

Basic Communications Technology for Citizen Activists



Basic Communications Technology for Citizen Activists Introduction

The "Basic Communications Technology for Citizen Activists" is a tri Lingual publication of the CPA, using simple language to introduce grassroots citizen activists to the most popular e-communications and new media platforms including G- Mail, YouTube, and Facebook among others.

In the modern era of impact-making social media activism, this simplified manual aims to educate emerging citizen activists on how to use the internet and social media to organize their communications and networking strategies more effectively and efficiently.

The manual helps readers understand the basics of electronic communication and modern communication technologies and introduces readers to Gmail, Facebook, Whatsaap and Viber and the use of an online Unicode converter called Real Time which will help activists to break language barriers in their online communications. Staying safe in cyberspace is given priority at every step of this basic guide.

The manual also introduces readers to interacting with www.citizenslanka.org which is innovative trilingual information and networking website available to citizen activists in Sri Lanka.

Compilation – Diego Samson

Content

	Page
Gmail	03
What is an email?	
What is Gmail?	
What are the benefits of having a Gmail account?	
How to create a Gmail account?	
How to check your email messages in Gmail?	
How to compose an email?	
Facebook	07
What is Facebook?	
What are the regular Activities on Facebook?	
How to create a Facebook account?	
How to set your profile?	
How to use Facebook?	
How to check Facebook notifications?	
How to join a group	
How to join a fan page	
Whatsaap and Viber	14
What are Whatsapp and Viber?	
How to install?	
Privacy and Security	15
Why is it important to ensure Privacy and Security?	
How can we protect ourselves from such dangers?	
Privacy and security settings on Social Networks	
Citizen Lanka User Manual	26
Introduction to Citizen Lanka	
How to access the website	
Real Time Unicode Converter	29
What is a unicode converter?	
How to use the Real Time Unicode Coverter?	
Evaluation Sheet	31



Gmail

What is an email?

Emails are like letters that we send electronically through the internet. Through this technology it is easy to communicate from anywhere of the world.

What is Gmail?

Gmail is a free email service host that we use to send and receive emails. It is also used as an ID to create and access other accounts in various websites.

What are the benefits of having a Gmail account?

First of all we could send emails and keep contact with people very easily. It is faster than sending letters since the mails that are sent back and forth will be delivered within seconds. Normally letters are used as written proof but the extra time that is needed to communicate by letters has made emails much better. Just like letters emails can be put forward as proof and are legally valid.

To create and access many social websites like facebook, twitter, instagram, Elakiri, an email address is required. Gmail accounts are used as login ID's to these sites. All important updates will be sent to the inbox of Gmail account with all changes and so forth.

How to create a Gmail account?

1. First open your web browser which you use to browse the internet. (E.g – Internet Explorer or Chrome.)
2. Next, type <https://gmail.com> and press the search button.

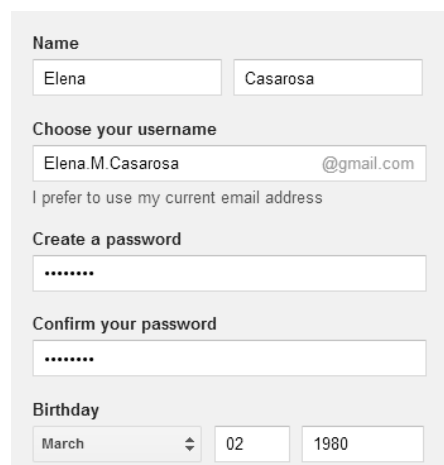
You will load a page that has two boxes to enter values. The first box is where you enter your Gmail ID. The second is where you enter your password. Below these two boxes there is a link called [Create account](#).

[Create an account](#)

3. Click and go to the link that says [Create account](#).

4. Then a new page saying *Create Your Google Account* will appear. In this page you are required to enter all your personal details. They are as follows;

- In the **Name** field you should enter your first and last names in the two separate boxes provided.
- Next is the **Choose your user name** field. This will be your email ID. Most of the common email ID's have already taken by other users.
- So, try to enter a unique ID name. If your desired ID name is not available, then the website will display a message saying **someone already has that username. Try another?** So re-enter ID name till a valid ID name has been found.
- Next is the **Password and confirm** field, enter a valid password that has a variety of both letters and numbers. After that enter the same password to confirm field. If it doesn't match then you will have to re- enter it. Remember to keep your password safe or you won't be able to use your account!
- In the next section of fields, you have to enter relevant personal information as follows. Birth date, Gender, Mobile phone number.

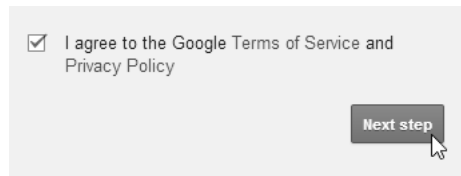


The screenshot shows a form for creating a Google account. It includes the following sections:

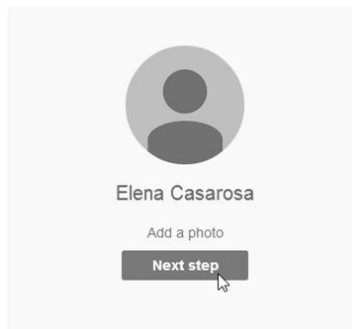
- Name:** Two input fields containing 'Elena' and 'Casarosa'.
- Choose your username:** An input field containing 'Elena.M.Casarosa@gmail.com'.
- Create a password:** An input field with masked characters '.....'.
- Confirm your password:** An input field with masked characters '.....'.
- Birthday:** A dropdown menu set to 'March', and two input fields for '02' and '1980'.

- Leave the **Current email address** field empty since you don't have another email address.
- Next is the **CAPTCHA field**, where you are required to look at a given image and type in the same two words or numbers.

- Finally, read and click the tick box under Terms & Service and Privacy policy.



