



*Photo Source: AVSI Uganda, November 2021*

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# **DIGITAL LITERACY TRAINING CURRICULUM**

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## Overview for Coaches

Let me be the first to welcome you to the *Digital Literacy Training of Coaches Guide*! This Guide aims to help Digital Literacy coaches, like you, prepare for, facilitate, and document what took place during each of the digital literacy training sessions with EQUALS project participants.








As part of this **Digital Literacy Training** you will be continuing your ongoing formal relationship with EQUALS participants to support and motivate them to use the knowledge and skills they learn from the animated videos to strengthen their digital literacy. The support focuses on four key areas: *Smart Phone Basics*, *Introduction to Mobile Money*, *the Risks and Benefits of Smart Phones* and *An Introduction to a Livelihood Application (Mobipay Agrobases)*. You will first lead all participants through two (2) weekly visits to show the Digital Literacy animated videos. You will then lead the selected *animated video plus* participants through four (4) weekly follow on training sessions on the topics discussed in the animated videos. Each video session should last around 1 hour, whereas each of the training session should last 1 - 2 hour(s), depending on the session, tasks and group.



This Guide details the sessions for you to facilitate and outlines how to help participants achieve specific objectives related to each of the digital literacy topics. For both the animated video and follow on training sessions, you will follow a 3-step process to prepare for, lead, and document what took place in the sessions:

1. **Review the Digital Literacy Training Preparation Checklist (Annex 1).** In advance of each session, you will review and complete the Digital Literacy Training Preparation Checklist. This will help you prepare for the coaching session you will lead.
2. **Facilitate Appropriate Session Topic.** Next, you will lead the participant through either: one of the animated video sessions or for the animated video plus group, one of the four follow-on coaching sessions.
3. **Complete the Post Session Coach Journal Activity (p. 62).** After each session, you will complete the Post Session Coach Journal Activity. This will help make sure that you capture all of the important conversations that participants are having with you and each other and will help the project track digital literacy learning and understanding.

The sessions in this Guide will lead you through each step of this process and through the six sessions including the two (2) animated video session and the four (4) follow on training sessions that you will facilitate with participants.



## GENERAL INSTRUCTIONS FOR EQUALS ACTIVITY COACH

	<p><b>1. Pre-Visit Preparation:</b> Before your visit to the group, review the notes from in the Post Session Coach Journal Activity to refresh your memory on what you discussed with the participants during your last meeting. Think of any questions or topics you need to discuss with the participants to continue growing and strengthening their digital literacy skills.</p>
	<p><b>2. Mobilization:</b> One day before each coaching visit, the Coach should mobilize the participants by calling or sending a message to them to make sure they are aware of the visit and are prepared to attend. Inform the participants to have their Smart phones fully charged for the coaching session.</p>
	<p><b>3. Targeted Participants:</b> The 2 animated video sessions are to be attended by all participants. The 4 follow on digital literacy coaching sessions should be attended by the participant women who are members of the 6 selected VSLA groups receiving animated video plus.</p>
	<p><b>4. Review of Previous Session:</b> At the start of each coaching session, ask what the participants remembers from the previous session. (Reminder to coach: note you are not testing participants, but just seeing what they remember/picked from the last meeting).</p>
	<p><b>5. Content Delivery:</b> Conduct the digital literacy coaching session for the day, share key messages and discuss action planning around the topic to ensure participants understand and can put information into practice.</p>
	<p><b>6. Use of Smartphone:</b> Use your Smartphone during the group sessions to take photos of the group training activities and collect data as needed.</p>
	<p><b>7. Post-Visit:</b> Document all key discussion points in your digital literacy coaching notebook or Smartphone.</p>

	<p><b>8. Meeting Place:</b> Meet the groups in their usual agreed VSLA meeting place, do not influence or change the group-meeting place without consulting all the group members.</p>
	<p><b>9. Digital Literacy Coaching Touch Points:</b> Digital literacy Coaching will be carried out using group approach at the VSLA group level. All groups will attend the two animated video sessions. The 6 groups receiving Animation Plus Model will be visited by the coach weekly for the 4 follow on training sessions to guide them through the digital literacy contents. No ad hoc support will be provided to participants outside of the total six scheduled sessions.</p>

## Facilitation Techniques

As always, please remember to use good facilitation skills and techniques with participants throughout all your interactions.

<p><b>NOTE:</b></p>	<p><b>Notes for Facilitators in Curriculum:</b> The curriculum designers included suggestions for facilitators for use during training. These are guides to help you through different parts of the training by offering suggestions, highlighting potential challenges, or suggesting facilitation tricks. They are not to be read aloud to participants.</p>
	<p><b>SAY:</b> Shows text to say to participant. This text is written in italics. Any text in [brackets] should be adapted to the situation. For example, where you see [name], you would say the appropriate name.</p>
	<p><b>ASK:</b> Indicates a question that the coach should ask the participant. Questions are written using bullet-points and italics and can be adapted to your speaking voice or to the needs of the session</p> <p>After you ask a question, always remember to stop and listen to the participant's response before continuing and to use your facilitation techniques to engage the participant. Please remember to acknowledge participants contributions and thank them for their participation.</p>

## Icon Glossary

Icon	Definition
	<p><b>Introduction:</b> This icon signifies the start of the training session. The language provided will allow you to introduce the day's session topic. It also provides you with questions to ground and open that day's session.</p>
	<p><b>Animated Video:</b> This icon tells the facilitator when to play the animated videos in the sessions. After this icon, the curriculum will detail which of the 4 animated videos should be played that day.</p>
	<p><b>Smartphone:</b> This icon shows the EQUALS program Smartphone. It is at the start of the Smartphone basics session.</p>
	<p><b>Starting Up Your Smartphone:</b> This icon shows the start of the How to Turn On &amp; Use Your Smart Phone session. During that session participants are walked through Smartphone basics, including powering on and off the phone, opening and closing apps and more.</p>
	<p><b>Caring for Your Smartphone:</b> This icon shows the start of the Caring for Your Smartphone session. In that session, participants learn best practices for taking care of their Smartphone and later their Smartphone solar charger.</p>
	<p><b>Sending an SMS message:</b> This icon shows the start of How To Send an SMS (text) message session. This session feature a pair activity.</p>
	<p><b>MTN/Airtel:</b> This icon is used to show the EQUALS program Smart phone.</p>

	<p><b>Mobile Money:</b> This icon is shows the Airtel Mobile Money symbol. Airtel mobile money, like MTN mobile money, is a Mobile Commerce service that enables participants to buy Airtime/Data/Voice bundles for themselves, friends and family. It further enables users to send and receive mobile money via their mobile money wallets, and open loans.</p>
	<p><b>Protecting Your Mobile Money Pin &amp; Recovering Money Sent to the Wrong Number:</b> This icon is shows the start of the Protecting Your Mobile Money Pin session. In the session participants learn security rules to manage the risks of Mobile Money.</p>
	<p><b>Mobi Pay Agrobase:</b> MobiPay is a cloud-based application that is designed to create farmers' visibility, create linkages of small-scale farmers to other value chain players and offer possibilities that were previously unavailable in the agricultural sector.</p>
	<p><b>Group Work Session:</b> This icon is used to show the facilitator where there are group games, reflection sessions or partner work. When you see this symbol, expect to be moving participants, putting them in pairs, or doing a group activity.</p>
	<p><b>Session Close Out:</b> This icon is used to show the ending of the session. It is a reminder to the facilitator to begin ending the session and to highlight key areas of importance discussed during that day's session. Facilitators should also tell participants what to expect in their next session during session closeout.</p>
	<p><b>Set Time and Date:</b> This icon reminds the facilitator to set the time and date of the next session as the current session is ending. It's important to be clear with dates and times with participants to ensure that the training continues uninterrupted throughout implementation.</p>



# Facilitating the Digital Literacy Training Sessions



## SESSION 1: WELCOME AND FIRST VIDEO SESSION: SMARTPHONE BASICS & INTRODUCTION TO MTN/AIRTEL & MOBILE MONEY

### Session Objectives:

- Articulate an outline of the EQUALS project and the roles and responsibilities of EQUALS project participants and coaches
- Understand and use basic Smart phone operations successfully including:
  - Turn on and off their smartphone
  - Explain the features of and how to use the Home Screen
  - Make a phone call
  - Add a contact
  - Send an SMS
  - Charge their smartphone
  - Care for their smartphone
- Explain the process and requirements of registration as a first-time MTN/Airtel User, including understanding the role of MTN and Airtel registration points and agents
- Explain how to replace lost or damaged SIM cards.
- Describe how to use and access mobile money savings and loans
- Demonstrate how to properly send/receive money and correct mistakes if done incorrectly
- Describe the importance of protecting pin numbers and explaining how to recover money sent to wrong numbers, etc.

