

ECDL ONLINE COLLABORATION

Syllabus 1.0

Learning Material (Google and Related Tools)



Provided by:
ECDL Malta

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ECDL Online Collaboration

The ECDL Online Collaboration module is designed to give you the skills to set up and use online collaborative tools, including file storage, productivity applications, social media, web meetings and more. An increasing number of work-related meetings and projects are being carried out online through collaborative methods, allowing people to work together without having to be in the same room, or even country.

On completion of this module you will be able to:

- Understand the key concepts relating to online collaboration and cloud computing.
- Set up accounts to prepare for online collaboration.
- Use online storage and web-based productivity applications to collaborate.
- Use online and mobile calendars to manage and plan activities.
- Collaborate and interact using social networks, blogs, and wikis.
- Schedule and host online meetings and use online learning environments.
- Understand key mobile technology concepts and use features such as e-mail, applications, and synchronisation.

What are the benefits of this module?

Being capable of hosting and taking part in online work sessions and meetings is a core skill for the modern professional. This module covers the key skills needed to understand the main concepts relating to online collaboration and cloud computing. Once you have developed the skills and knowledge set out in this book, you will be in a position to become certified in an international standard in this area - ECDL Online Collaboration.

What collaborative tools are covered in this book?

A range of different tools from different technology providers are covered in this book. Because there are so many different collaborative tools – and because these tools change so quickly – it is not possible to provide a comprehensive set of specific instructions relating to all tools that you may use. Instead, examples of typical tools are provided. You can then generalise the relevant skill from these examples to the tools that you actually use, if they differ.

ECDL ONLINE COLLABORATION

LESSON 1 - COLLABORATION CONCEPTS	1
1.1 Key Concepts of Online Collaboration	2
1.2 Key Concepts of Cloud Computing.....	5
1.3 Review Exercise.....	7
LESSON 2 – PREPARATION FOR ONLINE COLLABORATION.....	9
2.1 Setup of Equipment.....	10
2.2 Setup in a Collaborative Environment.....	11
2.3 Managing Collaborative Applications.....	15
2.4 Setup of Communication Tools.....	18
2.5 Review Exercise.....	26
LESSON 3 – USING ONLINE COLLABORATIVE TOOLS.....	27
3.1 Utilising Online Storage	28
3.2 Using Common Productivity Applications	33
3.3 Using Online Calendars.....	40
3.4 Using Social Media Tools	43
3.5 Using Online Meeting Tools.....	57
3.6 Accessing Online Learning Environments	63
3.7 Review Exercise.....	76
LESSON 4 – MOBILE COLLABORATION	77
4.1 Mobile Devices and Operating Systems	78
4.2 Activating Bluetooth.....	79
4.3 Setup Of Mobile Internet Access	82
4.4 Setup of Mobile Applications	85
4.5 Managing Mobile Apps	87
4.6 Synchronising Content	97
4.7 Identifying Mobile Security Steps.....	99
4.8 Review Exercise.....	100
ECDL SYLLABUS.....	101

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LESSON 1 - COLLABORATION CONCEPTS

In this section, you will learn about:

- Key concepts of online collaboration
- Key concepts of cloud computing

1.1 KEY CONCEPTS OF ONLINE COLLABORATION

Concepts

Online collaboration has risen to great prominence in recent years, especially with the rise of social networking, “Web 2.0”, with its emphasis on user-generated content, and virtual technologies. The application of digital technology, commonly referred to as Information and Communication Technology (ICT), can support and promote online collaboration.

The main types of services and tools supporting online collaboration include:

Services	Tools
<ul style="list-style-type: none"> • Cloud computing • Mobile technology 	<ul style="list-style-type: none"> • Productivity applications • Social media • Online calendars • Online meetings • Online learning environments

Key Characteristics of Online Collaborative Tools

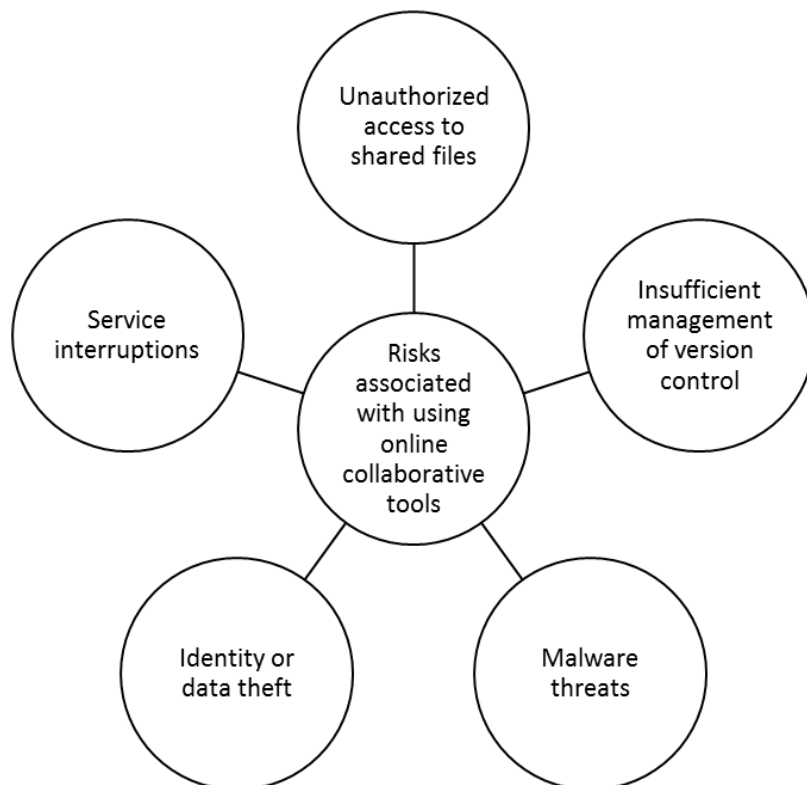
- **Multiple users**
Multiple users can access, work and contribute on the same document or projects.
- **Real time**
Responses, editing and updates are shown immediately, thus saving time for all involved.
- **Global reach**
Most online collaborative tools can be utilized from any location with the right set-up and Internet connection. Dispersal of information globally is easily achieved.
- **Concurrent access**
Concurrent multiple user access allows for faster editing and decision making on tasks.

Benefits of Using Online Collaborative Tools

- **Shared files and calendars**
Web-based file management and collaborative environment offer the freedom to access stored documents no matter where they happen to be. The tools have a variety of tracking capabilities that make it easy for users to see the evolution of shared files and scheduling tasks, from tracking who made the latest changes to a document, to how the document was before the changes, to tagging a colleague to review the document.

- **Reduced travel expense**
 Co-workers in different states or even countries can easily work together on the same project, helping organisations put together the best possible team for a project, regardless of employees’ various locations. This saves a lot of monetary resources for an organisation when arranging for meetings, training or reviews.
- **Ease of Communication**
 Online collaboration enhances the mobility among the team members as they are not required to travel to a fixed physical location to be able to meet up. A team can be completely dispersed while still working in an organised way. This in turn leads to the ease of communication and facilitate an increased exchange of knowledge and information.
- **Enhanced Teamwork**
 The impact on the physical facilities is minimum when there are changes in the size of an online collaboration team. The team is hence highly scalable and the team only needs to consider the number of members needed in the team depends on the goals of the team.
- **Global access**
 Team members need only to have access to the Internet with the necessary equipment and they can work remotely from anywhere in the world.

Risks Associated with Using Online Collaborative Tools



- **Unauthorised access to shared files**
It is essential to protect documents and the information they contain from improper disclosure to unauthorised parties, especially when files are shared across the extended enterprise. This requires strong authentication and access controls to ensure that only the right people can see the information.
- **Insufficient management of version control**
While many may have legitimate access needs to see and review files, not everyone needs the ability to change them. Access and version controls must be enforced to ensure that only the right people can make changes to the information in order to protect the integrity of the information in the files.

Providing access while protecting confidentiality and integrity of electronic files requires that there is a robust audit trail to understand who did what to a file and when. Organisations need the ability to track what happens to a file as well as the information contained within it.

- **Malware threats**
Malware is short for malicious software and is an umbrella term used to refer to viruses, worms, Trojans, spyware, adware, and other forms of malicious code. It is designed to disrupt computer operation, gather sensitive information, or gain unauthorised access to computer systems.
- **Identity or data theft**
Identity theft is a method of stealing someone's personal information and pretending to be them by assuming that person's identity, typically to access resources or obtain credit and other benefits in that person's name.

Data theft is the illegal access (reading, editing, or copying) of data without the data owner's authorisation.

- **Service interruptions**
Internal and external network and server downtime can impact on the availability of collaborative tools.

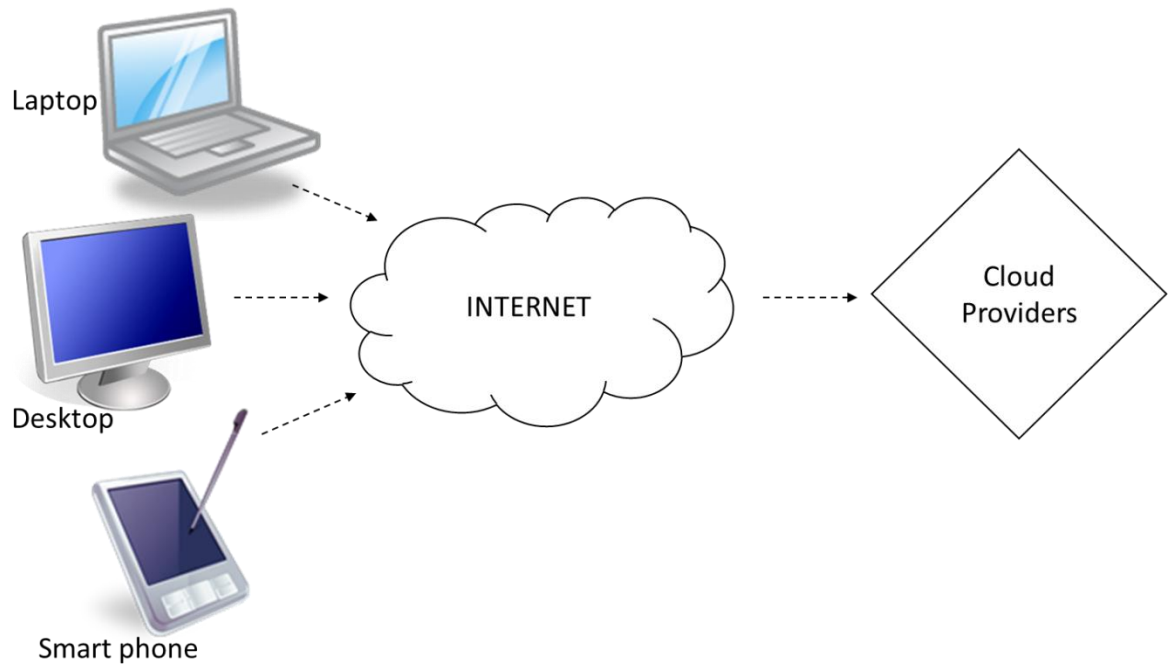
Importance of Intellectual Property Rights

Intellectual property rights such as copyrights, trademarks, patents, designs and trade secrets are important because they give the creator exclusive right over the use of their creation for a specified period. When materials are made available online for collaboration, there are risks of them being misused or illegally accessed. It is important for the owners of the shared materials to ensure that no private and confidential, copyrighted or patented materials are given public access.

1.2 KEY CONCEPTS OF CLOUD COMPUTING

Concepts

Cloud computing is the use of computing resources that are delivered as a service over the Internet. End users access cloud-based applications through a web browser or a light-weight desktop / mobile app while the business software and user's data are stored on servers at a remote location.



Cloud computing facilitates online and mobile collaboration in 2 main ways:

- Provides storage of shared documents and files.
- Offers a range of online applications and tools.

Benefits of Cloud Computing

- **Reduced cost**
Upfront infrastructure and travel costs can be avoided.
- **Enhanced mobility**
Cloud computing provides the opportunity to work and access information and services from virtually anywhere.
- **Scalability**
The impact on the physical facilities (such as work stations) is minimum when there are changes in the size of an online collaboration team. The team is hence highly scalable and only needs to consider the number of members needed in the team depending on the goals of the team.
- **Automatic Updates**
Online collaborative tools will usually allow users to set automatic updates, such as sending an out of office notice to incoming emails. The team can hence work more efficiently with reduced workload in performing manual updates to many tasks.

Risks of Cloud Computing

- **Dependence on provider**
The most basic drawback of cloud computing is that you need an Internet connection and a service provider to access the cloud. This direct tie to the Internet and a provider means that this system is prone to outages and service interruptions at any time. This could occur in the middle of a task or transaction, meaning the action could be delayed or lost entirely.
- **Data protection and control**
Even data hosted in-house is not secure, so organisations are sometimes understandably concerned about moving data offsite. With data offsite, new avenues for attack are available, and the fact that it will be travelling over an external network may make it easier to be intercepted.
- **Potential loss of privacy**
Increased use of collaborative tools by its nature facilitates sharing information with potentially large numbers of people. This creates a heightened risk of sensitive data relating to either an individual or organisation being shared widely.

1.3 REVIEW EXERCISE

1. Which of the following is an example of an online collaborative tool?
 - a. Information and Communication Technology
 - b. Social Media
 - c. Computer network
 - d. Video recording

2. Which of the following is **not** a key characteristic of online collaborative tools?
 - a. Global reach
 - b. Concurrent access
 - c. Single user
 - d. Real time

3. Two benefits of using online collaborative tools are reduced _____ and _____ access.
 - a. cost and global
 - b. time and single
 - c. security and multiple
 - d. cost and local

4. Protect the ownership of copyrights, trademarks and patents. This statement describes the importance of _____.
 - a. Data protection act
 - b. Intellectual property rights
 - c. Cyber bullying
 - d. Internet protocols

5. Which of the following is a risk associated with cloud computing?
 - a. Enhanced mobility
 - b. Automatic updates
 - c. Scalability
 - d. Loss of privacy

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LESSON 2 – PREPARATION FOR ONLINE COLLABORATION

In this section, you will learn how to:

- Set up equipment to support online collaboration
- Set up in a collaborative environment
- Manage collaborative applications
- Set up communication tools

2.1 SETUP OF EQUIPMENT



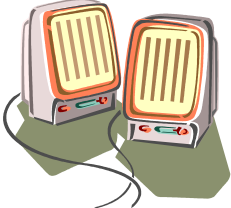
Concepts

Most modern desktop computers and laptops have a built-in video camera, microphone and speakers. If the built-in feature is not present, the equipment can be purchased separately and set up for connection to a computer or a laptop.

A. Desktop computers/Laptops

A desktop computer or a laptop is essential to collaborate with others efficiently.

B. External equipment

<p>Webcam</p> 	<p>A video camera connected to the computer that transmits video images. Most modern desktops and laptops come with a built-in video camera.</p>
<p>Microphone</p> 	<p>A microphone is used to convert sound, such as speech, to a digital signal. Most laptops have a built-in microphone.</p>
<p>Speakers</p> 	<p>Computer speakers, or multimedia speakers, are used to play digital audio so that it can be heard.</p>

C. Smart Phone with a registered number

Mobile applications that provide access to online collaborative environments can be downloaded to smart phones. This allows you to work from different locations and at times that suit you.

2.2 SETUP IN A COLLABORATIVE ENVIRONMENT

Concepts

A collaborative environment is an online environment that provides various software applications to facilitate collaboration and social networking.

For individuals, joining the collaborative environment will allow them to connect with others in real time, widen their social network and enhance their personal work efficiency.

For business enterprises, the collaborative applications enable them to incorporate interactions and innovation into the business processes so that their employees can share information and solve business problems more efficiently.

Firewall Restrictions

A firewall is a software that is a key part of keeping networked computers safe and secure. A network's firewall builds a bridge between the internal network or a computer it protects and, usually, an external network, such as the Internet. The firewall only allows traffic from the external network if it is secure and trusted.

Firewall restrictions may cause accessibility issues for users of collaborative tools.

Collaborative Tools and Equipment

Collaborative tools and equipment need to be set up and tested before they are used. It also needs to be secure and to have the features that will fit the purposes of collaboration. The most popular features in collaborative tools are:

- **Communication services**
Reliable and fast communication services are essential in enabling collaboration between individuals and groups.
- **Social networking**
Social networking keeps us connected to the latest social innovation as well as current developments in our work and relationships by facilitating updates from family members, friends, colleagues and others on a frequent basis.
- **Cloud storage/sharing/editing**
Cloud storage enables us to store information and multimedia documents (for example, photos and videos) online without taking up storage spaces in our desktop computers, mobile or other local devices. In addition, a good cloud storage allows us to have control over who can have access to our files and allows us to grant editing or download rights to others so that they can review and edit our work.

One of the most popular online collaborative environments is Google.



Google is a technology company that provides Internet-related services and products, which include search engine and cloud computing. Creating an account with Google allows you to use these Internet-related services and products.

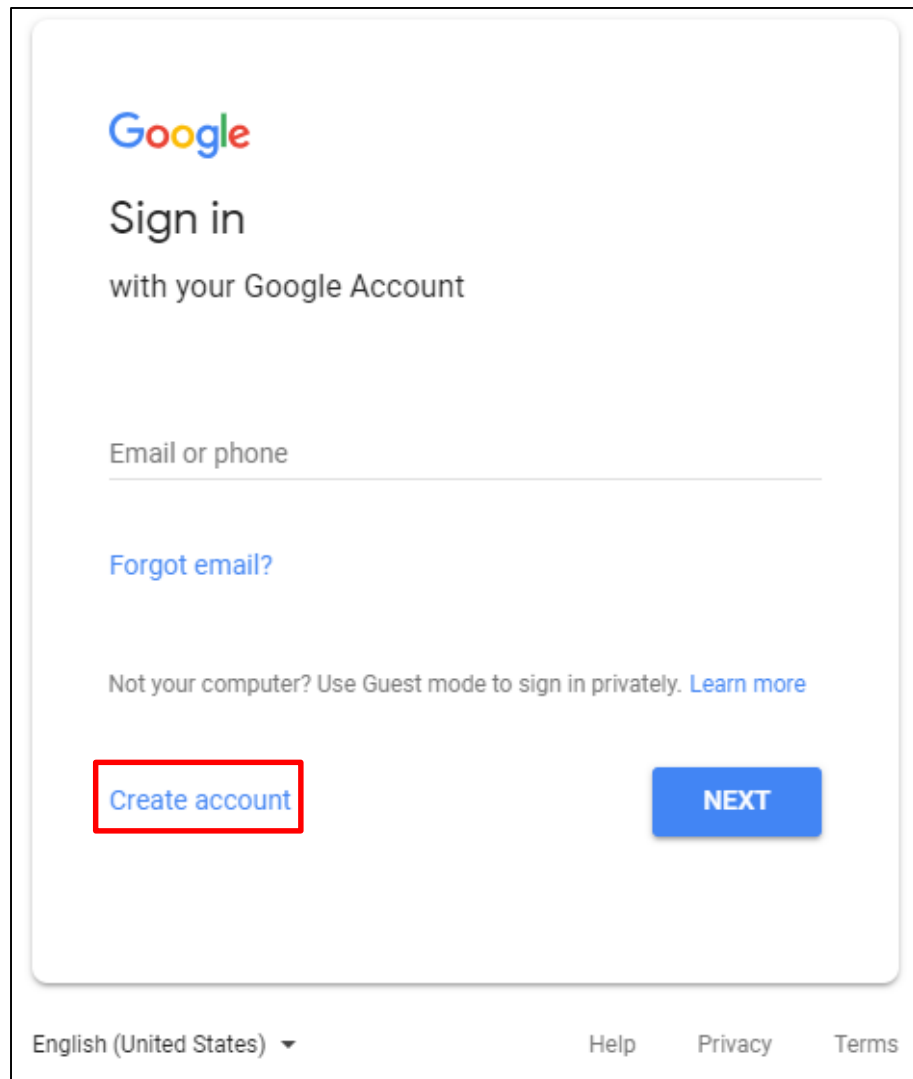


Steps

Set up an account in Google

To set up an account in google:

1. Go to the google account website <https://accounts.google.com>.
2. Click on **Create account** in the sign-in window:

A screenshot of the Google sign-in page. At the top is the Google logo. Below it is the text "Sign in with your Google Account". There is a text input field labeled "Email or phone". Below the input field is a link "Forgot email?". Further down is a link "Not your computer? Use Guest mode to sign in privately. Learn more". At the bottom of the sign-in area are two buttons: "Create account" (highlighted with a red rectangular box) and "NEXT". At the very bottom of the page, there is a language selector "English (United States)" with a dropdown arrow, and links for "Help", "Privacy", and "Terms".

3. Provide your name and create a **Username** and **Password** in the appropriate spaces provided in the pop-up window.

Google

Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods
[Use my current email address instead](#)

Password Confirm password

Use 8 or more characters with a mix of letters, numbers & symbols

[Sign in instead](#) **NEXT**

English (United States) ▼ [Help](#) [Privacy](#) [Terms](#)

4. Click on **NEXT** to get to the next pop-up window.
5. Provide a valid phone number and a recovery email address to secure your account.

Google

welcome to Google

Phone number (optional)

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Month Day Year

Your birthday

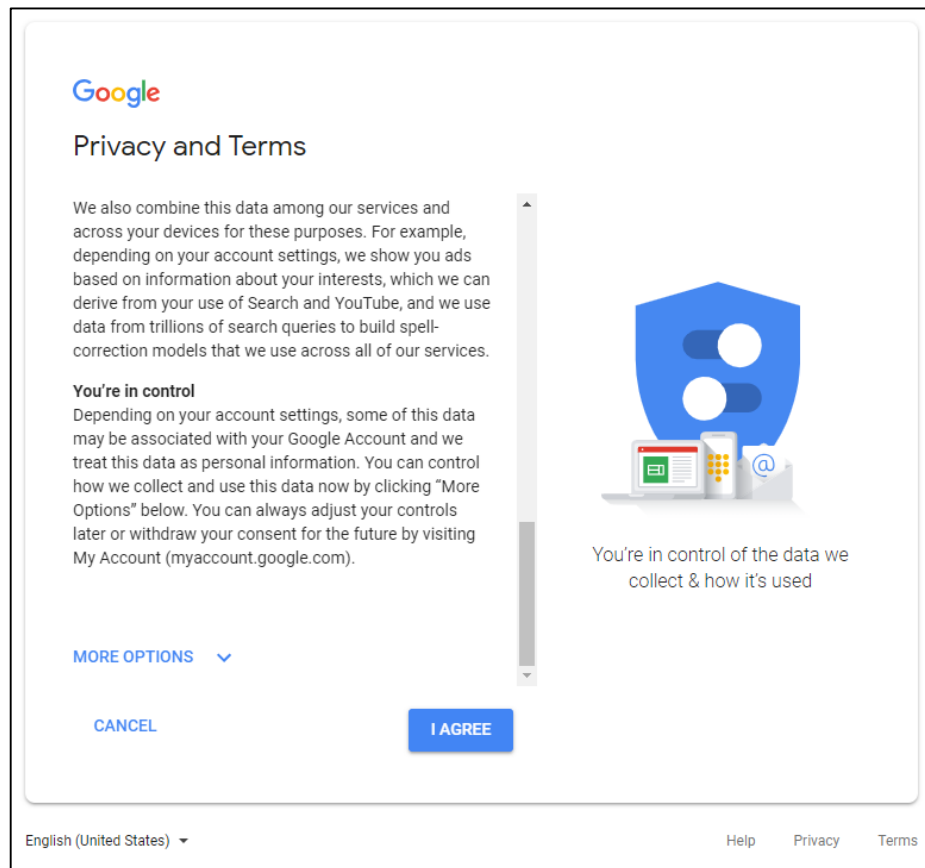
Gender

[Why we ask for this information](#)

[Back](#) **NEXT**

English (United States) ▼ [Help](#) [Privacy](#) [Terms](#)

6. Click on **I AGREE** to agree to the Privacy and Terms set by Google to activate your account.



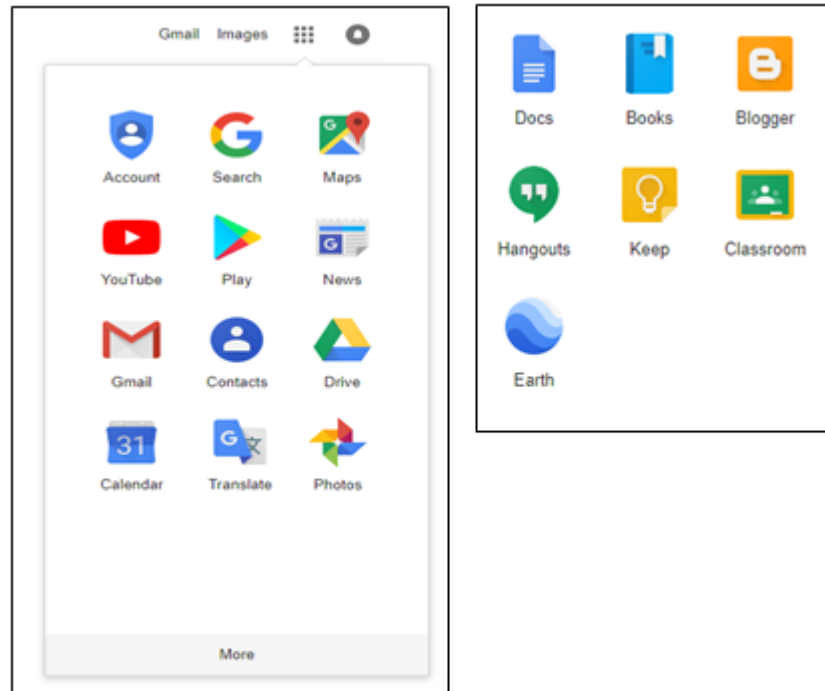
7. Your Google account is now setup and you are ready to use the tools available in this environment for collaboration.