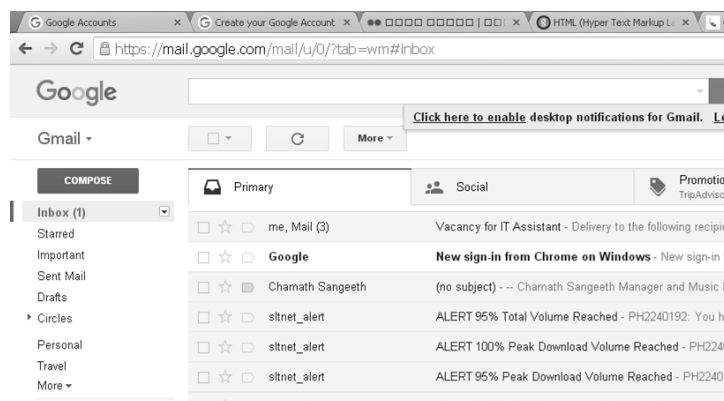
- The next page will ask you whether you want to upload a profile picture. If you don't wish to just click next step.



- Next your account will be created and you will be welcomed to Gmail.

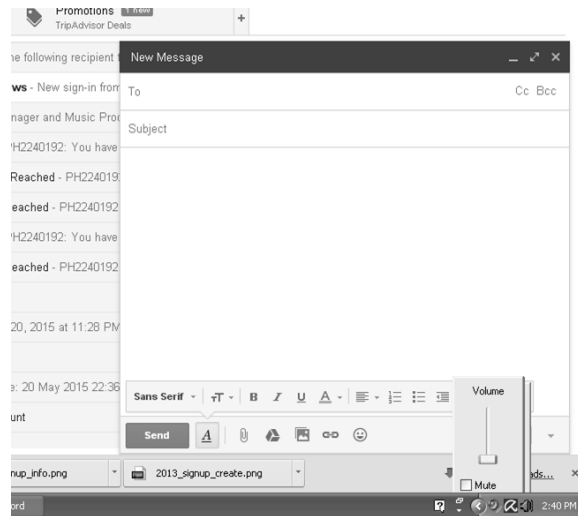
How to check your email messages in Gmail?

On the left top corner of the page is the sections you could separately check on. They are as follows. Inbox, Starred, Important, Sent mail, Drafts etc. Click and tab and in the middle the relevant content will appear.



How to compose an email?

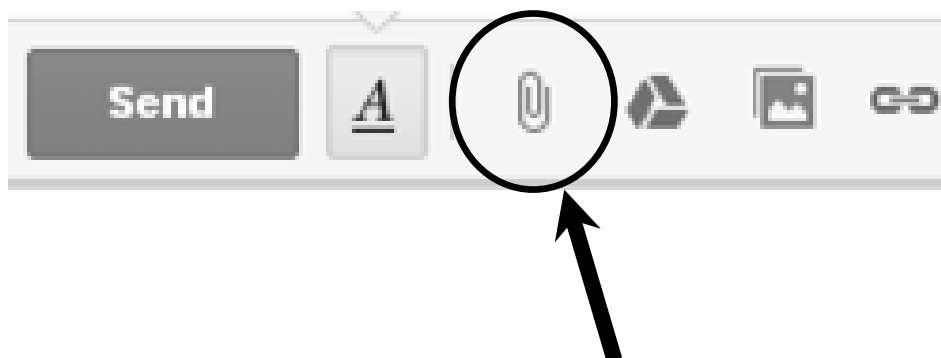
Check for a red color tab (button) that says **Compose** on the left top corner of the page and click it. Next a box will appear on the bottom right corner.



The first field named **“To”** is the recipient where you have to type in the email address of the person you intend to send the message to.

Next enter the subject of your email in the **“Subject”** field and type in the message on the body field.

If you have any external attachments use the **“Attach”** icon to browse and select the desired attachment. Finally click the send button.



Attach Button

Remember that you can make maximum attachments at only 25mb.

Safety

- **Don't** give your username and password to other people!
- **Don't** read strange emails sent by people you don't know!
- If you open your email account in a public computer like a cyber cafe/communications centre, make sure the password is **NOT** saved.



Facebook

What is Facebook?

Facebook is a social media site where you can keep in touch with your friends and people with similar interests. This is a form of new media that we can use to communicate a lot of information.

What are the regular Activities on Facebook?

- Uploading pictures, videos, statuses
- Chatting and messaging friends
- Commenting and liking content on Facebook
- Playing games, Answering quizzes and joining groups and fan pages
- Participating in campaigns
- Sharing information in networks

How to create a Facebook account?

1. First open your web browser which you use to browse the internet.
2. Next, type <https://facebook.com> and press the search button.

Sign Up
It's free and always will be.

First name Last name

Email

Re-enter email

New password

Birthday

Month Day Year Why do I need to provide my birthday?

Female Male

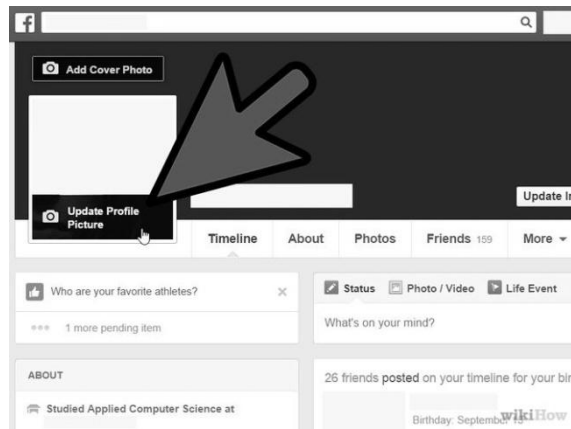
By clicking Sign Up, you agree to our Terms and that you have read our Data Use Policy, including our Cookie Use.

Sign Up wikiHow

3. On the right bottom corner on the home page you can see the blank fields that are under the heading **Sign Up**. Fill all the necessary details including your email address which will be later used as an ID to log into your Facebook account.
4. Next, you will be sent a confirmation email to your email address, log in to your Gmail account and click inbox. You will see a message from Facebook with a link saying click to confirm. Click it.
5. Then you will be taken back to Facebook where all your profile details could be edited including your profile picture and more.

How to set your profile?

- Upload a profile picture (Be careful this is available to the public.)