### Timing:

### Materials Needed:

Participant Smartphones (fully charged)  
Participant Headphones  
Smartphone Chargers  
Animated Videos for:  
    Smartphone Basics Session  
    Intro to Mobile Money Session  
Coach Notebook

Pen/Pencil for writing in Coaching Notebook  
Coach phone to use as an example and to take pictures during session



## INTRODUCE EQUALS PROJECT



**SAY:** *Let me be the first to welcome you to the EQUALS project. A program that will teach women how to use Smartphones to strengthen your lives, businesses and livelihoods. I am here today to lead you through the launch of our program and the first program session. Before we start today, I will first guide you through an outline of the program and participant and coach requirements. Once complete, we will then watch the first videos of the EQUALS digital literacy training program on your new Smartphones.*



**Ask the participants:**

- **What does digital literacy mean to you?**

**NOTE:** Give participants time to tell you what they have heard about digital literacy. Listen closely to their responses and make sure to address any wrong information when explaining the project to them after their comments. (Outlined below)



**SAY:** *Those are some great ideas. Digital literacy means having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies like Smartphones and the internet. Under the Equals Program, we will work on strengthening your digital literacy by showing you how to use a Smartphone and the internet to improve your livelihoods and businesses. Let us begin by outlining the responsibilities of the participant and coach in the EQUALS program.*



**SAY:** *Now we'd like to go through the program outline and ground rules for our digital literacy program..... - (10 Minutes):*

### Responsibilities of Participants and Coaches in the EQUALS Program

The EQUALS program will work to support the livelihoods of women in your VSLA through Smartphones and connecting you to digital services like mobile money and Mobipay (for business). It will also help you to understand the risks and benefits for women using a Smartphone.

- The program has provided each of you with a Smartphone, a solar charger and will purchase data weekly for 6 weeks for all participants to use during the sessions
- Some participants will only receive 2 weeks of animated video training. Other participants will receive the 2 animated video trainings and 4 weeks of follow-on training sessions.
- Participants for each group were chosen randomly. All the information in the follow-on training sessions is included in the animated videos.
- All animated videos will be shown in your VSLA sessions. They also are all on each of your phones. You can access them at any time without internet.

As a participant, your responsibilities are:

1. To attend all EQUALS program meetings with your group at your VSLA.
2. To bring your Smartphones to every EQUALS meeting session that you attend.
3. To bring your Smartphone solar charger to the meeting where it is required.
4. To bring the phone fully charged and ready for use to each session.
5. To bring the headphones that came with the phone to each session.

As your Coach, I am responsible to

1. Support you all through the digital literacy curriculum.
2. Answer your questions and provide support during in the sessions
3. Work with you to address your challenges or help you develop a plan to address these challenges

**NOTE:** Please check if your group is animated video only or animated video plus before the session. Ask the appropriate question below depending on the group.



**Ask the participants:**

For those receiving **only the animated video**:

- Do you have any questions for me about the program or your responsibilities?
- Do you understand my responsibilities to you as your coach?
- Do we have your commitment to attend the (2) two-week animated video sessions?

**For the animated video plus participants:**

- Do you have any questions for me about the program or your responsibilities?
- Do you understand my responsibilities to you as your coach?

- Do we have your commitment to attend the (2) two-week animated video sessions and the (4) four-week follow on training sessions?

**NOTE: Coach Journal Activity:** Write down any participant questions that you do not know the answer to in your coaching notebook. Please share with AVSI staff at the end of session. Once all participants agree they understand and are committed to attending for their 2 to 6 weeks:



**SAY to the participants:** *Thank you for your commitment. We look forward to working with you.*



### START THE ANIMATED VIDEO SESSION



**SAY to the participants:** *To begin the digital literacy training, we will start the first of the two animated video sessions. Today's animated videos will lead you through Smartphone basics including:*

- *Turning on & off your smartphone*
- *How to use your smartphone:*
  - *Including how to turn on and off your Smart phone, how to use your Home Screen, how to make a call, add a contact and send a text message*
- *How to charge your smartphone and*
- *How to care for your smartphone and solar charger*

*The second video we will see today will cover the Introduction to Mobile Money. With this video you will be able to:*

- *Know the process and requirements of registration as a first-time Mobile Money user*
- *Know the process of how to replace lost or damaged SIM cards linked to your Mobile Money account*
- *Get Information on existing registration points/agents for mobile money*
- *Learn how use smart phone for financial transactions (sending money, checking your balance, buying airtime, sending and receiving mobile money and how to correct mistakes if done incorrectly)*
- *Learn how to access and use mobile money savings and loans and*
- *The importance of protecting pin numbers and how to recover money sent to wrong numbers,*

*We will begin now by having each of you turn on your phones to open the videos.*

**NOTE:** Please help participants through opening the videos on their phone. Read the step-by-step directions below and open the videos in front of the group on your phone. Walk around the room to make sure everyone can find and open the session videos - (5 minutes)



**SAY to the participants:** *To start, at your seats, please turn on your phones by pressing and holding the power button on the left hand side of the phone. The phone will turn on after 3-5 seconds. Please then insert your headphones. Once the phone starts up:*



#### Step-By-Step Directions Opening Animated Videos

*Once the Smartphone is turned on (to turn on, hold down the power button on left hand side for 3-5 seconds, then)*

- 1. Slide your finger across your Smartphone screen; this will open the phone to the Home Screen. On the Home Screen, you can see all the applications on your phone.*
- 2. Lightly touch the bottom of your screen with your thumb. Slide your thumb finger up the screen until you see all Smartphone Applications.*
- 3. Look through the apps until you see FILES*
- 4. Tap the Files app to open*
- 5. In the Files app: at the top of the screen you will see Videos*
- 6. Select the videos to open the Digital Literacy Training Videos that are saved on your phone*
- 7. Tap the first video to play  **Smartphone Basics***
- 8. Tap the second video to play  **Introduction to Mobile Money***

**NOTE:** Please tell participants if they are having difficulty hearing the videos, **the volume up and down buttons are on the bottom right side of their phone. It is the longer button.**



**SAY to the participants:** *This is how you open your phone to all the videos for this training. All of the videos we watch in the sessions are on your phone and you do not need internet to view them.*

**NOTE:** Take photos of the participants watching the videos on your Coach phone. After participants have viewed the video (s) on their Smartphones.



**ASK:**

- Can someone explain to me how to turn on and off their Smartphone?
- Can someone explain to me how to open the videos on your Smartphone?

**NOTE:** You may need to walk participants through the process to view the videos multiple times. Make sure all participants can find the videos on their phones before leaving the session.

- What questions do you have about the videos?



**SAY to the participants:** *Please make sure to review the videos with each other in your VSLAs or speak to a family member who can assist you. Today's videos provide step-by-step directions for how to complete Smartphone Basics and get registered and use Mobile Money on your new Smartphone.*



**Closeout the session – 10 Minutes**



**ASK:**

- Before we end today, what questions do you have about the EQUALS program?
- Can someone explain my responsibilities as a coach?
- Can someone explain three responsibilities participants have?
- Are you having any issues with your phones?



**SET** time and date for the next meeting.



**SAY:** *Thank you all for joining the EQUALS Program. Our next meeting for all participants will be on [date] at [time] at [location]. I look forward to seeing you all next week for the next animated video session. Next week, the videos will cover and Benefits and Risks of your Smartphone and Introduction to Mobipay on your new Smartphone.*

*If anything was not understood in the session, please go to the Files app and review the videos again on your phone. Or talk to your fellow EQUALS participants or other family members. Also, please remember that these are now your phones. Feel free to use and explore them. Remember to be careful to have enough data for next week's session, and to make sure that your phone is fully charged for the next session. Looking forward to seeing you next week! Enjoy your Smartphone!*

**NOTE: Post Session Coach Journal Activity:** Take notes on post-video session discussion in your coach’s notebook. Make sure to capture what participants talked about and any questions or difficulties they had to share with the AVSI team. Please remember to complete the **Post Session Coach Journal Activity** on p. 67



## SESSION 2: ANIMATED VIDEOS CONTINUED: BENEFITS & RISKS OF SMARTPHONES FOR WOMEN & INTRODUCTION TO MOBIPAY

### Session Objectives:

- Articulate the risks of Smartphones for women including w/use of mobile money and MobiPay
- Articulate safety and security solutions for women using a Smartphone.
- Articulate positive messages around ownership and use of Smartphones for women and the potential challenges arising in the household from Smartphone ownership by women
- Locate essential service points using the Smartphone Google map
- Understand the costs of using Smartphones (data, voice, SMS bundles) and how to check usage.
- Describe the process to install the Mobipay Agrobases App
- Describe how to login into the Mobipay Agrobases App
- Describe how to order agro inputs using the Mobipay Agrobases App
- Articulate how to use the Unstructured Supplementary Service Data Codes (USSD code) to order agro inputs
- Articulate how to use the Interactive Voice Recordings (IVR) to access information on weather, markets, and nutrition

### Timing:

### Materials Needed:

- Participant Smartphones (fully charged)
- Participant Headphones
- Coach’s Smartphone
- Animated Videos:
  - Smartphone Benefits & Risks
  - Intro to Mobipay
- Coaching Notebook

- Pen/Pencil for writing in Coaching Notebook
- Coach phone for taking pictures during session
- Written script of download link for MobiPay Agrobase



## INTRODUCTION



**SAY to Participants:** *Hello again everyone. It is nice to see you all again today. Welcome back to the EQUALS digital literacy training.*



**ASK:**

- What challenges or issues have you had using your smartphone?
- What new things did you learn and discover when using your smartphone?