2.3 MANAGING COLLABORATIVE APPLICATIONS

Concepts

Accessing Collaborative Applications

Upon completion of the sign-up process, you will have access to a suite of online collaborative tools provided by Google:



- **Gmail** is a web-based email service with its typical address as xxxxx@gmail.com.
- **Contacts** serves as a central storage for the contacts details of personnel.
- **Drive** service provides 15 GB of free storage.
- **Calendar** is an online calendar that can be shared with other users to help keep track of time and schedule
- **Docs** is a web-based word editor. It allows users to create and edit documents online while collaborating in real-time with other users.
- **Hangouts** supports text, voice and video conversations up to 25 participants.
- **Keep** is a note-taking service with a variety of tools for notes.

Additional Applications and Plug-ins

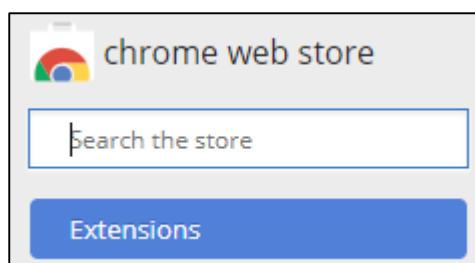
Additional applications, or Add-ons, and plug-ins are software that may need to be installed to use certain online collaborative tools. A plug-in is a small program needed by the collaborative tools to function. An Add-on is a third-party plug-in.



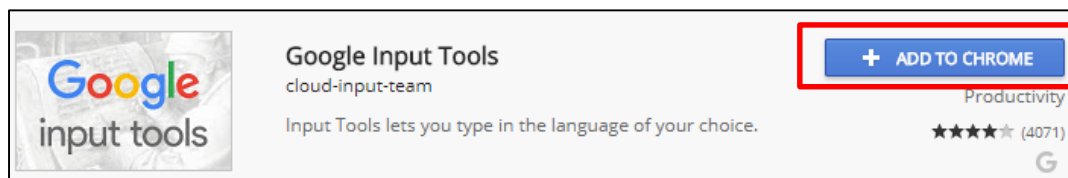
Steps

To include an add-on (for example Google Input Tools) in Google Chrome:

1. Go to the webstore of Google Chrome by typing in the address bar of your web browser **https://chrome.google.com/webstore**.
2. Type **Google Input Tools** into the search box of the Chrome web store:



3. Click on the option box **+ ADD TO CHROME**.



4. Confirm your intention to add Google Input Tools by clicking **Add extension**.

Close a Google account

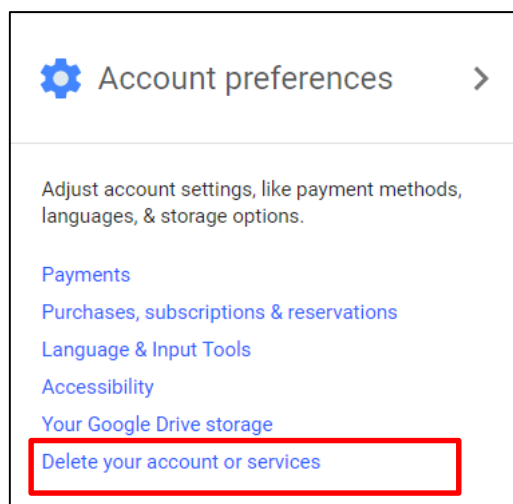
We can close a Google account at any time. Once we have completed the required steps to close an online account, we are unlikely to recover the information that is stored under this account.

Some related consequences of closing a Google account include:

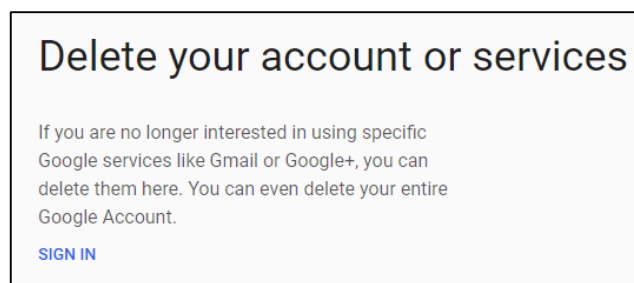
- Terminating all access to Gmail, Google Drive, Google Doc and all services related to the account.
- Losing all the data and content, including emails, files, calendars and photos in that account.

To close a Google account:

1. Sign in on the Google Account web page: <https://myaccount.google.com>.
2. Under **Account preferences**, click on **Delete your account or services**.



3. Click on **SIGN IN**.



4. Confirm the account deletion.

2.4 SETUP OF COMMUNICATION TOOLS

Concepts

Voice over Internet Protocol (VoIP)

Voice over Internet Protocol (VoIP) caters for the delivery of voice communications and multimedia sessions over the Internet. By using some of the free VoIP software that is available to make Internet phone calls, you can bypass the phone company (and its charges) entirely.

Instant messaging (IM)

Instant messaging (IM) is a type of online chat which offers real-time text transmission over the Internet. More advanced instant messaging can add file transfer, clickable hyperlinks, Voice over Internet Protocol, or video chat.

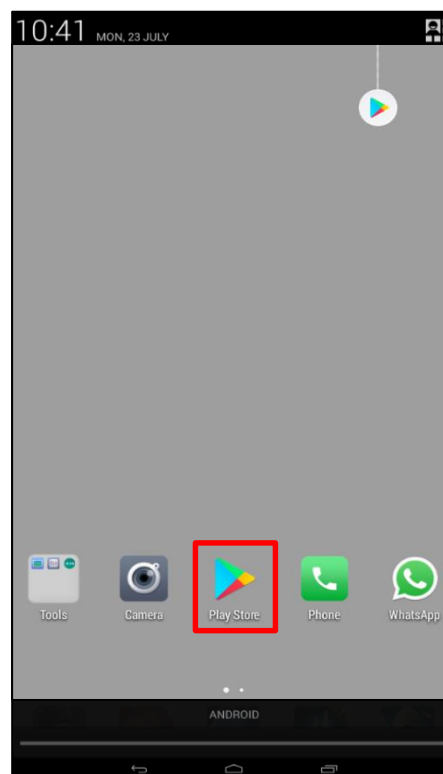
WhatsApp Messenger

WhatsApp Messenger is a free instant messaging and Voice over IP (VoIP) service. WhatsApp uses the internet to send messages, images, audio or video. It is available free for users to download from the Internet, and it provides a complementary web version for WhatsApp mobile user.

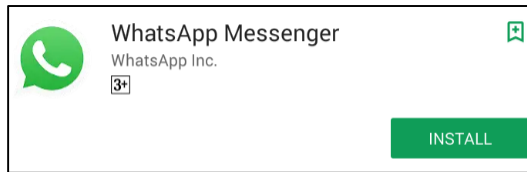
Steps

Installing WhatsApp Messenger on a Mobile Phone

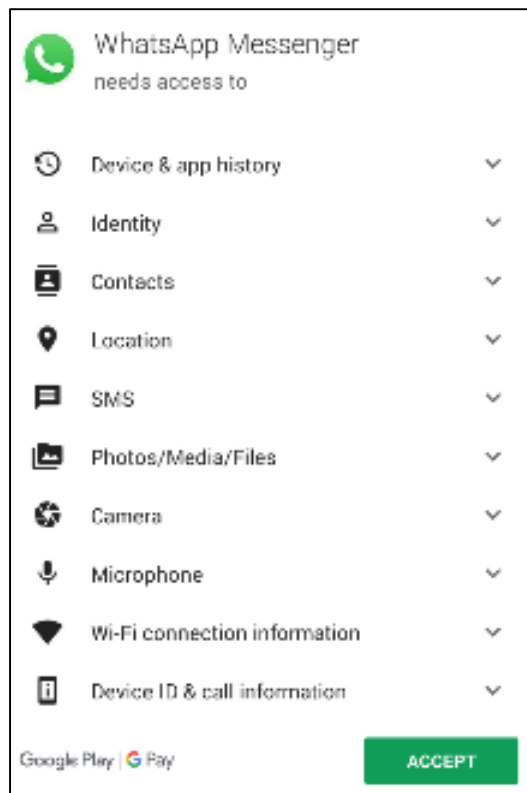
1. To make use of the WhatsApp Messenger service, tap on the **Play Store** icon preinstalled in your mobile phone.



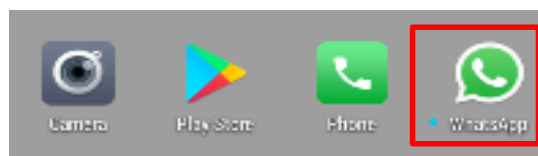
2. Go to **Play Store** to look for **WhatsApp Messenger** and tap **INSTALL**.



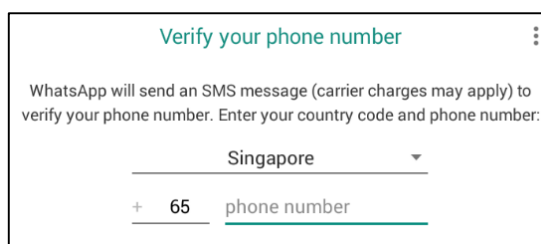
3. Tap **ACCEPT** on the Pop-up screen to grant WhatsApp Messenger access to a list of functions in your mobile phones.



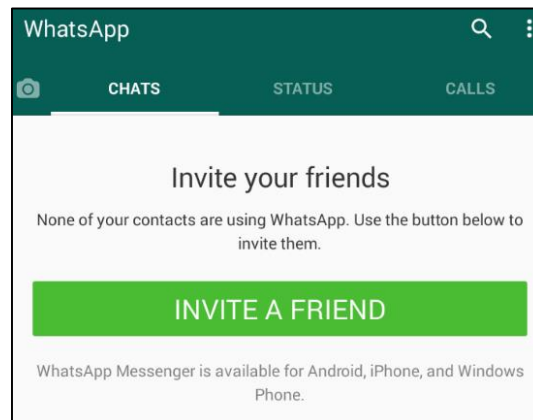
4. Return to the Home screen of your mobile phone and tap on **WhatsApp**.



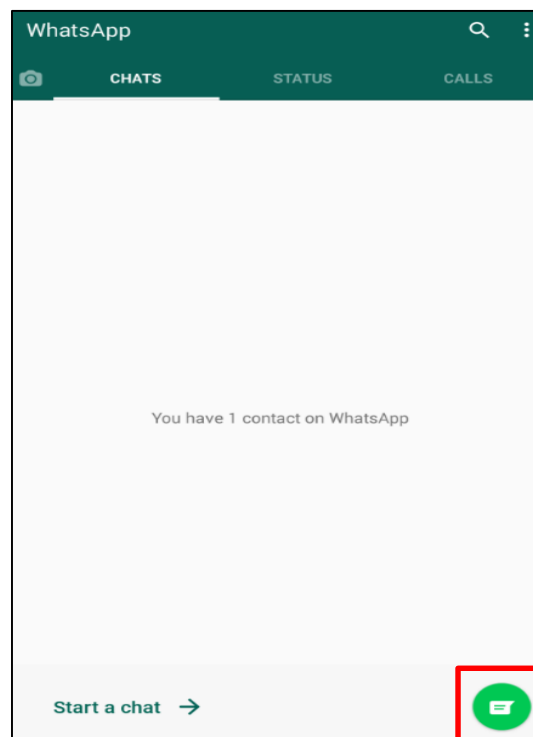
5. Enter your phone number for verification and tap on **Continue**.



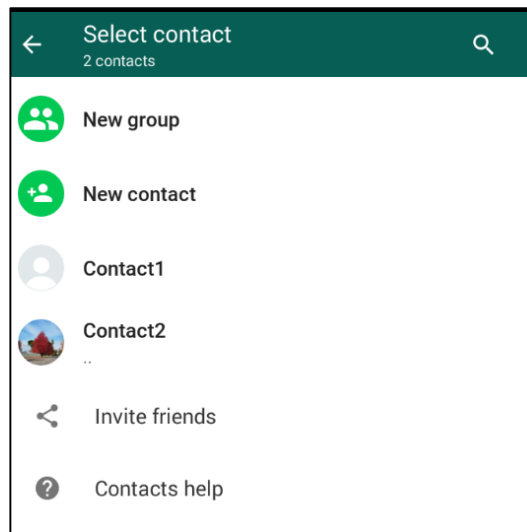
6. You will be prompted to enter the code sent to the mobile number used for verification. Once your number is verified, tap on **INVITE A FRIEND** and enter the contact of someone whom you wish to connect with.



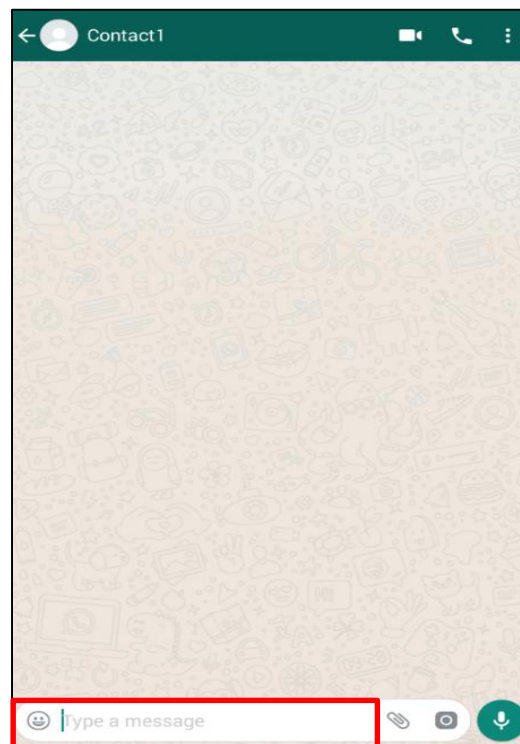
7. Tap on the chat icon to begin a chat.





- If your contacts have joined WhatsApp Messenger, begin a chat by tapping on one of the names displayed under **Select contact**.



- A chat window with your selected contact will appear and you may begin to type your messages by entering text into the message box.




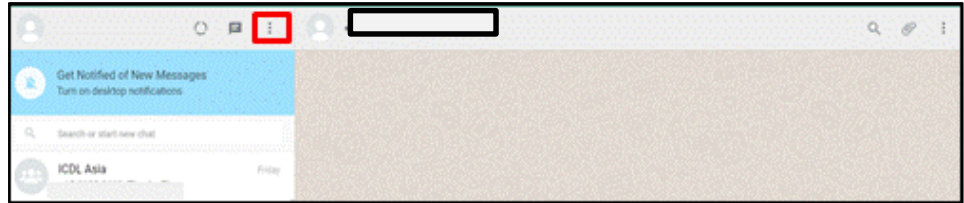
- Leave a voice message by holding down the microphone icon .

- Tap on the clip icon  to send a document. Similarly, tap on the camera icon  to send an image.

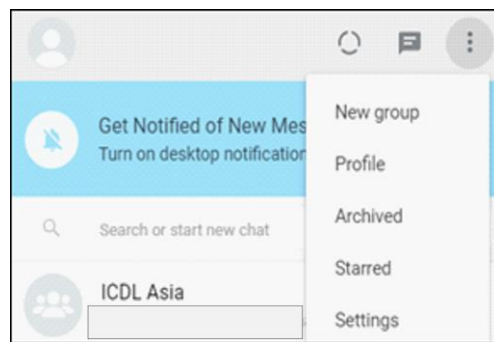
- With the successful set up of your communication tools, you can set up group chat to engage more people to work collaboratively.

Setting up a Group Chat on WhatsApp Messenger

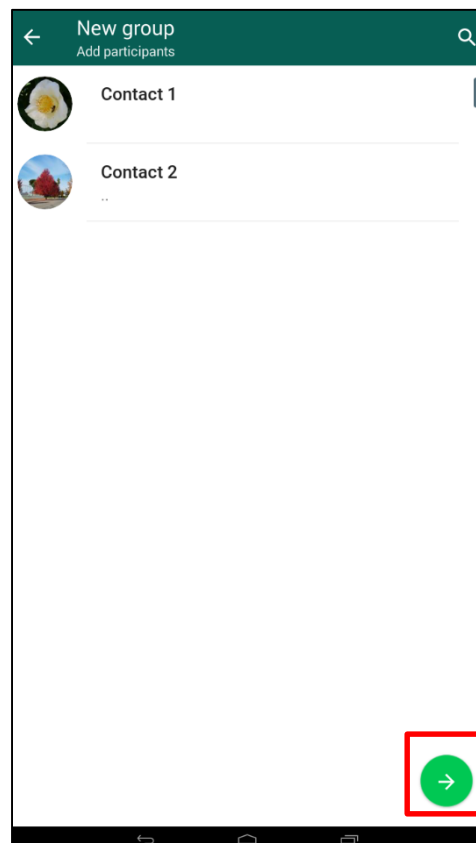
1. To set up a group, tap on  found on the top right corner of the section next to the Chat icon found on the menu.



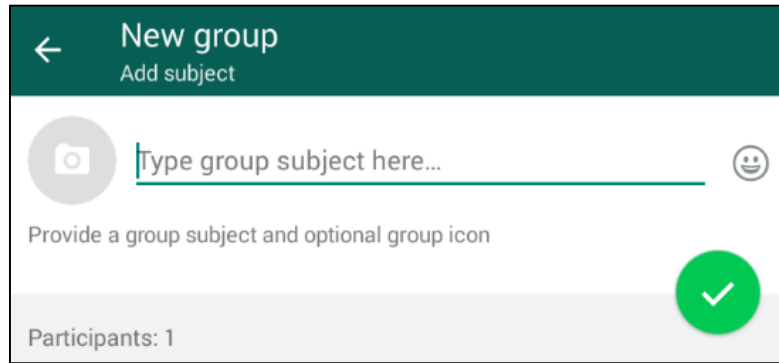
2. On the drop-down menu, select **New group**.




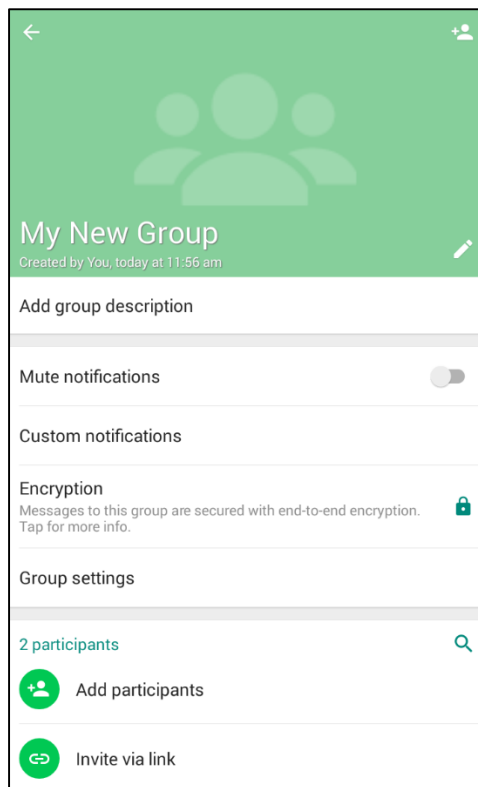
3. Select the contact name of the person you wish to add to the group and tap on the Continue arrow.



4. Enter a short relevant text on **Type group subject here** and tap on the green circle with a tick.

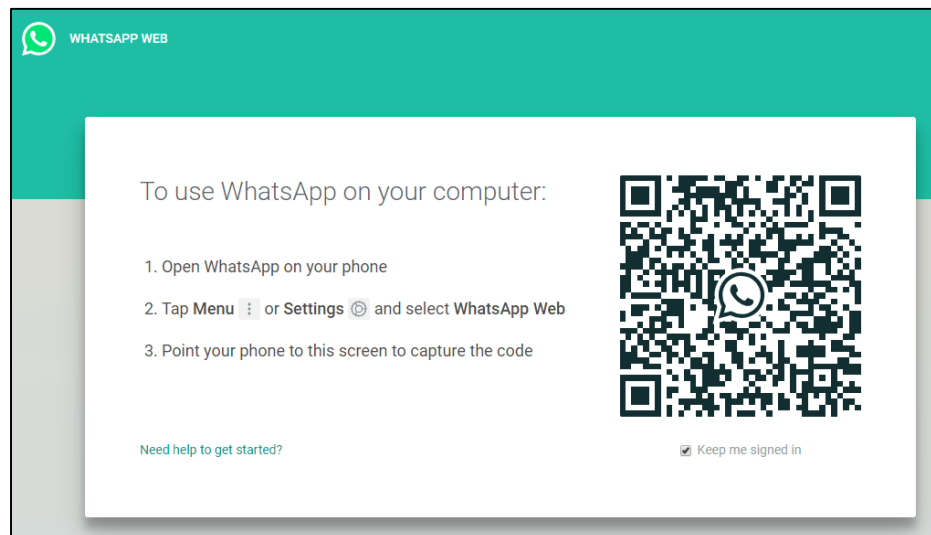



5. Add more information to this group by tapping on  located at the top of the chat window and tap on **Group Info**.
6. Manage the group by tapping on **Add group description** or **Add participants**.

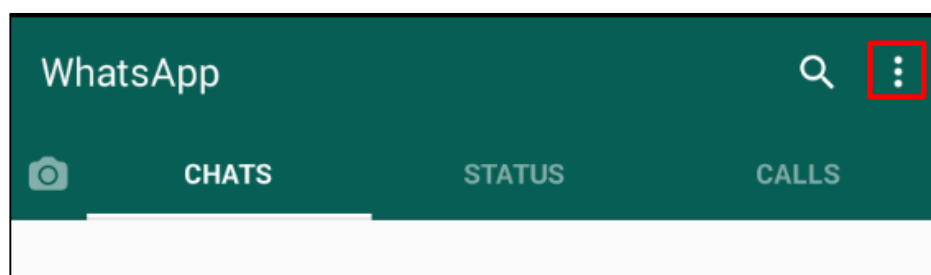


Using WhatsApp Messenger on a Desktop computer

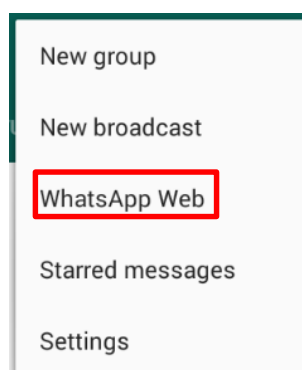
1. To use **WhatsApp** service on a desktop computer, the service must be turned on in your phone.
2. Go to the **WhatsApp Web** website <https://web.whatsapp.com>.
3. Instructions on how to use **WhatsApp** on your computer and a matrix barcode, also known as QR code, will appear.



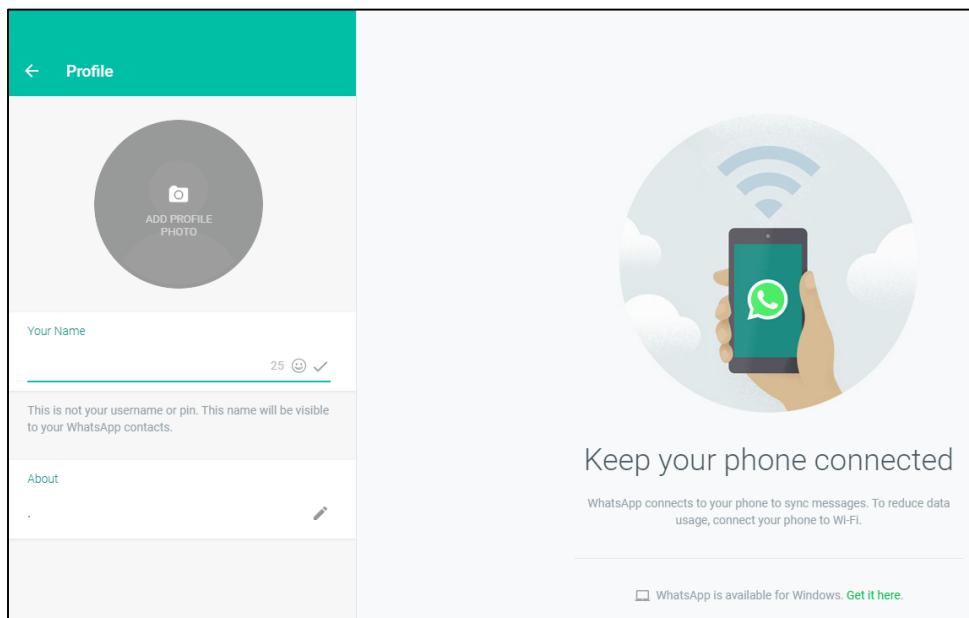
4. Open **WhatsApp** on your mobile phone.
5. Tap on  located on the right-hand corner of the **WhatsApp** screen.



6. Tap on **WhatsApp Web** on the drop-down menu.



7. Point your phone to the QR code on the desktop screen.
8. Once connected, the desktop screen will display in a similar way as shown on your phone.



9. Use the **WhatsApp Web** as you would use **Whatspp** on the phone, except that you will use the keyboard to type your message in the chat box and use a mouse to navigate on the screen.
10. Using the **WhatsApp Web** allows you to share the files you stored on your desktop more easily with other contacts.