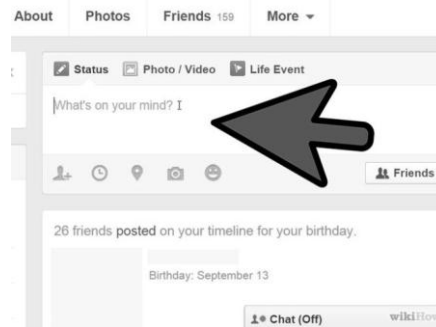


- Add friends by typing their names on the Facebook search bar

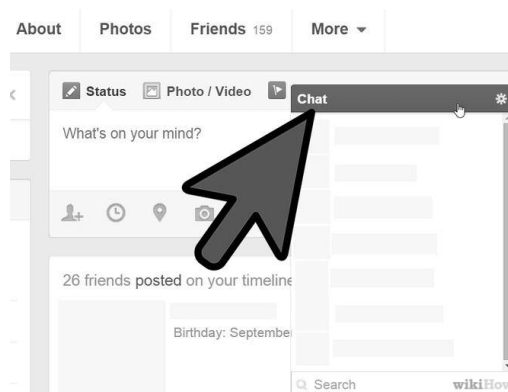


How to use Facebook?

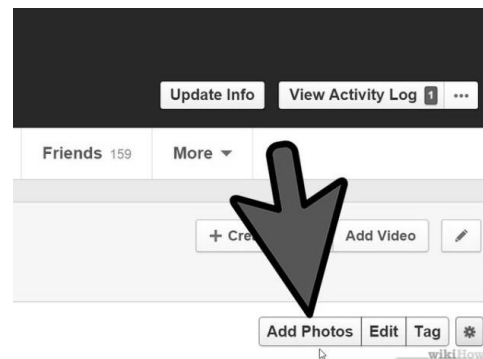
- Update a status



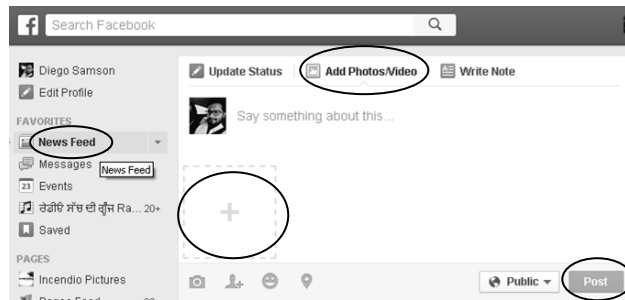
- Chat on Facebook. In order to chat, you must have friends added on to your list.



- Upload photos or updates of events that interest your friends / people on your network.



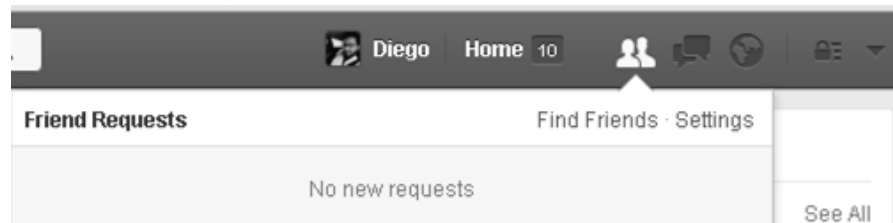
- You can also upload videos to Facebook. This is also another way to upload your pictures.



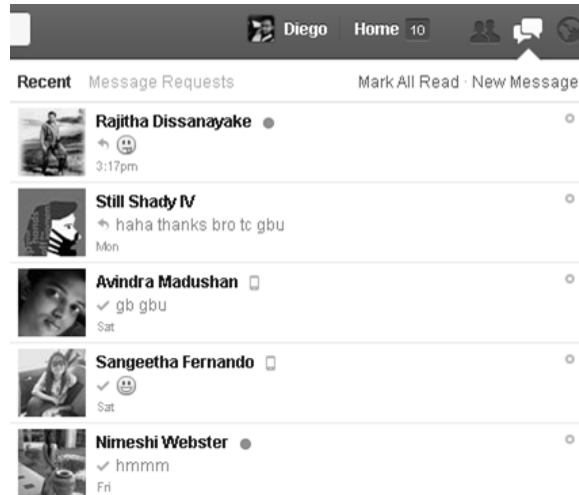
1. First click the News Feed tab
2. Then click Add **Photos/Videos**
3. Next click the Big plus symbol that appears like shown in the picture
4. Then a window will open, you can select any picture or video that is in your computer.
5. Finally click the **Post** button.

How to check Facebook notifications?

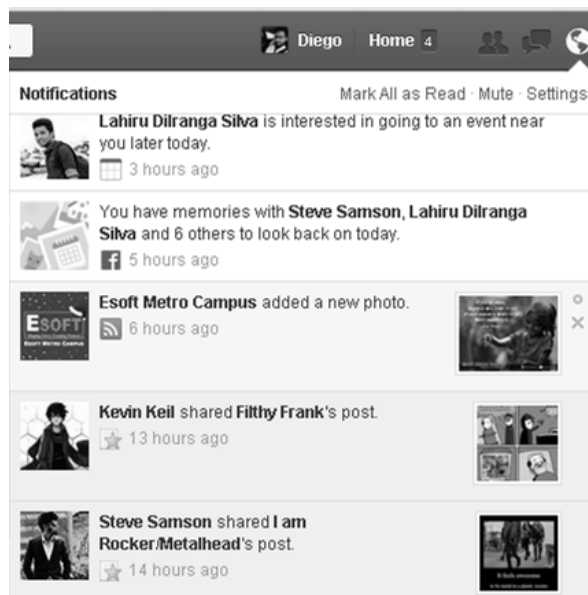
- Friend Requests – By clicking the below shown Icon you can see who as sent you requests to be friends with you. You can visit their profile and decide whether to accept their request or decline. Be careful do not add strangers they will have access to your personal updates.



- **Inbox Messages** – These are the overall messages that you receive including the chat you have with online and offline friends. You can simply type a friend’s name and send them a message to their inbox even if they are not online. The same applies to you too. Even though you have been offline, friends can send inbox messages to you.



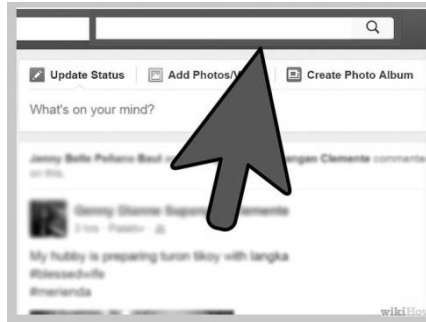
- **General Notifications** -These are the notifications that you receive about all the posts, likes and comments that you and your friends have shared. There are also game requests, fan page invitations and so much more.



