chat of more than two people
- **Profile:** A short piece of information about you, written by you
- **Profile picture:** the image you choose which is used by WhatsApp next to your name

## What type of phone have I got?

- There are two main phone operating systems, or OS's (the computer programme on your phone which makes it work)
- There are differences between how they work. The two main OS's are **iOs (Apple)** and **Android** (most Samsung, Motorola, LG, Sony, Huawei, newer models of Nokia and Sony phones, Google phones)
- WhatsApp will be **slightly different** depending on whether you're using **Android** or **iOs**
- You can tell if your phone is an Apple phone by checking the back of the phone (remove any case) for the Apple logo.
- Generally there are two places you can change settings - for WhatsApp itself and for the phone overall. For some of these points, changes are made in both places.

# Part 1:

# Before you start

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# Setting boundaries

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## Boundaries

- **Specify times** to get in contact. Be clear about the times you are not available.
- You can do this in your WhatsApp 'About'. This is set to 'Hey there, I'm using Whats App' by default. To change go to Settings>Your name and press on the text below 'About'. You then have 130 characters to enter something like  
*Hi, I work Mon, Tues, Wed 10-6. Outside these times I may not reply straight away. Call the office on 123456789123 if you need help*
- Children & young people **not have taken drugs or alcohol** when we are communicating with them.
- Respecting each other. Use language which is natural but **do not intend to offend or insult**.
- **Never reveal** your home location, personal or family details.



# Sending text messages

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## Text messages

- Don't use emoji's or GIFs - they can be misinterpreted.
- Never send images or photographs directly to young people.
- Only ever send service-approved links and attached files if necessary.
- In this context we mean messages which are text, rather than a 'text message' although the advice applies to SMS or WhatsApp

# Ensuring safe communication with children & young people

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## Safe communication

- Make sure that the child or young person you are communicating with is using a 'safe' phone or instant messaging account.
- Make sure that the child or young person you are communicating with is not in the same space as an exploiter when the communication takes place. Set a pre agreed “safe word” - check with your manager if you aren't sure how this might work and where to make a note of it
- Ensure that you write up any communication in the same way as you would a face to face meeting. Do not screenshot chats and add to case file.
- There is no need to transcribe the chat word for word unless it is key information, and then it should be added to support your case notes.

**Ensure that you write up any communication in the case file in the same way as you would a face to face meeting.**

**There is no need to transcribe the chat word for word unless it relates to key information/disclosure**

# Part Two

# Setting up WhatsApp on your Android phone

## Getting the right set up

- Most of you will use WhatsApp on a daily basis, or have used it in the past
- It is a very simple app to start to use, however when communicating with young people there are some changes to your settings that you will need to make
- These changes aim to make the communication between you and the service user as smooth and secure as possible
- We are using the same version of WhatsApp as the rest of the world. This isn't a special version for Barnardo's.

## Location

- If you want to share your location (say you are at an office waiting for a service user) you can share your location from Google Maps via WhatsApp.
- Find your location on [Google Maps](#), then click on 'Share Place'. It will give various sharing options (via email, text message). Tap on the WhatsApp icon and choose the contact you want to share your location with.
- It is not 100% accurate (it says within 65 metres) so don't rely on it as the only source of directions!



### Barnardo's Head Office (ilford)

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OVERVIEW

REVIEWS

PHOTOS



DIRECTIONS



CALL



SAVE



SHARE PLACE



## Setting up a profile image

- A good profile image is important as a first connection with a young person
- On the next slide are some tips to create the right kind of image
- You can change it at any time, but bear in mind that service users may be worried by regular changes

## How to change your profile image

- Open WhatsApp
- Click on the Status icon in bottom left
- You will see a 'Status' screen with 'My status' below it
- There will be a round image to the left of the 'My Status' title. Press on the '+' or the camera icon to the right to select an image from your phones camera album or take a new one as a 'selfie' using your phones front facing camera