2.5 REVIEW EXERCISE

1. Check that the following tools are set up and ready for use on your devices:
 - a. Google Account
 - b. WhatsApp Messenger on mobile
 - c. WhatsApp Messenger on desktop

2. What is a feature of Online Collaborative Tools?
 - a. Communication services
 - b. Voice recording
 - c. External equipment
 - d. Mobile computing

3. Find a collaborative tool for each of the online collaborative tasks below:
 - a. Sharing photos with colleagues
Tool: _____

 - b. Making phone calls
Tool: _____

 - c. Conducting a meeting using live video feeds
Tool: _____

4. Which of the following may pose an access problem when using certain online collaborative tools?
 - a. IM
 - b. VOIP
 - c. Windows
 - d. Firewall

5. A plug-in is _____.
 - a. a password to access the web page
 - b. a small program needed by the collaborative tool
 - c. a built-in video camera
 - d. a virus

[Type here]

LESSON 3 – USING ONLINE COLLABORATIVE TOOLS

In this section, you will learn how to:

- Utilise online storage
- Use common productivity applications
- Use online calendars
- Use social media tools
- Use online meeting tools
- Access online learning environments

3.1 UTILISING ONLINE STORAGE

Concepts

Online Storage

Storing your work files online is the first step towards online collaboration. Online storage is a file hosting service that allows you to upload, store, and access your files online. It is also referred to as a cloud storage service, an online file storage provider, or cyberlocker.

Users can upload files to the online storage site via the Internet from a computer, tablet, smart phone or other networked device. Other users can access these files, after a password or other authentication is provided. By making the soft copies of our work available for access online, we allow others to work collaboratively with us in the work.

Common Examples

Google Docs, One Drive and Dropbox are examples of file storage and sharing services, aimed at allowing users to upload and share all types of files across all the devices they use. These services allow users to share and collaborate on document files, such as word processor documents, and spreadsheets.

 Google Drive https://drive.google.com	 OneDrive https://onedrive.live.com	 Dropbox https://www.dropbox.com
--	--	---

Google Drive is an option available for storing and sharing documents online. It provides several functionalities to help us manage our files and their access. It allows us to upload files from our devices and grant access to these files to others.

Limitations of Online Storage

- **Size limit**
Most hosting services place a limit on the storage space on each account user. Google Account, for example, offers 15 Gigabyte of free storage for users to use across Google Drive, Gmail, and Google Photos. Additional storage required by users can be made by subscribing to a suitable payment scheme offered by the hosting service.
- **Time limit**
Some online storage providers offer services based on time trial. Usually when the time expires, users will no longer have access to their data unless they decide on the paid option.
- **Sharing restrictions**
As the owner of the online storage space, you can choose the level of sharing or access rights to the files in your storage. You can specify if other users can view, edit, comment on your file.

For Google Drive, you can transfer the ownership to another user with a google account. For each file, you can grant up to 100 people to edit and comment at the same time.

- **Connectivity**
With inexpensive, high-speed Internet service becoming the norm at home as well as on the go, and free Wi-Fi hotspots being increasingly available in most urban regions, we stay connected to the Internet almost all the time. However, this connectivity may not be wholly reliable.

Many factors may affect Wi-Fi connectivity, some of which include server downtimes, adverse weather, and signal disruptions.

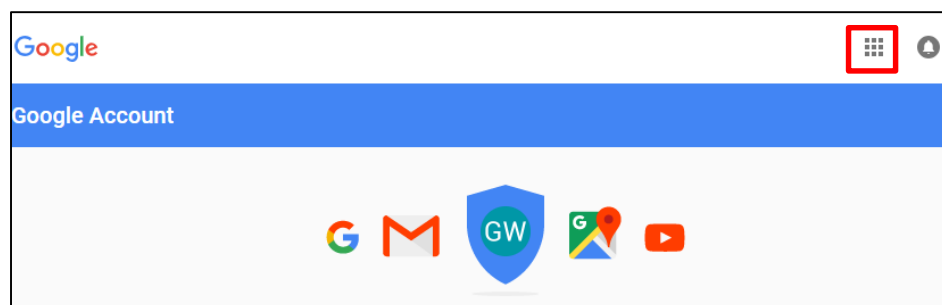


Steps

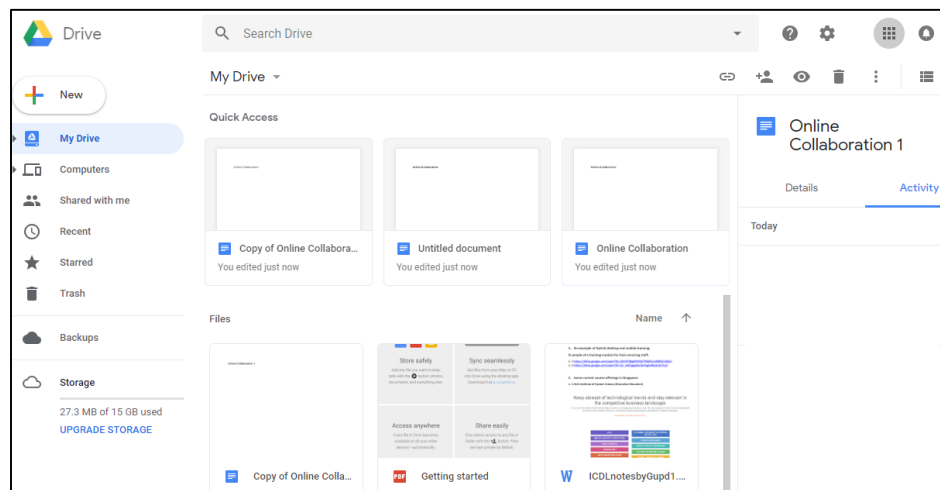
To open **Google Drive**:

1. Go to the webpage <https://accounts.google.com> and click **Sign in**.
2. Enter your registered email or phone account identity and click **NEXT**.

3. Enter your password.
4. Click on the tile icon at the right-hand corner of the opening page after successful sign-in:



5. Select the Google **Drive** icon from the drop-down menu and the Google **Drive** screen will appear.



Managing Files and Folders

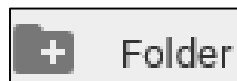
You can use the **Google Drive** account to create folders, upload and delete files.

Create Folder

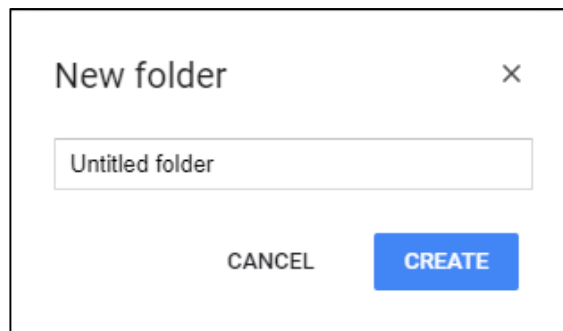
1. Click on **New**.



2. Click on the option **Folder**.



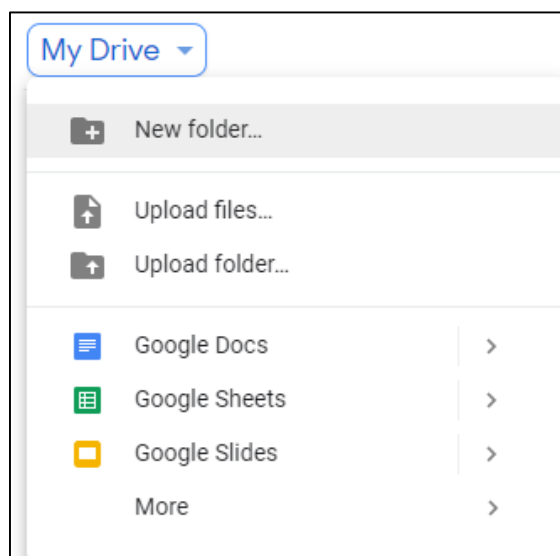
3. Type in a name in the space provided under **New Folder**.



4. Click on **CREATE**.

Upload a File

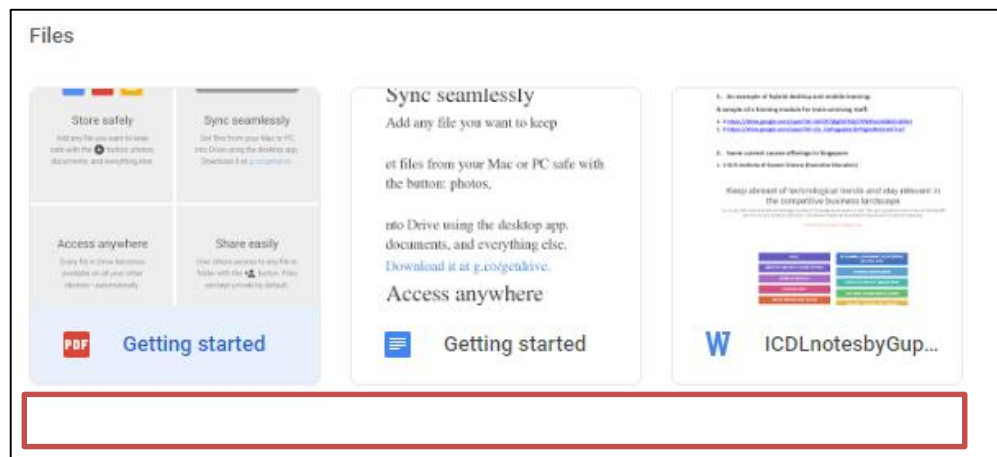
1. Click on the folder to add the file to.
2. Click on **Upload files**.



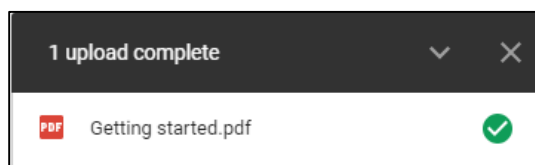
3. Locate the file you wish to upload from your computer or other storage device.
4. Click on the file name of the file you wish to upload.
5. Click **Open** or **double-click** on the file name using your mouse.
6. To upload the file quickly, reduce the size of active current window size by clicking on the following icon.



7. Drag the file to upload from the computer to the space under **Files**:

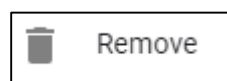


8. A message appears in the bottom panel, displaying the upload progress.
9. The pop-up panel will display **1 upload complete** upon successful upload.



Delete File

1. Right click on the file to delete.
2. Click on **Remove** at the bottom of the pop-up option list.



3.2 USING COMMON PRODUCTIVITY APPLICATIONS

Concepts

Features of Web-Based Productivity Applications

Nowadays a variety of web apps such as word processors, spreadsheets, and presentation applications can be accessed using almost any browser.

- **Multiple users can update files in real-time**

This allows everyone involved to work together from anywhere and at any time, thereby facilitating global web-based collaboration and virtual teamwork.

- **Allows sharing of files**

A group of people can share a document without the need to run their own server.

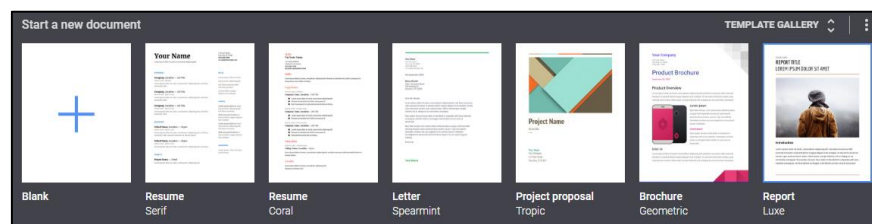
Google account enables access to several web-based productivity applications including Google **Docs**, **Sheets**, **Slides** and **Forms**.



Steps

Create Files

1. Go to the webpage <https://docs.google.com> and sign in to your Google account.
2. Under the **Start a new document**, select the desired template to create your new word document:



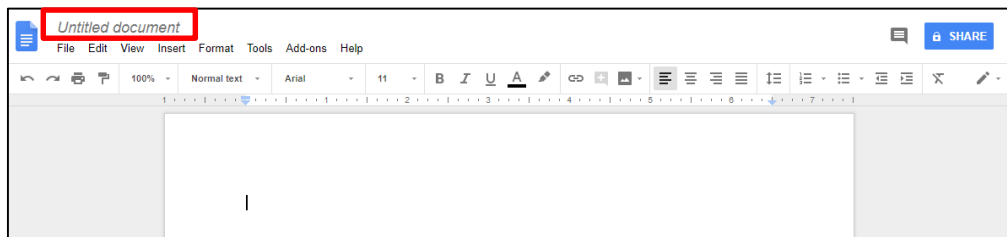
3. The online document application will open in your browser allowing you to use it as you would on a desktop application.

Save Files

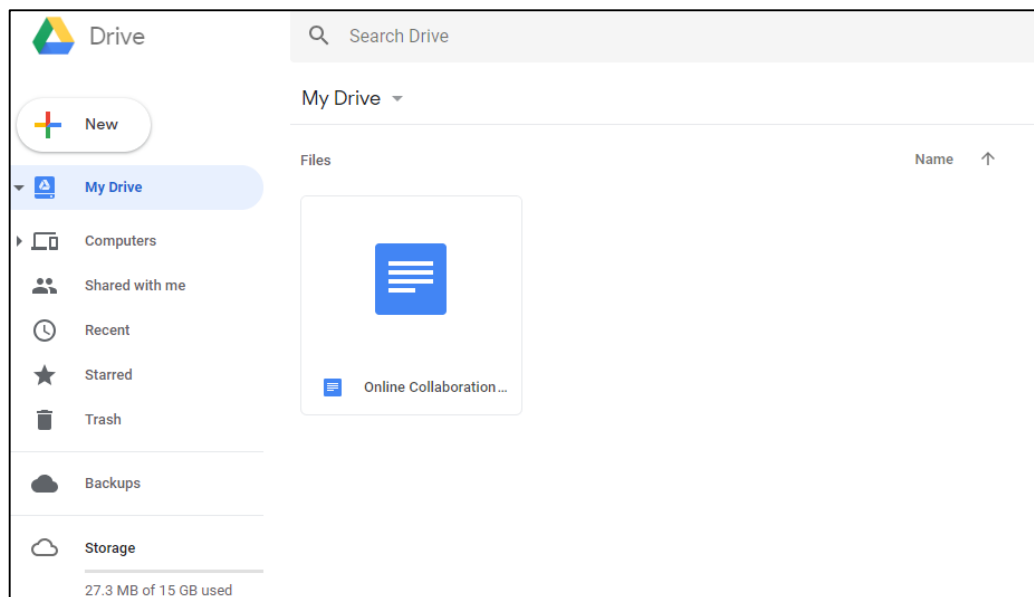
Files created or edited in the **Google Drive** are automatically saved.

Do the following to save your file within the **Google Drive** storage:

1. Enter the title (for example Online Collaboration) of your file in **Untitled document**.



2. Type in the text for your file in the space below the menu bar.
3. When you close the current webpage, the document will be automatically saved in Google Drive.



Edit Files

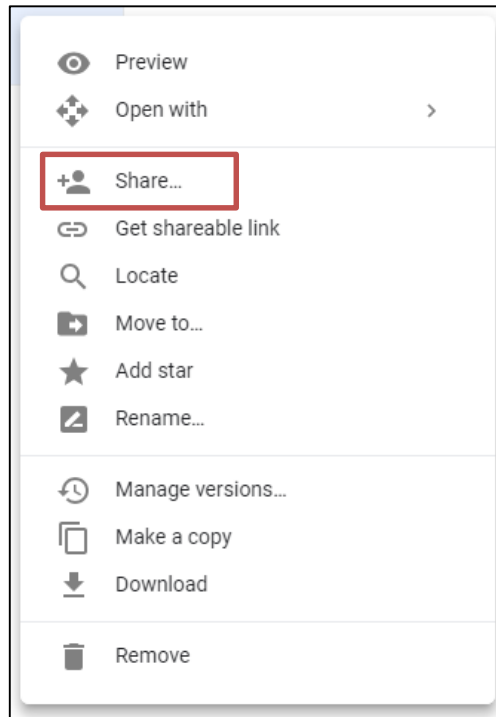
The steps to edit the files:

1. Select the file to edit by double-clicking on the file name.
2. Edit the file as required.
3. Close the current webpage and the file will automatically be updated.

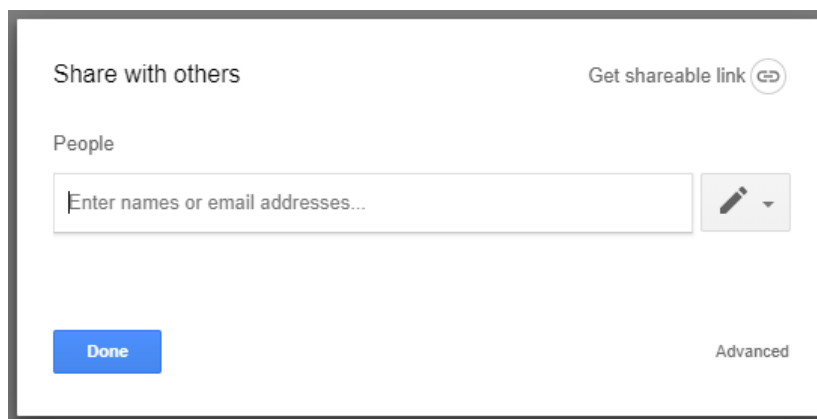
File Sharing

Files and folders stored on Google Drive can be shared to allow other users to view, edit or own them.

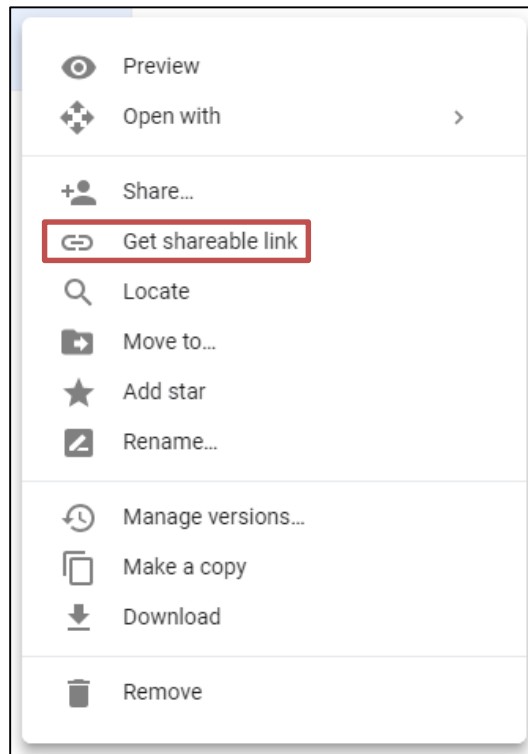
1. Select the file or folder to share.
2. Right click on the file or folder and click on **Share**:



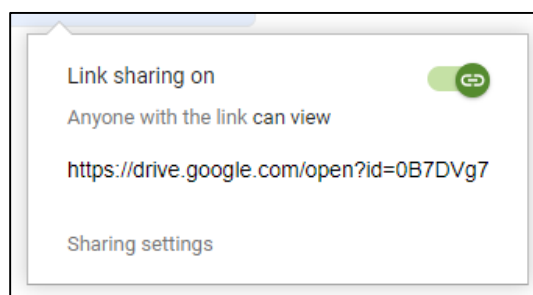
3. Enter the names or email addresses of the person whom you want to share the selected files or folder with and click **Done**.



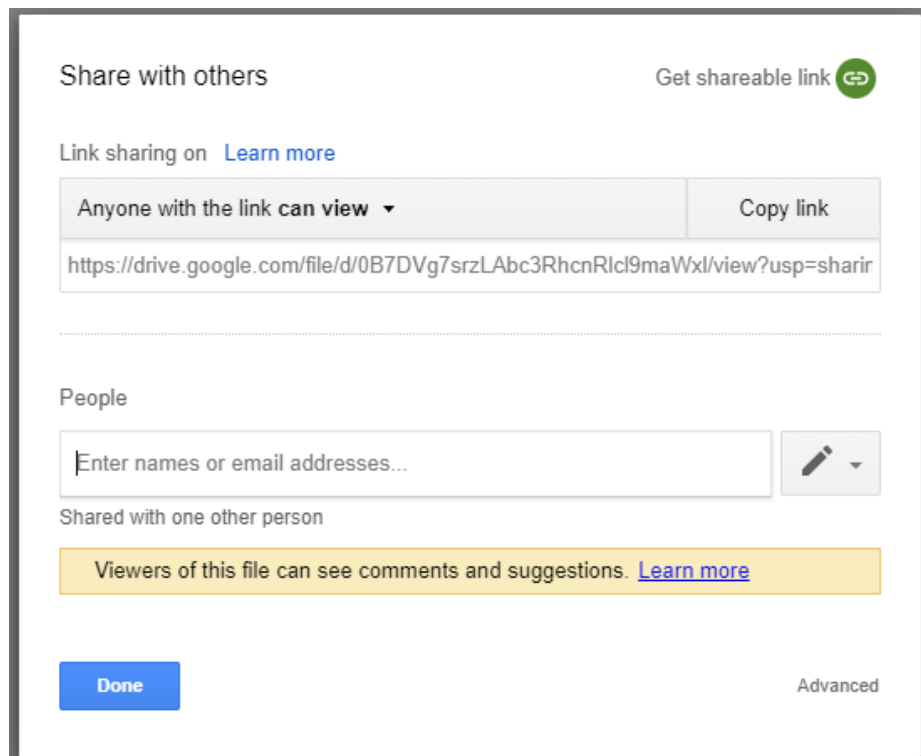
4. Alternatively, you can generate a link by clicking on **Get shareable link**:



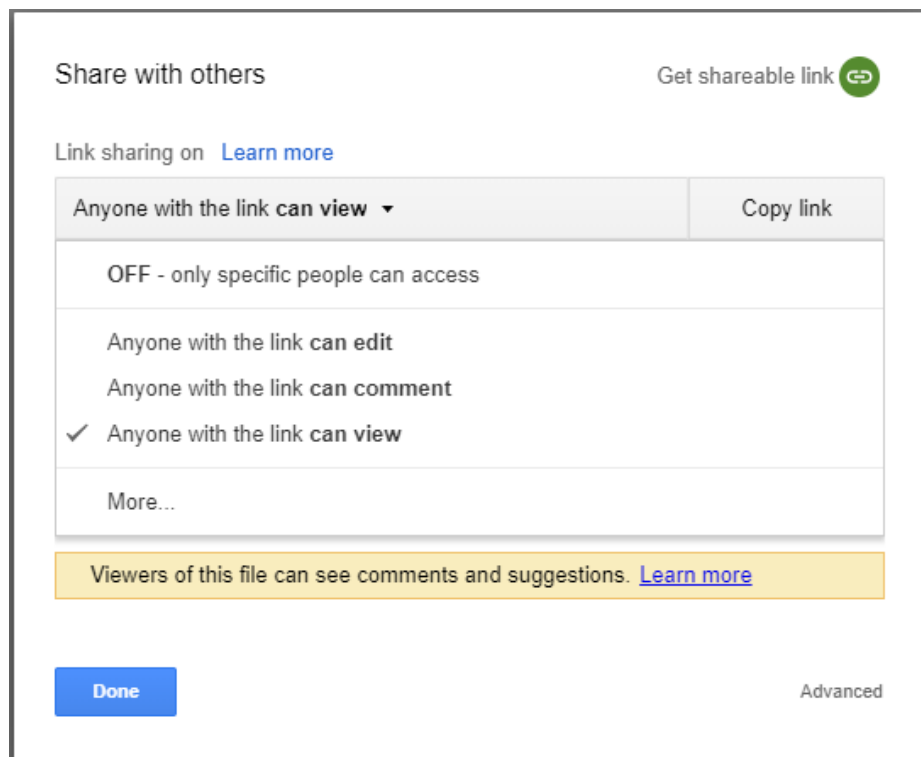
5. The link created can then be send to others for them to view or download the file.



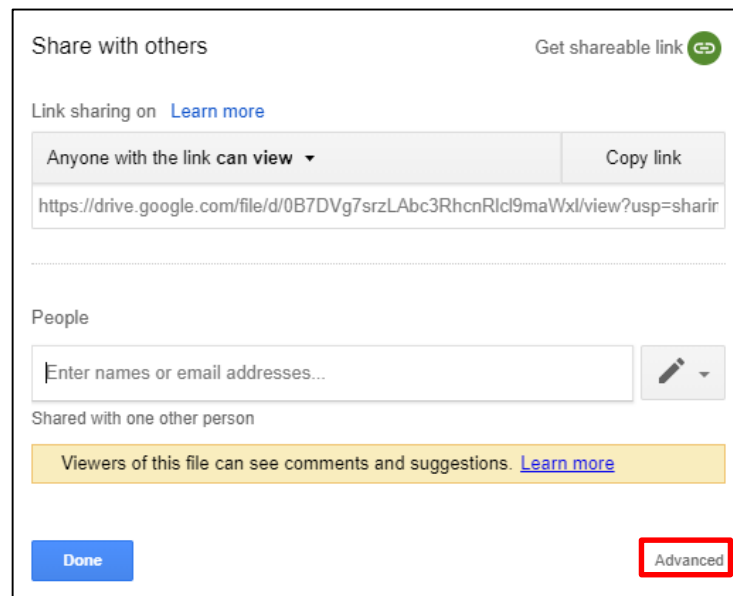
- 6. Specific the type of sharing by clicking on **Share** again and click on the down arrow next to **Anyone with the link can view**.