About Facebook Pages and Groups

How to join a group

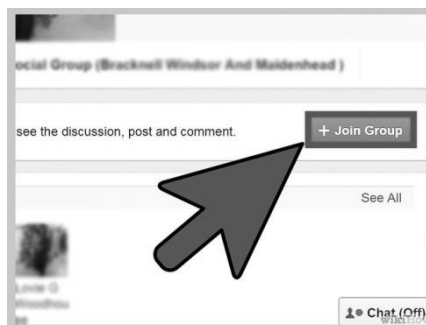
1. Go to the search bar, type the group name you want to search and click the search icon or press the enter key. You will see a list of groups with the name you typed or with similar names. Just click the group name that's displayed and you will be able to see the group's content.



2. There are groups that are only intended for certain people. If it says Closed group then you can't join it unless you are invited by the group owner.

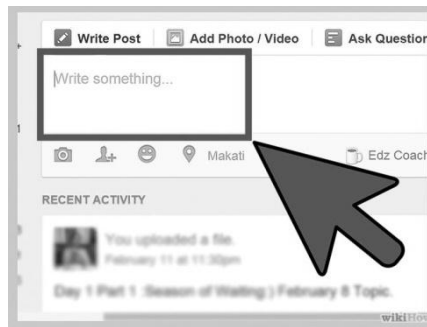


3. If you want to join open groups, once you are on the group's page just click the green button that says **Join Group**. (Be careful not to join unwanted groups because you will be exposed to a lot of strangers that will have some sort of access to your account through the group.)



4. Posting on groups are same as the regular posts you create all over facebook. You can write and upload anything you wish. But you will have to wait till your group

membership is approved by the owner. (Be careful not to post any unwanted content or irrelevant subject matter in particular groups because it might lead to your termination from the group.)

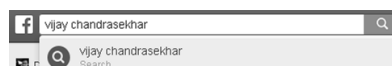


5. All your group updates will appear under the news feed tab. But if you wish to, you can visit the group once again by searching it on the search bar.



How to Join a Fan Page

1. Go to the search bar and search the fan page you need to join to. Just like in the group search, you will find a list of names where the fan page you want to join and a list of similar fan pages will appear.



2. Simply click on the name of the page you want to join. Or click the Like button on the right to join the fan page right away. By clicking the page name you will be taken into the fan pages timeline page.





Whatsapp and Viber

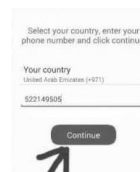
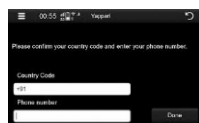
What are Whatsapp and Viber?

These are message applications for mobile phones that use the internet to transfer messages very quickly and for a low cost.

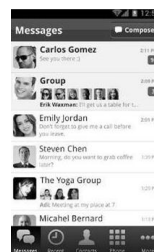
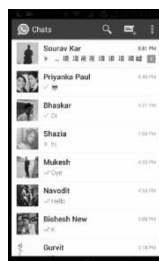
Important – relevant phones that support these applications along a working data connection is required to download, install and use these applications.

How to install?

- If you are using an android phone then go to Play Store, search and download these applications. (You will be asked for account details in order to enter Play Store, just enter your email and password).
- When the download is complete launch the application and then you will be asked for your phone number. Enter it.



- Next you will receive a code number through a text message to your phone. Copy and enter it to your Whatsapp or Viber and the confirmation will be done.
- Finally open the application and you could see that all contacts saved in your contact list that has either software will be shown separately.



- All online contacts will be shown and you can send texts, voice clips, pictures, videos and also call through the internet connection of you phone.

Privacy and Security

Why is it important to ensure Privacy and Security?



It is important to maintain proper privacy and take proper security measures when using the internet because the internet is open to anyone and if it's left unguarded your valuable data could be stolen and used

illegally.

Why steal your information?

- Information about you might not seem very important till something bad really happens. There are reports where images, names and private information were stolen from Facebook accounts and used in inappropriate ways tarnishing the original owner's name. Hackers can blackmail you threatening to misuse your information.
- Online shoppers who use credit cards enter their credit card information to relevant sites to make purchases. Some hackers use various methods like key loggers & fake pages to steal this information and thus make purchases from others accounts leaving the owner helpless when the bills arrive claiming that he or she has made purchases.
- Hackers also send malwares and viruses through the internet in order to hack and use machines for cyber attacking purposes. Most of the time the original owners have no clue that their home computers are used to do severe cyber-crimes. It is important to ensure that your devices are protected against such attacks and you do not give out information that allows hackers access.
- Hackers will use your information as a frontier for their criminal activities so that law enforcement will find it hard to trace them because the trail will be lead to the victims whose information was stolen.
- Ladies/girls should be particularly careful of strangers/unknown people on the internet who try to approach you and strike a friendship and get your information. This has led to many cases being reported in the media. Treat your contacts like you would treat anyone you meet and DO NOT give them access to your personal information of any kind.

How can we protect ourselves from such dangers?

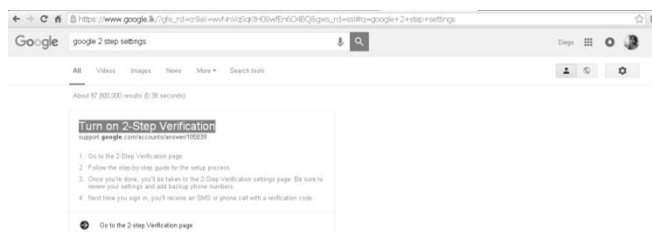
There are many ways that we can protect ourselves from these sorts of dangers.

- Don't enter personal information on unknown websites.
- Don't click every advertisement link that you see on the internet.
- Don't add unknown people to your social network accounts like Facebook, Twitter, etc.
- Don't download unknown files from the internet.
- Download and install a good virus guard that will protect your computer from malware.
- Do regular scans from the virus guard on all memory disks plugged in. Especially CDs, pen drives, mini hard disks, mobile memory cards, etc.

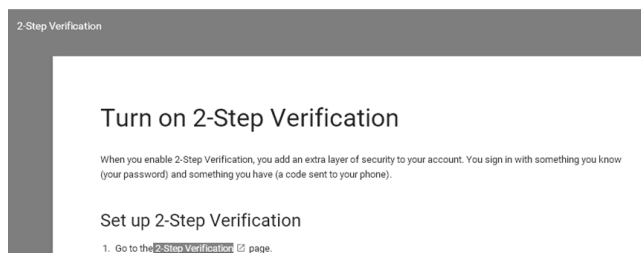
Privacy and security settings on Social Networks

Google

- Open your browser, go to the Google search bar and type **Google 2 step setup**.
- Click the **Turn on 2-Step Verification** link that comes up as shown below.



