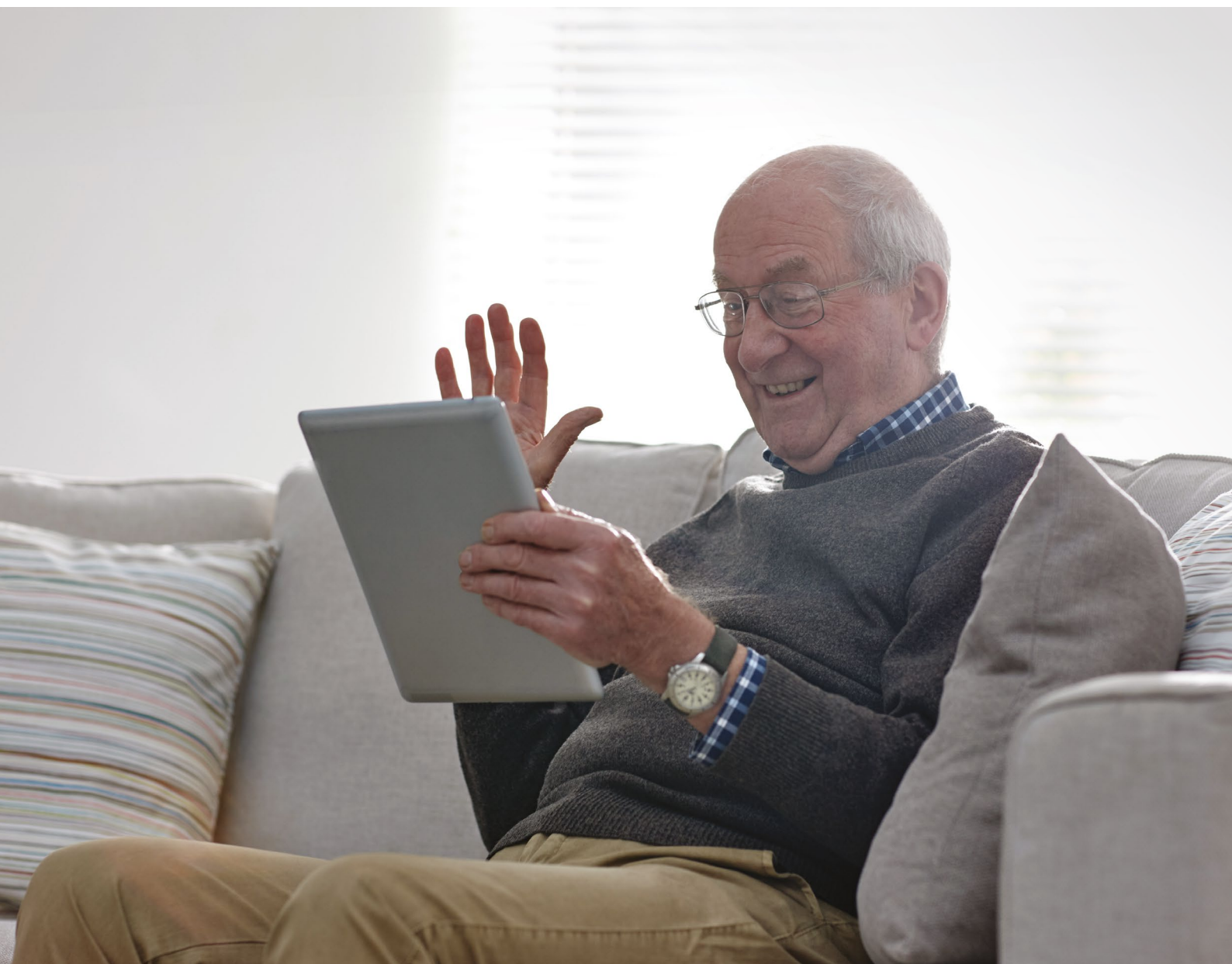


A beginner's guide to video calling

Helping you to stay in touch

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1. Introducing you to video calls

1. Introducing you to video calls

Hello,

Welcome to Age UK's beginner's guide to video calling. This guide will show you how to use video calling tools to chat to your family and friends, and take part in things you're interested in, such as online exercise groups.

I've found that video calling is a great way to stay in touch with the people you care about. It's like having a phone call with someone but you can see them as well as hear them.

Keeping in touch with family and friends

From seeing family to catching up with friends, regular video calls can help us feel connected – especially if your loved ones don't live close by. This can be great for our mental health. Research has shown that older people who use video calling tools, such as Skype, have a lower risk of developing depression.

Video calling is also useful if you have difficulty hearing, as you have visual cues from the other person and can read their lips.

Learning at your own pace

I completely understand if you're feeling daunted by the idea of learning a new skill. I felt the same before I started to video call my family and friends. It's why this guide contains step-by-step instructions to get you set up on WhatsApp, Skype and Zoom. Once you get the hang of them, I'm sure you'll really enjoy video calling and see the benefits.

You can go through the steps by yourself, with the support of an Age UK Digital Champion, or with the help of friends, family and carers. It's best to work through the guide at your own pace, repeating any sections you want to focus on. Try to take the time to reflect on what you've learned and make notes where you need to, as this will help to build your skills and confidence.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area

Once you're feeling comfortable with the content in this guide, you can move onto our intermediate guide to learn how to set up Skype and Zoom accounts.

I hope you enjoy video calling as much as I do.

Ruth, 72

2. Using this guide

This is a beginner's guide for people who'd like to learn how to video call their family and friends, and take part in things they're interested in. We'll explain how to receive and make video calls on WhatsApp, and show you how to join Skype and Zoom calls.

2. Using this guide

Before reading this beginner's guide, you should feel comfortable:

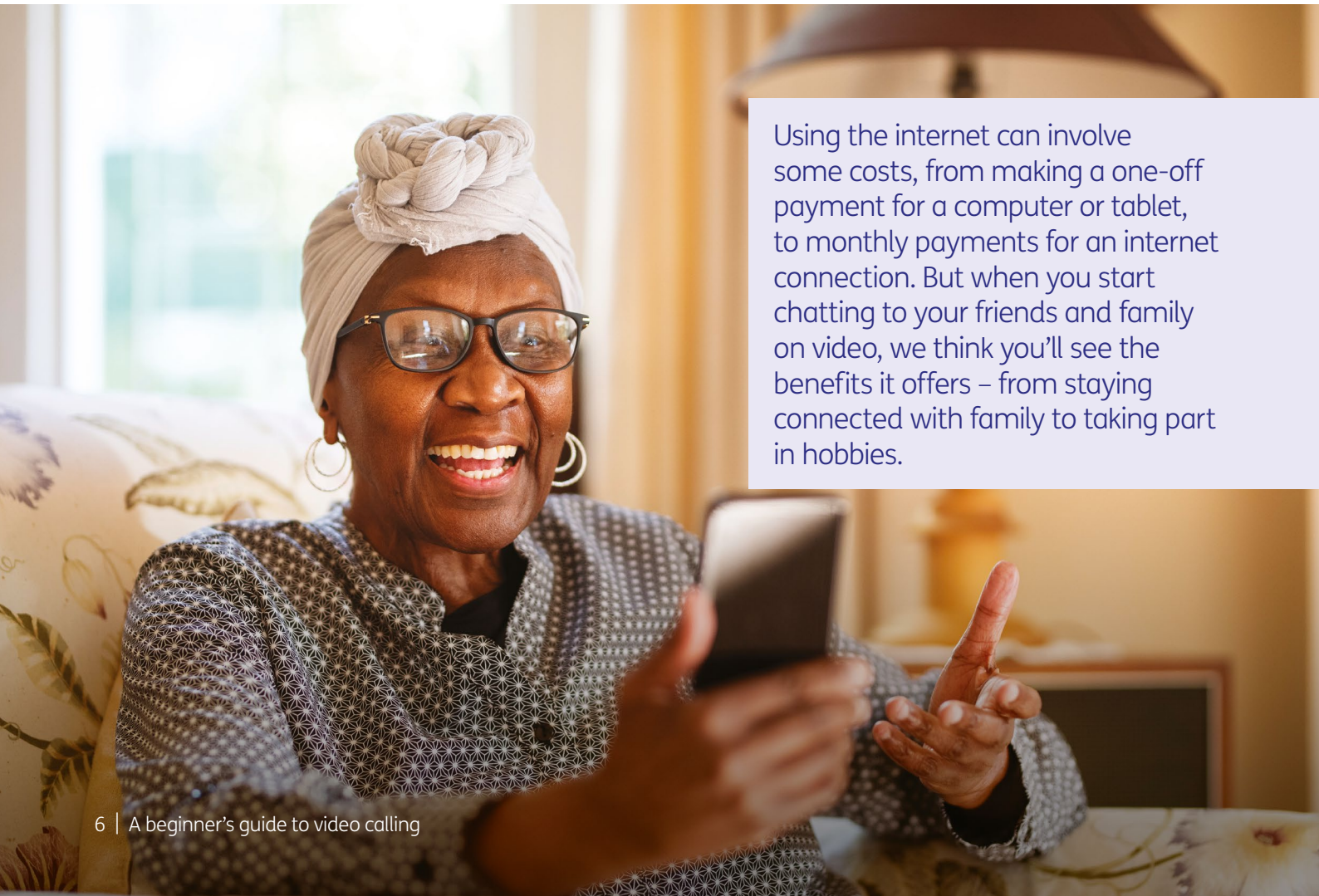
- Connecting to the internet – you'll need an internet connection to start video calling.
- Using a smartphone, tablet, computer or laptop.

Your device will need a camera and a microphone so you can be seen and heard on video calls. These are already built into smartphones, tablets and laptops but for some computers, you may need to buy a separate camera and microphone.

TOP TIP

Choosing which video calling tool to use

There are lots of video calling tools available to use. We've picked three of the most popular ones for you to try: WhatsApp, Skype and Zoom. It's worth trying these three different video calling tools to see which one you prefer. If you're going to have large group calls, Skype and Zoom can accommodate this. WhatsApp is for groups of up to eight people. When you start using the tools, you'll see that each of them looks different – for example, the buttons you need to press. You may decide you like one tool more than the others. Or people you know may use one tool more than another, so choosing that one is most convenient.