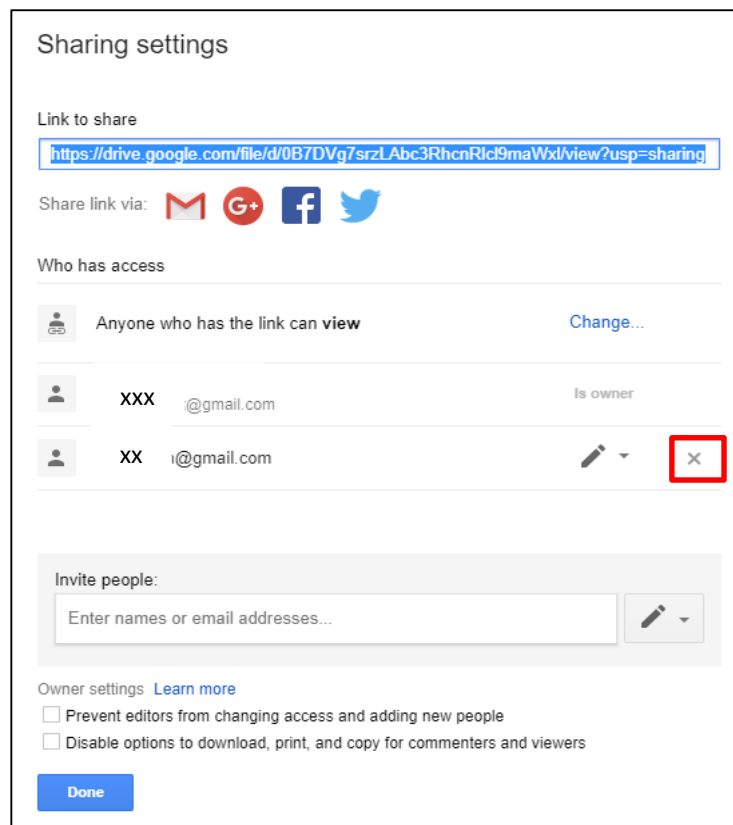
- 7. Choose the preferred option of sharing from the menu in the pop-up window and click **Done**.



8. To remove the permission to share, click on the **Advanced** option.



9. Select the shared file or folder.



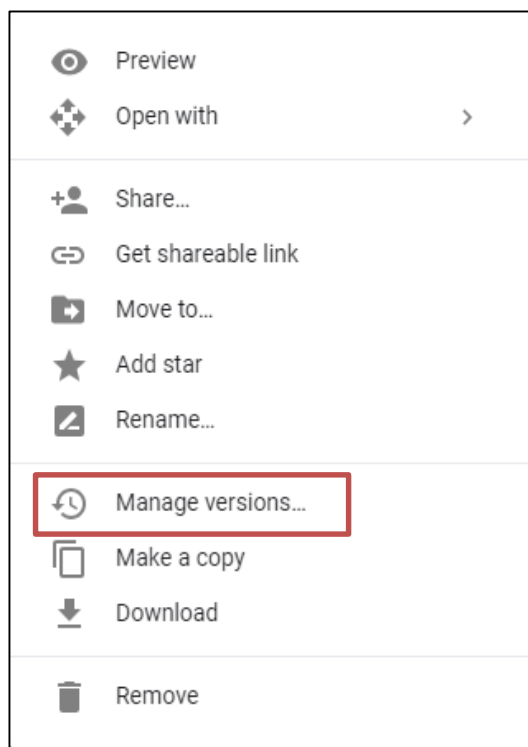
10. Click the cross symbol after the email address of the person to whom you want to stop sharing your file.
11. The name or the email of the person will be removed from the list of Who has access.
12. Click **Done** to exit the pop-up window.

Manage Versions

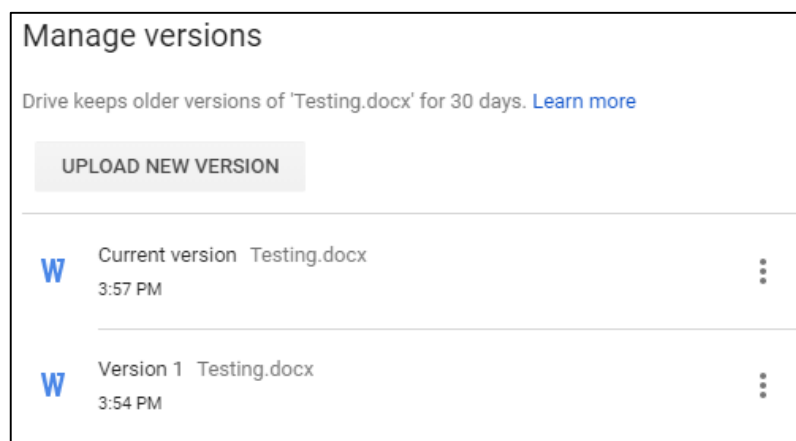
You may wish to recover older versions of your files should considerable work need to be done on one that may be incorrect or need to be checked against a previous version.

To view previous versions of a file:

1. Move your mouse to the file.
2. Right click on the file icon to see a list of options for the file.
3. Click on **Manage versions**.



4. Select the version of the document you wish to retrieve.



3.3 USING ONLINE CALENDARS

Concepts

An online calendar allows you to keep track of your events and activities. You can let others see your calendar, and view schedules that others have shared with you.

Steps

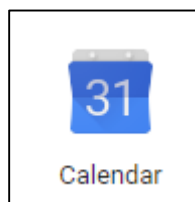
Sharing Calendar using Google Calendar

To share a calendar and grant permission:

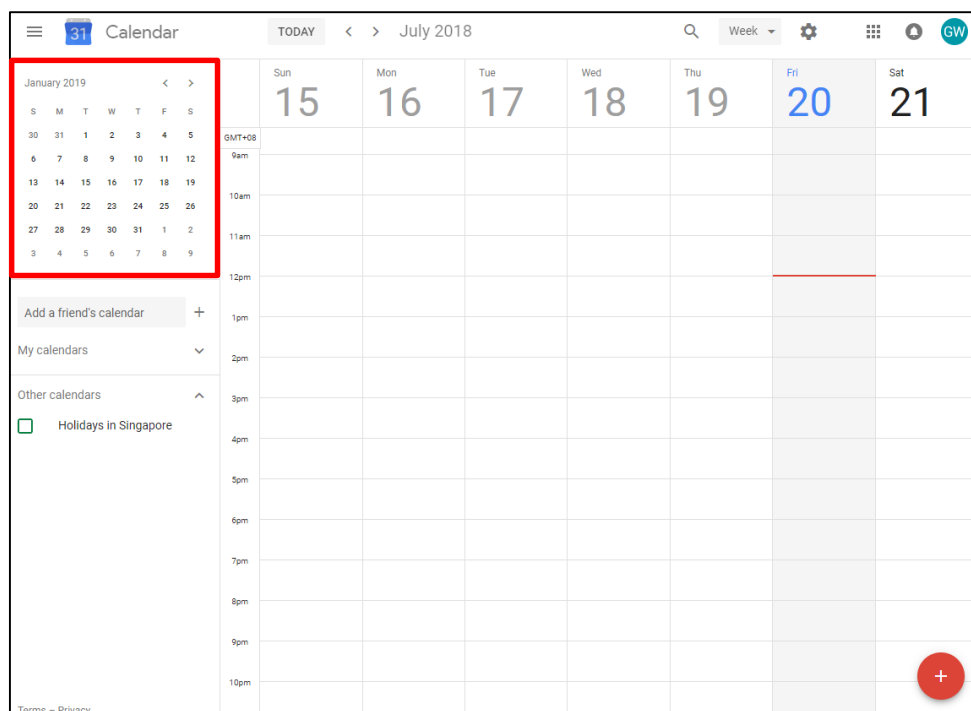
1. Go to the webpage <https://calendar.google.com> or click on the Google menu icon located on the right-hand corner of Google Chrome:



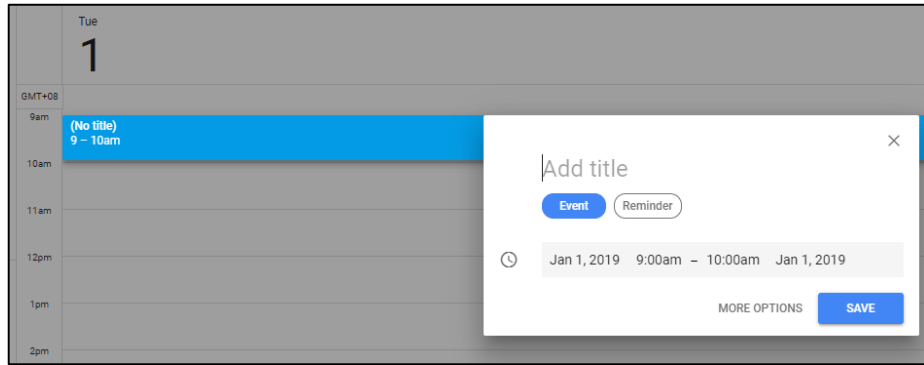
2. On the expanded menu drop-down window select **Calendar**.



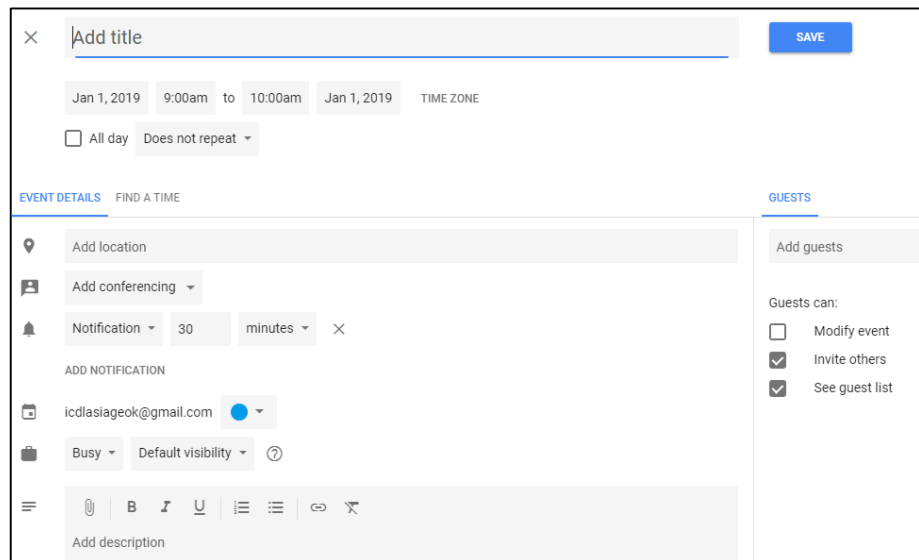
3. Select a date on the Calendar on which you wish to mark an event.



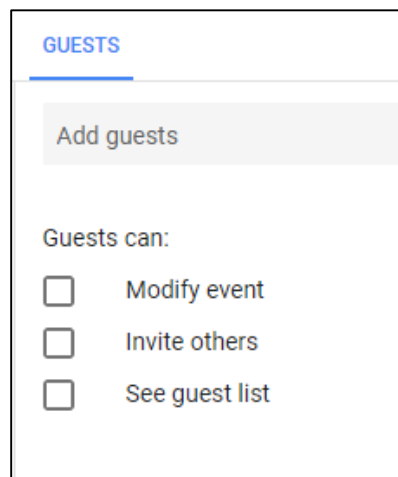
- 4. Select a time slot on the selected date and add a title.



- 5. To include more details for the marked event, click on **MORE OPTIONS**.
- 6. You may add details on the location, notification and add more descriptions about the event under the **EVENT DETAILS**.

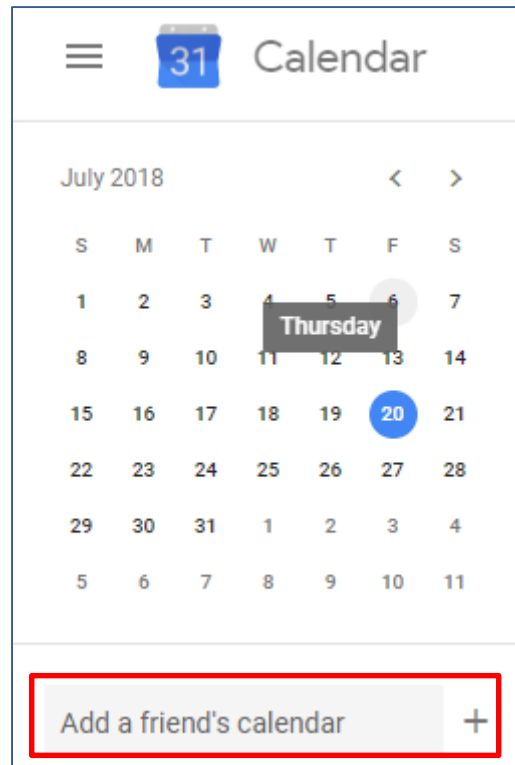


- 7. To share your calendar, enter the email address of the person with whom you want to share the event and check the appropriate boxes against the options provided under **Guests can**.

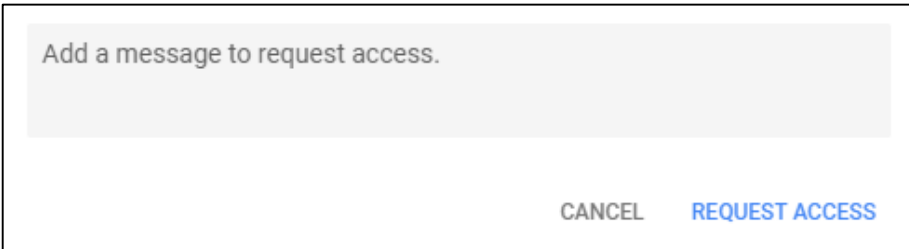


To view a friend's calendar shared calendar:

1. Enter a friend's email on the **Add a friend's calendar** and click on the **+** symbol.



2. Type in a message in the **Add a message to request access** and click on **REQUEST ACCESS**.







A screenshot of a dialog box for requesting access to a calendar. It features a text input field with the placeholder text 'Add a message to request access.'. Below the input field, there are two buttons: 'CANCEL' and 'REQUEST ACCESS'.

3. When access is granted, you will receive an email in your Gmail account containing the shared calendar link.
4. Click on the shared calendar link to view your friend's calendar.

3.4 USING SOCIAL MEDIA TOOLS

Concepts

Social media tools provide various means of interactions among people, allowing them to create, share, and exchange information and ideas in virtual communities and networks.

Tools	Description	Examples
Social network	A website that is used for social networking or for keeping up with others who share common interests, activities. It is also used for digital marketing or in establishing a digital presence.	 www.facebook.com
Professional Social network	A website that is used for professional networking, information sharing and job seeking.	 www.linkedin.com
Wiki	A website that is used to publish, modify, or delete contents via a web browser.	 en.wikipedia.org
Blog	A website on which an individual or group of users record opinions or information on a regular basis.	 www.wordpress.com
Micro blog	A broadcast medium in the form of blogging with typically smaller content.	 www.twitter.com
Content community	A website that allow users to share online multimedia materials.	 www.youtube.com



Steps

Set up Facebook Account

To set up a Facebook account:

1. Go to the Facebook webpage <https://www.facebook.com>.

Create an account

It's free and always will be.

First name ! Surname

Mobile number or email address

New password

Birthday

3 ▾ Sept ▾ 1993 ▾ Why do I need to provide my date of birth?

Female Male

By clicking Sign Up, you agree to our [Terms](#), [Data Policy](#) and [Cookie Policy](#). You may receive SMS notifications from us and can opt out at any time.

Sign Up

2. Fill in the details under the **Create an account** section and Click **Sign Up**.
3. Follow the ensuing instructions to set up the account.
4. Confirm your email address by clicking on **Connect to Gmail**.

Confirm your email address

To continue using Facebook, you'll need to confirm your email address. Because you signed up with xxx@gmail.com, you can do this automatically through Gmail.

Your Email xxx@gmail.com

[Need help?](#) [Update Contact Info](#) [Connect to Gmail](#)

5. You will receive a message that your account has been confirmed.

Account Confirmed

Your account has been confirmed. You can now use all of Facebook's features and connect with friends.

OK

Manage Users and Groups

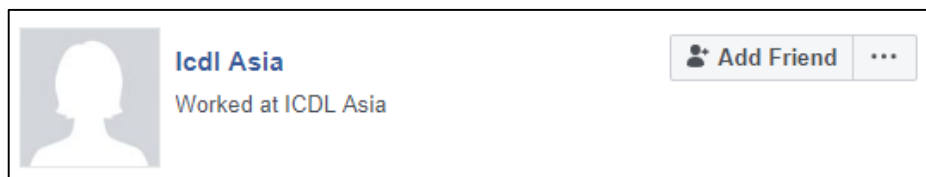
You can use Facebook search to find people you know, pages to follow, applications and many other items related to the site. You can also organise your friends and / or family members into groups, allowing you to easily find them on the homepage and message them collectively. Facebook also gives you the option to delete users from your friends list.

To add users to your Facebook page:

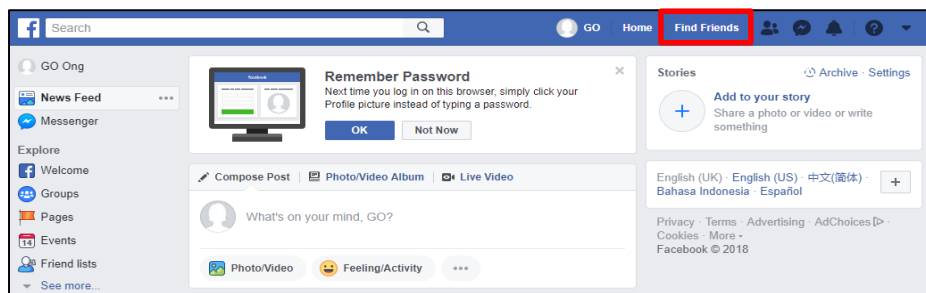
1. Search for a user to add by entering his or her name or email account in the space in **Search Facebook**.



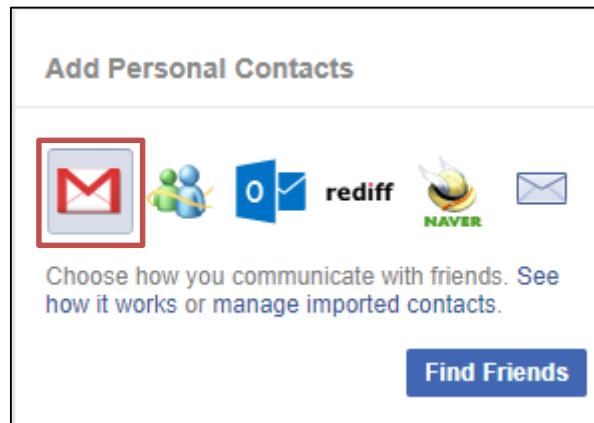
2. If the user has a Facebook account (for example Icdl Asia), you will see his or her Facebook page in the search results. Click **Add friend** to add the user to your Facebook page.



3. Your request to add the user will be sent to the user and both of you will be connected when your request is accepted.
4. To import your contacts from your email account, click on **Find Friends** on the top menu bar.



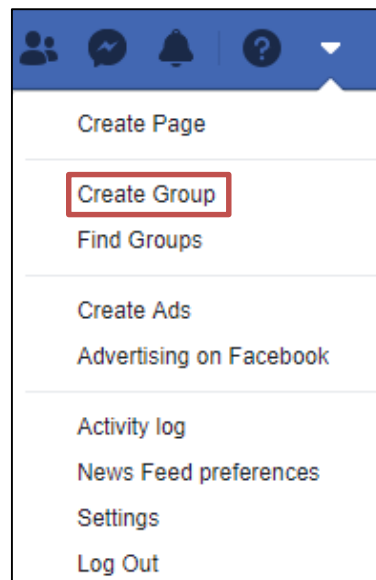
5. Enter the email account from which you want to import your contacts and confirm the import with your password.



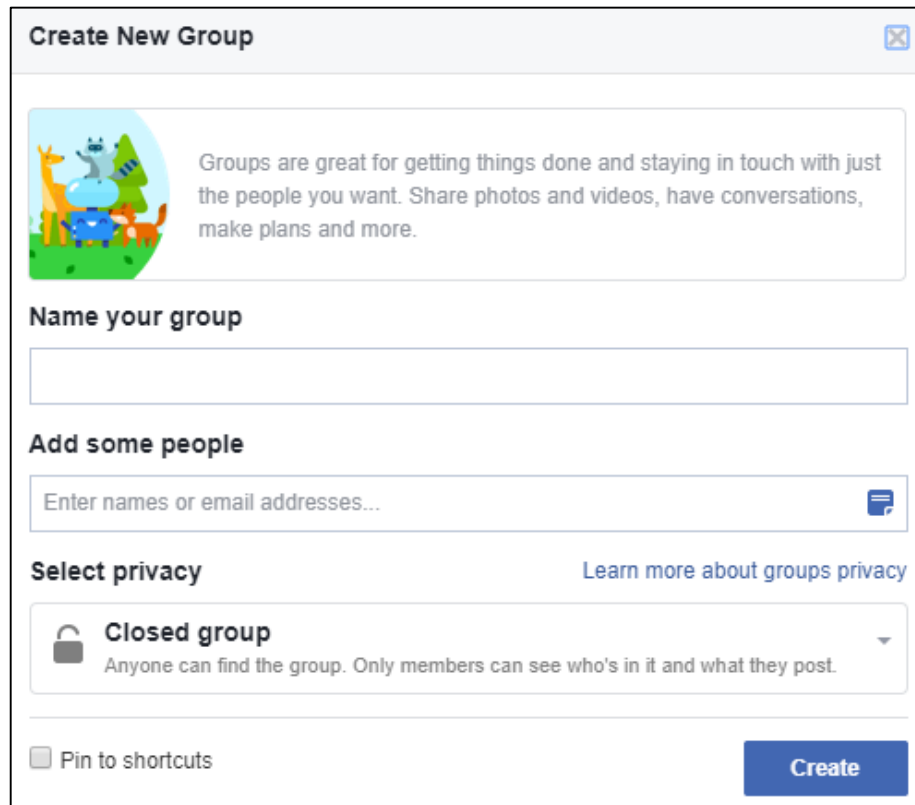
6. Your contacts from the email account you have selected will be imported to your Facebook account.

To group your contacts in groups:

1. On the Facebook Home screen page, click on the down arrow on the top menu bar.
2. Click on **Create Group** in the drop-down menu.



3. Fill in the **Name of your group** and add the contacts under **Add some people**.



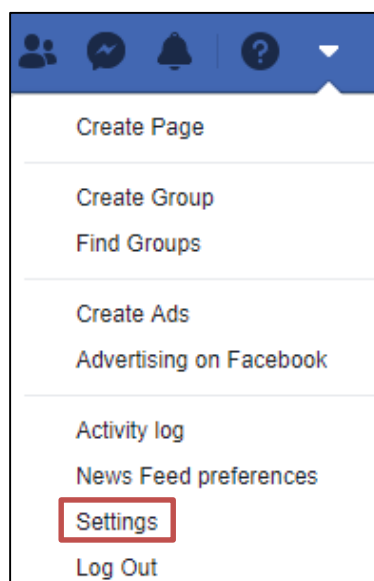
The screenshot shows the 'Create New Group' dialog box. At the top, it says 'Create New Group' with a close button. Below that is a circular icon with animals and a text box that says: 'Groups are great for getting things done and staying in touch with just the people you want. Share photos and videos, have conversations, make plans and more.' Underneath is a section titled 'Name your group' with an empty text input field. Below that is 'Add some people' with a text input field containing the placeholder 'Enter names or email addresses...'. Then there is a 'Select privacy' section with a dropdown menu currently set to 'Closed group' and a link 'Learn more about groups privacy'. At the bottom left is a checkbox for 'Pin to shortcuts' and at the bottom right is a blue 'Create' button.

4. Click on **Create** to confirm the contacts that are in this group.

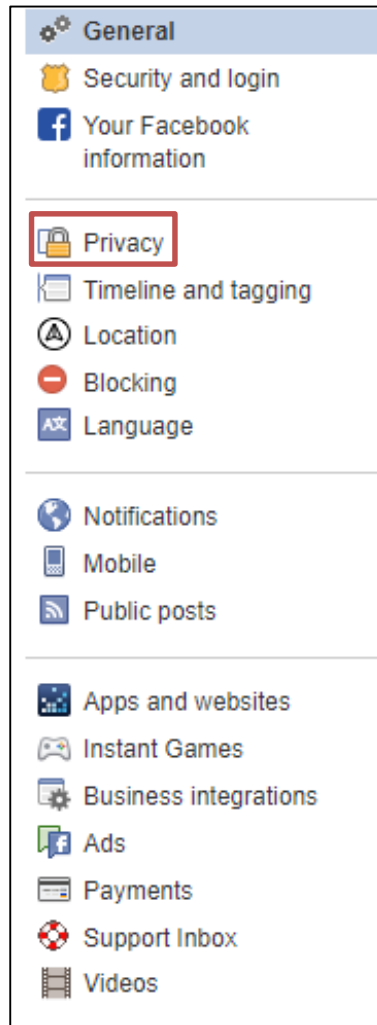
Modify Permissions or Privacy Options

To modify the privacy settings:

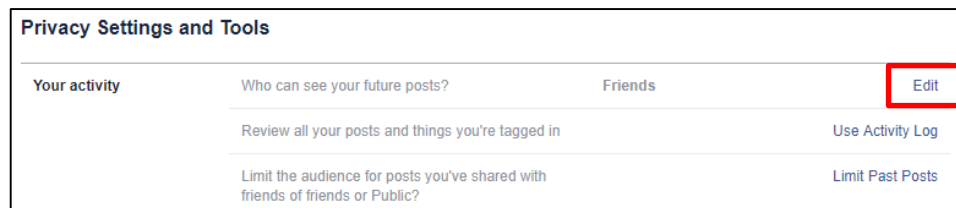
1. On your Facebook home screen page, click on **Settings** in the drop-down menu under the down arrow.



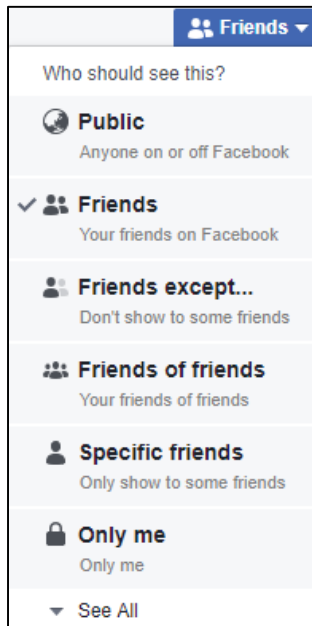
2. Click on **Privacy** on the left panel.