- Now click the 2-Step verification link as shown below.



- Next click the Start setup button on the bottom right corner on the page that is loaded.
- Fill the information that is requested in the form.

- Enter your phone number correctly. And then click the send code button.

Set up your phone

1 ————— 2 ————— 3

Which phone should we send codes to?

Google will send a numeric code to your phone whenever you sign in from an untrusted computer or device.

Phone number ex: 071 234 5678

- Google will only use this number for account security.
- Message and data rates may apply.

How should we send you codes?

Text message (SMS)


Voice Call

- You will receive a code to the phone number you entered. Check your phone and enter the code correctly on the next page that loads up. Click verify.

Verify your phone

1 ————— 2 ————— 3

We sent a text message to 075 575 9025 with a code



Enter verification code

Verification codes are 6 digits long.

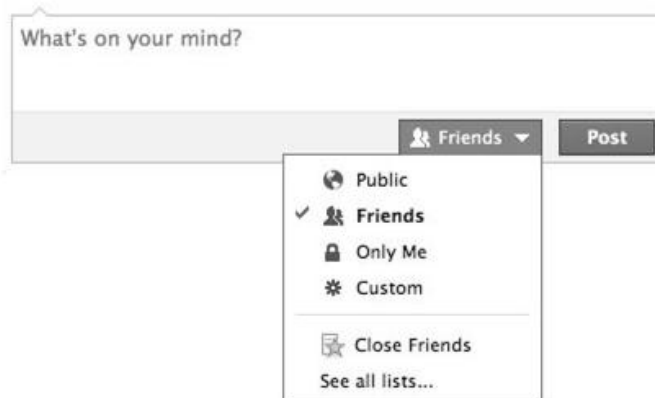
[Didn't get the code?](#)

- If the current computer you are using is a trusted computer then click the tick mark and click next on the page that loads up next.
- Now Click the Confirm button. And now you're Google account is secure. Every time you log in to your account from a new computer it will ask for an access code that will be sent your mobile number that you have verified as yours during this two step verification process.

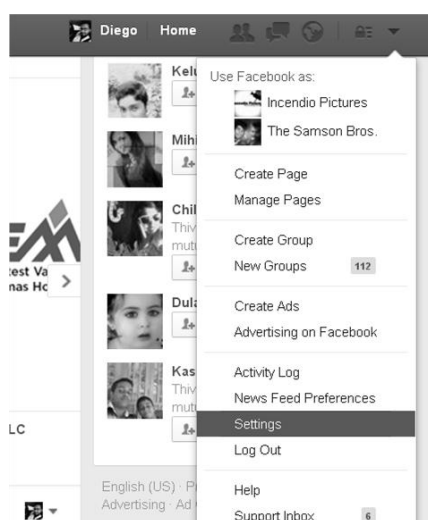
Facebook

- Your data is not 100% private no matter how much of privacy settings you use on Facebook. But you can use some simple settings that will give you the control over who can access your personal data.
- Choose who can see the current posts that you are going to enter on your Facebook Profile.

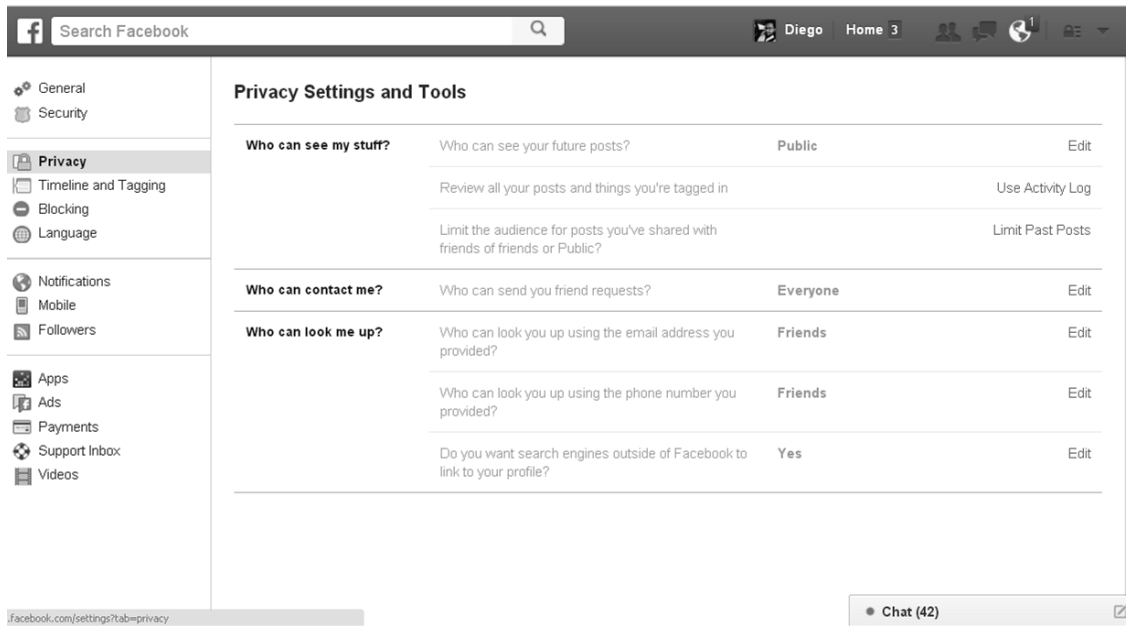
You'll find an audience selector tool most places you share status updates, photos and other stuff. Click the tool and select who you want to share something with.



- The safest way to protect your data is to choose the **Only Me** option but then no one will see what you post. If you want people to see what you post then choose **Friends**. Then only your friends can see them. If you make it **Public** then anyone can search and find the things you post.
- A more advanced way to monitor and manage your privacy and security settings on Facebook can be done through accessing the **Privacy settings and tools** page.
- Click the arrow key you see on the top right corner on your Facebook page. Then you will see a drop list like shown in the below image. Click the settings tab.