**NOTE:** Address any issues raised by participants as you can. Encourage participants to help one another in the session or to speak with their family members after the session.

## Review Session - 10 Minutes



**SAY to Participants:**

*Before we start today, let us take a moment to review what we saw and discussed last week.*

**NOTE:** In plenary, ask participants to raise their hands if:



**ASK:** Can you raise your hand if you have used your Smartphone to:

- Make a phone call?
- Send mobile money? Or send a text message?
- Are you having any challenges? If so, how did you address them?
- Who has reviewed the videos on their phone?

**NOTE:** Document the participant answers in your Coach Notebook. Make sure to take photos of participants during trainings.





## START THE ANIMATED VIDEO SESSION



**SAY to Participants:** *Today's session will lead you through the Benefits & Risks of Smart Phones for Women and an Introduction to Mobipay Agrobases or (MobiPay), which will be great for your livelihoods and businesses. By the end of today's session from the first video you will be able to use the video as a resource to be able to:*

- *Articulate safety and security solutions for women using a Smartphone.*
- *Articulate positive messages around ownership and use of Smartphones for women and the potential challenges arising in the household from Smartphone ownership by women.*
- *Locate essential service points using the Smartphone Google map*
- *Understand the costs of using Smartphones (data, voice, SMS bundles) and how to check usage*

*From the second video on Mobipay today you will be able to use the video as a resource to be able to:*

- *Know how to install the Mobipay Agrobases App*
- *Explain how to login into the Agrobases App*
- *Explain how to order for agro input using the App*
- *Explain how to use the USSD code to order for agro inputs*
- *Know how to use the Interactive voice recording to access information on weather, markets, and nutrition.*

*Please insert your headphones and then open the following videos:*

Tap the first video to play  **Smartphone Benefits & Risks**

Tap the second video to play  **Introduction to Mobipay**

**NOTE:** Please share with participants the written download link to the Mobipay Agrobases App.

**NOTE:** Please also tell participants if they are having difficulty hearing the videos, **the volume up and down buttons are on the bottom right side of their phone. It is the longer button.**

**NOTE:** Take photos of the participants watching the videos on your Coach phone. After participants have viewed the video (s) on their Smartphones.



### Closeout the session



**SAY:** *That is all the information we have for today's session.*



### ASK:

- Before we end, what are some of the new things you have learned today?
- Do you have any questions you want to discuss with your fellow participants or me?



**SAY:** *To download Mobipay, participants will need to go this link on their mobile phone browser: <http://kasapa.mobipayagrosys.com/downloads/>. Now that you know how to download Mobipay, please make sure to follow the steps in the video to download Mobipay on to your phone.*

**NOTE:** Provide participants with a written script of link. Assist participants who have challenges with the link information.



**SET** time and date for the next meeting for animated video plus participants only.



**SAY:** *This ends the EQUALS digital literacy training. If anything was not understood in the session, please go to the Files and review the videos again on your phone. Or talk to your fellow EQUALS participants. Also, please remember that these are now your phones. Feel free to use and explore them. Remember to be careful how you use your data. I want to thank all of you for participating. I encourage you all to watch the videos on your phone when you have challenges or speak to your other group members or family members to address those challenges.*

### To animated video plus on training participants:



**SAY:** *Our next meeting will be on [date] at [time] at [location]. In prep for that session, if anything was not understood, please go to the Files app and review the videos again on your phone. You can also talk to your fellow EQUALS participants or family members. Also, please remember that these are now your phones. Feel free to use and explore them. Remember to be careful how you use your data. Please know that you will need data for next week's session. Enjoy your Smartphone! Please plan for next*

*week's training session to take 2 hours. Come prepared with a fully charged phone and data for use during the session. We will review Smartphone basics together.*

NOTE: Please remember to complete the **Post Session Coach Journal** Activity on p. 67



### SESSION THREE: REVIEW OF SMARTPHONE BASICS (FOLLOW-ON TRAINING)

#### **Session Objectives:**

- Apply their knowledge to open and close applications on their Smartphone
- Apply their knowledge to make a phone call, add a contact, and send an SMS text message
- Apply their knowledge to locate essential services via Google Maps
- Explain and demonstrate their ability to use their solar charger to properly charge their smartphone
- Explain and demonstrate how to properly care for their smartphone and solar charger

#### **Timing:**

#### **Materials Needed:**

- Participant Smartphones (fully charged)
- Participant Headphones
- Solar Charger
- Coaching Notebook
- Pen/Pencil for writing in Coaching Notebook
- Coach phone for taking pictures during session
- Address of a local hospital, police station or other important location for Google Maps application



## INTRODUCTION



**SAY:** *Welcome back everyone! I know you have just completed 2 sessions which used short videos to show you how your phones function. During these next 4 sessions, we will take a closer look at what you've seen in the videos and practice together. I am here today to lead you through the Smartphone training sessions. I look forward to sharing more about how you can use Smartphones to access the internet to strengthen your business activities. Today's session will review parts of the first video session. It will lead you through Smartphone basics including:*

- Turning On & Off Your Smartphone
- How to use basic Smartphone functions: How to make a phone call, add and save a contact, send a text or voice message
- How to use Google Maps application to locate essential services
- How to charge and care for your smartphone and solar charger.



### How to Turn On & Use Your Smart Phone: 15 Minutes



**Ask the participants:**

- Did anyone have any questions on what we learned in the animations during last week's digital literacy training?
- Does any volunteer want to share a key learning from video training sessions?

**NOTE:** Answer relevant questions in plenary. Encourage participants who understood parts of the training to answer their fellow participants' questions if it is possible. Also, remind them to speak to one another, or review the week's animated video sessions in their Files.

- Why do you think it is important when you get a new phone that you understand the basic functions of your phone?

**NOTE:** Allow participants to answer in a plenary from their seats.



**SAY:** *Now, you all may have seen the power button. It is the lowest button on the right hand side of the phone. If you press, down and hold for 3-5 seconds, the phone will power up. This is also true if you want to power the phone off. You will need to hold for 3-5 seconds and the phone will power off. But don't turn your phones off! Today we will need them on*

as we focus on how you use your Smartphone. With that, I would like all of you to open your phone.



### Step by Step Directions Opening to the Home Screen & Applications

**Step 1:** Use your thumb or finger to swipe up on the screen. Once you do, your phone should open to the **home screen**.

- **The Home Screen** is where your main applications are. You should see the calculator, camera, photo gallery, phone call icon and some applications.
- There are more applications on the second page of the Home Screen. You can get to the second page of the Home Screen by touching the screen and swiping up.
- All of the applications you see come with the phone only some can be deleted. Others are permanent. You will know it is permanent if you cannot delete it.

**Step 2:** To open any application on the Home Screen, simply tap it once with your finger. It should then open.

**NOTE:** Have participants open one application. Have them use the back arrow to remove an application from view.



**Ask:**

- What are some of the applications you see on your Home Screen?
- Can anyone remember from the video how to close applications? If so, can you walk the group through the process?

**NOTE:** Participants should have seen how to “close applications” on their phone in the animated video. If no one volunteers, that is okay. Just review with them the step-by-step process below using your phone as an example.



### Step by Step Directions Closing Applications

**Step 1:** Press the square box at the right-hand corner of your phone

**Step 2:** Once pressed, the phone will display all the active applications. Active applications means all of the applications that are currently open and running on your phone. They are running in the background even if you cannot see them.