## Setting up a profile image

<b>Do</b>	<b>Don't</b>
Find somewhere with good light (sunlight is best) and be aware of your background (a green tablecloth can be good)	Use any from your camera roll which contain any information which could be used to identify you
Be aware of what's in the background (in front of a white board with passwords/confidential information)	This could include childrens school uniform, car registration plates, shops/pubs in the background
Make sure your whole face is in the frame, centrally (i.e not so close that it totally fills the picture)	Wear sunglasses, caps or anything which obscures your face
Take your time to take one you're happy with representing you (imagine it was going in a brochure for the service)	Add any text, images or emoji overlaying the picture

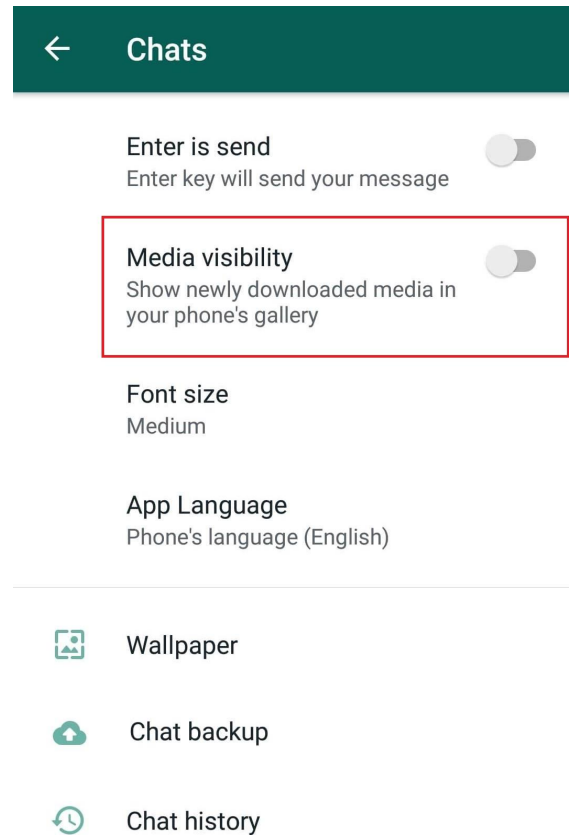
## Preventing content download

- In some cases, the service user may send inappropriate content to their case worker.



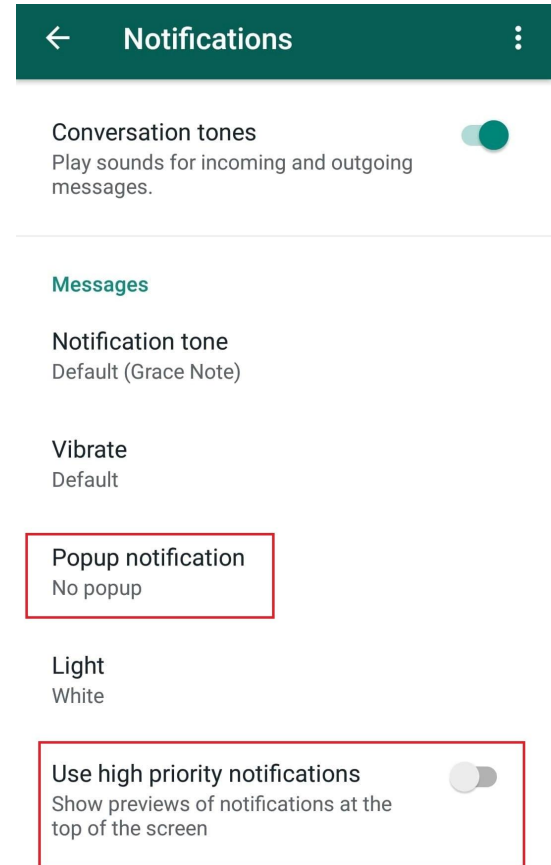
**If you are sent inappropriate content you must not send it on to anyone else. Seek your manager's advice immediately**

- **Android:** To prevent images being automatically downloaded and stored on your phone press **Settings** on top right > **Chats** > turn off the option **Media visibility**.



## Configuring your notifications

- When you get a new message in Whats App, it can push a notification to your phone homescreen with name of sender and brief summary. There is a risk that if your phone is left unattended others could see the content of the chat
- To change this, Open **WhatsApp** > tap **More options** > **Settings** > **Notifications**. Choose **No popup** for individual messages and group chats.
- **Switch OFF High priority notifications (Android 5.0+)** - Disabling high priority notifications will stop WhatsApp notifications being shown on the top part of your screen while you're using your phone.