Using the internet can involve some costs, from making a one-off payment for a computer or tablet, to monthly payments for an internet connection. But when you start chatting to your friends and family on video, we think you'll see the benefits it offers – from staying connected with family to taking part in hobbies.

3. Understanding key terminology

3. Understanding key terminology

We've explained some key terms below to help you understand what is involved in video calling. These are in alphabetical order so you can refer back to them when working through the guide:

Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include: Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

App Store: An official, pre-installed program on iPhones and iPads which gives you access to apps.

Device: A general term for a smartphone, tablet, laptop or computer.

Encrypted: If an app or a website is encrypted, it means all the communication between you and the website is secure and can't be read or heard by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure. A web address is at the top of the screen.

Icon: An image or symbol which represents an app or function on your phone, tablet or computer screen. You usually 'tap' (see definition below) on an icon to open an app.

Mobile broadband unit: A small wireless device that creates an internet connection when you're away from home. For example, you may be travelling on a train or sitting in a cafe and want to go on the internet. Mobile broadband units connect to mobile phone networks to establish a WiFi signal. You can then connect your laptop, tablet or smartphone to them. They're available on a pay-as-you go tariff or monthly contract. The most common brand is MiFi. Read 'A beginner's guide to connecting to the internet' for more information about using mobile broadband units with a smartphone, tablet or laptop.

Mobile data: This is what you use to access the internet on your phone. It's measured in megabytes (MB) and gigabytes (GB). Most phone and tablet contracts have monthly allowances for how much data you can use. Once you use up your allowance, you may get charged for any extra data you use. Or your amount might be capped to prevent you from overspending, and you won't be able to use the internet until your allowance renews the next month. You can also decide to pay for more data for just that month.

Play Store: An official, pre-installed program on Android devices which gives you access to apps.

Program: A catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'software'.

3. Understanding key terminology

Screen: This is where information or pictures are displayed on a laptop, computer, smartphone or tablet. Some devices have touch screens which allow you to interact with a computer using your finger or a special pen called a 'stylus'.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using Google. You access search engines through a web browser (see below).

SIM card: A small card that you insert into a device such as a smartphone or tablet. It stores data, including mobile numbers, and connects you to a phone network, such as Vodafone or EE. Each SIM card has an identification number on it that is unique to the owner.

Skype: A type of video calling tool that you can install as an app on your phone, tablet, laptop or computer. You can also access it through your internet browser. In this guide, we're going to show you how to join a Skype call on a laptop or computer through your web browser. You won't need to install the app or set up an account.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Software: This is a catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'programs'.

Swiping: Moving your finger across the screen of a smartphone or tablet. You can read more about this in 'A guide to making your device easier to use'.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus', to use the device rather than using a keyboard and a 'mouse'.

Tap: To quickly touch and then lift your finger off the touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a mouse on a computer. You can read more about this in 'A guide to making your device easier to use'.

Touch screen: A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

Web/internet browser: A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

3. Understanding key terminology

Webcam: A video camera that allows other people to see you on video calls, such as Skype or Zoom. Most smartphones, tablets and computers have inbuilt webcams. You may also hear people just call them cameras. If you have an older computer, you might need to buy a separate webcam if you want to be seen on video calls.

Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks, for example when out and about, or arrange a contract with an internet provider so you can use WiFi at home.

WhatsApp: An app that allows you to message friends and family, make phone and video calls, and send and receive photos and videos. It uses your internet connection rather than your mobile phone's text or call allowances. This guide will show you how to use WhatsApp to receive and make video calls.

Zoom: A type of video calling tool, which you can install as an app on your phone, tablet, laptop or computer, or access through your internet browser. This guide will show you how to join Zoom calls on a laptop or computer without installing the app or setting up an account.

TOP TIP

Is your device Android or Apple?

If your device is an iPhone or iPad, then it's made by a company called Apple. It will have the Apple logo on the back. Other phones and tablets are more than likely to be Android devices. If you aren't sure, then here are some ways to find out:

- Check the handbook that came with the device.
- Search for the brand of your device online and look up the model number.
- Go to the main screen (also known as a home screen) on your phone or tablet, tap 'Settings', then 'General', then 'About'. It will say what kind of device you have there. Some devices will only need you to tap 'Settings' and then 'About phone' – there isn't a middle step.



The Apple logo

Once you're comfortable with everything we cover in this beginner's guide, you can read our intermediate guide. This is for people who are happy with the basics of WhatsApp, Zoom and Skype, and would like to learn more.

4. Using WhatsApp

WhatsApp is an app to send messages, photos, and make phone and video calls. In this guide, we'll show you to how to set up WhatsApp, and use it to receive and make video calls. This will help you to stay in touch with family and friends. Once you get the hang of it, it's straightforward to use.

4. Using Whatsapp

What do I need?

- A smartphone or a tablet.
- A mobile phone number or a SIM-enabled tablet (which means it has a small slot that accepts a SIM card).
- An internet connection.

Using WhatsApp on a tablet

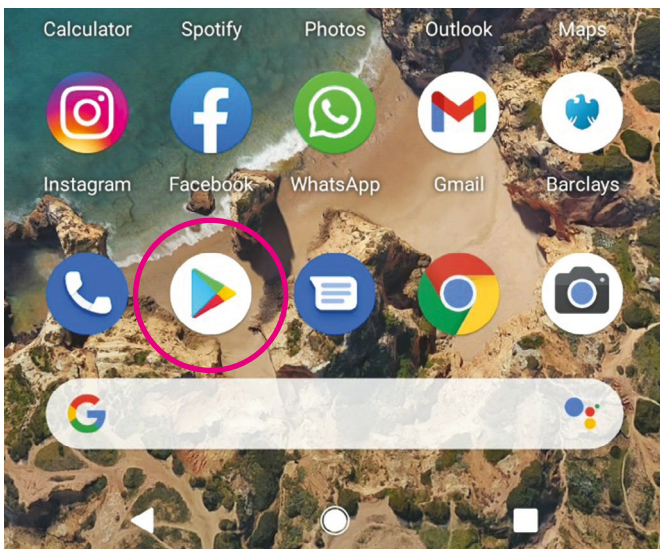
To use WhatsApp on a tablet, it needs to be SIM-enabled, or you need to have a smartphone to link WhatsApp on the tablet to your mobile number.

Where do I get WhatsApp?

It's free to download on your smartphone or tablet and uses your device's internet connection. If you're using an Android phone or tablet, you can find WhatsApp in the Play Store. If you're using an iPhone or iPad, you can find the app in the App Store.

Downloading WhatsApp on an Android phone or tablet

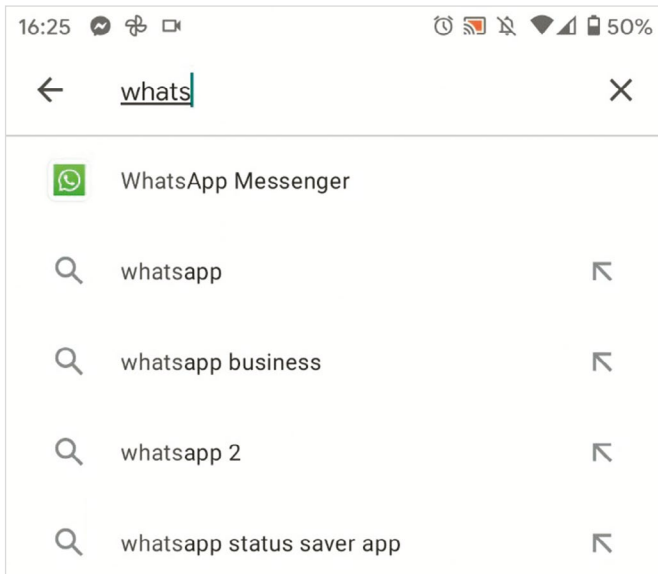
1. Open the Play Store from your phone or tablet's menu by tapping on the Play Store icon.



2. First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

4. Using Whatsapp

3. Search for 'WhatsApp' by typing it into the search bar at the top of your screen.



4. When you see it in the list that comes up, tap on the name of the app – 'WhatsApp Messenger'

5. Tap 'Install', which is a green button underneath the WhatsApp icon.

6. WhatsApp will download and automatically be added to your menu. If you've got a lot of apps already, you may run out of room for new icons. You'll need to 'swipe' across the screen to see the new WhatsApp icon.



4. Using Whatsapp

TOP TIP

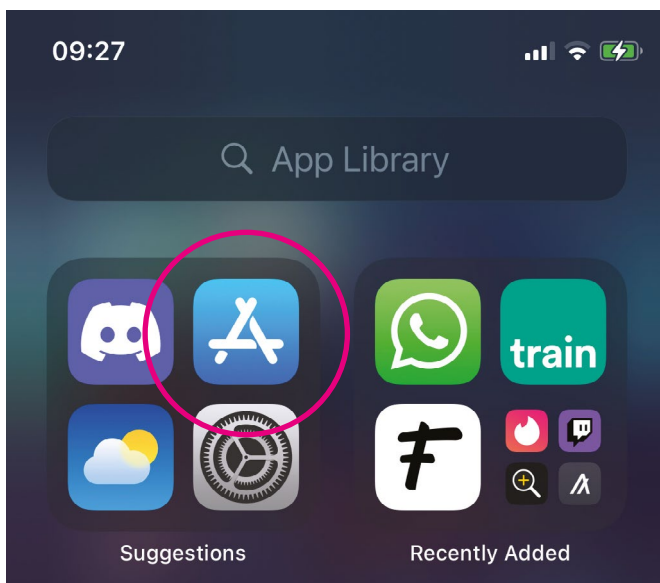
Deleting apps

Apps take up space, and some phones and tablets have limited amounts of storage space. If you run out of storage space on your phone, you won't be able to download any new apps. Delete apps you don't use regularly to create space:

1. On an Android device, go to the app in the Play Store and tap 'Uninstall' underneath the name of the app you want to delete.
2. On an iPhone or iPad, hold down the icon of the app you want to delete on the home screen. The option 'Remove app' will come up. Tap on this to delete the app.