**Step 3:** Once all the open apps display, a popup will appear that asks you to close all apps.

**Step 4:** If you want to close all apps, select that option on the popup.

**Step 5:** If you want to close just one app, click on the app you need to close and swipe right or select the X in the right corner.

**Step 6:** If you want to go directly to the Home Screen, press the circle button.

**ALSO: On Your Screen**, you will also see a small left facing arrow. If you have an application open, and want to go back a step, but not close it completely, tap the small left facing arrow.

**NOTE:** Even though the application is no longer on the screen, it is still active on the phone. Tapping the back arrow just removes it from view. It does not close it. If you want to reopen it, you can select it from the Home Screen or App List OR you can press on the square, as we just saw that will bring up all of your open applications and you can select the one you want to reopen.



**SAY to Participants:** *Sometimes, you are in a hurry when using your phone and do not have time to close an application. If you want to go back to the Home Screen at any time while using an app, press the **round icon** at the bottom of your screen. That will take you back to the Home Screen immediately.*



**Ask:**

- Does everyone understand the buttons on their Home Screen and what each does?



**SAY to Participants:** *You are free to use the round icon or small left facing arrow buttons. However, it is important to close applications after you are done using them as leaving them open can use data or waste your phones battery.*



**Ask:**

- Do you have any questions about using the Home Screen on your new Smartphone?
- Is the process for closing applications clear?
- Can one volunteer show us how to close one application?
- Can one volunteer show us how to close all applications?

**NOTE:** Help participants through these processes as needed. For those with the most questions, refer them to the animated video sessions or ask them to work with their fellow VSLA members or family members.



**SAY TO PARTICIPANTS - TRANSITION TO NEXT TOPIC:** *Now that we have a common understanding of how to turn on and use your Smartphone home screen, let us take some time to go through together some of the basic ways to use your new Smartphone. We will begin by reviewing how to make phone calls.*



## How to Use a Smartphone:



**SAY to Participants:** *Smartphones are so important because they help connect us to the world and to people. Unlike number phones, they are like little computers in your hand. One of the easiest ways they connect us is through a phone call.*



**Ask:**

- Has anyone made a phone call on their new Smartphone?
- Have you noticed a difference between phone calls on your old phone and your new Smartphone?
- Can a volunteer show me on their phone how to make a phone call on their Smartphone?

**NOTE:** Have a participant volunteer show the process of making a phone call to the group.



**SAY to Participants:** *As [participant name] and the animated video showed us there are four steps to making a phone call. (Review the step-by-step directions below with participants)*



### Step by Step Directions Phone Calls

**Step 1:** Tap on the Phone Button 

- This takes you to the phone menu on your Smartphone

**Step 2:** Touch the keypad button. A number set will appear onscreen.

**Step 3:** Tap in the number you want to call. You enter numbers just by touching them on the screen.

**Step 4:** Once you have entered the right number, tap the Call button

- The keypad will disappear, and the call will start.

During the call you can:

- Mute your own voice,
- Set the call to speaker (which allows you to hear and talk on the phone without needing to hold it to your ear), and
- Put the other person on hold.

Just tap on the appropriate button on you screen.

- When you want to end the call, tap the red End Call button.



**Ask Participants:**

- Have you had any challenges making phone calls?
  - If yes, how did you overcome them?
- Has anyone needed help to make a phone call?

**NOTE:** Listen to participant answers. Make sure to address any specific questions or challenges. For questions that you do not know the answer to, document them in your Coach Notebook and share with the AVSI team before the next session. Please also remind them to work with members of their VSLA group to answer and questions. Or refer to the animated videos save to the files on their phone.



**SAY to Participants:** *If there are any more questions on how to make a phone call, please review the Making a Phone Call animated video saved to the files on your phone. Or speak to your fellow participants or family members.*



**SAY to Participants TRANSITION TO NEXT TOPIC:** *Of course, you do not want to have to remember and type in the phone number of everyone you want to call. That is why you add contacts to your phone.*

### Adding and Saving a Contact to Your Phone



**Ask:**

- Has anyone saved a contact into their Smartphone?
- Was that easy or difficult to do?

**NOTE:** Take notes on the questions, challenges and where participants got help in your Coach’s Notebook to share with the AVSI team post session.

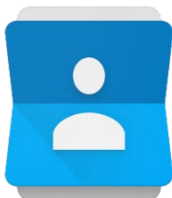


**SAY to Participants:** *Let us review together how to Add and Save a Contact to your phone.*

**NOTE:** Read the Step-by-Step Directions to Participants. Use your coach phone as an example phone to lead participants through the example. (Or play the animated video How to Add and Save a Contact for the whole group.)



#### Step by Step Directions Add and Save a Contact



**Step 1:** On your phone’s Home or application screen, tap on the Contacts button.

**Step 2:** The Contacts list will appear.

**Step 3:** To add a new contact, tap on the Add Contact button (sometimes just a + button).



**Step 4:** Tap in name and number

Step 5: To save the contact, tap on the save icon highlighted in blue on the top. Once saved the contact will appear in the list of All Contacts on your phone.



**SAY to Participants:** *Once a contact is saved to your phone, you can just open the Contacts List from the Home Screen. The Home Screen is where you find all of your apps. Once you open Contacts, tap their name and then tap the blue call button. You do not have to save Contacts in your phone. While it is easier you can also use the call log (the people who have called you or missed called you) to keep phone numbers on the phone or to make future calls.*



**Ask:**

- What are some ways you can remember contacts if you cannot read names?

Sample Answers: Draw pictures, write initials, add people to speed dial, work with a literate friend

- Before we move onto the next topic, are there any other questions on how to make a phone call or how to add and save a contact?

**NOTE:** Listen to participant answers. Make sure to address any specific questions or challenges. For questions that you do not know the answer to, document them in your Coach Notebook and share with the AVSI team before the next session. Remind participants to talk to members of their VSLA training group for help or to review the animated videos saved on their phones for each part of the training session.



**SAY to Participants TRANSITION TO NEXT TOPIC:** *Now that you know how to make a phone call and save a contact, let us begin to think through more ways to use your Smartphone. An SMS, or text message as you may know, is a short message that you can send to another phone.*

### Sending an SMS Text Message



**Ask:**

- Why are text messages important?
- What do you think might be a benefit of using a text message?
- What could be some of the challenges?

**NOTE:** Listen to participant answers. Make sure to address any specific questions or challenges. For questions that you do not know the answer to, document them in your Coach Notebook and share with the AVSI team before the next session. Remind participants to talk to members of their VSLA training group for help or to review the animated videos saved on their phones for each part of the training session.



**SAY to Participants:** *Smartphones are great for sending text messages, since you can type in short or long messages with your onscreen keyboards and not have to take the time for a longer phone call. Let's review how to send a text message together. Can everyone get out their phones?*



#### Partner Text Message Activity:

**NOTE:** Assign participants into pairs.

Have each participant send a text message to their partner in the room. Use the step-by-step instructions below to lead participants through how to send those messages.

Walk around the room to assist any participants who need help. Encourage them to work together (from a safe distance) and help their partner.



#### Step by Step Directions Sending an SMS

Step 1: On your phone's Home screen, tap on the SMS Messaging

Step 2: Tap on Create a New Message

- They'll need their partners phone number to send
- Type the phone number in the message to section

Step 2a: OR Tap on Contacts, and select the person you want to send the text message to from your Contacts list.

Step 3: Tap on the text field where you need to type in the message.

Step 4: Type the message in using the onscreen keyboard.

Step 5: Tap the right facing SMS arrow to Send.

**NOTE:** Make sure participants understand the both SMS Messages and Phone calls have a cost for use.



**Ask:**

- Was it easy to send a text message?
- Have you sent a text message on your own?

**NOTE:** If participants are having challenges, encourage them to watch the How to Send a Text Message video again. Alternatively, encourage them to speak with their fellow VSLA participants or family members.



**SAY to Participants TRANSITION TO NEXT TOPIC:** Now that we understand phone basics, we will review how to use the Google Maps application to help you find services and get directions around town.



**Ask:**

- What do you remember about the Google Maps application from the animated video?
- Can anyone show us how to open the Google Maps application on their phone?

**NOTE:** Once open, ask the participant to try to get directions to an area service provider (local hospital or police station).

Walk them through how to use Google Maps directions the first time. Be sure to help illiterate participants as although they cannot write the name of the location they are going to, the voice directions can be of use to them. Step by step directions below.



#### Step by Step Directions to Locate Essential Services on Google Maps

Step 1: On your Android phone or tablet, open the Google Maps app.

