



What is WhatsApp?

WhatsApp is a mobile phone application that allows users to send messages to individuals and groups, as well as share images and documents.

WhatsApp is a useful tool when you want to communicate with a group—such as all the nurses on your unit. It is less cumbersome than starting a texting group using everyone’s personal mobile phone.

How to set up WhatsApp on your mobile phone



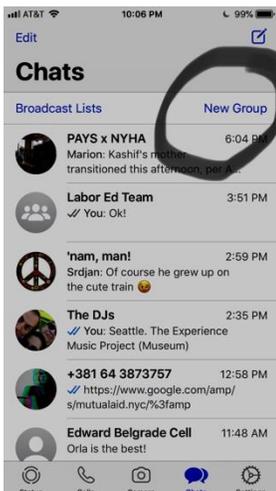
- Go to the App Store for your iPhone or Open Google Play on your Android
- Install “WhatsApp”

Once you have the App on your phone:

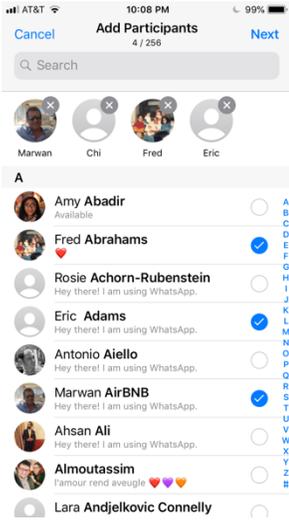
- Go to “Settings” and add a photo and a status message (optional)
- The App will draw from directly your contacts in your phone and identified people who have WhatsApp

How to set up a group chat

- Open WhatsApp
- On the bottom of the screen there are options to make calls, send texts etc.
- Click on the **Chat Bubble** which will take you to the screen where you message with your contacts
- From here there are two ways of creating a new group:



Click on NEW GROUP on the top right of your screen
This will take you to your contact list.



Type a name in the search bar at top, or go down the list and tap everyone you would like in the group (a little blue check will show up next to their name).
Click NEXT

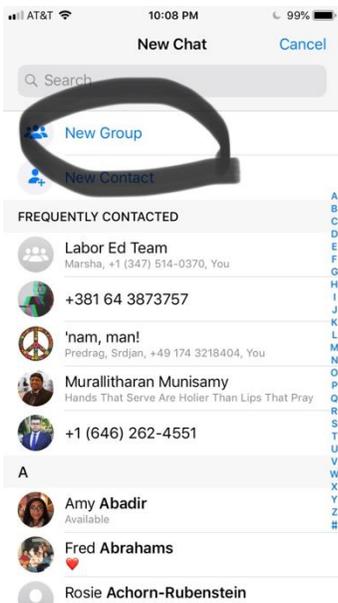


The next page is where you can give your group a name, and add a picture that represents the group (optional)



SECOND WAY TO CREATE A GROUP CHAT:

Back on the main chat page, you can click on the icon of a note being written all the way at the top right of the page



Which will take to the next page offering you the option of creating a new group.

Similarly, it will open up to your contacts and you can select members by lightly tapping on the names of all the people you would like to join the group.

The next steps are the same: you can name the group and add a photo that represents it.

FAQ's:

1. What are some other advantages to WhatsApp over text messaging groups?

While iPhone and Android messaging is based on **SMS** and can be subject to carrier charges, and uses the cellular network, **WhatsApp** is an instant messenger that can be accessed from BOTH mobile data and Wi-Fi.

Once you set up a group, the **Group chat** function allows you to instantly send messages, pictures and videos to multiple people at once. You create conversation threads (click on a message and you have the option to “reply” to that message) that everyone in the group can follow and keep the conversation going for days, weeks, or months.

2. What if some of the nurses on my unit don't have WhatsApp?

In order to participate in a WhatsApp group, you need to have a mobile phone and the WhatsApp app downloaded to your phone. Inviting someone who doesn't already have WhatsApp will generate an automatic message to them inviting them to join WhatsApp.

Once the group is formed, you can invite additional nurses to the group by clicking on the name of the group at the top of the page and scrolling down to the list of participants where you have the option of either clicking on the + sign which will draw from your contacts OR clicking on the “Invite to Group via Link” which will generate a link on the next page where you can also decide how you want to share the link.

3. When I start a group chat, I see that I am “admin,” what does that mean?

An “admin” is the person who sets up the group and has the power to add and remove members from the group chat. Once the initial group is set up, the original “admin” can choose to designate additional members as “admin” and share those responsibilities.

4. Someone in my WhatsApp group chat is being disrespectful or argumentative. How do I handle this?

As you are setting up the group, we suggest you set up some group rules that include requesting that be respectful, especially if there are differences of opinion. If you see disrespectful behaviors displayed, please reiterate the request publicly and finally set up a 1:1 with that person. Please remember **not** to engage with that person, as it usually prolongs the behavior. The admin has the possibility to remove anyone from a group chat who doesn't respect some common norms--like respectful communication--by simply clicking on the person's name and scrolling to the bottom of the drop down menu and clicking on “remove.”

5. I accidentally sent a message to a group chat that I want to delete, how can I do that?

You can go to that message, click on it, and select “delete.” You can then choose “delete for everyone.” People who are “admins” of a group chat can also do that.