Downloading WhatsApp on an iPhone or iPad

1. Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.

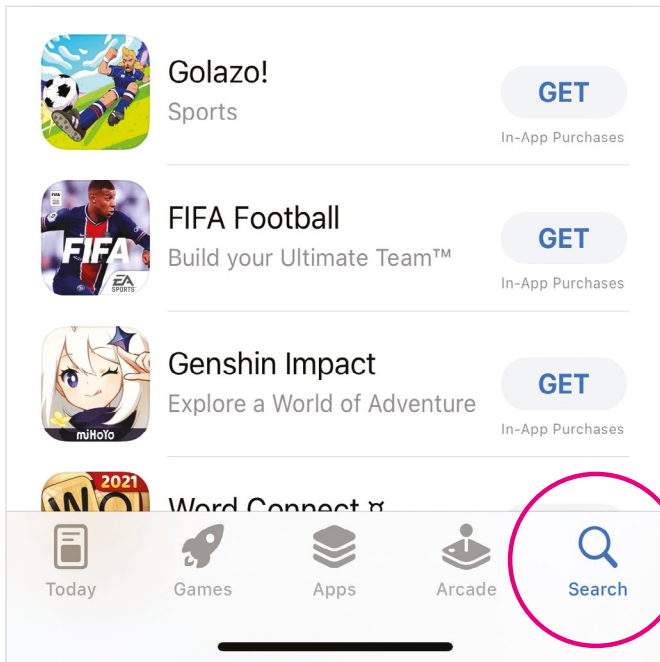


2. You'll need to set up an Apple ID or login to your existing Apple ID account. This is the account you will use to access Apple services.

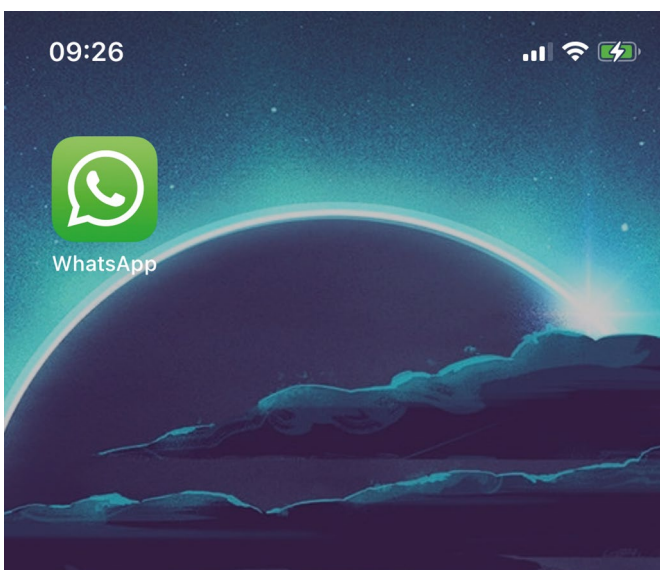
It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

4. Using Whatsapp

3. Click the 'Search' icon at the bottom right of the screen. It has a magnifying glass icon. Search for 'WhatsApp' by typing in the search bar.



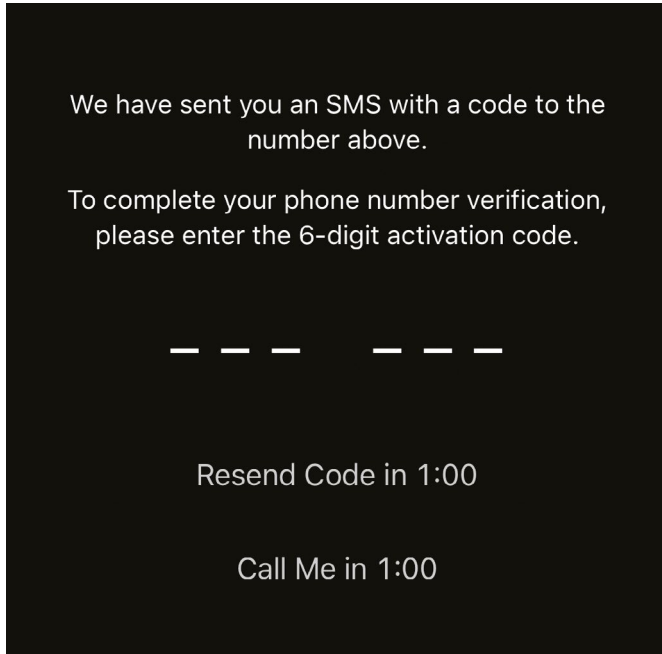
4. Tap on 'WhatsApp Messenger'.
5. Tap 'Get' which is a blue button next to the WhatsApp icon.
6. WhatsApp will download and automatically be added to your menu. If you have a lot of apps in your menu, you may run out of room for new icons, and you'll need to 'swipe' across the page to see the new icon.



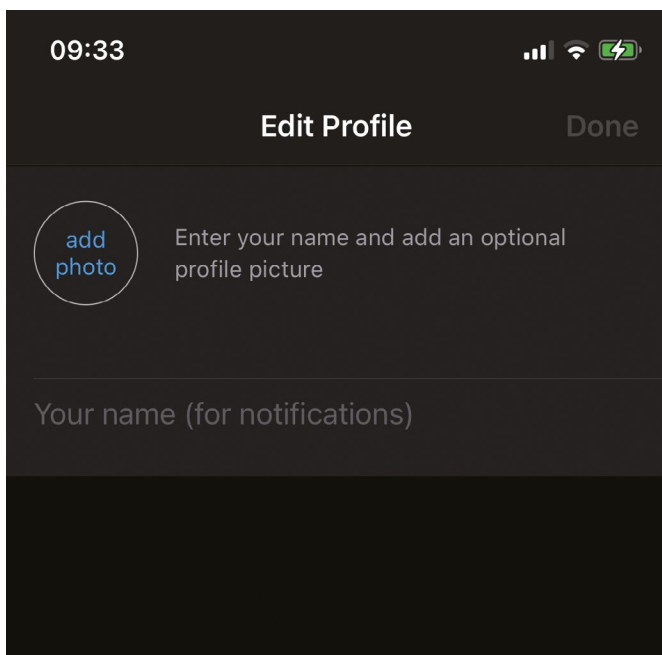
4. Using Whatsapp

Get set up on WhatsApp

1. Once WhatsApp is installed on your mobile or tablet, tap on the app. It'll ask you to register your mobile phone number. Type this in.
2. WhatsApp will then send a text message to your mobile with a six-digit code which you need to enter into the app, like below:



3. You'll be asked to enter your name and upload an optional profile picture. We recommend only using your first name to help you stay safe while using WhatsApp. WhatsApp is safe to use but, as with everything online, there are some risks to be aware of. Read more about staying safe while using WhatsApp on page 16.



4. Using Whatsapp

4. When you've set up your profile, tap 'Next'.
5. You'll then be asked whether you would like to import contacts from your address book already saved on your smartphone or tablet. This will allow you to use WhatsApp to contact your friends and family whose numbers you already have saved. Tap 'Confirm' to do this.

TOP TIP

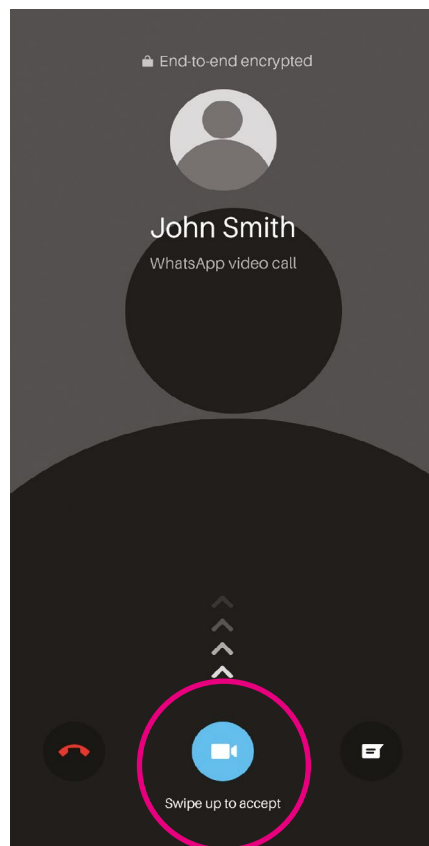
Data usage

Video calling can use a lot of data. Where possible, try to connect to WiFi as it doesn't matter how much data you use then. Or if you're connecting to the internet in another way – for example, through your mobile data or a MiFi device – keep an eye on your data. You can do this by speaking to your contract provider or logging onto your online account if you're set up with one. If you're on a phone contract, please be aware that if you're not connected to WiFi or a MiFi device, video calling could result in extra charges from your phone network.

How to answer a WhatsApp video call

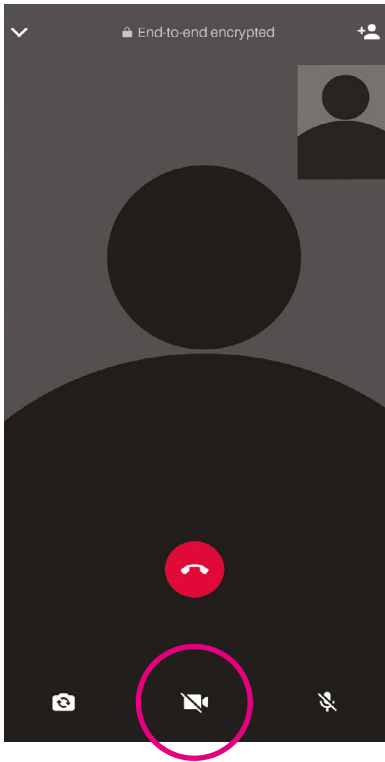
WhatsApp video calls come in just like regular phone calls. Turn your volume setting up to loud if you're expecting a call. Read 'A guide to making your device easier to use' for more information about adjusting volume settings on your phone.

If you're in the app, you'll see a live image of the yourself in the middle of the screen and a blue video icon. Swipe up the blue video icon to accept the video call.