3. Click on **Edit** next to the question **Who can see your future posts.**



4. Choose your preferred option from the drop-down list under **Friends**.



5. Modify the permission to access your Facebook page by editing the appropriate options under **How people can find and contact you**.

How people can find and contact you	Who can send you friend requests?	Friends of friends	Edit
	Who can see your friends list?	Public	Edit
	Who can look you up using the email address you provided?	Everyone	Edit
	Who can look you up using the phone number you provided?	Everyone	Edit
	Do you want search engines outside of Facebook to link to your Profile?	Yes	Edit

6. Click **Home** to return to your Facebook page.

Manage Access and User Invites

To block other users from accessing your Facebook (as in the event of spamming, or online harassment):

1. On the left panel of the Facebook Setting screen, click **Blocking**.
2. Enter the name or email address of the user to be blocked under the **Block users** and **Block messages**.

Manage blocking

Restricted List [Edit List](#)
 When you add a friend to your Restricted list, they won't see posts on Facebook that you share to Friends only. They may still see things that you share to Public or on a mutual friend's timeline, and posts that they're tagged in. Facebook doesn't notify your friends when you add them to your Restricted list. [Learn More](#)

Block users
 Once you block someone, that person can no longer see things you post on your timeline, tag you, invite you to events or groups, start a conversation with you, or add you as a friend. Note: Does not include apps, games or groups you both participate in.

Block users

You haven't added anyone to your block list.

Block messages
 If you block messages and video calls from someone here, they won't be able to contact you in the Messenger app either. Unless you block someone's profile, they may be able to post on your timeline, tag you and comment on your posts or comments. [Learn more](#).

Block messages from

Block app invites
 Once you've blocked app invites from someone, you'll automatically ignore future app requests from that friend. To block invites from a specific friend, click the "Ignore all invites from this friend" link under your latest request.

Block invites from

Block event invitations
 Once you've blocked event invitations from someone, you'll automatically ignore future event requests from that friend.

Block invitations from

Block group invitations
 If you block a person, you won't receive any more group invitations from them. When you take this action, they won't be notified.

Block invitations from

Block groups
 If you block a group, you won't receive any more invitations to join that group.

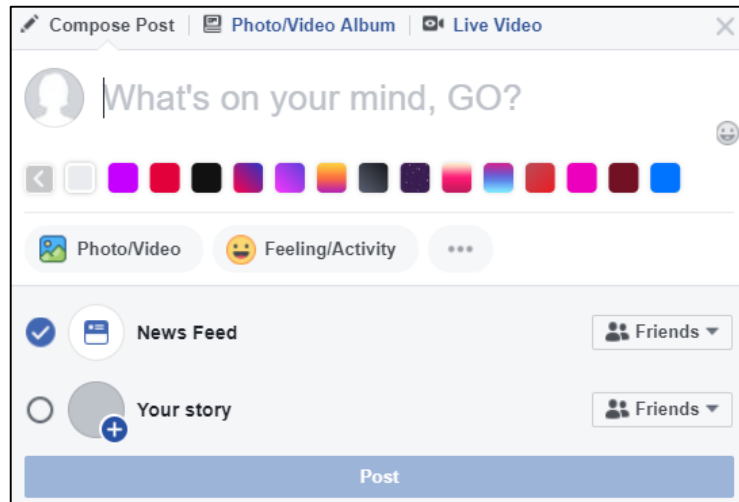
Block invitations from

3. You can block app invite, event and group invitations from a specific user by entering the name of the use next to **Block invites from** and **Block invitations from**.
4. Similarly, enter the name of a group next to **Block invitations from** under **Block groups** to block a group.

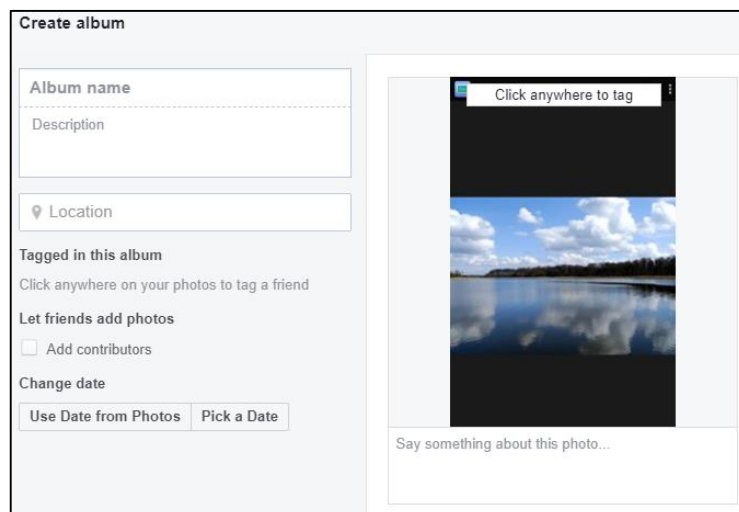
Posting

Users can post updates on their status, share photos, and broadcast their videos:

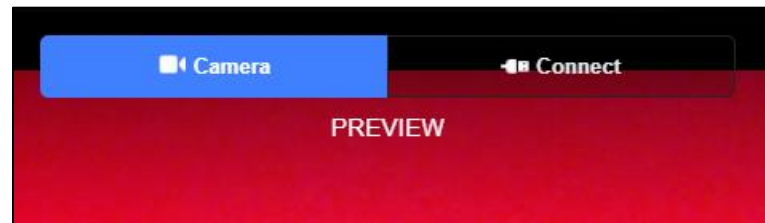
1. On the Facebook Home screen page, click **Compose Post**, type a message in the text box:



2. To refer to a website, copy and paste the link in the text box.
3. Click **Photo/Video Album** to upload your photo or video.
4. After uploading your photo, you can comment on the photo by typing **Say something about this photo** and click **Post** to share it.



- Click **Live Video** and grant Facebook access to the Camera to allow others to view you live on Facebook.

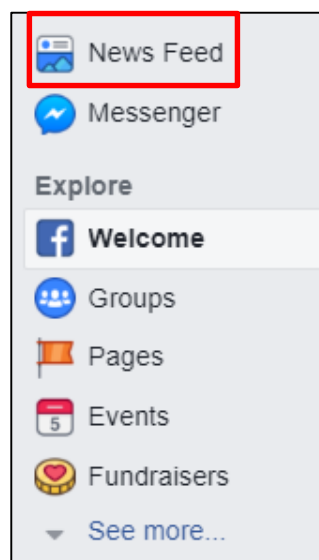


- Click **Connect** to post your live video when you are satisfied with the preview of your broadcast.

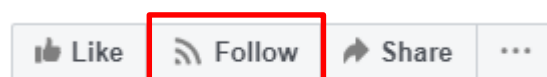
View Updates/News

To view the latest updates from your contacts on Facebook:

- On the Facebook Home screen page, click **News Feed**.



- You will be able to view a collection of posts, photos, videos and links.
- To receive news from an established source (for example, BBC World Service), go to the Facebook page of BBC World Service: <https://www.facebook.com/bbcworldservice> and click **Follow**.

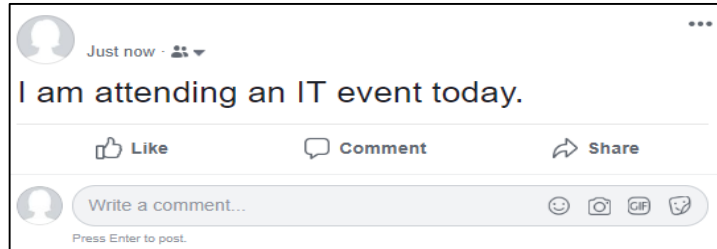


You are now able to view the news update in your **News Feed**.

Reply, Comment and Forward a Post

To maintain an active presence in your social media, interact with others by replying, commenting or forwarding a post:


1. Click on **Like** underneath a post to express your delight in the post.

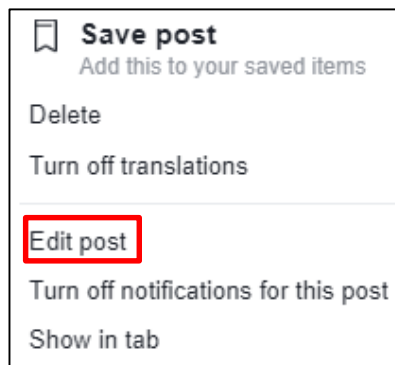


2. Enter your reply to the post in **Write a comment** box.
3. Click on **Share** to forward or share the post.

Edit or Delete a Post

To amend or delete a post you have published:

1. Click on the icon  in the top right-hand corner above the post.
2. Click **Edit post** and **Save** to update your post.

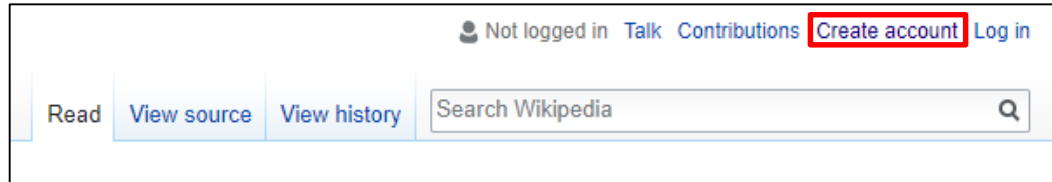


3. Click **Delete** and confirm the **Delete** again to remove the post.
4. Note that while both your post and photo may have been deleted from your Facebook, there is a possibility, as with all information posted on the Internet, might still be available on the server.

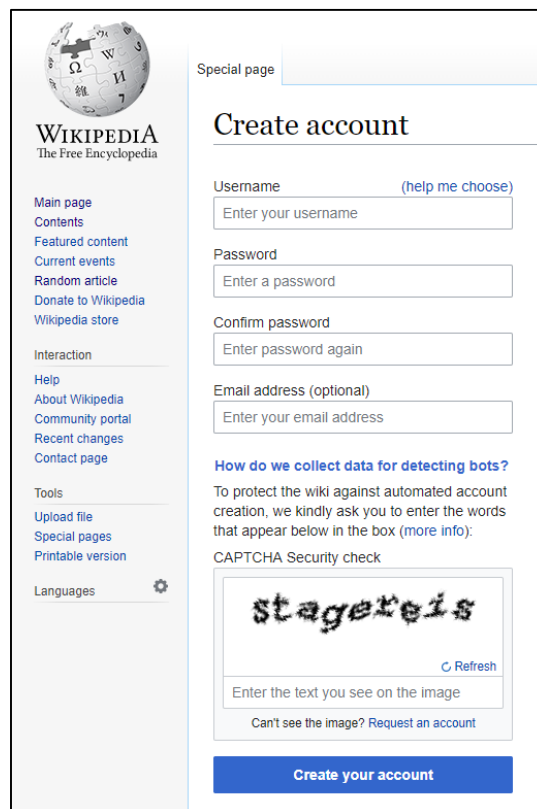
Create an account on Wikipedia

To create an account on Wikipedia:

1. Go to <https://en.wikipedia.org>.
2. Click on **Create account** located at the top right-hand corner on the webpage.



3. Enter your preferred username and password and enter the text that appear in the Security check box in the text box below the image.

A screenshot of the 'Create account' page on Wikipedia. The page title is 'Create account' and it is marked as a 'Special page'. The form includes fields for 'Username' (with a '(help me choose)' link), 'Password', 'Confirm password', and 'Email address (optional)'. Below these is a 'CAPTCHA Security check' section with an image of the word 'stagerereis' in a distorted font. A 'Refresh' link is provided below the image. A text box below the image asks the user to 'Enter the text you see on the image'. A link 'Can't see the image? Request an account' is also present. At the bottom of the form is a blue button labeled 'Create your account'. On the left side of the page, there is a sidebar with various navigation links such as 'Main page', 'Contents', 'Featured content', 'Current events', 'Random article', 'Donate to Wikipedia', 'Wikipedia store', 'Interaction', 'Help', 'About Wikipedia', 'Community portal', 'Recent changes', 'Contact page', 'Tools', 'Upload file', 'Special pages', 'Printable version', and 'Languages'.

Read a Wiki page

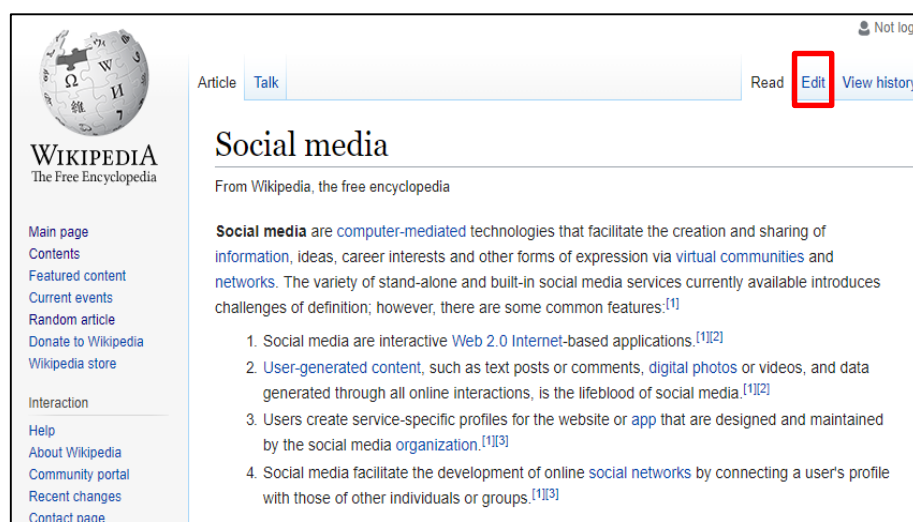
To read a Wiki page (for example the main page of Wikipedia):

1. Type the link: https://en.wikipedia.org/wiki/Main_Page into the address bar of a web browser.
2. Note the common features (for example, side and top menu bar) on a Wiki page.



Edit a Wiki page

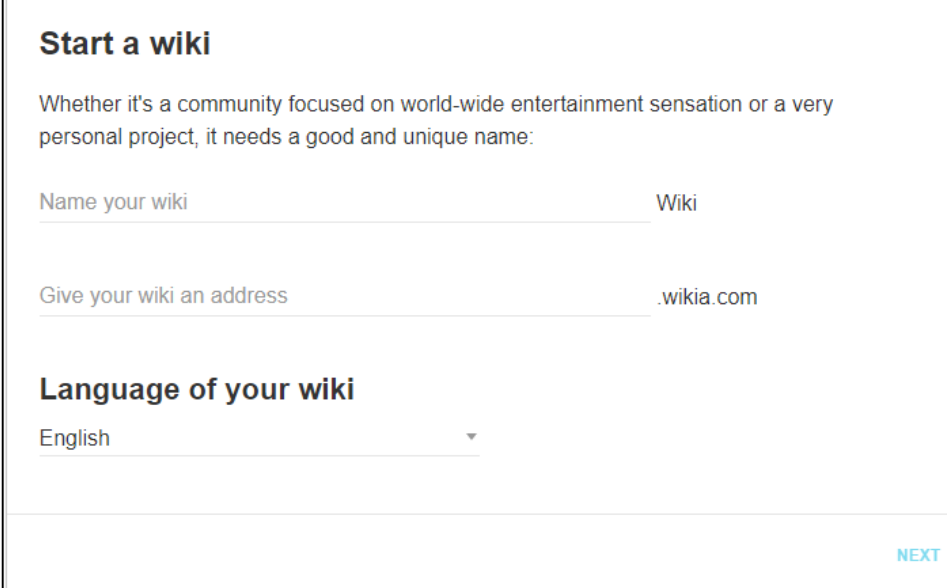
Some Wiki pages (for example, https://en.wikipedia.org/wiki/Social_media) can be edited by clicking on **Edit**.



Add a new Wiki

To create a new Wiki page:

1. Go to the webpage <http://www.wikia.com/Special:CreateNewWiki>.
2. Enter the **Name** and **Language** of your wiki to be created and click **NEXT**.



Start a wiki

Whether it's a community focused on world-wide entertainment sensation or a very personal project, it needs a good and unique name:

Name your wiki Wiki

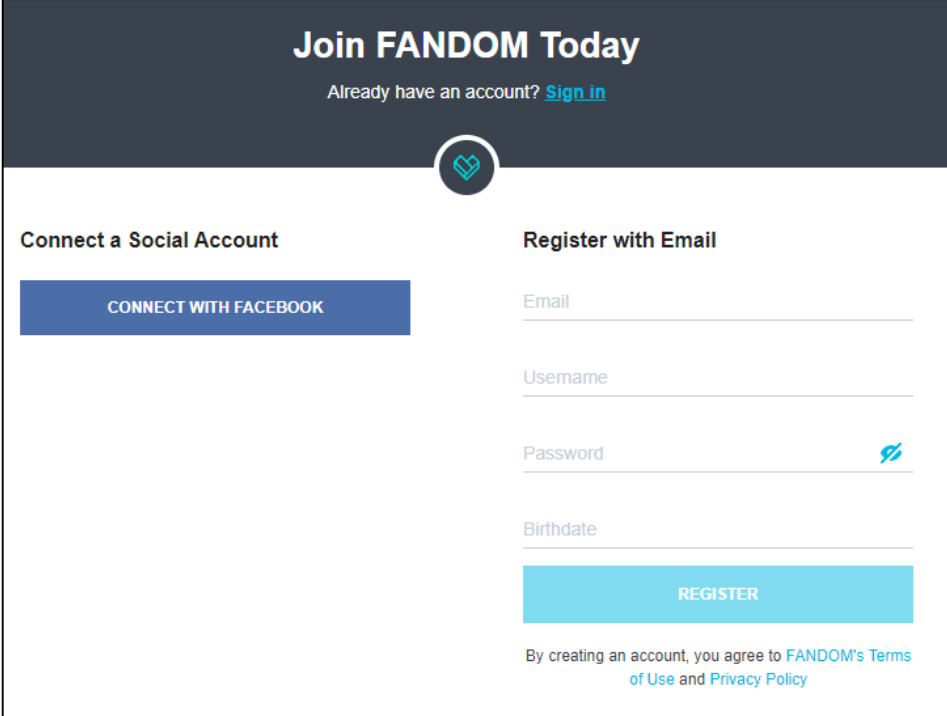
Give your wiki an address .wikia.com

Language of your wiki

English

[NEXT](#)

3. Connect your new Wiki page with your Facebook account or register it with your Email.



Join FANDOM Today

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


Connect a Social Account

[CONNECT WITH FACEBOOK](#)

Register with Email

Email

Username

Password 

Birthdate

[REGISTER](#)

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3.5 USING ONLINE MEETING TOOLS

Concepts

Group Meeting on the Web

Online collaboration often requires team members to work closely and you can achieve this by hosting a group video chat or conference call.

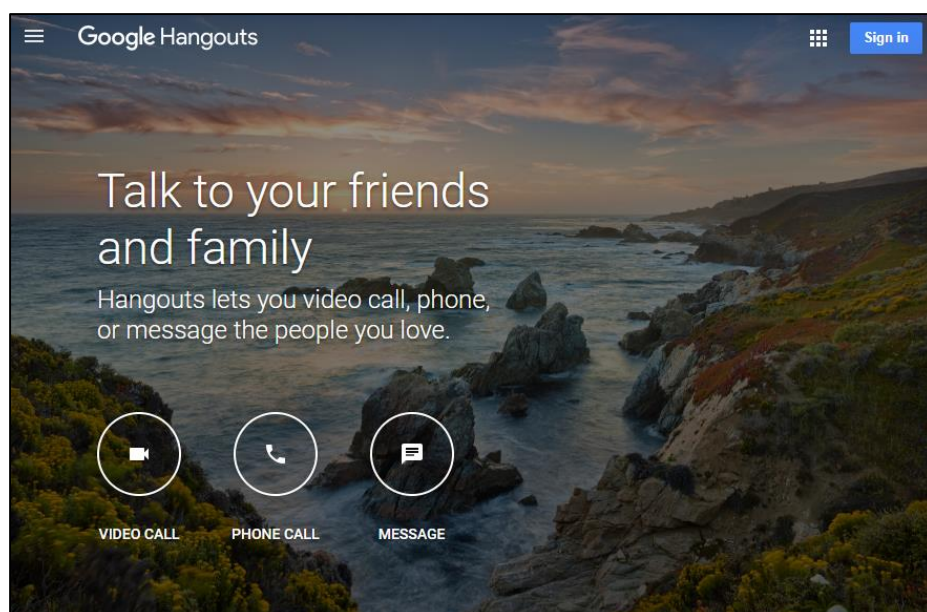
Google Hangouts is an online communication platform developed by Google which includes messaging, video chat, SMS and VOIP features. Google Hangouts can facilitate group chat or conference call with up to 25 participants for free.



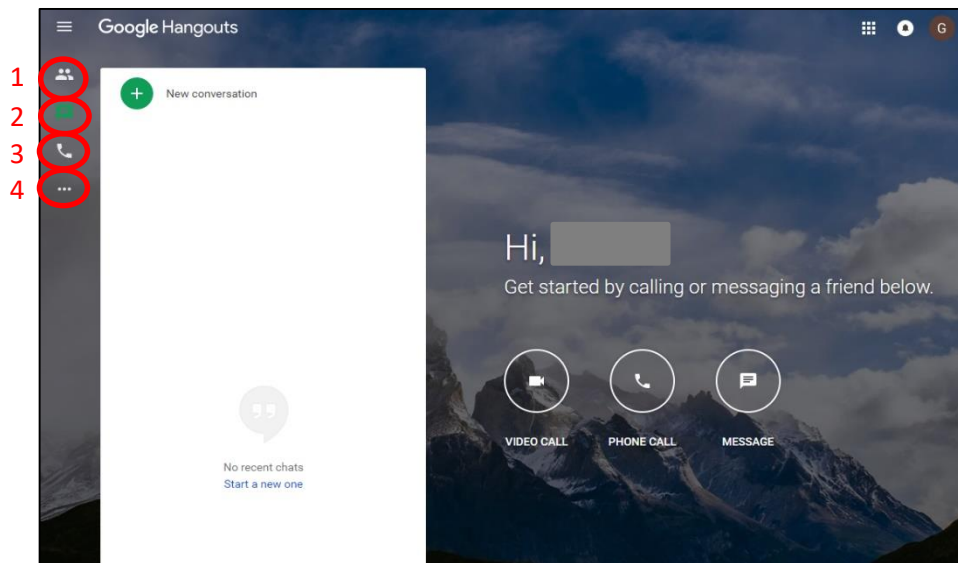
Steps

Google Hangouts

To start Google Hangouts, type **hangouts** in the search box of a web search engine or go to the webpage <https://hangouts.google.com>. You will need to sign in with your google account to begin video call, phone call or message services with your contacts:



Google Hangouts features



① **Contacts**

Get started by clicking on the icon to begin a new conversation. You will be prompted to enter the name, email or phone number of the person whom you wish to contact on google hangouts.

② **Conversation**

It displays the chat sessions you have conducted.

③ **Phone calls**

To make voice call with your contacts, you need to first register a valid phone number.

Phone calls in Hangouts

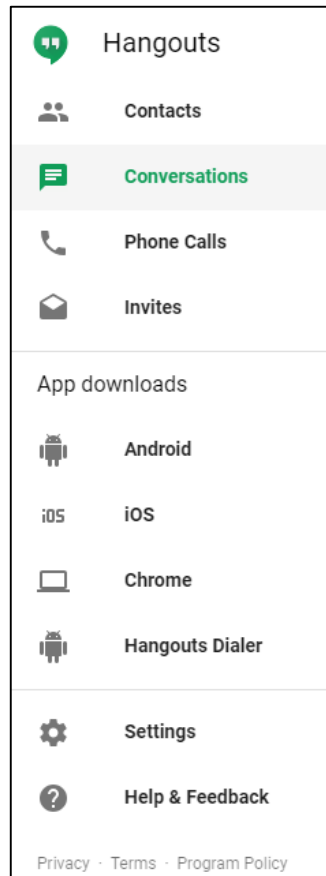
Register your phone
Before you can make calls in Hangouts, you must register a phone number that can be used to contact you if there is a problem.

To register you need a one-time verification code.

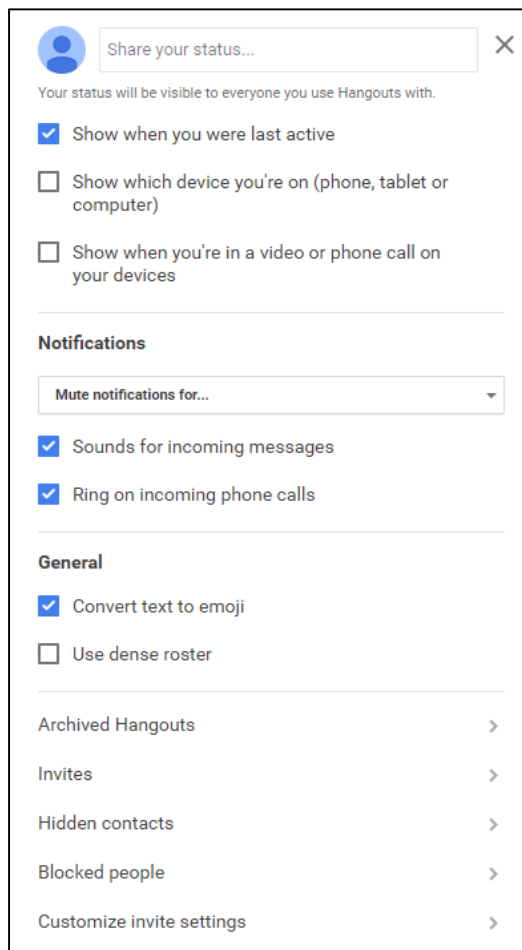
Text me the code at this number.
 Call me at this number to tell me the code.

Carrier rates may apply.