Step 2: Type the name of the place or tap its location on the map.

Step 3: In the bottom left, tap Directions. If you touch and hold the button instead, you'll start navigation immediately.

**To start directions,**

**Step 1:** Tap Start .

- If you see "Searching for GPS," your phone is trying to get a GPS signal. For example, you might be in a valley, far away from the village or another location where there is no GPS signal.

**Step 2:** To stop or cancel navigation, go to the bottom left and tap Close .



**SAY:** *Great, thank you [participant name] for showing us how to use Google Maps. Please know that you can use the Google Maps application to find the market, local hospital, police station, mobile money agent, or just get directions when you are lost.*

**NOTE:** Please tell participants this uses data. They must have an internet connection and have data on their phone.



**Ask:**

- Does anyone else want to try to find directions on Google Maps?

**NOTE:** Allow participants to get directions to their house or area service providers. Rural locations are more difficult to find, but important locations (like Rwamwanja Health Center 3, mosque, hospital, and/or area government buildings should be possible to find.)

- Can a volunteer now show and tell us how to close JUST the Google Map application on your Smartphone?



**SAY to Participants --- TRANSITION TO NEXT TOPIC:** Now that we understand how to open and use the Google Maps application and how to open and close all applications, when we get back from break, we will spend about 30 more minutes talking about how to charge your Smartphone and care for your Smartphone and solar charger.



### Charging Your Smartphone: 15 minutes



**SAY:** *Solar chargers are very popular here. I am sure many of you already know how to use a solar charger very well. I am sure by now you have had to charge your Smartphone.*



**Ask:**

- What has been your experience in charging the Smartphone you received?
- Can two different volunteers show me how they are using their solar charger to charge their Smartphone?

**NOTE:** Review the Step by Step Instructions with participants below. Use a solar charger as an example and plug it into the phone.



**SAY:** *As we saw (name of volunteers) show us and in the animated video:*



### Step-by-Step Instructions Using Your Solar Charger



**Step 1:** Make sure that the phone is off.

**Step 2:** Open and unfold, if necessary, the solar charger and align it so it is directly facing the sun.

**Step 3:** Plug the charging cable into the solar charge and your mobile device

- Make sure you see the charging icon on the Smartphone.

- Make sure to place the smart phone in the shade or cover it so it does not get too hot.

**Step 4:** Leave the device connected until you have full charge.

**Step 5:** If charging takes a long time, you might have to move the solar charger as the sun moves across the sky.

Figure 1: Photo via Jumia Uganda



Ask:

- Does anyone have any questions on how to use a Solar Charger?



**SAY:** *If there are no questions, let us review the 5 tips for Taking Care of Your Solar Chargers that we saw in the animated video.*



Ask:

- Does anyone remember the five tips on taking care of your solar charger that we saw in the animated video?

NOTE: Have participants give the answers below in a plenary. Highlight all the correct answers. Correct any errors.

#### Answers from the 5 Tips for Taking Care of Your Solar Chargers Video

- For best charge, use your solar charger in full sunlight without anything blocking the sun.
- The solar charger will get the most power if it is in the sun directly.
- Do not put the solar panel on concrete, sand, rock or other hot surfaces in direct sunlight.
  - This will cause the solar charger to overheat and slow charging time
  - In extreme cases it can even harm or destroy the solar charger
- Some phones will stop charging if the charger is in the shade for a moment.
  - If the charging stops, you might have to unplug and plug it in again for the charging to start again.

- Try to keep your solar panels clean and scratch free.
  - Dirt and scratches can slow the charging process.



### Group Reflection and Share-out Session



Ask:

- How can you care for your solar charger?

**Sample Answer:** Do not get charger wet, do not scratch the solar panel, do not expose the charger to heat or fire, and do not put the charger on concrete as the heat from the concrete can damage the charger.

**NOTE:** Have the group provide answers in a plenary. Be sure to reinforce the good practices as listed above and correct anyone making bad decisions in solar charger care. Remind participants to talk to members of their VSLA training group for help or to review the animated videos saved on their phones for each part of the training session.



**SAY TO PARTICIPANTS - TRANSITION TO NEXT TOPIC:** *Now that we have discussed the how to use and care for the solar chargers for your new phone, let's quickly review how to care for the Smartphone.*



### Caring for Your Smartphone: 15 Minutes



**SAY:** *As we know, caring for a Smartphone is a little different from caring for a number phone.*



ASK:

- Do you remember the tips for protecting your Smartphone shared in the first animated video session?

#### Sample Answers

Getting a case

Getting a screen protector

Do not drop the phone

Keep the phone charged

Keep the Smartphone clean and away from dust and dirt and

Keeping the Smartphone away from water!

**NOTE:** Have participants answer in a plenary. Be sure to reinforce best practices and correct any wrong response.



**ASK:**

- Did anyone purchase a case or screen protector?
- Does everyone know why it's so important to not drop the phone or get it wet?

**ANSWER:** (Water destroys the electronics in the phone and battery)

- Is anyone having any difficulties with caring for their Smartphone?
  - If so, how have you addressed these challenges?



**Closeout the session**



**SAY:** *That is all the information we have for today's session. It was a long session. I know many of you have already started using your Smartphone and may be experts by now. I hope that by walking through the how to's. I've helped you all become more knowledgeable of how to use and care for your phone and charger.*



**ASK:**

- Can anyone name 3 major take aways from today's session?
- Can someone tell me how they plan to take care of their phone and solar charger?
- Is there anything else you would like to discuss before we close?

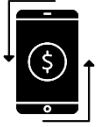


**SET** time and date for the next meeting.



**SAY to Participants:** *Our next meetings will be on [date] at [time] at [location]. During our next meeting, we are going to spend more time talking about phone service providers MTN and Airtel and how to use Mobile Money. Please feel free to review the animated videos for the introduction to MTN/AIRTEL how to send and receive Mobile Money prior to our next session. As always, please reach out to one another or your family members for help on any Smartphone challenges or review the animated videos saved to file on your Smartphone.*

**NOTE:** Please remember to complete the **Post Session Coach Journal** Activity on p. 64



## SESSION FOUR: INTRODUCTION TO MTN/AIRTEL & MOBILE MONEY

### Objectives:

- Demonstrate an understanding of the process and requirements for registering and using Mobile Money
- Apply the session knowledge to complete the process of registration as a first-time Mobile Money user
- Apply the session knowledge to understand and complete if needed the process to replace of lost or damaged SIM cards
- Illustrate an understanding of how to get Mobile Money information from existing registration points/agents
- Demonstrate their ability to use their Smartphone for financial transactions with Mobile Money (including sending, checking for balance, buying airtime and receiving money)
- Demonstrating an understanding of how to use and access mobile money savings and loans
- Detail and demonstrate their understanding and ability to use security protocols when sending, receiving and using Mobile Money (protecting pin numbers, recover money sent to wrong numbers, etc.)

### Timing:

### Materials Needed:

- Participant Smartphones (fully charged)
- Coaching Notebook
- Pen/Pencil for writing in Coaching Notebook
- Coach phone for taking pictures during session
- Pieces of paper for each participant
- Pen for participants
- Rubber bands or some other item to attach paper to participants personal item



### INTRODUCTION



**SAY to Participants:** *Welcome back all to the EQUALS digital literacy training.*



**ASK:**

- How are all of you today? Are you getting used to your new Smartphone?



- Did anyone have any questions on what we learned during last week’s digital literacy training?
- Can someone tell me how you used what you learned last week?

**NOTE:** Answer relevant questions in plenary. Encourage participants who understood parts of the training to answer their fellow participant’s questions if it is possible. Also, remind them to speak to one another, or review the week’s animated video sessions in their Files.



**SAY to Participants:** *I’m glad you’re all getting comfortable with your Smartphones now. Today we’re going to talk about something I think many of you are familiar with: How to Register for and Use Mobile Money, but this time, on a Smartphone.*



### Mobile Money Registration: 20 Minutes



**ASK:**

- Has anyone used Mobile Money on their Smartphone than on your previous phone?
- Has anyone experienced challenges with using mobile money on their button phone or Smartphones?
- Who has MTN and who has Airtel telephone numbers?

**NOTE:** If all participants have MTN or Airtel, later in the training you will only need to explain the steps for that carrier. If participants have both, please explain the processes for MTN and Airtel. Allow participants time to answer. Address any challenges as they come up. Any questions you do not know the answer to, please document them in your Coach Notebook to share with AVSI staff.



**SAY to Participants:** *In order to make sure we all have a common understanding of how to register for Mobile Money on a Smartphone, let’s review something the Mobile Money animated video told us.*



**ASK:**

- Can someone tell me what documents they will need to register for Mobile Money on their Smartphone?

