

Accessing WhatsApp



This document has instructions for accessing and using the WhatsApp app, for those who are not familiar with using social media.

Instructions for what should be contained in the video can be found in the document entitled '*Video Quotes*'.

Setting up WhatsApp

What is an App?


An App (application) is a programme you can have on your computer, phone, laptop or tablet to allow you to do a huge range of things. You might have one for your favourite shop, bank, a TV channel; the choices are endless. More companies are using these to make communication easier.

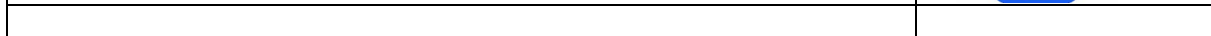
It can be quite daunting starting with a new form of communicating, but once you get used to it, you'll find it easy and convenient. There are several Apps that offers ways for people to communicate. WhatsApp is a very popular and an easy one to use. At Albany Removals we use WhatsApp as a quick, easy and convenient way for people to gain a quote for their move. However, if you would prefer a visit for a face-to-face quote, we are happy to arrange this.


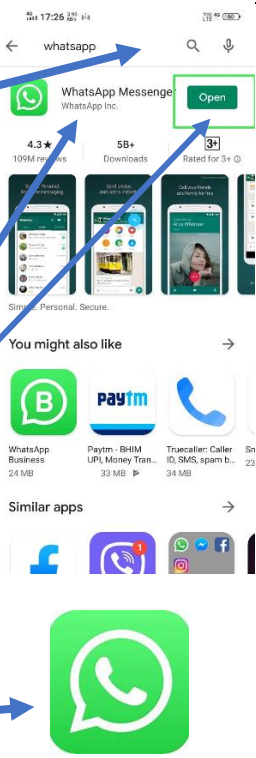
Using a Smartphone

If you are not already using WhatsApp, you will need to download the app. This is a free app, so no cost to download and use.

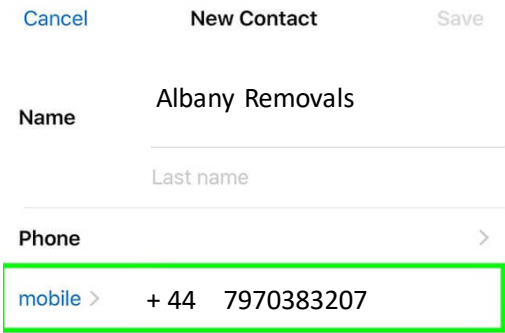
To download WhatsApp, you need to open an app store on your phone. This will likely, already be preloaded on your phone.

If you have an iPhone, you will need to use App Store. Look for this icon...	




<p>If you have an Android phone you will need to use Play Store. Look for this icon...</p>	
<p>Once you have opened an app store, type WhatsApp in the search box and tap the magnifying glass, search icon, on your phone.</p> <p>You will then see the WhatsApp Messenger icon and a box saying 'install'. Tap on the 'install' button.</p> <p>A downloading 'clock' will appear. Once this has finished the install button will disappear and be replaced by an 'Open' or 'Play' button. Tap on this.</p> <p>Once you have clicked on 'open/play' you will be taken directly to WhatsApp.</p> <p>To access the app at another time, you will see the WhatsApp Icon on your phone. Just tap on this.</p> <p><i>NB: You will be asked to agree to WhatsApps Terms and conditions. It will also give you the option to upload your current contacts from your phone.</i></p>	

Adding a New Contact

<p>To send a message via WhatsApp, on your phone tap the icon labelled 'chats' (it usually defaults to this page.)</p> <p>If someone already has a WhatsApp account, you can message them right away. Albany has a WhatsApp account.</p> <p>Tap on the green speech bubble (or the circle icon) and select add a 'new contact'.</p> <p>Add Albany Removal:</p> <p>Country GB +44</p> <p>Phone 7970383207</p> <p>Tap Save.</p>	
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Making and Sending a Video Via WhatsApp

<p>To make a video, use your camera, on your smart phone.</p> <p>Tap the icon.</p> <p>Select the video mode – usually a scrolled list at the bottom.</p> <p>You can make one long video or break it into two or three parts.</p>	
<p>To send your video/s open your WhatsApp app. Tap on Chat if it hasn't automatically opened on entering WhatsApp.</p> <p>Now you have added Albany Removals, you will find us in your list of contacts.</p> <p><i>If you have contacted us via WhatsApp before, you should be able simply access us from the summary text message list, when you open the app.</i></p> <p>In your message stream to Albany, type a message so we are able to identify which customer you are. Then tap on the paper clip icon. This will bring a list of icons for different folders.</p> <p>Select your Photo Gallery and find your video/s. Tap on the video/s you wish to send and 'Done' to add to your WhatsApp message to Albany.</p> <p>Tap the arrow icon to send to Albany.</p>	