④ **Additional
Toolbar**



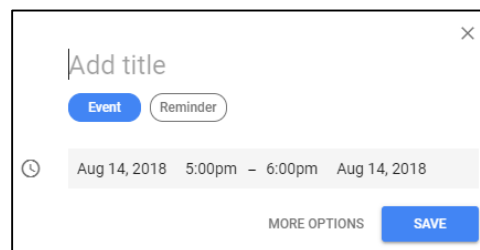
Note that there are additional features under **Settings**:



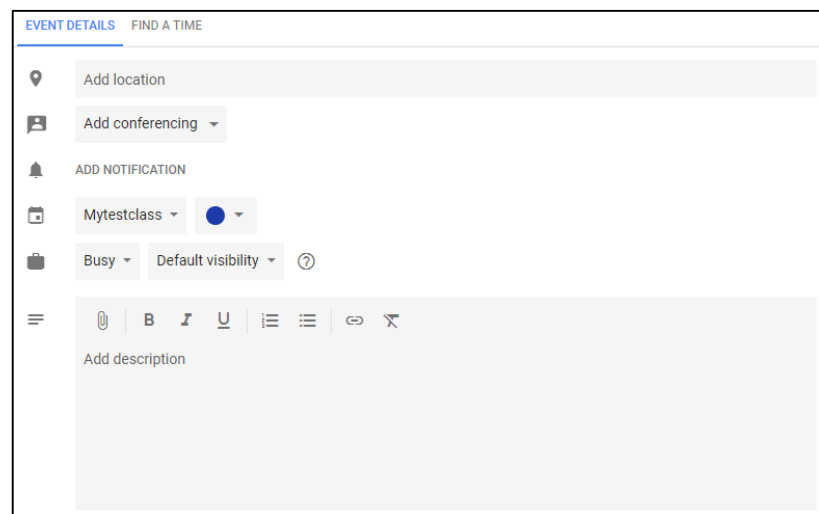
Create a Meeting

To create a meeting in Google Hangout:

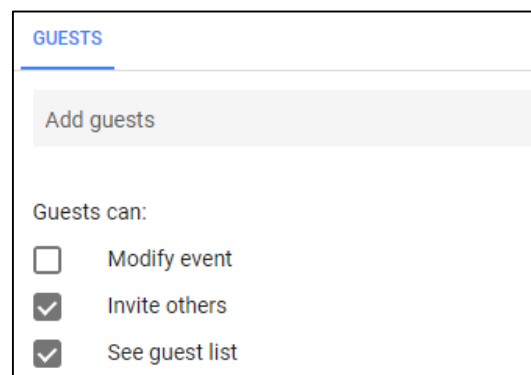
1. Sign in to your Google account and open your Google calendar.
2. Select the date and time of the meeting in the calendar and enter the name of the meeting in **Add title**.



3. Click on **MORE OPTIONS** to add more details to the meeting.
4. Click on the down arrow next to **Add conferencing** and select **Hangouts**.



5. On the left panel, type in the name or email address of your contacts in **Add guests** and set their access rights by ticking on the appropriate boxes below **Guest can**.



6. Click on **Save** to save the settings set for the meeting.

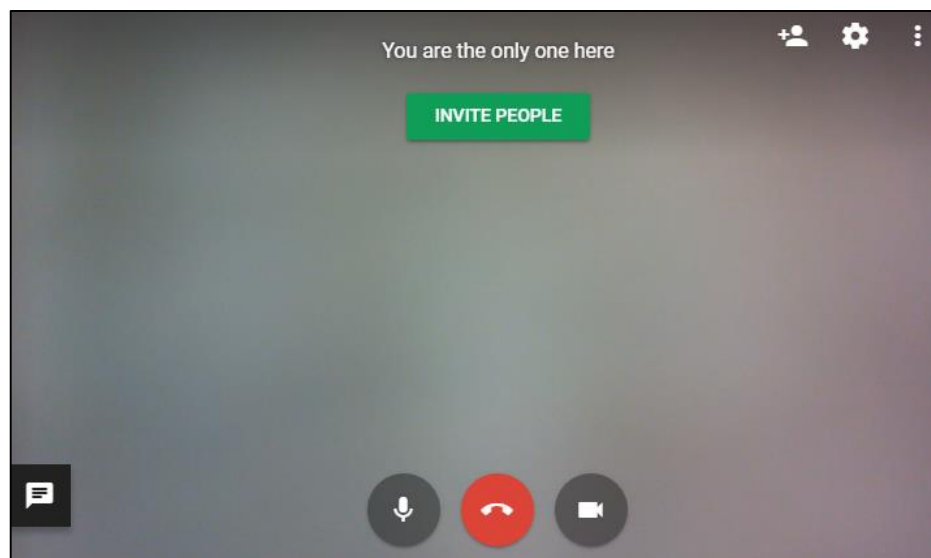
Manage a Meeting

To begin a group chat or conference call meeting:


1. On the Google Hangout page, click on the Video Call icon.




2. Click on **INVITE PEOPLE**.





3. Enter name, email or phone of the person you want to invite to the meeting and click **INVITE**.


4. Click on  to add more participants to the meeting.

5. Click on  to show the list of participants in the meeting.

7. Click on  located next to the participant's name to remove the person from the meeting.


8. Turn the microphone on or off by clicking on .

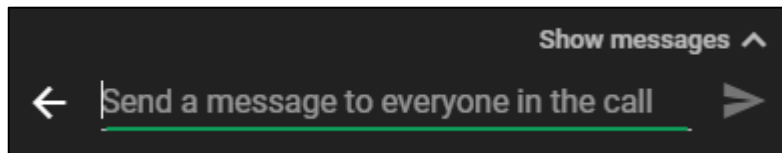
9. Turn the video on or off by clicking on .


10. To end the meeting, click on .

Chat or Send text messages


To start a chat or send text messages during the meeting:

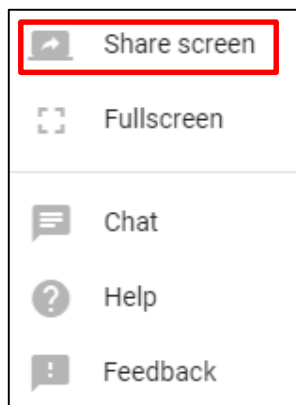
1. Click on  to begin a chat or send text messages to other participants.
2. Type in the text box provided.



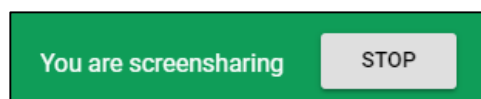
3. Click on  to send the message to everyone.

Share or unshare desktop screen

1. Click on  located at the right-hand corner of the screen.
2. To share your desktop, click on **Share screen** and click **Share**.



3. To stop sharing your desktop, click STOP on the top of the shared screen.



3.6 ACCESSING ONLINE LEARNING ENVIRONMENTS



Concepts

An online learning environment can be described as a virtual classroom that offers students and teachers opportunities to interact with instructional materials, interactions and events without the need to be physically present in a classroom.

The features of a typical online learning environment include:

- Calendar
- Discussion forum, chats or notice board
- Exercises, quizzes and assessment records

An online course should offer as much support as possible in the form of resources that will help learners to achieve the objectives and complete assignments.

These resources may include:

- Presentations and tutorials
- Documents with handouts, study guide or worksheets
- Audio and video files
- Hyperlinks to articles on the World Wide Web

Examples of Online Learning Environments include:

- Virtual Learning Environments
- Learning Management Systems

Virtual Learning Environments (VLEs)

A Virtual Learning Environment (VLE) is a web-based e-learning educational environment that models conventional in-person education by providing equivalent virtual access to classes, class content, tests, homework, grades, assessments, and other external resources. It is a social space where students and teacher can interact through threaded discussions or chat. It typically uses Web 2.0 tools for two-way interaction and includes a content management system.

Learning Management Systems (LMS)

A Learning Management System (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of e-learning education courses or training programs. It ranges from systems for managing training and educational records to software for distributing online or blended/hybrid college courses over the Internet with features for online collaboration.



Steps

Moodle is an example of virtual learning environment and it allows course providers to customise their courses for their learners. An example of a course website built on Moodle is **Coursera**.

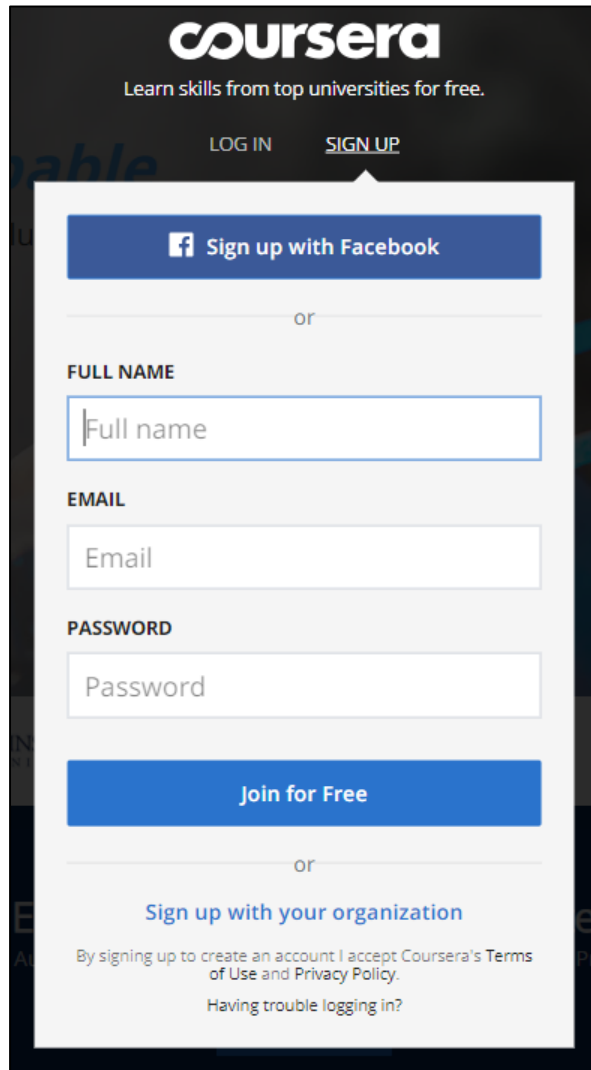


Access a Course

To access open and free courses provided by **Coursera**:

1. Go to the webpage <https://www.coursera.org>.
2. Click on the **Sign-up/Join for free** option on the web page.

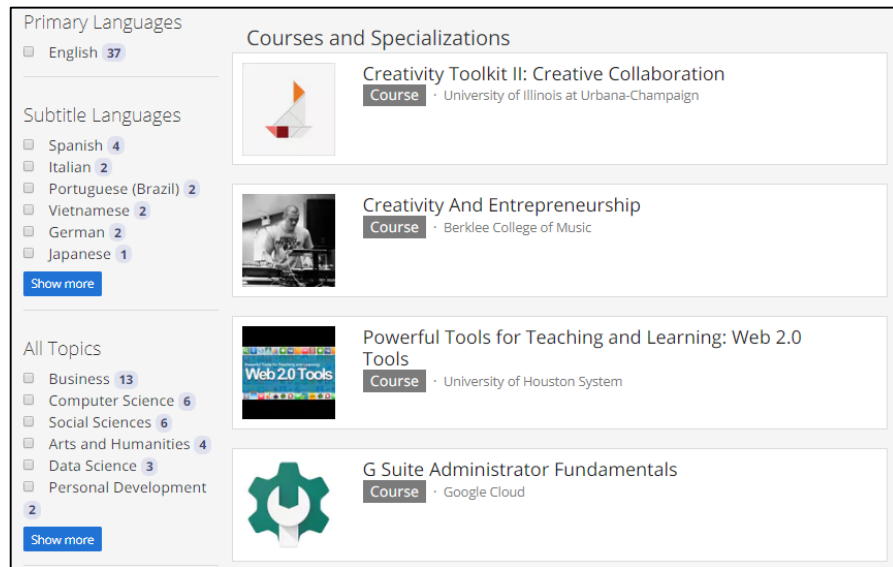
- 3. Complete the required information under **SIGN UP** and click **Join for Free**.



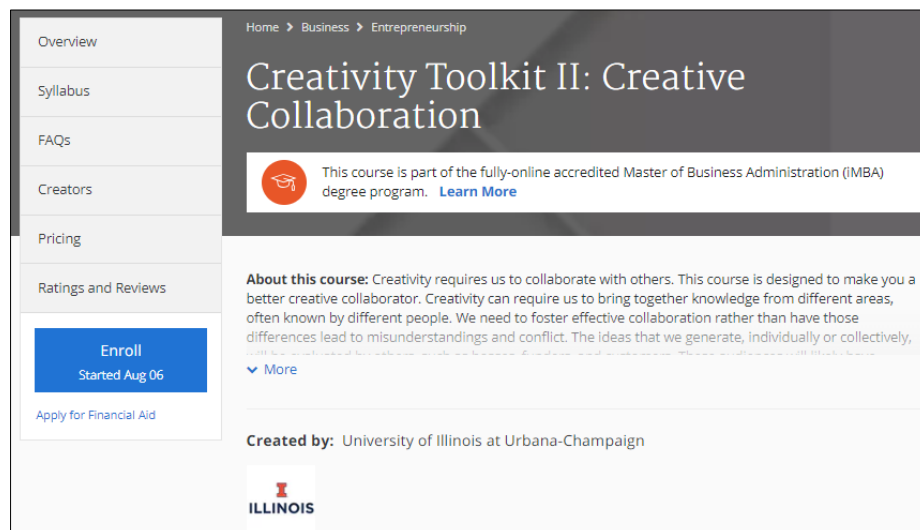
- 4. Upon successful creation of an account, you can begin to explore the courses by entering the keywords on a topic of your interest in the search box provided.



- A list of recommended courses will be presented based on the keywords (for example, Creative Collaboration) you have provided.



- You may refine the list of recommended courses by checking on the relevant boxes on the menu bar on the left-hand side of the list.
- Select a course by clicking on the title of the course.
- Information about the course selected will be presented.



9. Click **Enroll** to begin your registration for the course.
10. Click on **Audit** to gain limited access to the course.

✕

7-day Free Trial

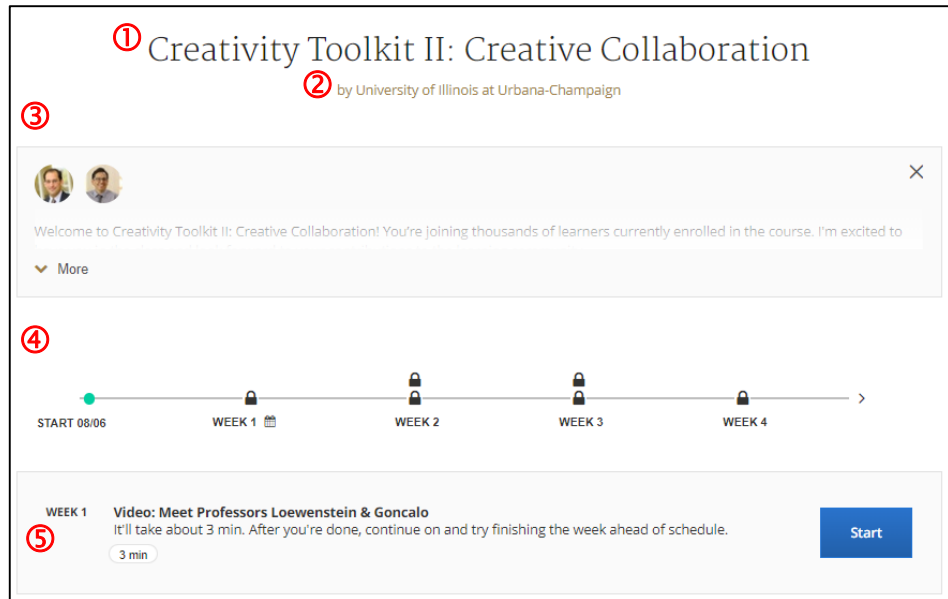
Creativity Toolkit II: Creative Collaboration is part of the larger Innovation: From Creativity to Entrepreneurship Specialization. Your 7-day free trial includes:

- ✓ **Unlimited access to all courses in the Specialization**
Watch lectures, try assignments, participate in discussion forums, and more.
- ✓ **Cancel anytime.**
No penalties - simply cancel before the trial ends if it's not right for you.
- ✓ **\$49 USD per month to continue learning after trial ends.**
Go as fast as you can - the faster you go, the more you save.
- ✓ **Certificate when you complete.**
Share on your resume, LinkedIn, and CV.

[Start Free Trial](#)

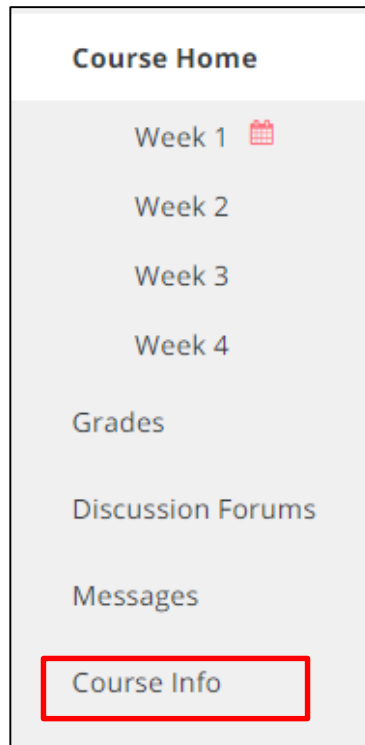
[Audit the course](#)

12. The course home page is displayed upon successful enrolment into the course.

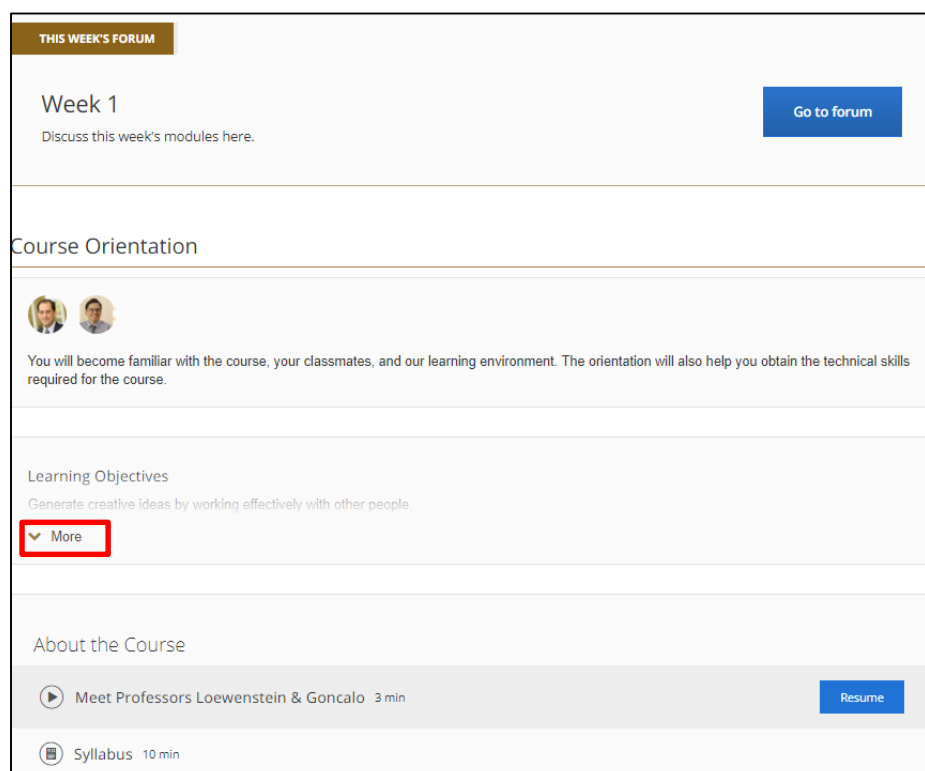


- | | | |
|---|----------------------------|---|
| ① | Title of the course | It displays the title of the course enrolled. |
| ② | Course provider | It displays the name of the content provider. |
| ③ | Brief introduction | It gives a brief introduction to the course. |
| ④ | Timeline | It provides an overview of the start date, end date and the duration of the course. |
| ⑤ | Overview | It provides a short overview of the content and resources covered in each week of the course. |

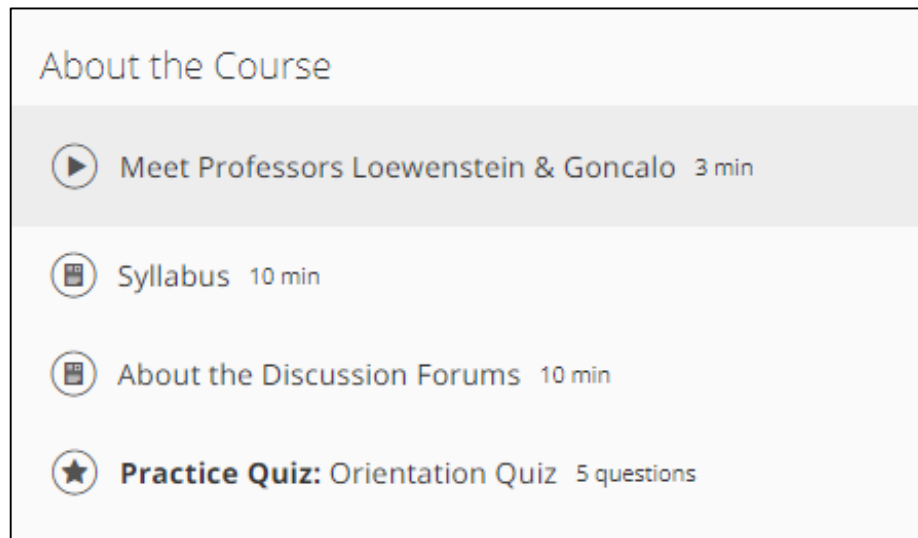
13. Go to the left menu panel on the course home page and click on **Course Info** to read up on the information for this course.



14. Read the list of activities available Under **Course Orientation**.
15. Click on **More** under **Learning Objectives** to read the learning objectives for the week.



16. Click on the contents under **About the Course** to assess the learning resources.

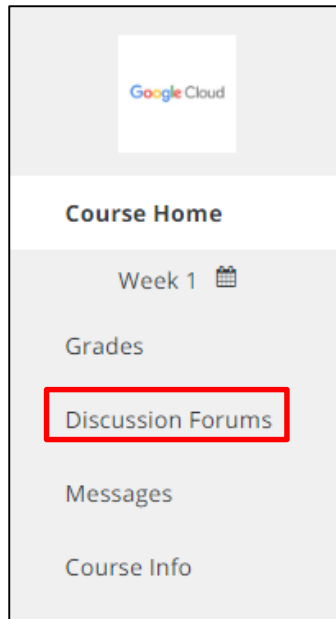


17. Upon completion of the activities, click on **Practice Quiz** to assess yourself on the learning.

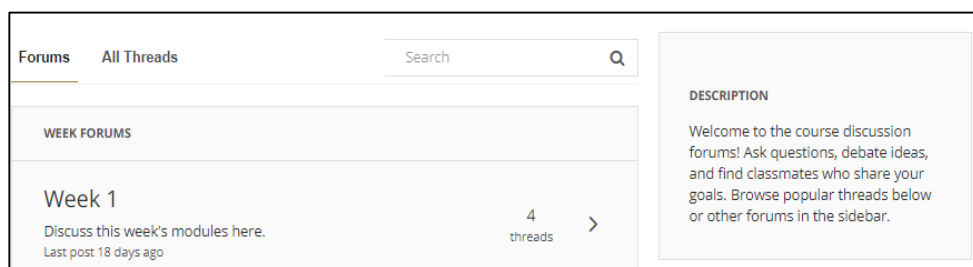
Participate in Discussion Forums

To benefit from collaborative learning within a Virtual Learning Environment, you will need to participate in a discussion forum. A discussion forum is an online environment for learners to meet and greet, exchange ideas, post questions and respond to posts.

1. Click on **Discussion Forums** (available only in some courses) under the Course Home page of the course.



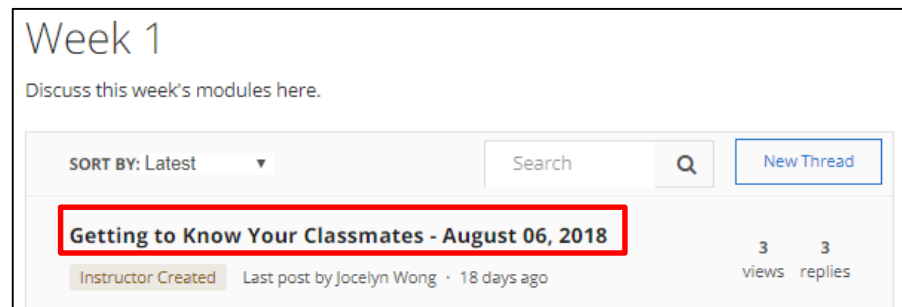
2. The Forum page opens with a welcome note under **DESCRIPTION**.



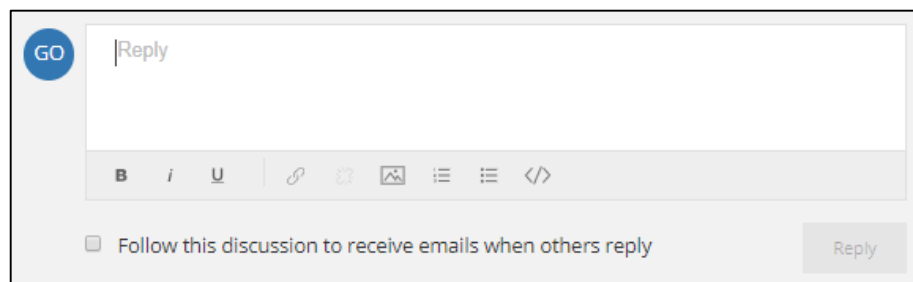
3. Click **Forum guidelines** located below **DESCRIPTION** to learn more about using the forum.