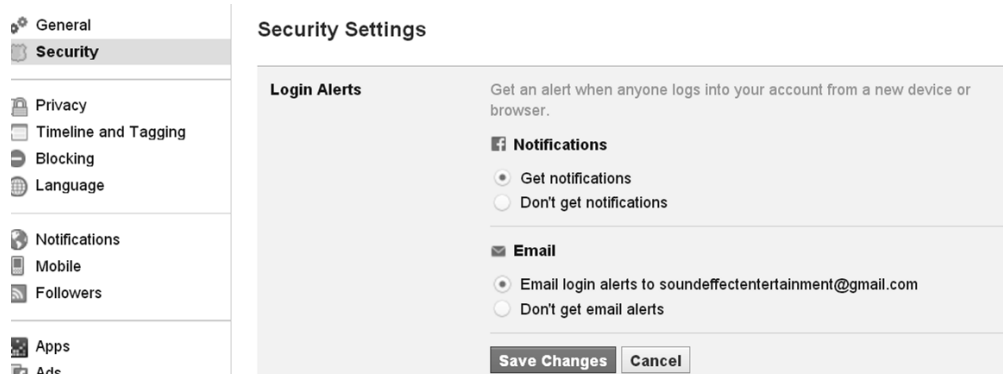
- On the next page select the Privacy tab that you can see on the left as shown in the image below.



- Enter your preference on all the above as it suits you. The recommendation for best privacy and security would be setting the options to **Only Friends**.
- Click on the **Security tab** on the same page that is just above the Privacy tab. You can now optimize the security levels of your profile as show below.

Login alerts

- ❖ By activating this feature, whenever you or someone else logs into your profile you will be alerted.



Login approvals

Login Approvals Require a security code to access my account from unknown browsers [?]




Save Changes **Cancel**



What are Login Approvals?

Login Approvals is an extra layer of security that uses your phone to protect your account.

How it works

		
When logging in from an unknown browser, you'll need a security code.	You can only get security codes from your phone. [?]	By entering the code, you can prove that it's really you trying to log in.

Get Started **Cancel**

- ❖ Click the get started button then add your phone details and you will receive a text message with a code.



Alternate Security Code Delivery

We texted you a confirmation code. Please enter it below.

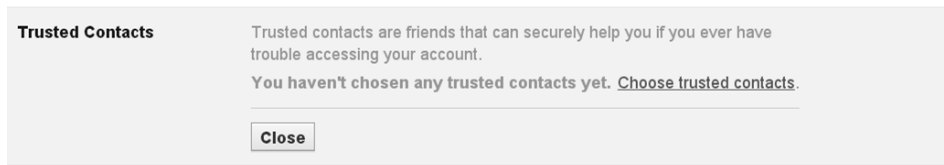
It can sometimes take a few minutes to receive the code.

Change Phone Number **Continue** **Cancel**

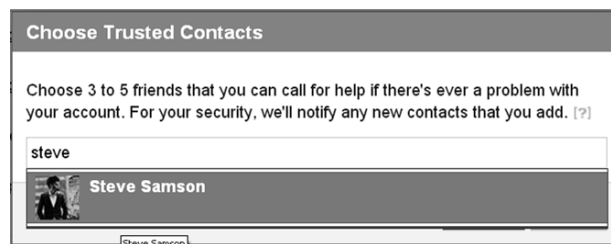
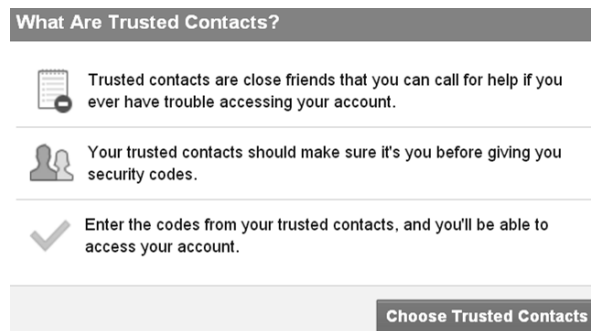
- ❖ Click the continue button and a completion message will be shown on your screen.

Trusted Contacts

- ❖ This is a precaution taken incase you loose access to you account.



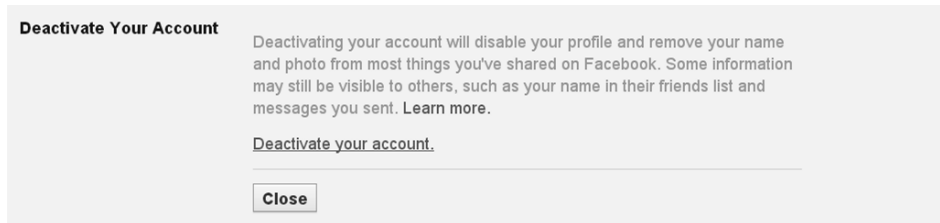
- ❖ Click the blue color link Choose trusted contacts then the button that says the same.



- ❖ Type the names of your trusted friends and select them. Finally click the confirm button.

Deactivate

The first thing you must teach a person who is going to learn to drive is how to stop. Even though driving and using Facebook are two different activities, it is important that you know how to delete your account too.



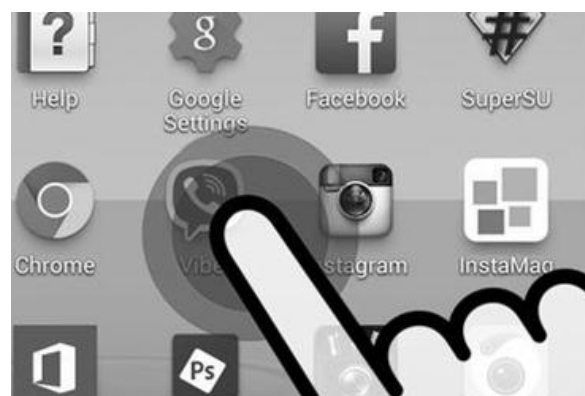
- ❖ Click on the Deactivate your account link. You will be asked for a reason. Choose any option you like.
- ❖ Then you will be asked for your password. Enter it any you will be logged out and your account will be inactive.
- ❖ To reactivate your account simply visit the Facebook login page and enter your email ID and password and login as usual.