4. Using Whatsapp

Don't worry about missing video calls if you don't have the app open or your phone is locked. It will appear as a banner alert on the top of the screen.



There is also the option to turn your video off and have a voice call instead. Click the video icon in the bottom right corner of the screen to turn your video off.



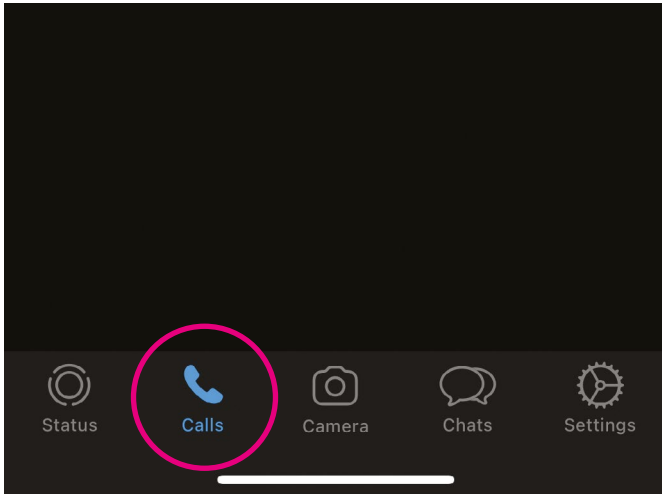
When you've finished talking, tap the red phone button to end the call.

4. Using Whatsapp

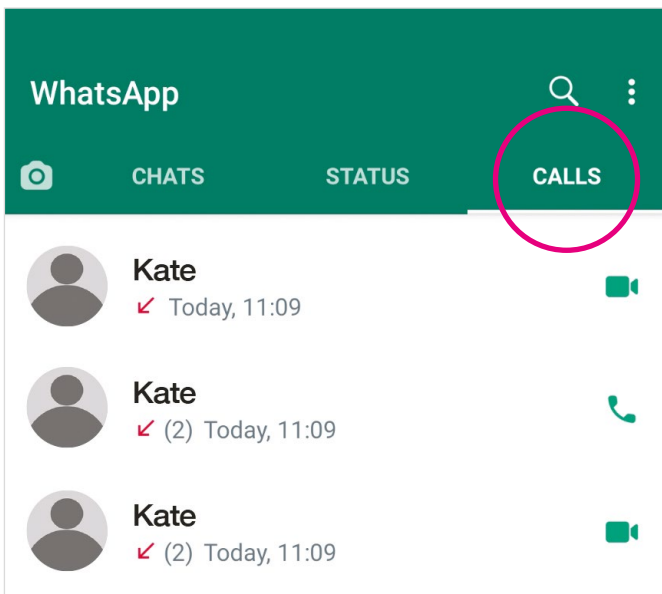
How to make a WhatsApp video call to one person

1. Open WhatsApp on your phone.
2. Tap the 'Calls' tab. For some people, this is the second tab from the left at the bottom of the screen. For others, it may appear in the top right-hand corner of the screen. It depends on what type of device you're using.

Apple device



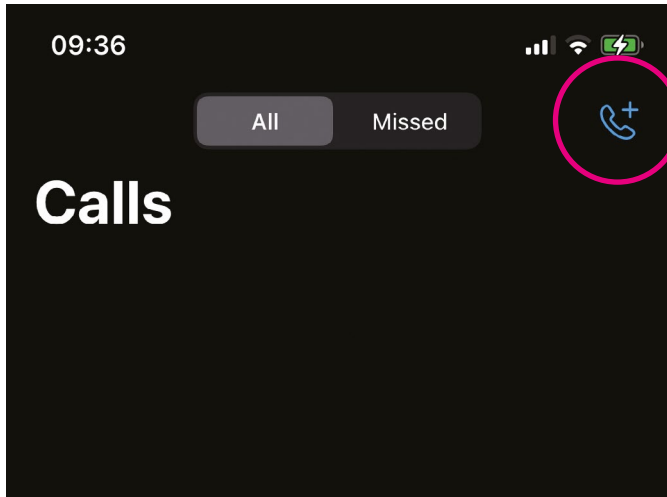
Android device



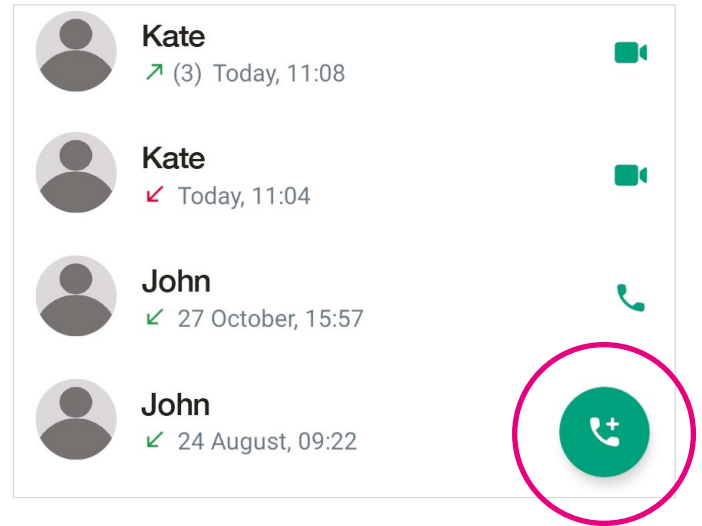
4. Using Whatsapp

3. Then tap the icon showing a phone with a plus symbol next to it. This is on the top right of your screen or the bottom right, depending on what device you're using.

Apple device

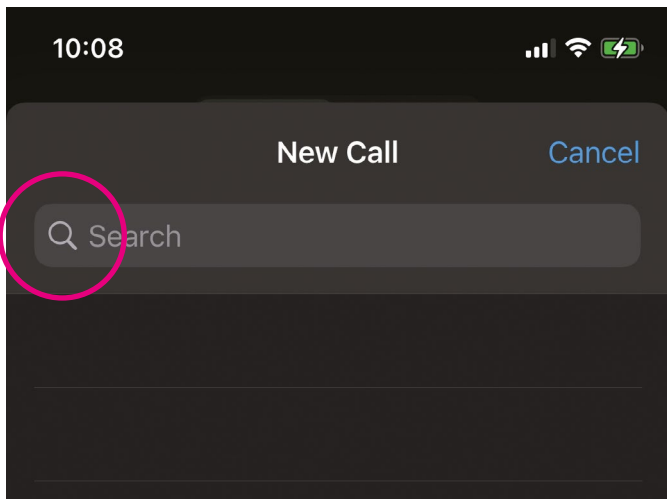


Android device

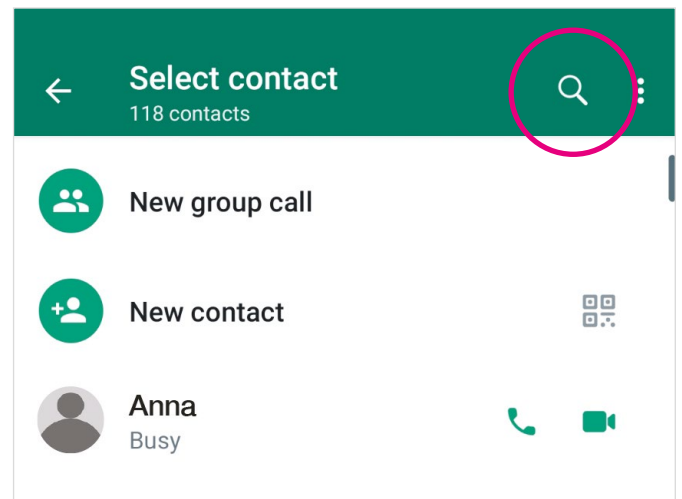


4. Next, tap the magnifying glass icon at the top right of the screen. Type the name of the person you want to call in the search bar.

Apple device

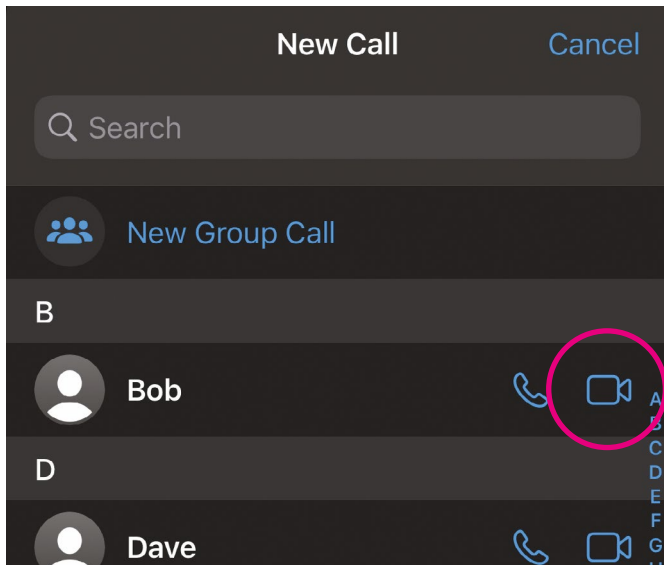


Android device

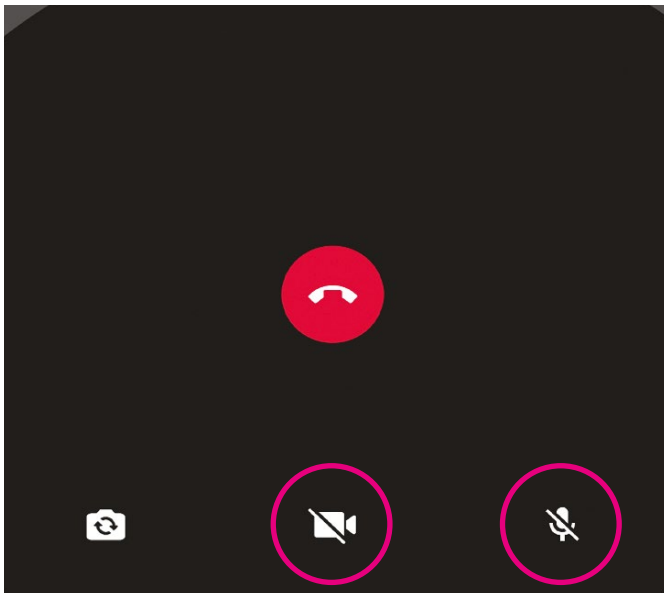


4. Using Whatsapp

5. Tap the symbol that looks like a camera next to their name to start a video call.



6. If for any reason you need to turn your video off on the call, tap the icon with the video symbol on it. This is at the bottom of the screen, second from the left. To put yourself on mute, click on the icon with the microphone symbol on it. This is to the right of the video icon.