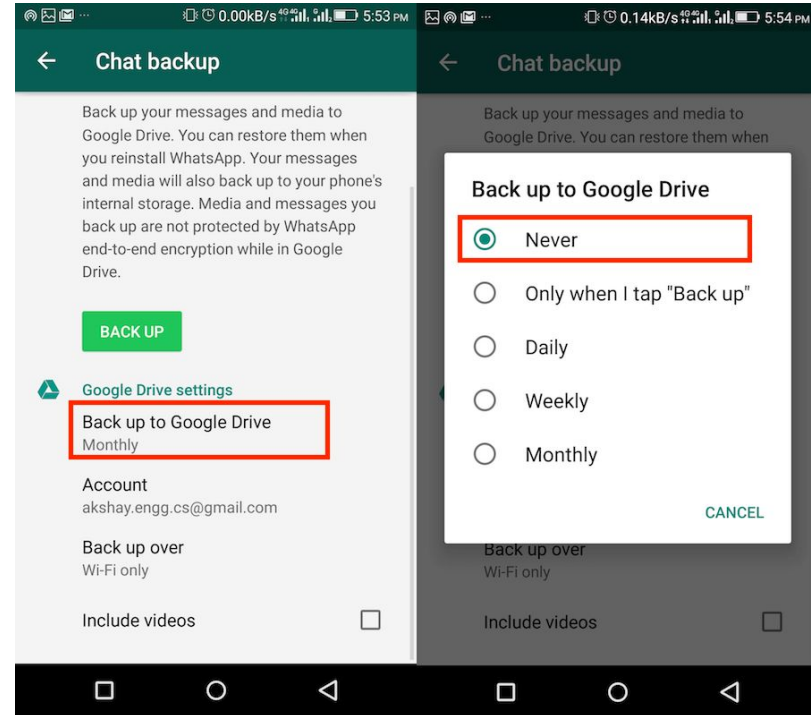
## Backing up chat

- WhatsApp offers the ability to save your chat history and/or save it to cloud storage such as iCloud or Google Drive.



**Please note that this feature must be turned off or switched to 'never'**

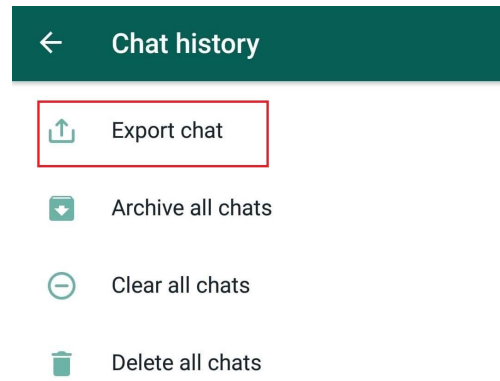
- Some past guidance from Service Desk on setting up new devices has asked users to enter personal email addresses when setting up their devices.
- This means that the iCloud storage would be under your personal email address, and outside of Barnardo's approved network, which would breach confidentiality.



## Export a chat to add to a case file

It is possible to export a copy of the history of an individual chat or group, use the Export chat feature:

- Go to **Settings > Chats > Chat history > Chat history > Choose a contact or group chat > Choose whether to Include Media or not**. An email will be composed with your chat history attached as a .txt document.
- If you choose to attach media, the most recent media sent will be added as attachments.
- When sending with media, you can send up to 10,000 latest messages. Without media, you can send 40,000 messages. These constraints are due to maximum email sizes.