How to block Viber numbers

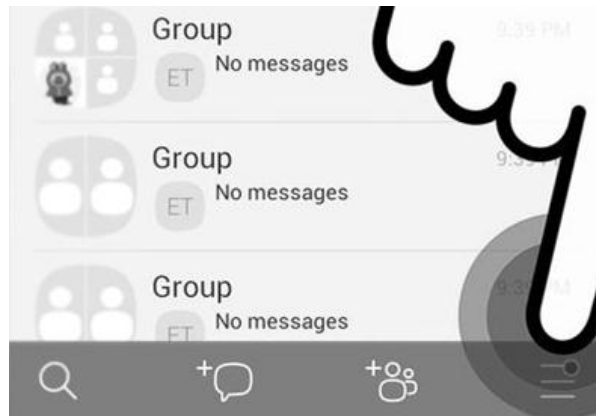
If you wish to stop calls and messages on Viber from particular contacts all you have to do is block their numbers.

Follow the following steps to do so.

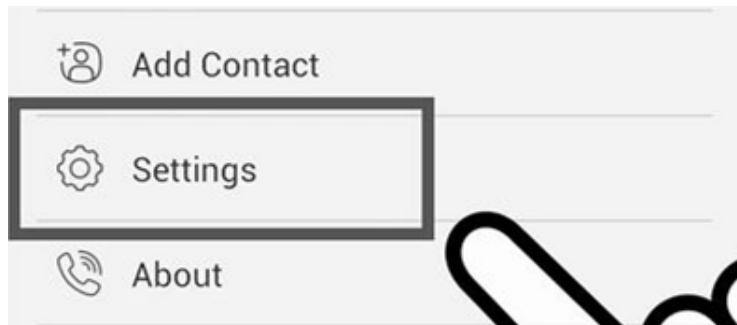
- Open your Viber application.



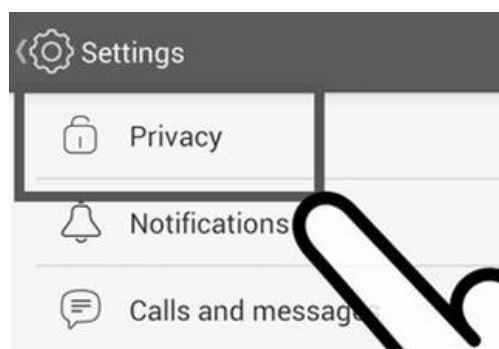
- Open the menu by tapping the lower right corner of the screen.



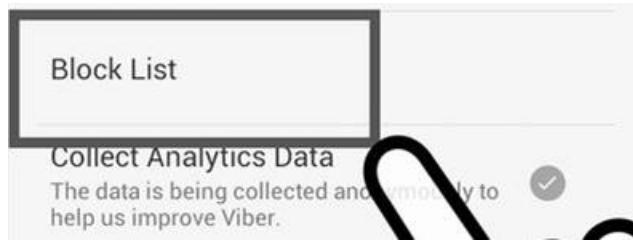
- Open the settings.



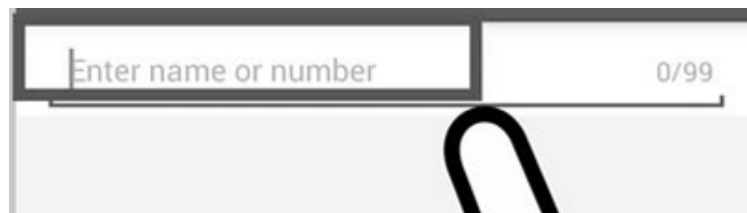
- In the settings menu, open the Privacy tab.



- Now you will see the tab Block lists. Open it.



- On the bottom of the screen you will be able to see a **+ Block number** tap it. Now you can see a box that says insert number. Enter the number that you want to block and press the block number.

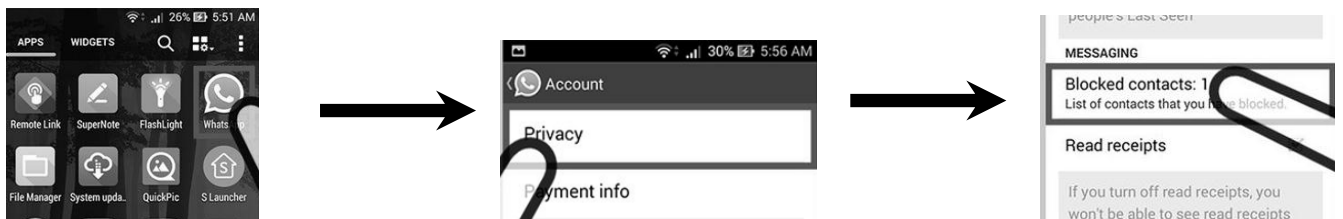


- If you want to check and manage blocked number just follow the same steps that lead to the block list.

How to block Whatsapp numbers

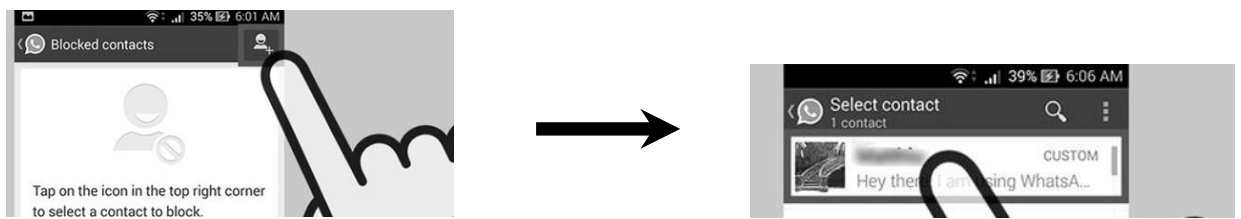
The process is much similar to how it's done on Viber. But there are two ways of blocking already saved and unsaved contacts.

- ❖ To block already saved contacts follow the following steps as shown in the pictures below.

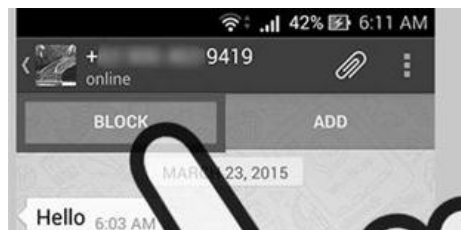


- Button > Settings > Account > Privacy
- Next, tap on the Blocked Contacts tab.
- On the next screen tap the upper right corner as shown on the image.

- Then go ahead and select the contact that you wish to block.



- ❖ To block unknown numbers simply tap the block button when they contact you.