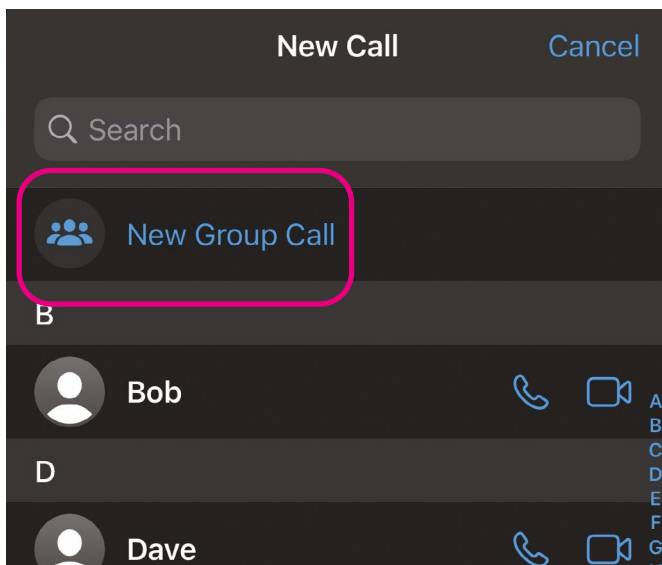


7. You'll also see a camera icon at the bottom of the screen, on the far left. This allows you to send photos while speaking to people.
8. To end the call, tap the red phone icon at the bottom of the screen. It's the middle icon.

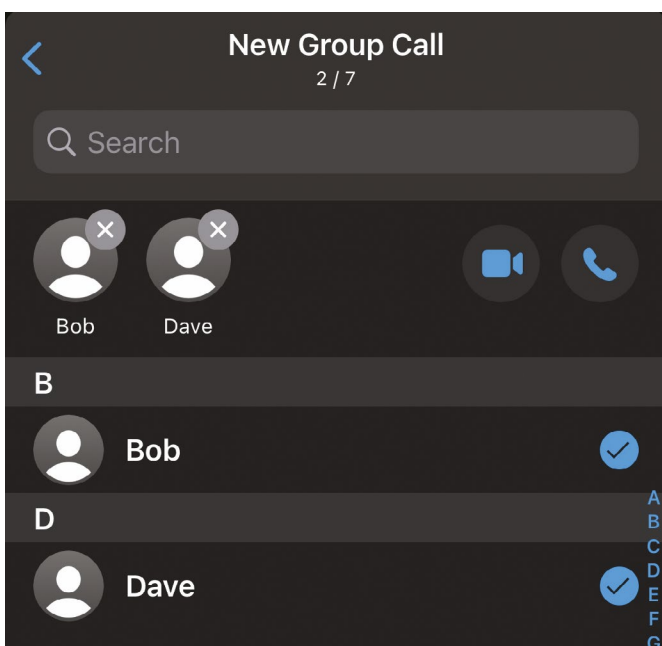
4. Using Whatsapp

How to make a WhatsApp video call to up to eight people

1. Open WhatsApp on your phone.
2. Tap the 'Calls' tab. Depending on what device you're using, this is second from the left at the bottom of the screen or in the top right-hand corner.
3. Then tap the icon showing a phone with a plus symbol next to it which is on the top right of your screen or the bottom right, depending on what kind of device you're using.
4. Click 'New Group Call' which is at the top of the screen above your contacts.



5. This will bring up a new screen. You can select the names of up to eight people you want to be in the group video call by clicking on the circle icon next to their name. Their names will appear at the top of the screen as circle icons.



4. Using Whatsapp

6. Tap the symbol that looks like a camera next to their names at the top of the screen to start the video call.
7. To end the call, tap the red phone icon.

TOP TIP

If you'd like to have regular phone or video calls with a group of friends or family members, it's worth setting up a WhatsApp group. This will save you having to add each person separately each time you do a video call.

How to set up a WhatsApp group

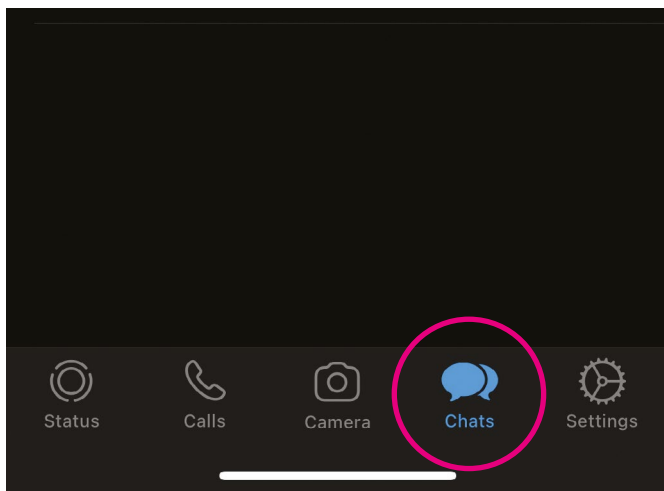
You can call multiple people at once in a WhatsApp group. This is handy if you want to chat with a few family members or friends.

Someone you know might add you to a WhatsApp group if they have your number. Or you can set up your own group.

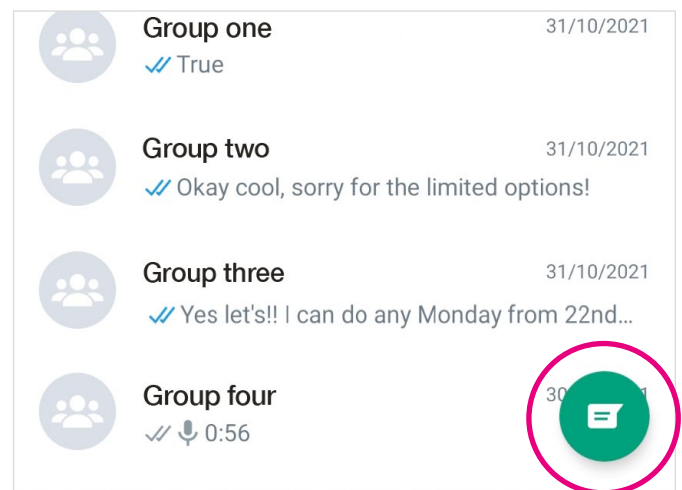
To set up a group:

1. Open WhatsApp and tap the green circle icon at the bottom right of your screen. The icon has a speech bubble on it. For some people, the icon may say 'Chats'.

Apple device

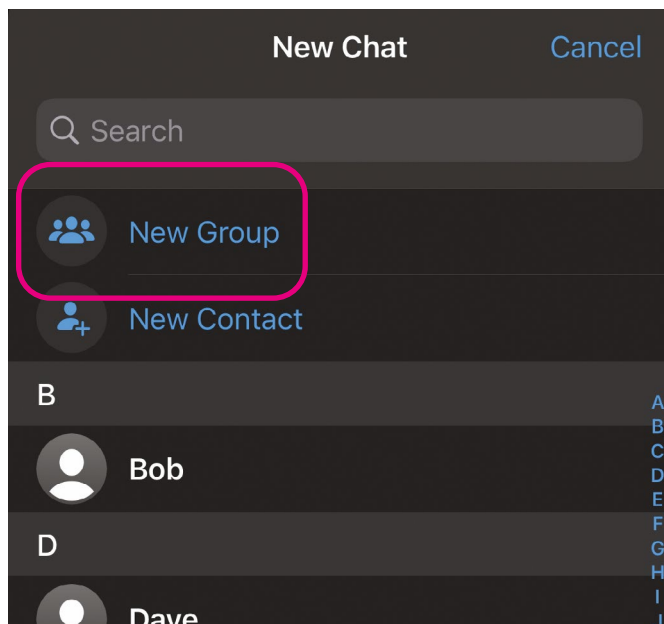


Android device



4. Using Whatsapp

2. Click 'New Group' at the top of the screen.



3. Choose people from your contact list that you want to add to the group by clicking on their name.
4. Give the group a name.
5. You can choose an image for the group by tapping on the camera icon and selecting a photo from your device.
6. Click on the camera icon in the top right-hand corner of the screen to start a video call.

Is WhatsApp safe?

Yes, WhatsApp is generally safe to use. Your messages and calls are automatically protected by something called 'end-to-end encryption'. This means only you and the person you're talking to can read what is sent or hear what is said.

As with everything online, there are some risks to be aware of such as scams, viruses and people spreading misinformation.

Only message and call people you know. Anyone with your number can call you or add you to a WhatsApp group, so make sure you know and trust them before speaking to them. If you're unsure, you can check with a trusted friend or family member, or contact your local Age UK for advice.

5. Using Zoom

You may have heard of Zoom. It's become a popular way to keep in touch since the start of the coronavirus pandemic. For example, some community groups have been using Zoom to keep their activities running.

5. Using Zoom

You can either install the video calling tool as an app on your phone, tablet, laptop or computer, or access it through a web browser. Setting up a Zoom account and using Zoom is free. The most straightforward way to use Zoom is through your web browser. You won't need to download the app or set up an account. This is what we're going to show you how to do in this guide.

Once you're confident doing this, you can move onto our intermediate guide. It will show you how to set up a Zoom account and install the app on your smartphone, tablet, laptop or computer.

TOP TIP

You won't be able to set up a Zoom call without an account. This means you'll need someone else who has an account to set up calls which you can join.

What do I need?