**ANSWER:** They will need a valid photo ID card (Voter ID, National ID Drivers’ License, Passport)



**SAY to Participants:** *In order to make sure we all are able to register for mobile money, let's review together the registration process for Mobile Money on both MTN & Airtel. Please note that these steps are completed when you register the SIM Card for the first time.*

**NOTE:** Review the process step by step for each. Use your phone or a participant phone as an example if possible.



### Step by Step Directions Registering for Mobile Money (MTN) and (Airtel)

#### For MTN

**Step 1:** With a valid photo ID card (Voter ID, National ID Drivers' License, Passport, Refugee Identity Card or Attestation Card) go to the nearest MTN Mobile Money Authorized Agent

**Step 2:** The agent captures your personal details and gives you a SimCard.

**Step 3:** Insert your SimCard in your phone. You will receive an SMS asking you to register.

**Step 4:** Go to "My MTN" on your mobile phone and select "Mobile Money"

**Step 5:** Select "Register" and enter your Number.

**Step 6:** Select and repeat your Mobile Money PIN (5 digits)

**Step 7:** You will receive a welcome message on your phone

#### For Airtel



**Step 1:** Dial \*185# on your Smart Phone

**Step 2:** Select option 1 displayed on the screen of your smart phone

**Step 3:** Ask Participants to set their new PIN (chose 4 digits that can easily be remembered)

**Step 4:** Enter the new PIN to confirm



**SAY to Participants:** *Be sure to keep you pin numbers secret! Pin numbers are very important and protect your Mobile Money.*



**ASK:**

- Does anyone have any questions on how to register for Mobile Money on their phones?

**NOTE:** Answer maybe one or two more questions. Remind participants to talk to members of their VSLA training group for help or to review the animated videos saved on their phones for each part of the training session.



**SAY to Participants:** *If there are no more questions,*



SAY ... ASK TRANSITION TO NEXT TOPIC:

- Has anyone ever lost or damaged a Simcard?
- What did you have to do to get a new Simcard?



### Replacing Sim Cards:

**NOTE:** Allow the participant to explain the steps that they took. If no participant has lost a Simcard, skip the sentence thanking them and then say:



**SAY to Participants:** *Thank you [participant name] for explaining your steps. We want to make sure you're all prepared if something happens to your Simcard. Let's quickly review the step by step process for Replacing a SIM Card as we learned in the video.*

**NOTE:** Review the Step-By- Step Process with participants as outlined below.



#### Step by Step Directions Replacing a SimCard

**Step 1:** For Lost or Stolen cards, you need to Go to the nearest police station to get a police report (letter) validating that you lost your SimCard. (you can skip this step for damaged cards)

**Step 2:** Visit the nearest MTN or Airtel agent presenting the letter from police and National ID or Refugee ID

**Step 3:** Be aware you will need to pay at least 2000shs for the SIMCARD swapping at the agent point. Some agents charge more. The charge can be up to 5000shs.

#### Steps for Replacing Damaged Sim Cards

**Step 1:** For the damaged SimCard, you will be asked to present the damaged SIMCARD and National/Refugee ID to the Agent to change the SimCard.

**Step 2:** Once the swapping process is completed the participants will have all the information from the previous line including mobile money credentials.

**Step 3:** Be aware you may need to pay at least 2000shs for the SIMCARD swapping at the agent point. Some agents charge more. The charge can be up to 5000shs.



ASK:

- Does everyone understand the steps they would have to take to get a new SimCard or to replace their SimCard?
- Where is the nearest police station to get a police report?

ANSWER: Depends on where they are located. If they do not know, tell them they can use Google Map application on their phone.

- Are there any questions?

NOTE: Make sure to answer any outstanding questions. Repeat the process as necessary.



**SAY TRANSITION TO NEXT TOPIC:** *Now that we all know how to register and replace a SimCard on your Smartphone, let's move on to how to send and receive Mobile Money on your Smartphone.*



**Sending Mobile Money & Checking Your Mobile Money Balance: 30 Minutes**



**ASK:**

- Has anyone tried to use the mobile money application on your new Smartphone since watching the animated video?
- If so, did you see any difference between sending mobile money on a Smartphone versus your old phone?

NOTE: Listen to participant answers. Highlight any differences that may be new to participants who have not yet used mobile money on their smartphone- like the new step of touching the screen.



**SAY to Participants:** *To make sure we all have a common understanding of how to send mobile money and check your mobile money balance for MTN and Airtel on your Smartphone, let us review the processes for each together.*

NOTE: Review the step-by-step processes for each with participants (depending on their mobile carrier). Use your Coach phone to lead participants through the process by sending 600 shs from your phone to one of their phones.



**Step by Step Directions Sending Mobile Money (MTN)**

- Step 1:** Dial \*165# on their Smart phones, it will flash to this menu;
- Step 2:** Select Send Money (option 1)
- Step 3:** Choose to send Money to a Mobile User (someone with a registered mobile money line phone)
- Step 4:** Enter Recipient's Phone Number; e.g. 0775123456:
- **NOTE to participants: Make sure you enter the right digits of the intended number to send to.**
- Step 5:** Enter amount of money you want to send to that number in Uganda shilling (this should be minimum of UGX 500 and maximum of UGX 7,000,000).
- Step 6:** Enter Reason for sending
- Step 7:** Enter your mobile money secret PIN Code (this is 5-digit password that you set and known to you only for example (11111)
- Step 8:** Wait to receive a confirmation message
- Once sent, to check your mobile money balance, please dial \*165\*8\*1# then enter your 5-digit mobile money secret pin.**



#### Step by Step Directions Sending Mobile Money (Airtel)



- Step 1:** When sending Mobile money on Airtel line, you start by dialing \*165# on their smart phones, this will take them to main menu;
- Step 2:** Select option 1 send money on the menu being displayed on their smart phone screen

- Step 3:** Select Airtel and other number (Option 1) displayed on their phone screen
- Step 4:** Enter the mobile number they intend to send the money
- Step 5:** Enter the amount (this should be minimum of UGX 500 and maximum of UGX 7,000,000).
- Step 6:** Press okay, they will see the name of the person to whom the Simcard is registered
- Step 7:** Enter their mobile money secret pin (4 digits) to confirm their transaction
- Step 8:** Wait to receive a confirmation message
- Once sent, to check your mobile money balance, please dial, \*165\*8\*1# then enter their 5-digit mobile money secret pin**



**SAY to Participants:** *Now that we all understand how to send mobile money and how to check our balances, I want us to think through some issues with mobile money.*



**ASK:**

- When using mobile money, are there any fees that you have to pay?
- What should you do if you have cash but want to send mobile money?

## NOTE: KEY POINTS & ANSWERS

1. Yes, there are fees to use mobile money. It varies depending on amount sent. Tell participants to make sure they have enough money in their mobile money account to send the amount they want and to cover the fee.
2. Explain to participants that when you have your money in cash, please visit the nearest agent who will deposit money on your mobile phone before sending it to another person's number.



ASK:

- Can the participant who received the mobile money please send it back to the coach?

**NOTE:** Have participants do as much of the process as they can independently. Use the directions above to make sure they follow the right steps.



**SAY to Participants:** *If there are any more questions on how to send Mobile Money on your Smartphone, please review the animated videos on Sending Mobile Money, or speak to your fellow VSLA participants or family members. Let us take a 5 minute break. When we come back, we'll discuss buying airtime and internet bundles, saving and mobile money loans and then close out the day on how to protect your mobile money pin and how to recover money sent to the wrong number.*



**Buying Airtime and Internet Bundles: 30 Minutes**



**SAY to Participants:** *Welcome back. Hope you had a nice break. Now we are going to review one of the most important things to do with your Smartphones. Good news! You all are probably somewhat familiar with this topic.*



ASK:

- After watching the Airtime and Internet Bundle animation video, has anyone tried to airtime or internet bundle?
- What was your experience?

**NOTE:** Listen to participant answers.



**SAY to Participants:** *For you to be able to make phone calls, send SMS messages, or use the internet, you will need to have airtime and internet bundles. So, it is important to know the process for getting both of these on your Smartphone. Let's review together.*



**ASK:**

- Does anyone need to purchase airtime?