**If your phone is not linked to your Barnardo's email account then you must not be using this function as it will leave copies on your personal email. Please contact Service Desk to fix your phone setup if you have this issue**

## The risk of cross posting

- Although WhatsApp communication with service users should only be done from your Barnardo's device and phone number you may have team/regional chats which you also use
- If you are distracted, it is an easy thing to post the wrong comment in the wrong chat group
- Cross posting professional opinions, or information on other service users could breach confidentiality
- Always check you're in the right chat group before you send!
- To help, you can change the image which appears next to the Chat in 'Chats' however bear in mind that any member of a group can do this
- We would suggest using something distinctive, but not that makes it obvious that it is a Barnardo's chat

# Read receipts

- WhatsApp shows the status of messages to the sender, so a service user who sends a message can tell if it has been read.
- To avoid this generating any feelings of being 'ignored' if there is a delay in response, workers can turn off read receipts if they feel it is appropriate
- Depending on your phone model, you may not be able to turn this off for Groups.
- Open WhatsApp and tap three vertical dots icon on the top right. Now go to **Settings > Account > Privacy.**

WhatsApp Indicator	Meaning
1. 	Message hasn't left your phone yet
2. 	Message sent to WhatsApp Server
3. 	Message delivered to recipient's phone
4. 	Recipient has read the message
5. 	Voice delivered to recipient's phone
6. 	Voice has been heard by recipient

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## WhatsApp Audio calls vs Phone calls

- If you are connected to wifi, or have good data signal then you can call other WhatsApp users through a WhatsApp audio call.
- This is free of charge to do, however is dependent on the strength of your/service users data signal.
- If you receive a Whats App Audio call it will tell you on your phones home screen where it displays the contact name
- You can select a different ringtone for your WhatsApp calls. You can do this by opening **WhatsApp > Settings > Notifications > Calls > Ringtone**




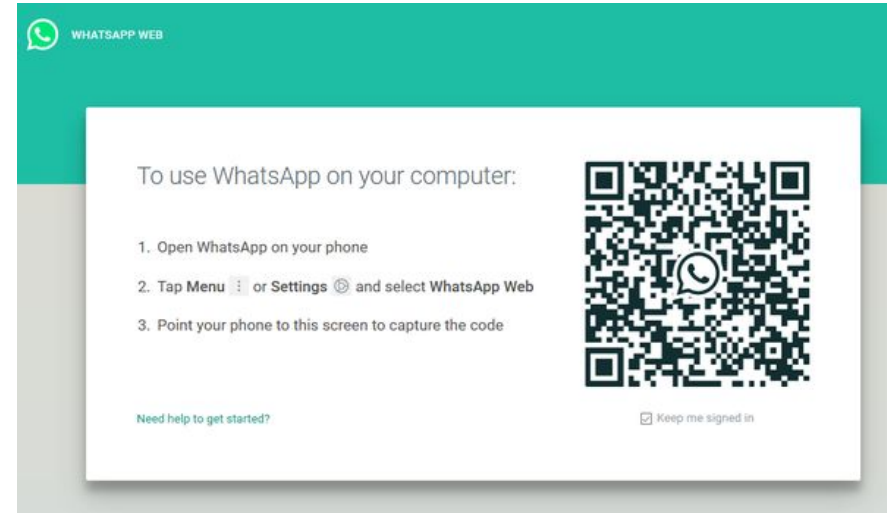
## WhatsApp Video calls

- If you are connected to wifi, or have good data signal then you can call other WhatsApp users through a WhatsApp video call
- This is free of charge to do, however is dependent on the strength of your/service users data signal.
- If you receive a Whats App Video call it will tell you on your phones home screen where it displays the contact name
- Before making or accepting a video call take note of your surroundings
- You can add other contacts by pressing + and selecting the contact to add. However this is not recommended functionality as it shows contact details
- You can select a different ringtone for your WhatsApp calls. You can do this by opening **WhatsApp > Settings > Notifications > Calls > Ringtone**



## Using WhatsApp on computer

- If you want to, you can also use WhatsApp via a computer, as long as it is connected to the internet
- **Android:** Open WhatsApp app and click on More options  on the top right of your screen and select “WhatsApp Web”
- On your computer go to <https://web.whatsapp.com/>
- On your phone, press ‘Scan QR code’ and hold your phone up so you see the QR code on the screen,
- The computer and your phone will be ‘paired’ and you can type messages which will update in the chat you select
- You will not appear online on WhatsApp if you are connected via the Web App and using other tabs in your browser. You will appear online only when you are using the WhatsApp web tab.



# Thanks!

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