- A smartphone, tablet, laptop or computer.
- An internet connection.
- If you're using a desktop computer that doesn't have a built-in camera and microphone, you'll need to buy a separate webcam and microphone so you can be seen and heard on video calls.

How to join a Zoom call as a guest

1. The simplest way to join a Zoom call is to access it as a guest through a web browser on a laptop or computer. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari. Sometimes Zoom won't work on Safari, Internet Explorer or Edge, so it's best to use Google Chrome or Firefox.
2. Once your friend or family member has set up a Zoom call, they'll send you an invite to your email address. This will include four key pieces of information:
 - A link to the meeting.
 - A meeting ID.
 - A passcode.
 - A telephone option to join the meeting in case you don't have access to the internet (this will be charged at your usual network rate).

5. Using Zoom

Here is what an invitation looks like:

John Smith invited you to a scheduled Zoom meeting.

Topic: My Meeting
Time: Nov 2, 2021 09:00AM Pacific Time (US and Canada)

Join Zoom Meeting
<https://zoom.us/j/933123756373?pwd=sXpNSJjfhsOJHdv>

Meeting ID: 922 2975 2904

Passcode: 408KGY

3. Click on the link in the invite.
4. Most of the time you won't have to include your meeting ID and passcode. If you do, it will look like this.

Join Meeting

Meeting ID or Personal Link Name

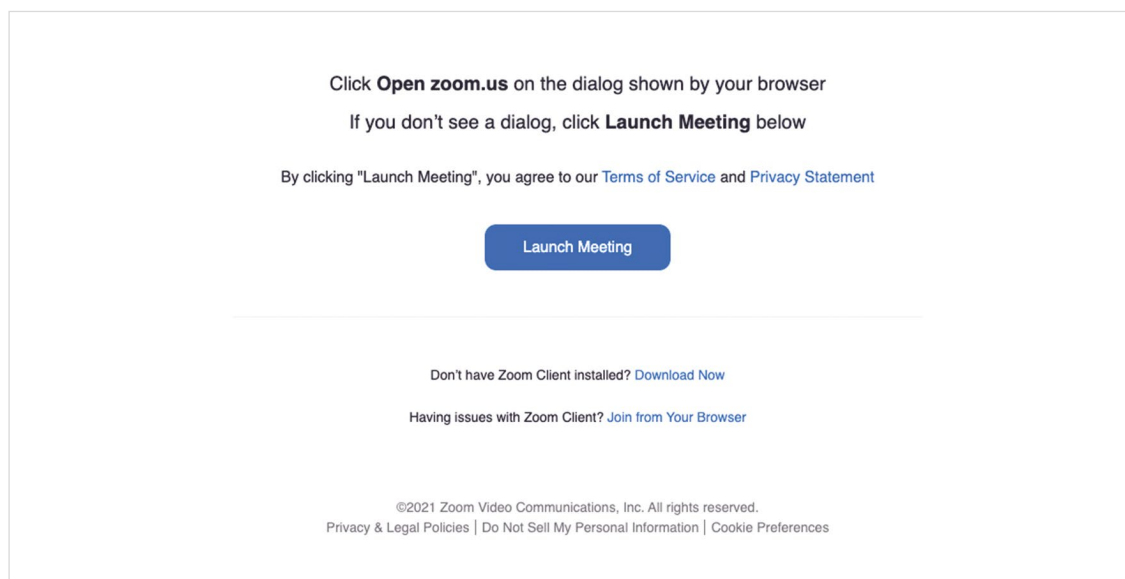
Enter Meeting ID or Personal Link Name

Join

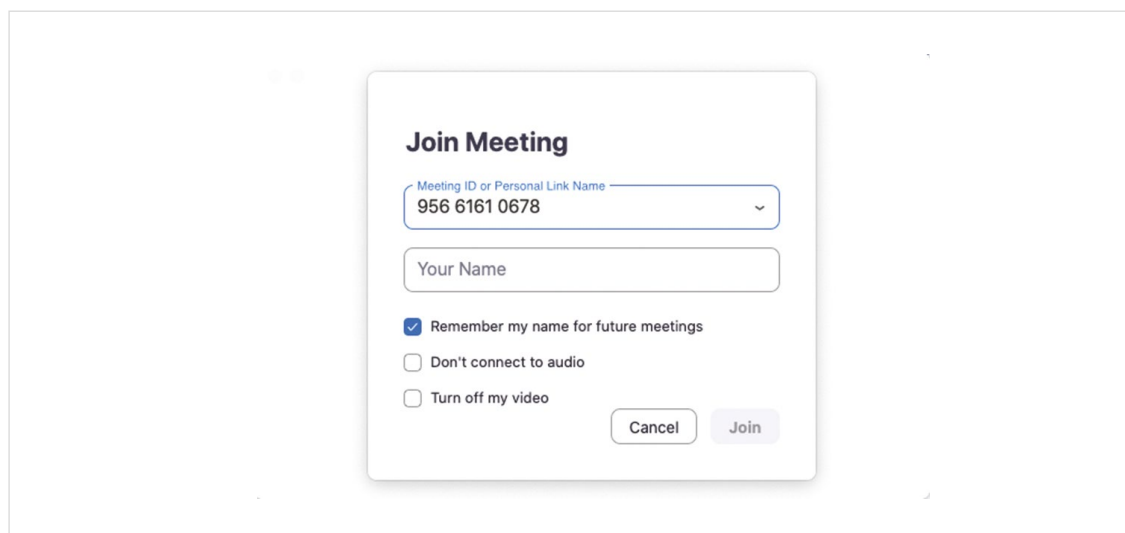
[Join a meeting from an H.323/SIP room system](#)

5. Using Zoom

5. You'll automatically go straight through to the next screen which looks like the one below. The next step is to click on 'Join from your browser'.



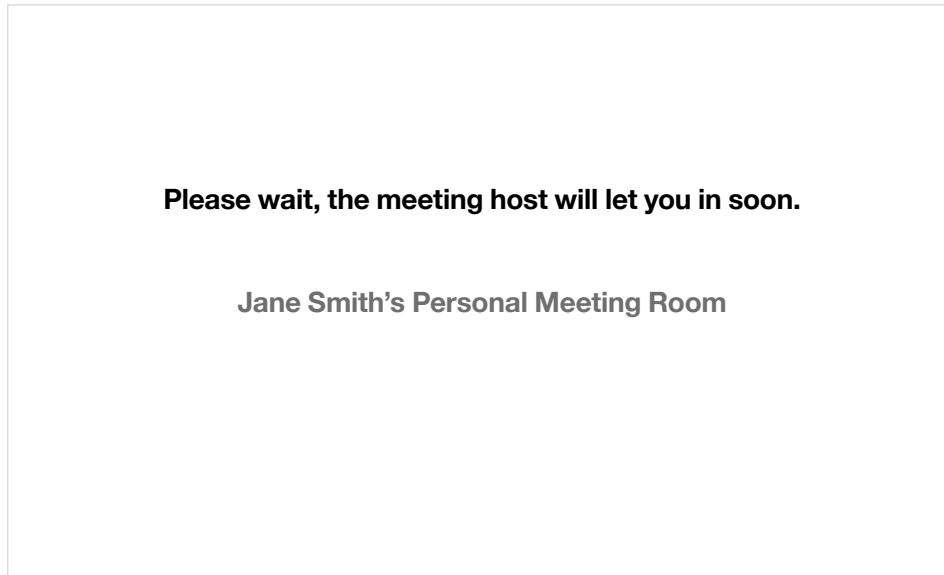
6. You may feel like you're having to click through quite a few screens to get to the call. But this is normal and it won't take too much longer. You'll see an egg timer icon as you wait.
7. On the next screen, you'll be asked to add your name. We suggest just using your first name to help keep you safe while using Zoom.



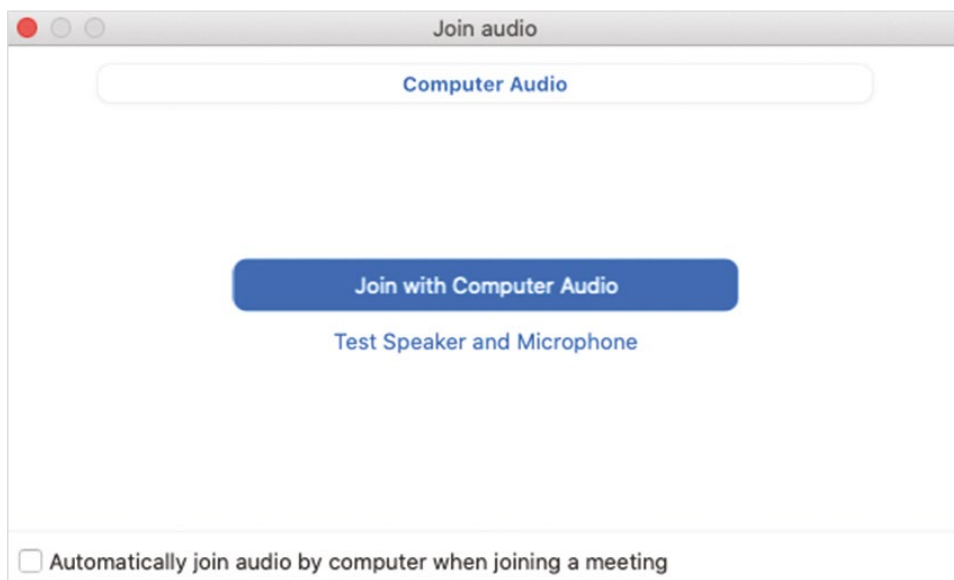
8. You'll then need to select: 'I'm not a robot' before clicking 'Join'. Many websites ask you to tick this checkbox to prove you're human. This is to stop internet 'bots', a type of computer program that are programmed to do certain tasks, from accessing personal information about people.

5. Using Zoom

9. If the person hosting your meeting is already there, you'll be taken straight through to the call. If the person who has set up the call isn't there, you will be taken to the waiting room until they arrive. You don't need to do anything while you wait. This is just like a real-life waiting room, such as the one in a GP surgery.



10. When the person hosting the call lets you in to the meeting, a screen might come up asking you to 'Join with computer audio'.