Citizen Lanka User Manual

Getting Started

Introduction to Citizen Lanka

This website is dedicated to communicate information regarding four main subjects. They are as follows; Citizen Councils, Language Equality, Laws of Sri Lanka and Constitution Making.

Citizen Councils

Under this section of the website you could browse through the latest updates on the citizen councils that are formed all over the island. You could see all update about your citizen council as well as updates from all the other citizen councils.

Language Equality

Under this section of the website you could view and understand the current language issues that Sri Lanka is facing currently. Information about all language related grievances are available read and understand. The main purpose of this section is to educate the people of Sri Lanka of its language issues and help citizens to come over their language barriers by establishing equal language rights. By this section it is expected to support and see that the dual language policy is activated and maintained.

Laws of Sri Lanka (Justice Centre)

Under this section of the website you could go through all the laws of Sri Lanka which affects the citizens in their day to day activities. Getting to know your rights by law will help you stand against any unlawful acts conducted by authorities and minimize the level of corruption in the country.

These laws are categorized as Labor Law or Employ Rights, Family Law or Domestic Violence, Land Law or Housing Rights, Environmental Law, Language Rights, Human Rights Law, Criminal Law, Civil Laws and International Law.

Constitution Making

Under this section of the website you could read through all updates that are going to be done to re-establish the constitution in the favor of all citizens in the country.

How to access the website

- Simply type the following web address on the address bar on your web browser without the quotation ("") marks.

“citizenslanka.org”

- Next you will come to the home page of the Citizen Lanka website.
- Choose a preferred language between Sinhala, English and Tamil by clicking on of the three boxes displayed.
- By choosing a preferred language, the whole website content will be displayed in that particular language from top to bottom.

Tabs and their functions

Home – By clicking this tab you will take back to the welcome page, which is the first page you saw when arriving to the website.

About Us – By clicking this tab you can read details about our organization including our mission and vision statements.

Updates – By clicking this tab you can listen to our podcasts on current matters that are related to citizens of our country. (Currently empty)

Contact – By clicking this tab you can get information on how to contact us. Our location is indicated in a map with our address. We also have a form that you could fill in with your contact information and the message you have for us.

Citizens Councils – By clicking this tab you can read and share all the content related to all the citizen councils that are formed throughout the country. There are important content under various subjects like, *Good Governance, Environment, Women And Children, Youth Affairs, Language And Culture and Role And Responsibility Of Government Officials*. You can also see the content that you have sent about your citizen council as well.

Language Equality – By clicking this tab you can browse through all the language related grievances that are related to Administration And Daily Life, Access To Information, Access To Education and Access To Justice.

Constitution Making – By clicking this tab you can read all the updates about the constitution making where you could comment and share your opinions under the articles and polls posted.

Search – Click the search Icon on the upper right corner. A new page with a search bar will appear. Type any key words to find related content of what you desire to find about. You also can share letters that you have sent to the citizen lanka website that has been published.

Share Buttons – At the bottom of every post on every page you will see a set of icons of Facebook, Twitter and Google Plus. By clicking these buttons, you are able to share this content that you go through on Citizens Lanka website to other social media platforms.

Real Time Unicode Converter

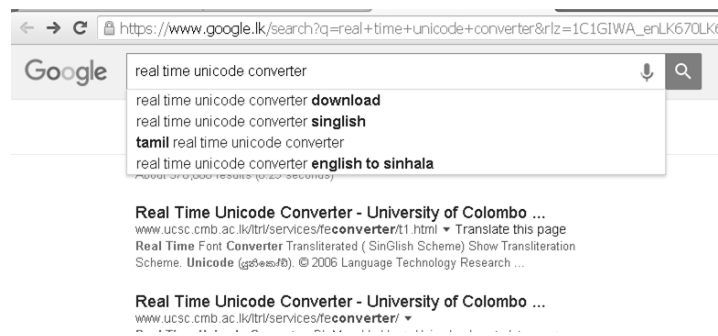
What is a unicode converter?

An unicode converter is a software that helps us to get texts converted for web use. The user is required to type the words they want to be converted to the desired language in English.

The user must enter the pronunciation of the words in English Syllabuls. It is somewhat close to “SMS” language. The user must know the English alphabet and how the letters are pronounced in order to get a favourable out come.

How to access the Real Time Unicode Converter?

- First go to you web browser and enter “Real Time Unicode Coverter”
- In the web search you will see a web link like shown in the below image.



- Click the link and you will be taken to the home page of the site.



- You will be asked to choose a preferred type of conversion. You need to choose a type of conversion according to the language you need the Unicode in. If you need to convert something into Sinhala, then simply choose a conversion that says “Sinhala Unicode” and if it is Tamil then select “Tamil Unicode”.
- Type in the text you want to be converted on the square on the top and the converted Unicode will appear on the bottom.
- Once you are done, click the “ Copy” button.

Unicode Real Time Font Conversion Utility

Transliterated (SinGlish Scheme) [Show Transliteration Scheme](#)

api sAvama lakmavagea dharuvan vemu.

Reset

Unicode (සිංහලයින්)

අපි සාවම ලක්මවගේ දරුවන් වෙමු.

Copy

Evaluation Sheet



Mark **Yes** or **No** in the box. (If **Yes** put a (✓) and if **No** put (X))

1. Understands how to do simple browsing on the internet.
2. Created a Gmail account successfully.
3. Understands how to check received emails and learnt how to compose emails.
4. Understands the purposes of using social media.
5. Created a Facebook account successfully.
6. Uploaded a profile picture on Facebook.
7. Learnt how and added friends on Facebook.
8. Created a post and posted it on Facebook.
9. Learnt how to message friends on Facebook.
10. Learnt basics on how to use Viber and Whatsapp.
11. Understands the importance of maintaining Privacy and Security when using the internet.
12. Learnt how minimize being victims of dangers that can occur while using the internet.

- 13. Successfully secured previously created Gmail account.
- 14. Successfully learnt how to secure previously created Facebook account.
- 15. Learnt how to block unwanted contacts on Whatsapp and Viber.
- 16. Understands the purposes of the Citizens Lanka website.
- 17. Understands how to access the Citizens Lanka website.
- 18. Understands how to browse the website for details.
- 19. Successfully posted 2 citizens reports to Citizens Lankawebsite.
- 20. Successfully participated in an online campaign through Citizens Lanka Council website.