**NOTE:** Review the step-by-step directions for each carrier below. Use your phone or a participant phone as an example to walk through as much of the process as possible. Please note you and the participants do **NOT** have to purchase airtime in the session if you do not need to. If someone does,



**ASK:** Since you need to purchase airtime, is it okay to work together to purchase airtime in front of the group?



#### Step by Step Directions Buying Airtime (MTN)

**Step 1:** Dial \*165#, it will take you to the first menu displayed on the Smart Phone Screens;

**Step 2:** Select Airtime and Bundles (option 2) displayed on their smartphone screens

**Step 4:** Select option 1 for airtime or option 2 for voice bundles and 3 for internet bundles

**Step 5:** Select buy for self-option 1 if you want to buy for yourself or option 2 (other) if you want to buy for another mobile number.

**Step 6:** Enter the exact amount of airtime they want to purchase

**Step 7:** Enter their mobile pin number to confirm the transaction.



#### Step by Step Directions Buying Airtime (Airtel)

**Step 1:** Dial \*185# it will display a menu on their Smart Phone Screens;

**Step 2:** Select Airtime/Bundle Option 2 on the displayed menu on their Smartphones

**Step 3:** Select option 1 for Airtime or option 2 for data bundles.

**Step 4:** Select Option 1 to buy for yourself; Option 2 to buy for another person

**Step 4:** Enter the exact amount of airtime they want to purchase

**Step 5:** Enter their mobile money pin number to confirm the transaction.



**ASK:**

- Are there any questions on how to purchase airtime and internet bundles on your Smartphone?

**NOTE:** Answer participant questions in the plenary. For questions on the process, refer them to the animated video for this topic.



**SAY to Participants:** *If there are any more questions on how to buy airtime on your Smartphone, please review the animated videos on buying airtime, or speak to your fellow VSLA participants. For now, let's move on to other ways to use Mobile Money to support your business and livelihood activities, through savings and loans.*



### Saving & Mobile Money Loans: 30 Minutes



**ASK:**

- Why are Mobile Money savings and loan services useful?

Sample Answers: They help you save money or get money when you are in need. It is easy to send and receive money. It is easy to get a loan via mobile money. You can also save their mobile money on the mobile money saving accounts and access loans when they need it depending on their needs.

- Has anyone ever used mobile money for savings or loans?
- Can you share with us a little bit about your experience using mobile money services for loans or savings?

**Sample Answers:** They liked the service. The fees to use it were high. They did not understand the process. They faced some other challenges.

**NOTE:** If no one has used the service, ignore the sentence thanking the participant below. We will discuss the fees for mobile money services after we walk participants through how to use. Fees and other risks will also be talked about in the Risks and Benefits of Your Smartphone session.



**SAY to Participants:** *Thank you [participant name] for sharing your experience. It is always good to hear from people who have used these services. I know many of you may have used mobile money services on your old phone, and that it was covered in the animated video, but let's take some time together to walk through step by step how to use mobile money services on MTN and Airtel.*

**NOTE:** Walk participants through the step-by-step process below. Use your phone or have a participant volunteer to use their phone as the example.





### Step by Step Directions Savings (MTN) MOKASH

**Step 1:** Dial \*165# on their Smart phones, it will flash to a menu

**Step 2:** Select option 5 (Savings and Loans) on the displayed menu

**Step 3:** Select option 1 (MoKash) on the displayed menu

**Step 4:** Select option 1 (Saving), Option 2 (Loans), Option 3 (My accounts), Option 4 (Terms and Conditions of Service) on the displayed menu. Once participants have selected, Option 1(Saving),

**Step 5:** Choose Option 1(Deposit), Option 2(Withdraw), Option 3 (Auto save), Option 4 (Checking saving balance). Once participants selected option 1(deposit),

**Step 6:** Enter the amount of money they want to save in UGX.

NOTE: You will then be required to enter the mobile money PIN to confirm savings and confirmatory message will be sent on the phone. The rest of the options follow the same steps.



### Step by Step Directions Loans (MTN)

**Step 1:** Dial \*165# on their Smart phones, it will flash to a menu

**Step 2:** From the Menu, Select option 5 (Savings and Loans),

**Step 3:** Select option 1 (MoKash) on the displayed menu

**Step 4:** Select option 2 (request for a loan)

**Step 5:** Once participants selected option 1(request for a loan), and enter the amount of money they want to borrow in UGX.

**Step 5:** Enter their mobile money PIN to confirm loan request. A confirmation message will be sent on the phone one the loan request is complete



**SAY to Participants:** *For Airtel, the process looks a little different. First, Savings is not possible with Airtel. They do not offer that. But, they do have a loan service called WeWole.*



**ASK:**

- Can I have a volunteer explain what they remember about the Airtel process for WeWole loans to the group?



### Step by Step Directions (Wewole)

**Step 1:** Dial \*185# on their Smart phones, it will flash to this menu

**Step 2:** Select option 8 (Wewole) on the display menu

**Step 3:** Select option 1 (Get a loan) or Option 2 (repay my loan), Option 3 (check the loan balance), option 4 (about wewole), Option 5 (view key Terms and Conditions) on the displayed menu

**Step 4:** Once participants selected option 1 (Get a loan) in step 3, ask them to enter the amount of money they want to borrow in UGX.

**Step 5:** Enter your mobile money PIN to confirm loan request and confirmation message will be sent to the phone.



**SAY to Participants:** *Now that you know how to use the savings and loans features of mobile money, let us talk through some of the important things to know before using these services.*



**ASK:**

- Do you think the loan services are free?

Sample Answers: No. They're not free.

Correct answers: For MTN the fee on Mobile Money loans is 9% a month. You are not required to have collateral for MTN. Your savings history is your collateral. The max loan amount for MTN is 1,000,000UGX. For Airtel, the fee and interest rate depend on the amount borrowed and the length of the loan. Airtel will let users borrow between UGX 8,000-500,000. "WeWole" does not require customers to save or provide collateral to be able to borrow and allows movement of money between the WeWole account and Airtel Money account at no extra charge.

- If you get a loan, where will you see the money?

Correct answer: Loan funds will be deposited on your mobile money accounts

- Can you get more than one loan at the same time?

Correct answer: No. MTN and Airtel will only allow you to get one loan at a time.



**ASK:**

- Is there any part of the processes that are not clear?
- Can someone outline the key steps any of the process we discussed for the group?
- Has someone already done this process? Would they be willing to help their fellow VSLA participants?

**NOTE:** If they have simple questions, answer them in the session. For more complex questions, refer them to the animated videos for this session topic.



**SAY to Participants:** *Please review the Savings and Loans animated videos. Also, speak to [volunteer participant name] or other members of your VSLA group or family members for help with the process. We're going to move ahead to discuss how you can protect yourself while using Mobile Money services.*



### Protecting Your Mobile Money Pin & Recovering Money Sent to the Wrong Number: 30 Minutes



**SAY to Participants:** *Let's play a game. You'll each need to choose one small personal item to share with the group for this game. Nothing that is important. During the game, you may "lose it" to another person in the space. All items will be returned to their original owner at the end. This is just a game. With that, please take a second to choose your item.*

**NOTE:** Have participants pick one personal item for use in the session (example: Smartphone, a door key, a notebook, earring, necklace, bracelet.)



**SAY to Participants:** *Now, everyone, write down a 4 digit PIN code on a piece of paper. That number will be used with your item. Please do not write down any real pin numbers that you're using for your phone. Just write down a simple pin for this example.*

**NOTE:** Give participants 2 minutes to write down a pin code. Make sure to help those who cannot write.



**SAY to Participants:** *All right everyone; please place your PIN papers in front of you, showing everyone the numbers. Be sure to look closely at the numbers shared by other participants if you like their item. However, you have to be quick; you will only have 5 minutes to see everyone's pin.*

**NOTE:** Give participants 3 minutes to look around at everyone's numbers. Once they have shared for a few minutes, bring everyone back together.



**ASK:**

- Does any remember the pin of someone else in the group? If you do, please share.

**NOTE:** If participants correctly remember someone else's pin. Congratulate them and tell them they have won that person's item.



**ASK:**

- For those of you who lost your item, how did that make you feel?
- For those who have won the item, how did that make you feel?

NOTE: Listen to the participant responses.

- What does this game teach us about PIN codes?

SAMPLE Answers to Highlight:

- Never share your pin code with a person
- Sharing your PIN very dangerous, people will note it down and may use it to steal your money/access your credential.
- People do not need a lot of time to steal your password. Be careful who is watching every time you put it in.
- Any suspicion of your password being stolen, please change the PIN.



**SAY to Participants:** *Thanks [participant name(s)] for participating. Now that we know to be careful to protect our pin, we also need to know how to be careful to make mistakes and send mobile money to the wrong numbers.*



**ASK:**

- Do you remember what to do if you send mobile money to the wrong number by mistake?