5. Using Zoom

11. Once the host starts the meeting, you'll see a screen like this:

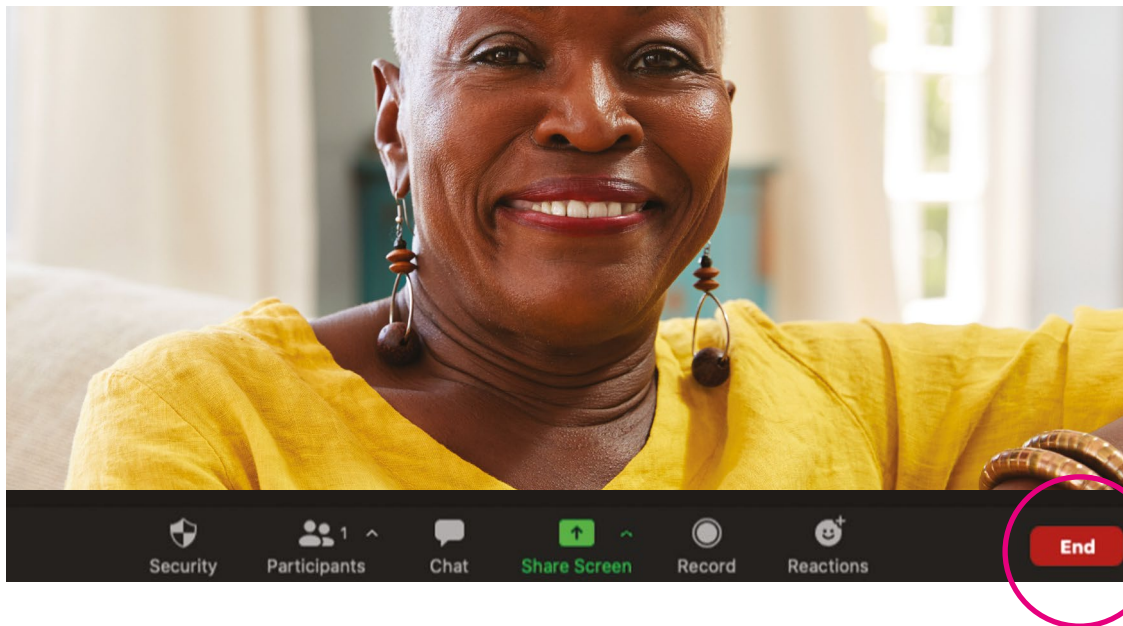


12. At the bottom of the screen is a toolbar. This is where you'll find, from left to right:

- Mute and unmute yourself buttons. For other people to hear you, you'll need to click unmute.
- Turn your video on and off buttons. If you want people to see you, you'll need to turn your video on by clicking this button.
- A participants button, which lists everyone who is on the call if you click on the arrow next to it.
- A chat button which you can click on to send written messages to the group.

5. Using Zoom

13. To end the call, click on the red 'End' button in the right-hand corner of the screen.



TOP TIP

You can change the layout of your screen in the top right-hand corner. To see all the people who are on the call, click on 'View', then 'Gallery view'. Clicking on 'Speaker view' will make the person who is speaking bigger on the screen. This means you won't see all the other people on the call. You can move between both views during the call.

If there are two of you on the call, you can speak for as long as you like. There is no time limit. If there are three or more of you, the call will end automatically after 40 minutes. If you all want to have longer video calls, the person who sets up the call will have to pay for a Zoom account.

For more information about paying for a Zoom account go to <https://zoom.us/pricing>

Is Zoom safe?

Yes, Zoom is generally safe to use. Setting up a waiting room and sending people a secure passcode adds a layer of security, as only people you know can join the call.

As with everything online, there are some risks to be aware of. Make sure you don't share details of video calls with people you don't know.

6. Using Skype

This video calling tool has been around for a long time. During the recent coronavirus lockdowns, a lot of community activities ran online so people could continue to take part. It's worth knowing how to use Skype so you can stay connected with the things you enjoy.

6. Using Skype

You can either install the video calling software as an app on your phone, tablet, laptop or computer, or access it through a web browser. Setting up a Skype account and using Skype are free. The most straightforward way to use Skype is through your web browser. That way, you won't need to download the app or set up an account. This is what we're going to show you how to do in this guide.

Once you're confident doing this, you can move onto our intermediate guide. It will show you how to set up a Skype account and install the app on your smartphone, tablet, laptop or computer.

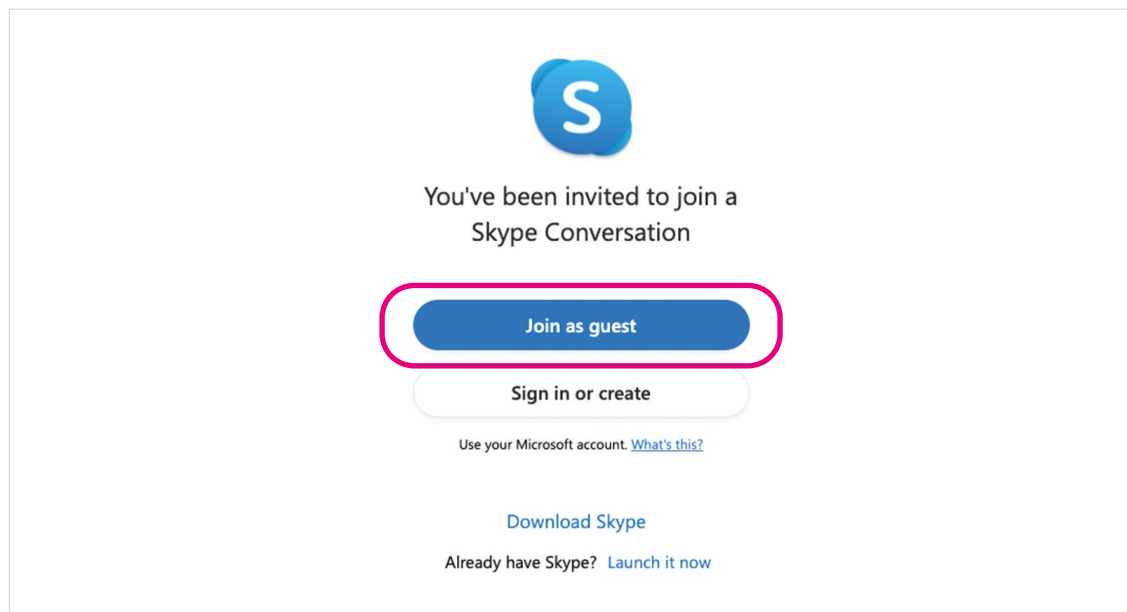
What do I need?

- A smartphone, tablet, laptop or computer.
- An internet connection.
- If you're using a desktop computer that doesn't have a built-in camera and microphone, you'll need to buy a separate webcam and microphone so you can be seen and heard on video calls.

How to join a Skype video call without an account

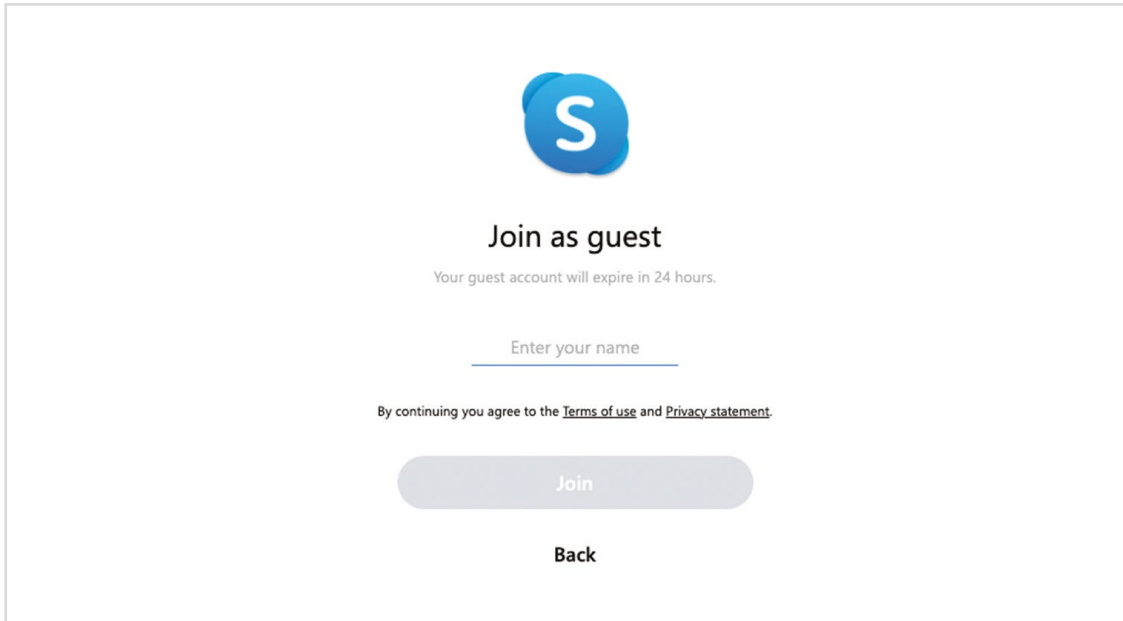
This is a good way to try out Skype. You don't need an account and you don't need to download anything.

1. The person who sets up the Skype call will send you a 'Join link' on email. Click on this link and it will take you through to Skype for Web: <https://web.skype.com>
2. Select the blue 'Join as guest' button.