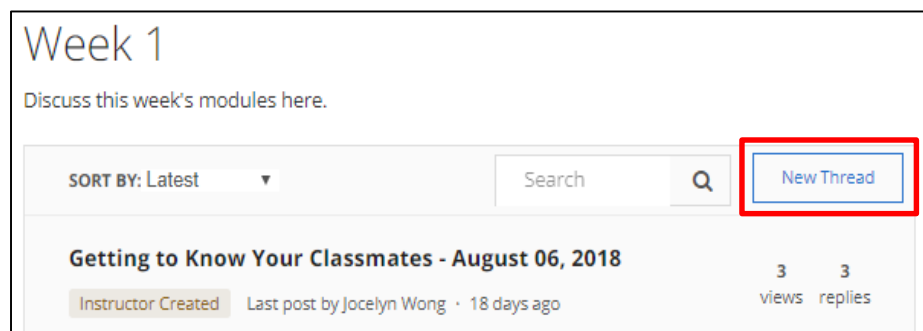
- Click on **Week 1** to enter the discussions about learning in the first week of the course.
- Select a topic of discussion (for example, the thread on **Getting to Know Your Classmates**) and click to enter the forum.



- Respond to a posting by typing in the space given and click **Reply**.



- You can start a different topic for discussion by clicking on **New Thread**.



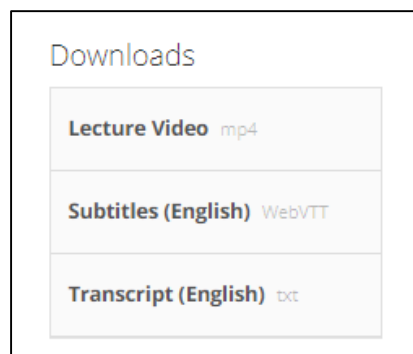
- Type in a description in the space provided next to **Title** and provide more details or context in the space next to **Body**.

- Click on **Post** to add your discussion thread to the forum.

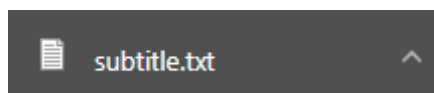
Download a file in a Virtual Learning Environment (VLE)

Some resources are available for you to download:

- Go to the **Course Home** page of **Creativity Toolkit II: Creative Collaboration** and scroll down the list under **Week 1**.
- Click on video resource **Make it Feel Right** under **Lesson 1-1 Social Influence**.
- Under the **Downloads** menu available below the video, choose the type of related materials (for example **Subtitles (English)**) to download.



- The title of the materials being downloaded will be shown at the bottom of the web page.



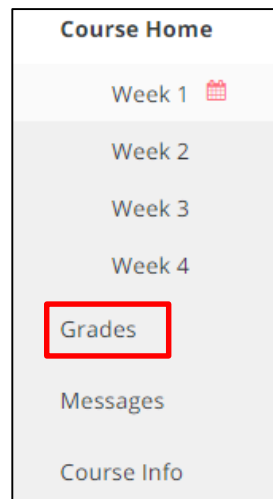
5. Right click on the file name and choose **Open** to read the contents of the file.

Upload a file

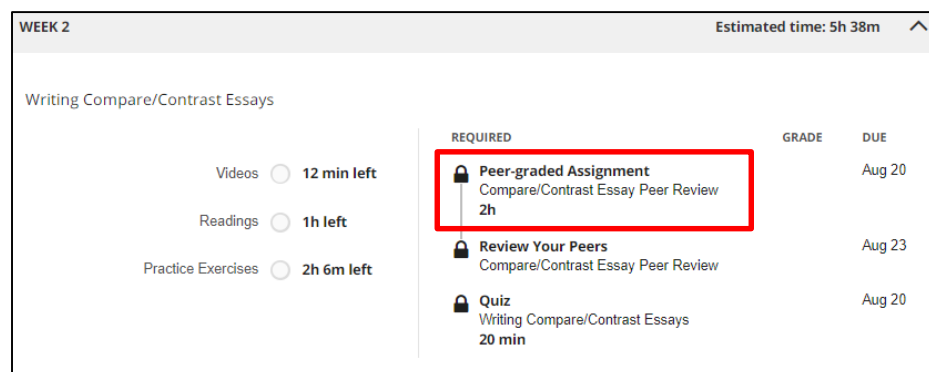
Some courses require you to submit an assignment online.

For the course **Getting Started with Essay Writing**:

1. Click on **Grades** under **Course Home**.



2. To make a submission, click **Peer-graded assignment**, which is an assignment that will be assessed by fellow learners enrolled in the same class for the course.



6. Under **My submission**, click on **Upload File**.

Important Information
 It is especially important to submit this assignment before the deadline, August 19, 11:59 PM PDT, because it must be graded by others. If you submit late, there may not be enough classmates around to review your work. This makes it difficult - and in some cases, impossible - to produce a grade. Submit on time to avoid these risks.

Instructions My submission

Give your project a descriptive title

Submit your compare/contrast essay as a Word document or Text File.

Upload File

I understand that submitting work that isn't my own may result in permanent failure of this course or deactivation of my Coursera account.
[Learn more about Coursera's Honor Code](#)

Enter your legal name

This project has not been saved. Upgrade to submit

7. Locate the file and double click on the file name to confirm the upload.

3.7 REVIEW EXERCISE

1. In your online storage account, create a folder called **My Work**.
2. Upload a document from your computer to the online folder **My Work**.
3. Share the folder **My Work** by creating a link that can be emailed to anyone who needs to view the file.
4. Create the following event in your calendar:
 - a. Event: **Department Meeting**
 - b. When: 1st Monday of next month, 9am
 - c. Duration: 1 hour
5. Send out an invite to a person of your choosing for this meeting.
6. In your social media account, create a group named as **Class** and add some people from your class.
7. Register an account in a Virtual Learning Environment (VLE), select and enrol in an available course.
8. Post the following status update and ensure only the group **Class** can view it:

I'm completing my course on <enter date here>.

[Type here]

LESSON 4 – MOBILE COLLABORATION

In this section, you will learn how to:

- Identify types of mobile devices and operating systems
- Activate Bluetooth and make use of its features
- Set up mobile Internet access
- Set up mobile applications
- Manage common mobile applications
- Synchronise content across devices
- Identify mobile security measures

4.1 MOBILE DEVICES AND OPERATING SYSTEMS



Concepts

Types of Mobile Devices

A mobile device is a small handheld digital device, such as a tablet or smartphone. These devices can connect to the Internet and have high resolution touch screens which allow easy interaction with a wide range of programme applications, social media sites, and games that are available on the Internet. Data can be stored on these devices and stored using online storage services.

Operating Systems

A mobile device uses an operating system. Common operating systems for mobile phones are:

- **Apple's iOS**
Popular operating system from Apple, running devices such as the iPhone, iPad, and iPod Touch.
- **Google's Android**
Google's mobile device operating system, powering smartphones and tablets from a range of device manufacturers.
- **Microsoft's Windows Phone**
Microsoft's operating systems ships on devices from a variety of vendors. Windows Phone 10 is particularly focused on integration with Windows 10, Microsoft's PC operating system

4.2 ACTIVATING BLUETOOTH

Concepts

Bluetooth and its Use

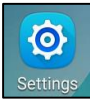
Bluetooth is a wireless technology standard for exchanging data, such as text, audio, or video files over short distances between fixed and mobile devices.

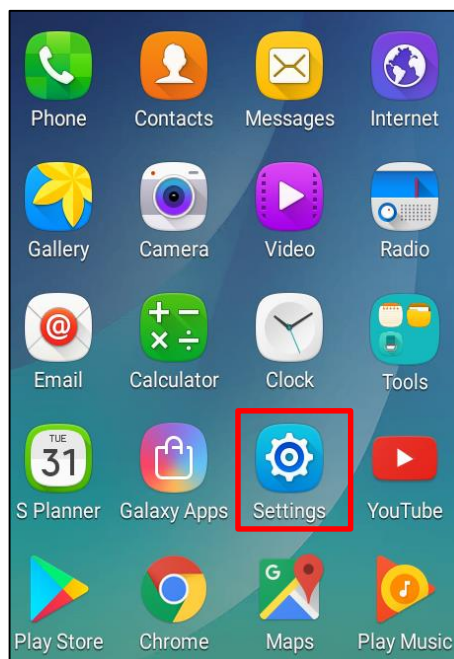
Uses for Bluetooth include:

- Wireless transfer of files between two Bluetooth devices.
- Connecting wireless mouse or keyboard connection to a tablet, smartphone, computer.
- Hands free use of Bluetooth enabled digital devices in a car.
- Sharing the Wi-Fi connection of a smartphone with another device such as a tablet or computer.

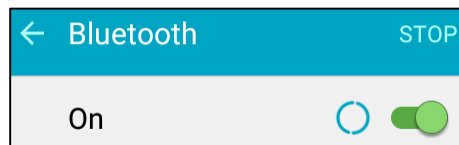
Steps

To activate Bluetooth:

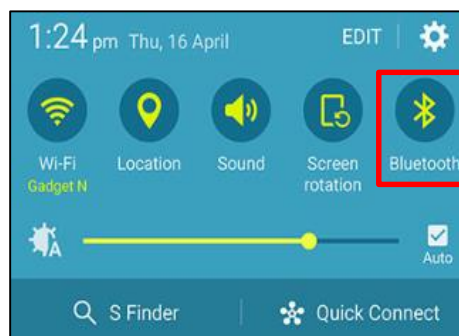
1. Go to **Settings**  on your mobile device.



2. Swipe the toggle button to **On** to turn on **Bluetooth**.



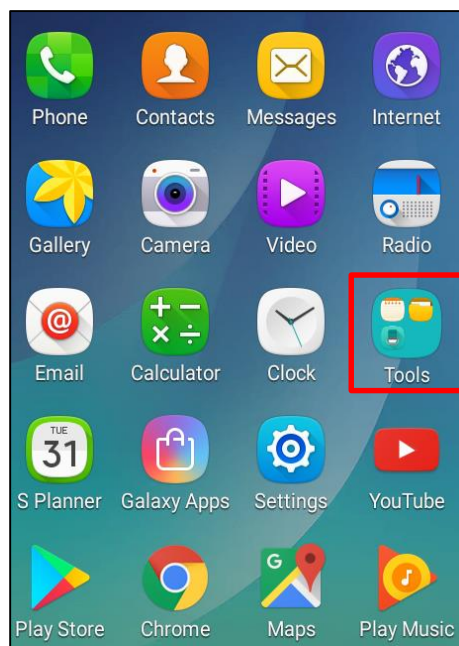
3. For smartphones with the ability to show the setting by sliding down from the top edge of the display window, tap on **Bluetooth**. The icon turns bright to indicate that it is turned on.



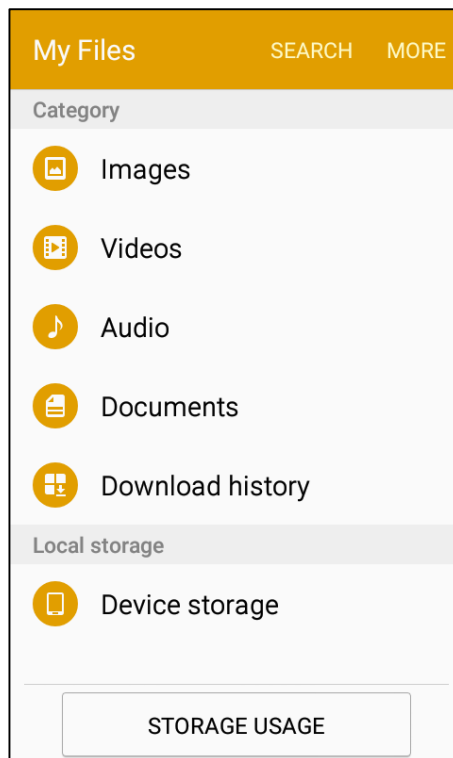
Transfer files between devices

To transfer a file from your mobile device to another device:

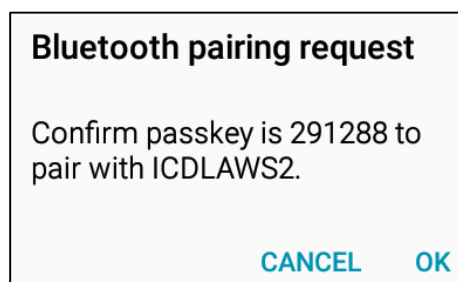
1. Turn on **Bluetooth** connection for both devices.
2. Locate the file (for example a document under **My files**) you want to transfer from your mobile device.



3. Select the type of file (for example **Documents**) you want to transfer from your mobile device.



4. Tap and hold on the title of the document to be transferred.
5. The **Share** option will appear on the top menu bar. Tap on **Share** and select the **Bluetooth** option under the **Share via** menu.
6. Select the target device for the transfer listed under available (or paired) devices and tap **OK** to confirm the pairing request.



7. On the target device, tap on **Accept** on the device to receive the shared file.

4.3 SETUP OF MOBILE INTERNET ACCESS

Concepts

Internet connection options available for mobile devices:

- Wireless Network (WLAN)**
 Wireless Local Area Network links two or more devices using a wireless distribution method, and usually provides a connection through an access point to the wider Internet. Wi-Fi hotspots are public locations (airports, hotels, coffee shops) where you can connect your smartphone or laptop wirelessly to the establishment's Internet service.
- Mobile Network (3G, 4G)**
 4G is the fourth generation of mobile phone mobile communication technology standards. It is a successor of the third generation (3G) standards. A 4G system has the potential to provide high-speed Internet access.
- Upcoming Mobile Network (5G)**
 The mobile network is anticipating a new and faster fifth generation network (5G). Top-end 4G networks can deliver peak download speeds of 300Mbit/s. By comparison, 5G has the potential to offer speeds more than 1Gb/s (1000Mbit/s).

The choice between connecting our mobile phones to the Internet using WLAN or mobile networks can be based on:

- Cost (mobile Internet data plans, especially for multiple devices, can be costly)
- Technological limitations (Wi-Fi-only devices cannot connect to a mobile network connection).


The associated features for each of the connections are:

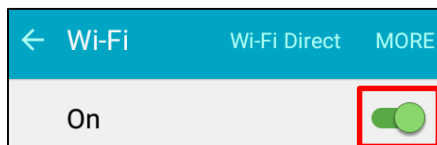
Feature	Wireless	Mobile Internet
Speed	Broadband or cable speeds	Not as fast as Wi-Fi
Cost	Free access available on some sites	Depends on the data plan
Availability	Dependent on availability at the location, for example at a cybercafé.	Virtually everywhere: Connect wherever you can get a cellular signal

 **Steps**

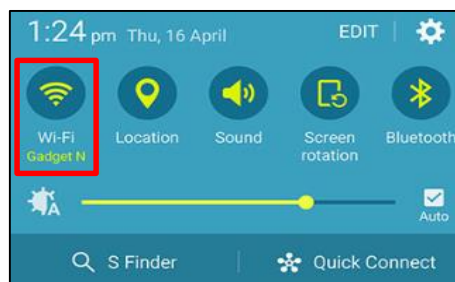
Turn on Wi-fi Connection

To turn on Wi-fi connection on your mobile phone:

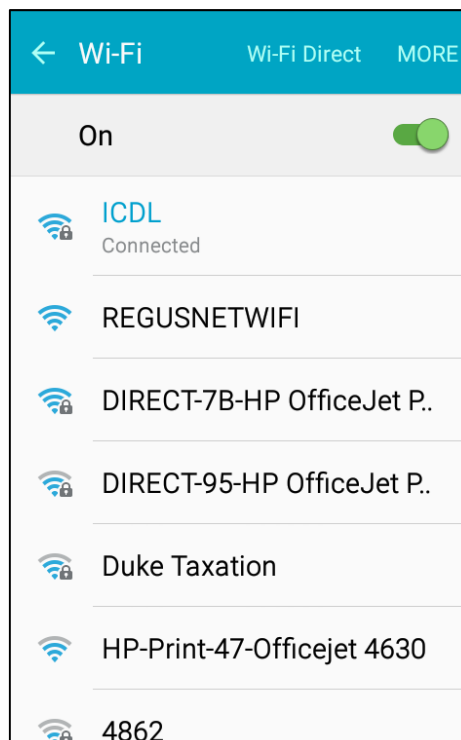
1. Go to **Settings**  on your mobile device.
2. Swipe the toggle button to your right to turn on **Wi-Fi**.



3. For devices with the feature to show the setting by sliding down from the top edge of the display window, tap on **Wi-Fi**. The icon turns bright to indicate that it is turned on.




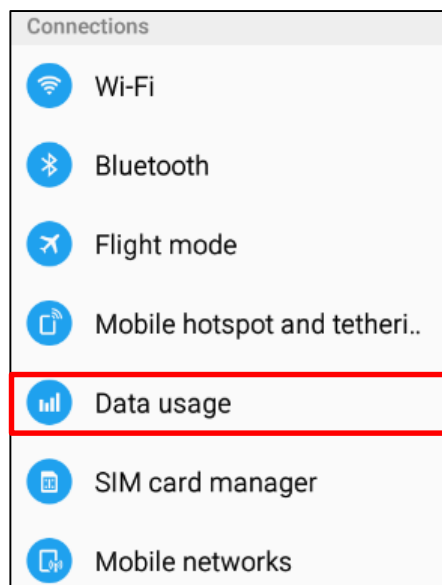
4. Select a Wi-fi connection from the list. Enter a password if required and click **Connect**.



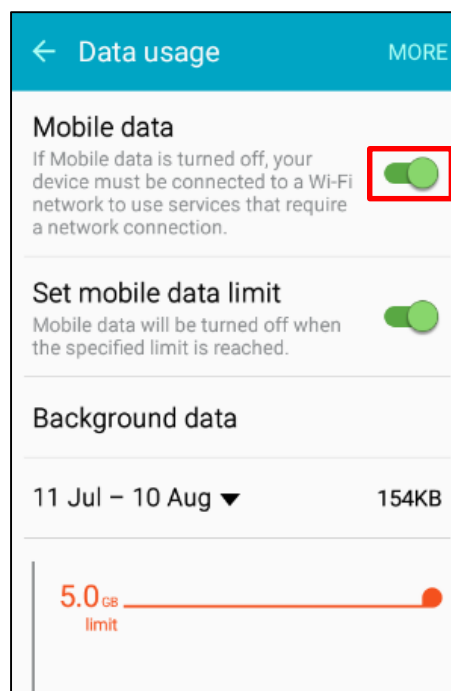
Turn on Mobile Network Connection

To turn on Mobile Network connection on your mobile device:

1. Go to **Settings**  on your mobile device.
2. Tap on **Data Usage** under **Connections**.



3. Swipe the toggle button to the right to turn on your mobile data.



4. Your mobile device can gain access to the Internet when your mobile data is turned on.

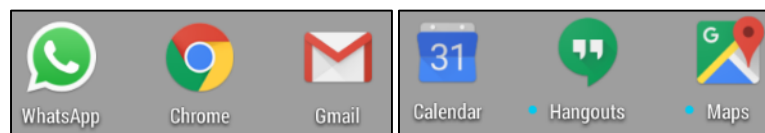
4.4 SETUP OF MOBILE APPLICATIONS

Concepts

A mobile application (or mobile app) is a software application designed to run on smartphones, tablet computers and other mobile devices. They are available through application distribution platforms such as the **Google Play**. Some apps are free, while others must be bought. Usually, they are downloaded from the platform to the device when the device is connected to the Internet.

The most common types of mobile apps include:

- Social media (e.g. **WhatsApp**)
- Internet search (e.g. **Google Chrome**)
- Email (e.g. **Gmail**)
- Productivity tools (e.g. **Calendar**)
- Meetings (e.g. **Google Hangout**)
- Maps (e.g. **Google Maps**)



Steps

Searching for Apps

To search for an app:

1. Go to **Google Play** to look up the app.
2. Type a relevant keyword in the Search box provided to search for an app.

It is important to remember that there may be purchase costs for some applications, as well as potential usage costs.

Install and Uninstall Apps

To install an app:

1. Tap on the required app shown in the search results.
2. Tap the **Install** option next to the app and accept the access request by the app to proceed with the installation of the app.

To uninstall an app:

1. Tap and Hold on the app.
2. Hold and drag the app to **Uninstall** or **Remove**.



Update Apps

If any update is available, it can be downloaded to the mobile device when the device is connected to the Internet. In the app store, simply tap the updates option and select the applications you wish to update.

Using Apps

A. Voice / Video communication:

1. Tap the App (for example, **Hangouts**).
2. Use your contact list to call the person of choice.

For communication apps such as WhatsApp, the recipient of messages or calls also needs to have the app and both devices must be connected to the Internet to maintain an active communication.

B. Social media:

1. Tap the App (for example, **Facebook**).
2. The updates to your social media will be displayed when the App is launched, and your device is connected to the Internet.

C. Map:

1. Tap the App (for example, **Google Maps**).
2. When your device is connected to the Internet, the App will be able to tell your location and you can enter a destination in the search bar to get guidance on how to get to the location.


4.5 MANAGING MOBILE APPS

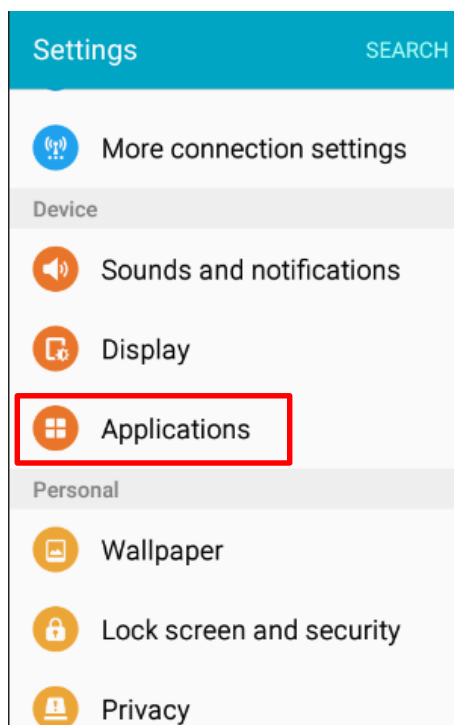
Concepts

Many different mobile apps are available for users to download and use on their mobile devices. For mobile collaborations, we should read the features of the apps and consider its value in enhancing productive. Note that we can manage some of the features these apps and that most apps have limited access to web features in comparison to using these apps on a PC or laptop.

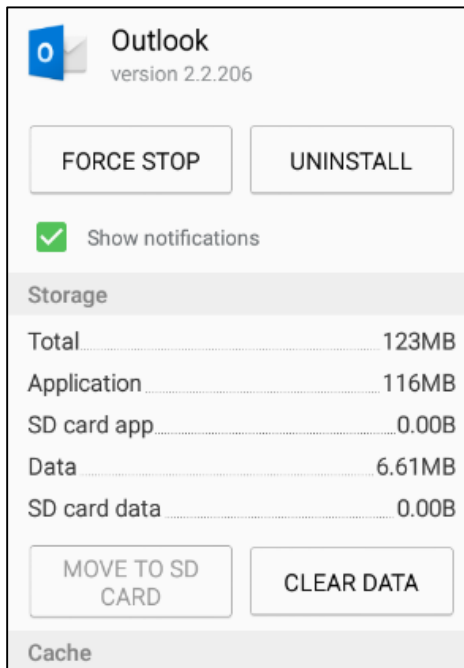
Steps

To manage your apps on your mobile device:

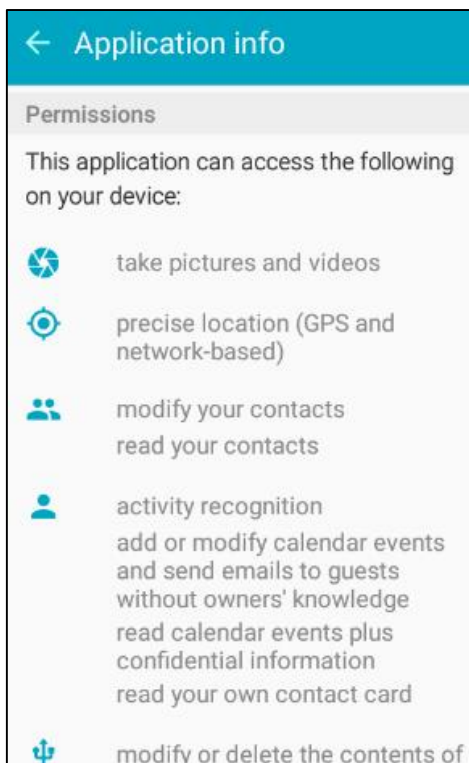
1. Go to **Settings**  on your mobile device.
2. Under **Device**, choose **Applications** to manage your applications.



3. Tap on **Application Manager** and choose the app (for example **Microsoft Outlook**) you want to manage from the list of applications displayed.
4. Details and options about the apps will be displayed. You can choose to apply **FORCE STOP**, **UNINSTALL** or **CLEAR DATA** on the app.