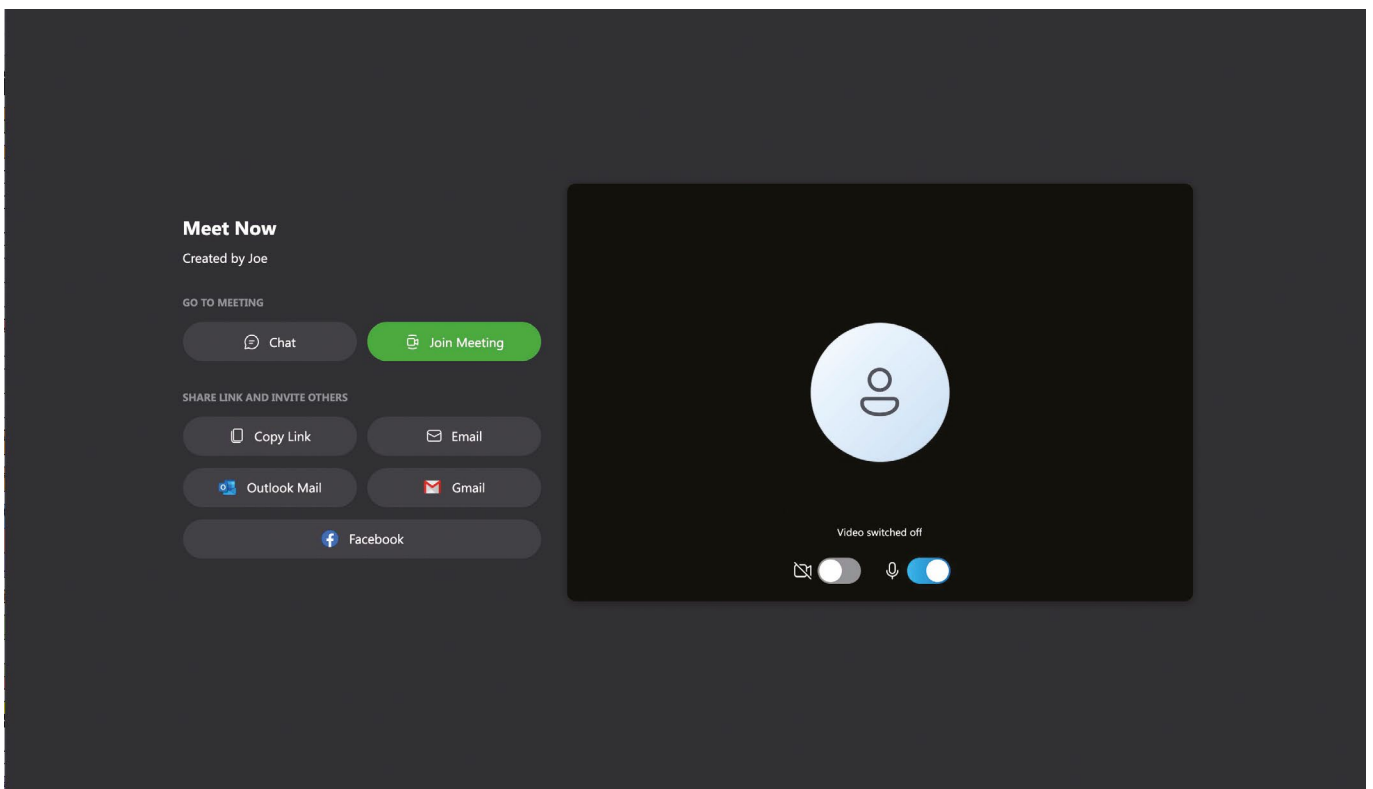


6. Using Skype

3. Then type in your name in the space provided and press the blue 'Join' button below it. We suggest just using your first name to keep you safe while using Skype.

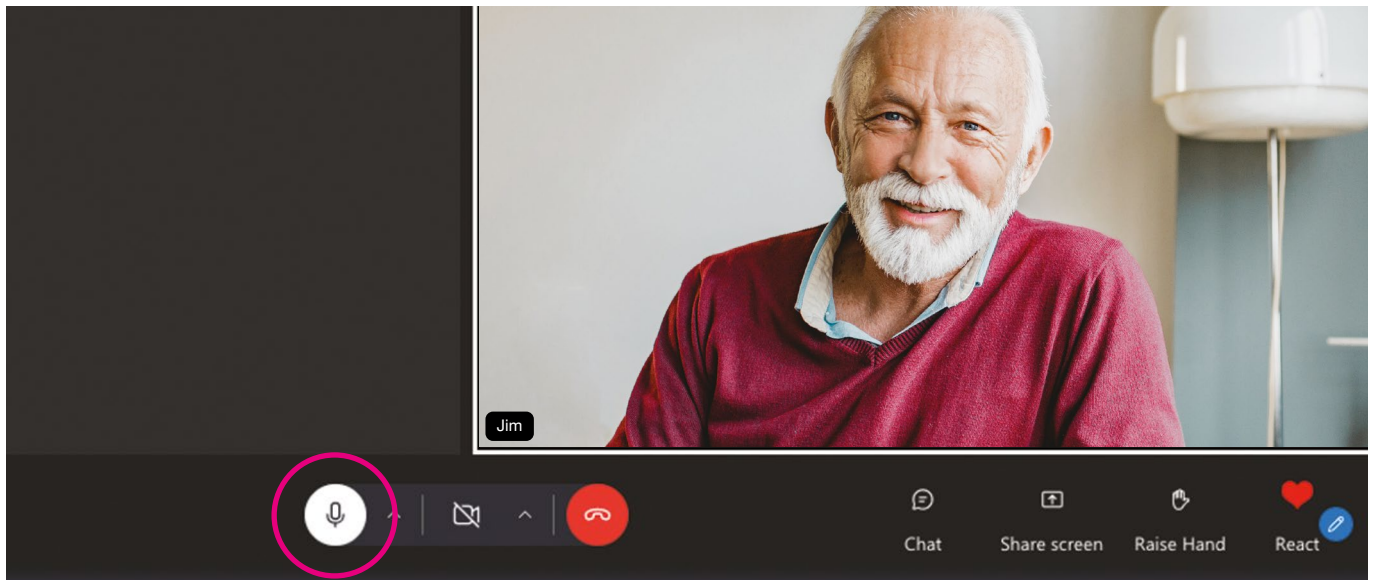


4. This will take you through to a video screen. Here, you can turn your video and microphone on by clicking on the icons that represent them.

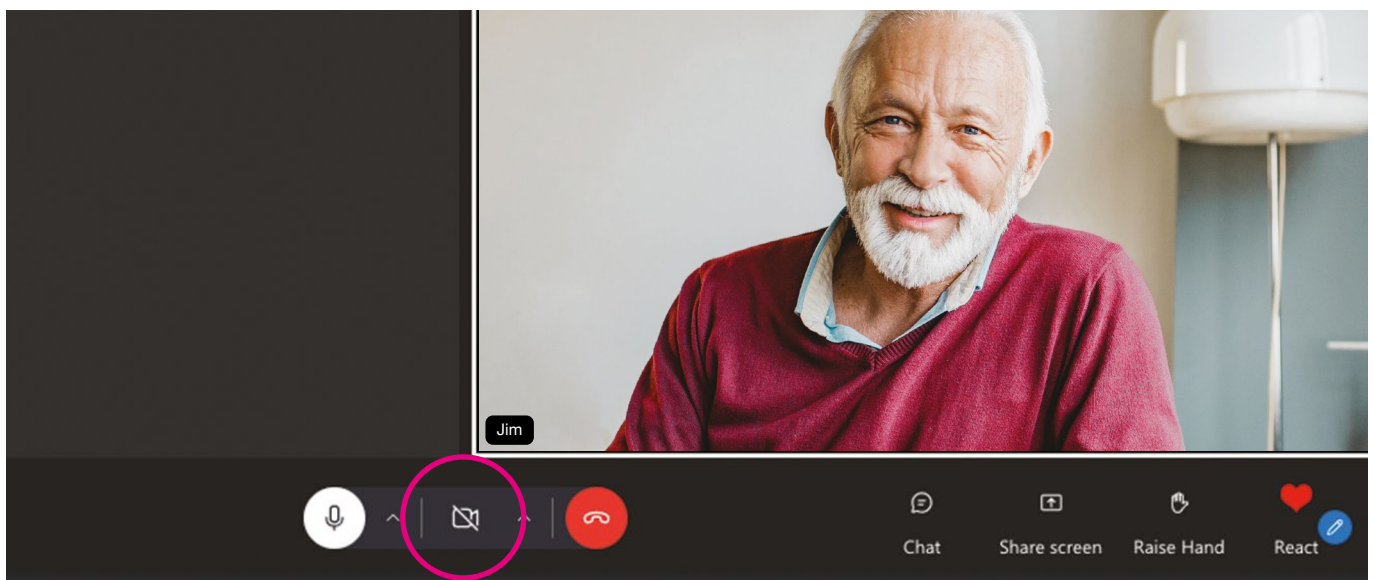


6. Using Skype

5. Click on the green 'Join now' button below the video screen.
6. This will take you through to your call. If for any reason you need to mute yourself during the call, click on the round icon with the microphone at the bottom of the screen. It's the icon on the left.



7. If you don't want to be seen at any point during the call, you can turn the video off. Click on the round icon with the video at the bottom of the screen. It's the icon in the middle, next to the icon with the microphone.



8. When your call has finished, click the round red phone icon at the bottom of the screen to end the call. This is to the right of the video icon.

6. Using Skype

Is Skype safe?

Yes, Skype is generally safe to use. It uses data sent from your computer, known as diagnostic data, to keep the video calling tool secure, up to date, and to detect, diagnose and fix problems. This data does not include a person's name or email address.

In 'An intermediate guide to video calling' we'll show you to how to set up a Skype account. This is straightforward to do and you can control who sees your Skype profile. Some information is visible to everyone, but you can leave it blank if you don't want it shown in your profile. Skype does not display your email address and no one can see it when looking at your profile. Only friends who already know your email address can use it to search for you.

My Age UK Digital Champion

Telephone number:

Next Steps

Once you feel comfortable using WhatsApp and the basics of Skype and Zoom, read our intermediate guide to learn how to:

- Set up a Zoom account.
- Download the app on your smartphone, tablet, laptop or computer.
- Join and set up Zoom video calls using your account and app.
- Set up a Skype account.
- Download the Skype app on your smartphone, tablet, laptop or computer.
- Receive and set up Skype video calls using your account and app.

We hope you've enjoyed working your way through this guide and connecting with others, like your family and friends, on video calls.

Notes

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at **www.ageuk.org.uk**