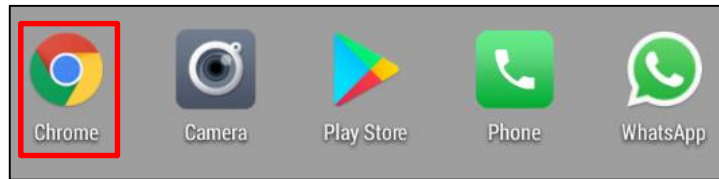


5. You can also view the access you have granted to the apps by scrolling down the page.

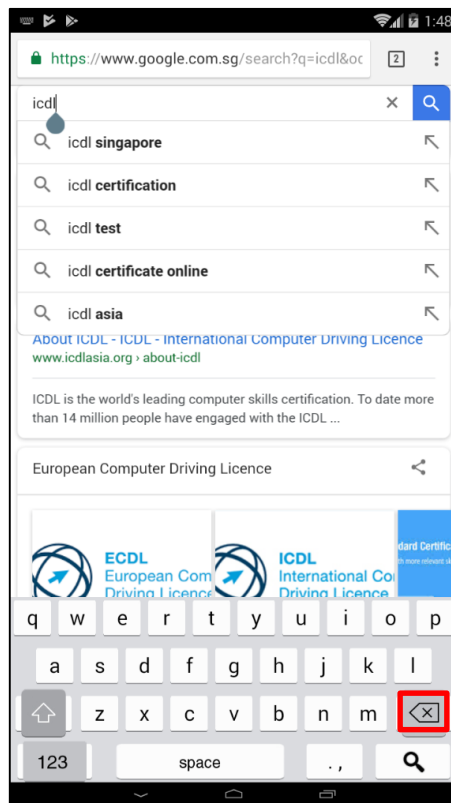


Search the web on Chrome

1. Tap on **Chrome** to begin your web search.



2. If Chrome is not available in your mobile device, go to **Play Store**, type Chrome in the search box and tap on **Install**.
3. Type a related keyword or web site address in the search box provided.
4. Tap on the search icon on the pop-up soft keyboard.

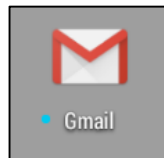


Receive, Create and Send E-mail

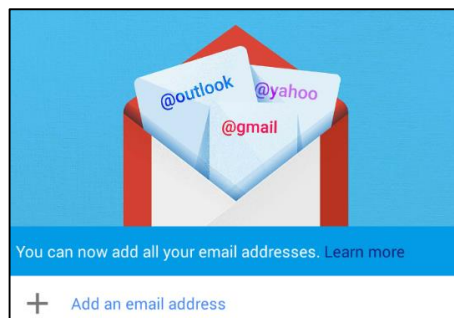
Mobile devices have proven to be a popular choice with users who want to keep track of their e-mails quickly and on the go. While many devices come with a built-in mail application, you can also download specific apps for e-mail services (for example Gmail or Outlook) from the apps store.

To access **Gmail** on your mobile device:

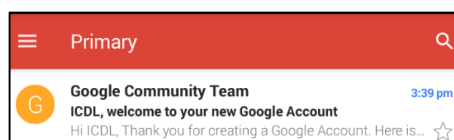
1. Tap the **Gmail** app to set up your Gmail account on your mobile device.




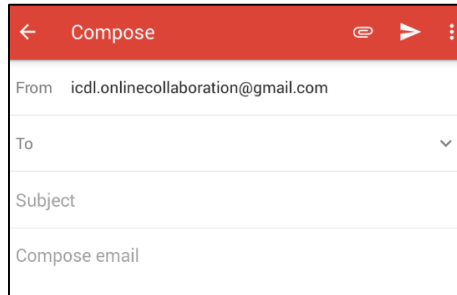
2. Tap on + sign and follow the set-up steps to sign in with your Google account name and password.





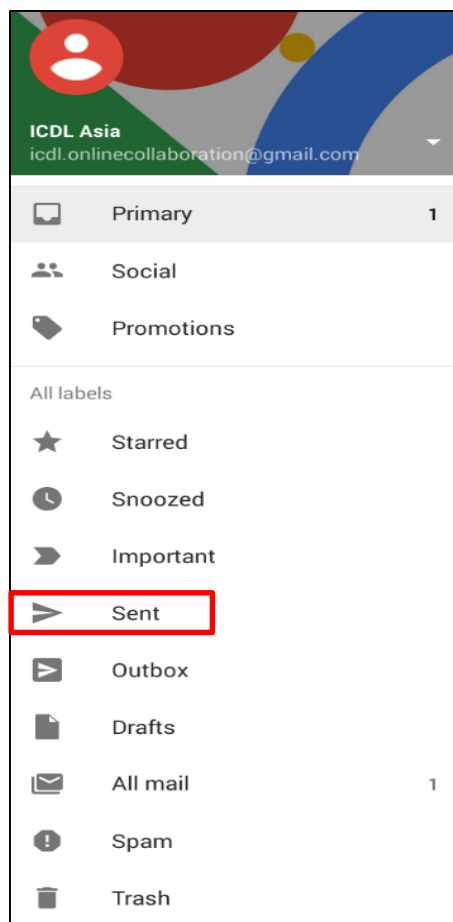
3. Tap on **Take me to Gmail**.
4. If connected, new e-mails will be downloaded and shown on the display screen.
5. Click on a mail message heading to see the content.



6. Compose a mail by tapping on the pen icon  located at the lower end of the display screen.
7. Type in your contact's email address in **To**, fill in the **Subject**, and compose your email.



8. Tap on the send icon  located on top right-hand side of the **Compose** screen to send out the email.
9. Confirm that your email has been send by tapping on the menu icon  and select Sent to view your message.

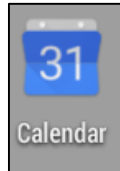


Managing Calendar Events

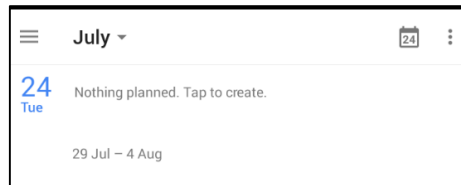
Calendar apps on mobile devices have been a popular feature with users. They allow users to keep track of events and even synchronise them with their social media accounts to automatically update with any agreed event.

To use Google **Calendar** on your mobile:

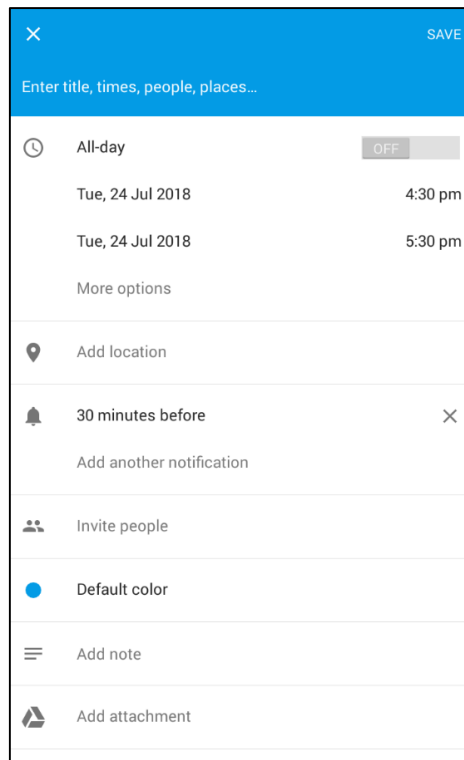
1. Go to **Calendar** to open the application.



2. Select **Tap to create** to add a new event.

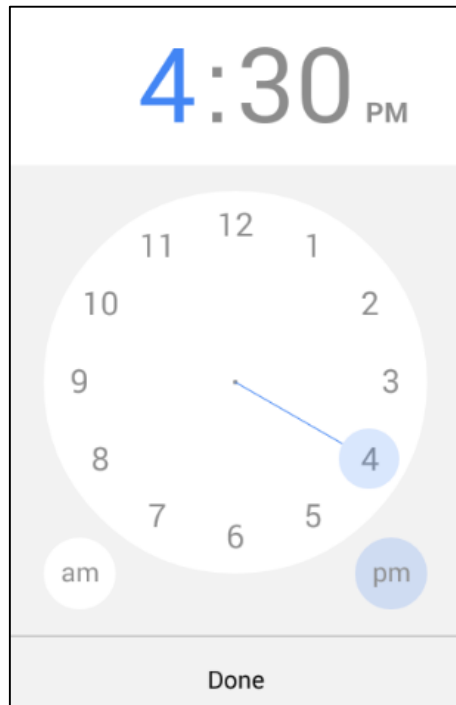


3. Enter a description for the event in **Enter title, times, people, places.**



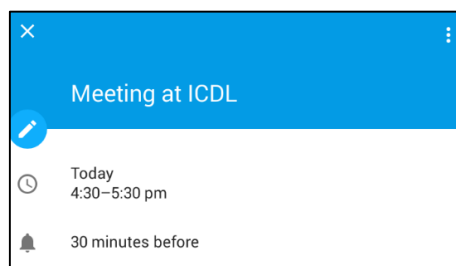
4. Set the **All-day** toggle to ON for an all-day event.


5. For other durations, tap on the first line of time display below **All-day** to change the event’s start time, and the second line of time display to change the event’s end time.
6. Select the desired start or end time by tapping on the pop-up clock face and tap **Done**.



To edit a calendar event:

1. Scroll down the screen to select a different date.
2. Tap on the event name view the current event information.



3. Tap on  to edit.
4. Edit the event as required.

To delete a calendar event:

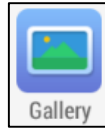
1. Select the date with the event.
2. Tap the event name.

3. Tap on  to delete the event.


Sharing Pictures or Videos

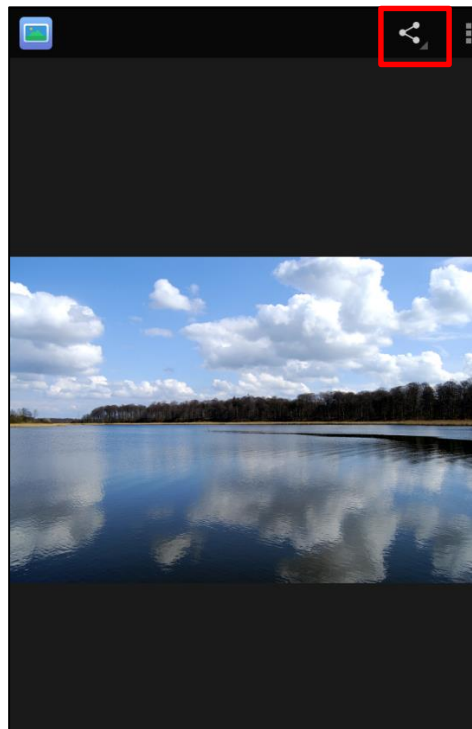
You can share pictures and videos that you have taken on your mobile device from **Gallery**:

1. Tap on the **Gallery** on your mobile device.

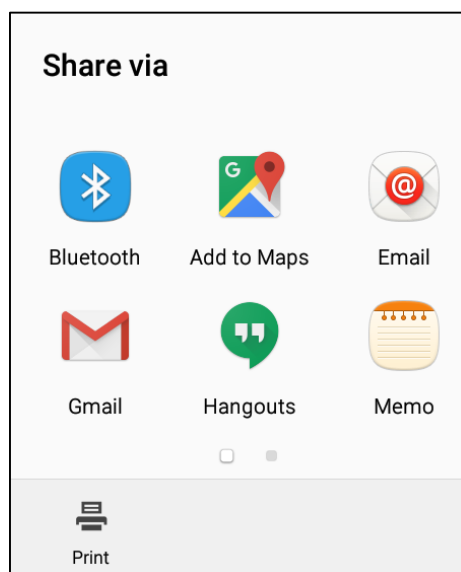


2. Select a picture or video in the gallery to share.

3. Tap on  to share your picture or video.



4. Tap on your preferred way of sharing from the list provided under **Share via**.



5. Choose your recipients from your contact list and tap on **Send**.
6. Your recipients will be able to view your picture or video in their mobile device (via Bluetooth or other apps you have chosen as your preferred way of sharing).

Accessing Social Media/News

Users of mobile devices can stay connected with their social network using the social media apps on their phone. They can read news, receive updates, and post updates even when they are out and travelling.

To keep up with your social media or current news on your mobile device:

1. Tap on the **Facebook** icon to view updates from your social network.



2. Log in with your user account and password.
3. The page will open with the latest posting from the contacts in your Facebook account. You can swipe upwards on your smartphone screen to view more updates.



4.6 SYNCHRONISING CONTENT

Concepts

Synchronisation technologies are designed to synchronise a single set of data between two or more devices, automatically copying changes back and forth. For example, a user's contact list on one mobile device can be synchronised with other mobile devices or computers.

Data synchronisation can be local synchronisation where the device and computer are side-by-side and data is transferred or remote synchronisation when a user is mobile and the data is synchronised over a mobile network.

Synchronisation is important because it:


- acts as a backup.
- can be used to restore apps and data.

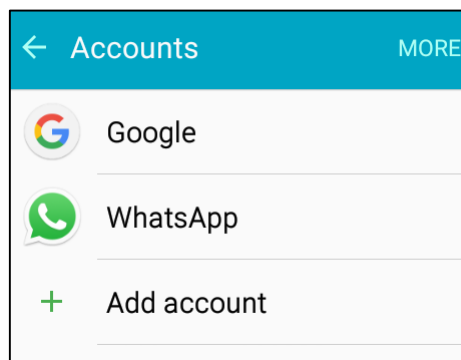
Google Apps is automatically synchronised with the corresponding applications on desktop computers when connected to the Internet.

Steps

Managing Synchronisation of Apps Content

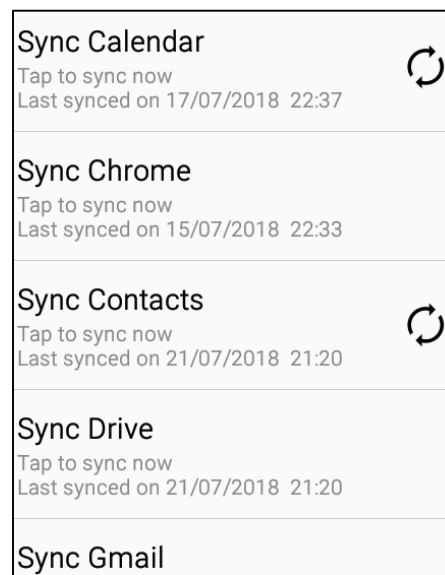
To manage the synchronisation of apps content on your mobile device:

1. Go to **Settings**  on your mobile device.
2. Scroll down the list of items to locate **Accounts** and tap on it (For some devices the option is placed under **Personal**).



3. To view the status of synchronisation for your account, tap on the account name (for example **Google**).

- The status of synchronisation for Google apps will be displayed. Tap on the option (for example **Sync Calendar**) for the app that you want to be synchronised with your mobile devices.



- To stop the app from synchronising with your mobile device, tap on **Disable Auto Sync** or uncheck the tick box next to the app to stop the app from synchronising.

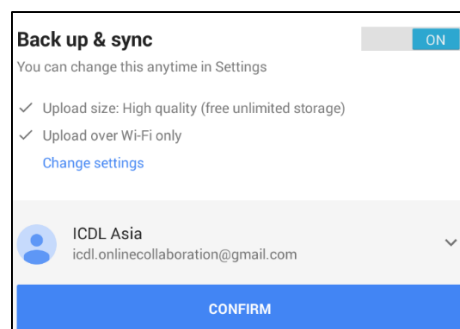
Back up and Sync Photos and Videos

To create backup and synchronise the photos and videos you have taken on your mobile device with your online storage:

- Go to **Play Store** and install Google **Photos** to your mobile device.



- Check that **Back up & sync** is swiped to **On** and tap **CONFIRM**.



- When **Back up & sync** is set up, the photos and videos you have taken or deleted on your mobile device will automatically be backed up.

4.7 IDENTIFYING MOBILE SECURITY STEPS



Concepts

Stay secure on Mobile

Smartphones and other mobile devices such as tablets are increasingly used to store personal and business information, and mobile security is therefore crucial for data security.

Taking steps to keep our mobile devices secure is important as personal information and passwords to access our online accounts are stored in them.



Steps

Take steps to keep your mobile secure:

Use a PIN

Enable a passcode (PIN) to restrict access to the device. This helps prevent unauthorised individuals from getting at your data.

Back up content

Back up content regularly to ensure it can be restored when needed or transferred to another device if, for example, you lose your device.

Turning Wi-Fi/Bluetooth off

Turning off wireless and Bluetooth can prevent unauthorised access to your device.

Taking precautions before installing an app

Consider the following risks before you install a mobile application from an unknown or unofficial source:

- Mobile malware can exploit the lack of technical support and quality controls that are associated with an unofficial application store.
- Apps from an unofficial source may also not be fully tested and quality approved, thus slowing down the performance of your mobile device and other applications.
- These apps may also automatically gain permission to access personal data such as contacts, images, and location without the user's knowledge.
- Apps from an unofficial source are also more likely to contain hidden costs for the user – for example, you may unknowingly sign up to contracts or in-application purchases.

4.8 REVIEW EXERCISE

1. Name two types of mobile devices.

2. List two operating systems for mobile devices.

3. Which of the following is NOT an Internet connection option for mobile devices?

- a. Wi-Fi
- b. Android
- c. 3G
- d. 4G

4. Name one mobile application distribution platform.

5. Synchronisation _____.

- a. Is used to share photos or video files.
- b. is used to manage apps and data.
- c. is used to browse the web.
- d. Is used to play video files on mobile devices.

ECDL Syllabus

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
1.1.1	Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.	1.1 Key Concepts of Online Collaboration	1.2.1	Understand ways in which cloud computing facilitates online and mobile collaboration like: storage of shared documents and files, access to a range of online applications and tools.	1.2 Key Concepts of Cloud Computing
1.1.2	Identify the main types of services supporting online collaboration like: cloud computing, mobile technology. Identify the main types of tools supporting online collaboration like: common productivity applications, social media, online calendars, online meetings, online learning environments.	1.1 Key Concepts of Online Collaboration	1.2.2	Outline the benefits of cloud computing for users like: reduced costs, enhanced mobility, scalability, automatic updates.	1.2 Key Concepts of Cloud Computing
1.1.3	Identify key characteristics of online collaborative tools like: multiple users, real time, global reach, concurrent access.	1.1 Key Concepts of Online Collaboration	1.2.3	Outline the risks of cloud computing like: dependence on provider, data protection and control, potential loss of privacy.	1.2 Key Concepts of Cloud Computing
1.1.4	Outline the benefits of using online collaborative tools like: shared files and calendars, reduced travel expense, ease of communication, enhanced teamwork, global access.	1.1 Key Concepts of Online Collaboration	2.1.1	Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.	2.4 Managing Collaborative Applications
1.1.5	Be aware of the risks associated with using online collaborative tools like: unauthorised access to shared files, insufficient management of version control, malware threats, identity/data theft, service interruptions.	1.1 Key Concepts of Online Collaboration	2.1.2	Identify common equipment used to support online collaboration like: webcam, microphone, speakers.	2.1 Setup of Equipment
1.1.6	Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.	1.1 Key Concepts of Online Collaboration	2.1.3	Recognise that firewall restrictions may cause access issues for users of a collaborative tool.	2.2 Setup in a Collaborative Environment
			2.2.1	Download software to support online collaborative tools like: VOIP, IM, document sharing.	2.4 Setup of Communication Tools
			2.2.2	Register and/or set up a user account for a collaborative tool. Deactivate, delete/close a user account.	2.2 Setup in a Collaborative Environment
			3.1.1	Understand the concept of online storage solutions and identify common examples.	3.1 Utilising Online Storage

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
3.1.2	Identify the limitations of online storage like: size limit, time limit, sharing restrictions.	<i>3.1 Utilising Online Storage</i>	3.2.5	Invite, uninvite people, resources to an event. Accept, decline an invitation.	<i>3.3 Using Online Calendars</i>
3.1.3	Upload, download, delete online files, folders.	<i>3.1 Utilising Online Storage</i>	3.2.6	Edit, cancel an existing event.	<i>3.3 Using Online Calendars</i>
3.1.4	Understand that common productivity applications can be accessed via the web. Identify common examples of web-based productivity applications like: word processing, spreadsheets, presentations.	<i>3.2 Using Common Productivity Applications</i>	3.3.1	Identify social media tools that support online collaborative like: social networks, wikis, forums and groups, blogs, micro blogs, content communities.	<i>3.4 Using Social Media Tools</i>
3.1.5	Identify features of web-based productivity applications: allows files to be updated by multiple users in real-time, allows files to be shared.	<i>3.2 Using Common Productivity Applications</i>	3.3.2	Set up, modify available permissions/privacy options like: read access, write access, user invites.	<i>3.4 Using Social Media Tools</i>
3.1.6	Create, edit and save files online.	<i>3.2 Using Common Productivity Applications</i>	3.3.3	Find, connect to social media users, groups. Remove connections.	<i>3.4 Using Social Media Tools</i>
3.1.7	Share, unshare a file, folder to allow other users to view, edit, own a file, folder.	<i>3.2 Using Common Productivity Applications</i>	3.3.4	Use a social media tool to post a comment, link.	<i>3.4 Using Social Media Tools</i>
3.1.8	View, restore previous versions of a file.	<i>3.2 Using Common Productivity Applications</i>	3.3.5	Use a social media tool to reply to, forward a comment.	<i>3.4 Using Social Media Tools</i>
3.2.1	Share a calendar. Grant permission to view, edit a shared calendar.	<i>3.3 Using Online Calendars</i>	3.3.6	Use a social media tool to upload content like: images, videos, documents.	<i>3.4 Using Social Media Tools</i>
3.2.2	Show, hide shared calendars.	<i>3.3 Using Online Calendars</i>	3.3.7	Remove posts from social media. Be aware that permanently deleting posts and photos may be difficult.	<i>3.4 Using Social Media Tools</i>
3.2.3	Use a shared calendar to create an event, recurring event.	<i>3.3 Using Online Calendars</i>	3.3.8	Use a wiki to add to or update a specific topic.	<i>3.4 Using Social Media Tools</i>
3.2.4	Set a reminder for an event.	<i>3.3 Using Online Calendars</i>	3.4.1	Open, close online meeting application. Create a meeting: time, date, topic. Cancel the meeting.	<i>3.4 Using Social Media Tools</i>
			3.4.2	Invite, uninvite participants, set access rights.	<i>3.5 Using Online Meeting Tools</i>
			3.4.3	Start, end a meeting.	<i>3.5 Using Online Meeting Tools</i>

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
3.4.4	Share, unshare desktop, files in an online meeting.	<i>3.5 Using Online Meeting Tools</i>	4.1.4	Understand Internet connection options available for mobile devices: wireless (WLAN), mobile Internet (3G, 4G). Understand associated features of these options like: speed, cost, availability.	<i>4.3 Set up of Mobile Internet Access</i>
3.4.5	Use available chat features in an online meeting.	<i>3.5 Using Online Meeting Tools</i>	4.1.5	Understand key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off.	<i>4.7 Identifying Mobile Security Steps</i>
3.4.6	Use video, audio features in an online meeting.	<i>3.5 Using Online Meeting Tools</i>	4.2.1	Connect to the Internet securely using wireless, mobile technology.	<i>4.3 Setup of Mobile Internet Access</i>
3.5.1	Understand the concept of an online learning environment. Identify online learning environments like: Virtual Learning Environments (VLEs) and Learning Management Systems (LMS).	<i>3.6 Accessing Online Learning Environments</i>	4.2.2	Search the web.	<i>4.5 Managing Mobile Apps</i>
3.5.2	Understand the features, functions available within an online learning environment like: calendar, noticeboard, chat, assessment records.	<i>3.6 Accessing Online Learning Environments</i>	4.2.3	Send, receive e-mail.	<i>4.5 Managing Mobile Apps</i>
3.5.3	Access a course in an online learning environment.	<i>3.6 Accessing Online Learning Environments</i>	4.2.4	Add, edit, remove a calendar event.	<i>4.5 Managing Mobile Apps</i>
3.5.4	Upload, download a file in an online learning environment.	<i>3.6 Accessing Online Learning Environments</i>	4.2.5	Share pictures, videos using options like: e-mail, messaging, social media, Bluetooth.	<i>4.5 Managing Mobile Apps</i>
3.5.5	Use a course activity like: quiz, forum.	<i>3.6 Accessing Online Learning Environments</i>	4.3.1	Identify common applications like: news, social media, productivity, maps, games, eBooks.	<i>4.5 Managing Mobile Apps</i>
4.1.1	Identify types of mobile devices like: smartphone, tablet.	<i>4.1 Mobile Devices and Operating Systems</i>	4.3.2	Understand that applications are obtained from application stores. Identify common application stores for mobile devices.	<i>4.4 Setup of Mobile Applications</i>
4.1.2	Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.	<i>4.1 Mobile Devices and Operating Systems</i>			
4.1.3	Understand the term Bluetooth and its use.	<i>4.2 Activating Bluetooth</i>			

Ref	ECDL Task Item	Location
4.3.3	Search for a mobile device application in an application store. Recognise that there may be purchase, usage costs associated with an application.	<i>4.4 Setup of Mobile Applications</i>
4.3.4	Install, uninstall an application on a mobile device.	<i>4.4 Setup of Mobile Applications</i>
4.3.5	Update applications on a mobile device.	<i>4.4 Setup of Mobile Applications</i>
4.3.6	Use an application on a mobile device like: voice or video communication, social media, map.	<i>4.5 Managing Mobile Apps</i>
4.4.1	Understand the purpose of synchronising content.	<i>4.6 Synchronising Content</i>
4.4.2	Set up synchronisation settings.	<i>4.6 Synchronising Content</i>
4.4.3	Synchronise mobile devices with mail, calendar, other devices.	<i>4.6 Synchronising Content</i>

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Congratulations! You have reached the end of the ECDL Online Collaboration book.

You have learned about the key skills relating to online collaborative tools, including:

- Understanding the key concepts relating to online collaboration and cloud computing.
- Setting up accounts to prepare for online collaboration.
- Using online storage and web-based productivity applications to collaborate.
- Using online and mobile calendars to manage and plan activities.
- Collaborating and interacting using social networks, blogs, and wikis.
- Scheduling and hosting online meetings and using online learning environments.
- Understanding key mobile technology concepts and using features such as e-mail, applications, and synchronisation.

Having reached this stage of your learning, you should now be ready to undertake ECDL certification testing. For further information on taking this test, please contact your ECDL test centre.

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