**Answer:** Call MTN or Airtel Customer Service as soon as you notice the mistake or within 7 days of the transaction.

**NOTE:** Listen to participant answers. Be sure to highlight the correct responses. Once complete, walk participants through the step-by-step directions below, using your phone as an example.



**Step by Step Directions Recovering Mobile Money Sent to the Wrong Number**

**For MTN:**

**Step 1:** Call MTN customer care immediately on toll free “122” or 0771001000 within 7 days of performing the transaction.

- They will freeze the account of the wrong person if they have not yet withdrawn the money from their account.

**For Airtel:**

**Step 1:** Call the Airtel Customer Care Centre on “100” within 7 days of performing the transaction.

- Once the case has been lodged in, Airtel will endeavour to reverse the funds back to the sender. This process takes 24 hrs.

In case the person has already withdrawn money, report the case to the police.



**SAY to Participants:** *As soon as you notice that you have sent money to the wrong number, report it. The sooner you report it, the better.*

**NOTE:** Encourage participants to review the number before they send the money. Check the name to make sure it is the right person. The name always appears before sending.



**ASK:**

- Are there any questions on what to do to recover mobile money sent by mistake?
- What steps can you take to prevent sending the money to the wrong person?

**NOTE:**

- Can someone name the first step of the process for MTN? For Airtel?

**NOTE:** If they have simple questions, answer them in the session. For more complex questions, have them review the animated video for the session or speak to their fellow participants or family members.



**Closeout the session**



**SAY to Participants:** *With that everyone, we have come to the end of today's session.*



**ASK:**

- Can a volunteer tell me three major takeaways from today's session?
- Is there anything else you'd like to discuss before we leave?



**SET time and date for the next meeting.**



**SAY to Participants:** *Our next meetings will be on [date] at [time] at [location]. During our next meeting, we are going to spend more time talking about the Risks and Benefits of Your Smartphone. Please feel free to review the animated videos for that Risks and Benefits prior to our next session. The session will take about 2 hours. Please come with charged phones and data for use during the session.*

**NOTE:** Please remember to complete the **Post Session Coach Journal** Activity on p. 67



## SESSION FIVE: RISKS AND BENEFITS OF YOUR SMARTPHONE

### Objectives:

- To articulate the risks and benefits of women’s Smartphone usage at the household level
- To articulate how to respond to domestic challenges to women’s smartphone use
- To articulate external risks to women who use smartphones (costs, privacy issues, social media risks)

### Timing:

### Materials Needed:

- Participant Smartphones (fully charged)
- Coaching Notebook
- Pen/Pencil for writing in Coaching Notebook
- Coach phone for taking pictures during session



### INTRODUCTION



**ARRIVE at**



**SAY to Participants:** *Welcome back to your digital literacy training. Welcome to the space. Today we are going to talk through the Risks and Benefits of your Smartphones, including how to address some of the challenges faced by women who use technology. Before we begin,*



**ASK:**

- Can anyone tell me three key things that you have learned during last week's session?
- Is anyone having any challenges? If so, what are they?

**NOTE:** Answer relevant questions in plenary. Encourage participants who understood parts of the training to answer their fellow participant's questions if it is possible. Also, remind them to speak to one another, or review the week's animated video sessions in their Files.



**SAY to Participants:** *Great, now that we have addressed some of your questions, let's move forward to thinking about the risks and benefits of Smartphones, and then specific risks and benefits for women who use them.*



**ASK:**

- Can someone give some examples of the benefits of Smartphones for women?
- How has your smartphone already helped you?

Sample Answers: Ability to use mobile money, use social media to connect, access to information, puts the world at your fingertips, mobility.

- How has your Smartphone already helped you?

Sample Answers: Taking photos, connecting to the internet, using Facebook, able to contribute more to the family business.



**SAY to Participants:** *All of those answers are right. Smartphones do put the world at your fingertips. Using your phone you can connect to your friends quickly, look up business information, and manage mobile money and much more. It is much different from your number phone.*



**SAY to Participants Transition to Next Topic:** *Now that we all have a mutual understanding of the benefits of Smartphones, let's take a moment to discuss the risks. I know the animated video for this session, some of the risks were discussed.*



**ASK:**

- Does anyone remember some of the risks of Smartphone use discussed in the animated video?

SAMPLE Answers: Addiction, High cost, Phone lost or stolen, lack of privacy, family issues

- Does anyone remember the risks mentioned for women in the video? If so, can you name some?

SAMPLE Answers: Addiction to social media, photo leaks, suspicions of family members

- Do you think the benefits of Smartphones outweigh the risks? If so, why?

**NOTE:** The last question is to help them think through the benefits. To highlight the good. It is an opinion question. Allow participants to answer. You may want to incorporate some of their ideas into your next topic introduction.



**SAY to Participants:** *Thank you all for sharing your ideas with us. Those are all good ideas. To help us think a little about more clearly about the risks of Smartphones for women and plan together how to respond, let us play a game.*

**Directions:** Please draw a line on the ground. Ask the participants to stand facing the line – arm to arm. Read the statements to the group and say **please take one-step forward if you have experienced or had people say these things to or about you.** With each step, they will be walking towards the middle of the room, so please make space.



#### Risks and Perceptions of Smartphones for Women Line Game

1. Women who have a Smartphone are lazy.
2. Women use their Smartphones to talk to other men.
3. Women who have Smartphones are wasting a lot of money.
4. Women will get addicted to the attention of social media.
5. Women cannot manage a Smartphone and their household.
6. Women who use a Smartphone deserve to be punished.
7. If you have a Smartphone, you are going to stop working in the field.

**NOTE:** Ask participants if they have any examples that they want to share from their households, friends or neighbors that they would like to share with the group. If they do, allow them to say them to the group and have the women keep taking steps forward. Once finished, notice how far some participants have walked and ask,



**ASK:**

- Does anyone want to share how it makes you feel to hear these things?

**NOTE:** Allow the women to answer openly and honestly. Once they have answered, have them return to their seats.





**SAY to Participants:** *Thank you all for sharing and participating. Now that we see how common these ideas are, I want to talk through how group members can learn from each other's experiences and support one another. As you take your seats, I want us to think together on how best to manage these risks. To do this, I have a few questions.*



**ASK:**

- What has someone done when a family member or neighbour says something like this?

**NOTE:** Ask a participant to share her story as comfortable. Highlight only the safe practices in the group.

**Safe Practices:** Talking to the family members, listening to and addressing their concerns, being patient with their concerns, maybe given them a chance to see and use the Smartphone.

- What did you do to change that person's mind?

**NOTE:** Ask participant to share her story as comfortable. Highlight only the safe practices in the group. Participants are not encouraged to use violence or to challenge their partners.

- What do you do if things get out of hand? (domestic violence)

**NOTE:** Refer women to the Ugandan authorities who assist with domestic violence. Be sure to highlight any useful tips or resources shared by participants. If someone is seeking larger assistance for at home issues, please refer them to: ALIGHT, Police, OPM, Community Development Office or UNHCR depending on need and community.



**SAY to Participants:** *Now that we have discussed how to manage household risks, let us take some time to discuss how to overcome other kinds of risk for women when using Smartphones. I know we talked about some earlier about your concerns about your physical safety (having the phone taken away violently), some are about privacy (images, personal info), some are about managing costs (data costs) – let's look at each of these areas separately and talk about strategies to reduce the risk.*



**ASK:**

- When thinking about personal safety in the household and Smartphones, what are examples of how to manage negative perceptions of Smartphones for women?

**Sample Answer:** Talk to the family members to listen to and address family member concerns. If the problem continues and becomes violent, connect to ALIGHT, the Police, OPM, Community Development Office or UNHCR depending on your community.

- When thinking about personal privacy and Smartphones, what are examples of private information?

Sample Answers: Full name, photos, address, bank account information, mobile money information.

- How should you respond if you are asked for private information?

Sample Answers: You should not share private information online.

- What can you do in the future to protect your private information and that of others when you are on the internet?

Sample Answers: Make sure you have strong passwords, know exactly whom you are talking to. Anyone can pretend to be someone on the internet. If you are not sure or something does not feel right, do not share.

- Why is it important for women especially to be careful before sharing pictures or information on the internet or social media?

Sample Answers: Women and girls are often targets online. People can try to get photos for blackmail, or to harass you on social media. Oversharing information online is dangerous.

- What are some ways to protect your Smart phone from being stolen?

Sample Answers: Be careful where you charge and keep your Smartphone. Pay attention to your surroundings at all time.



**SAY to Participants:** *Throughout this training we have tried to share many examples of some of how to protect and use your Smartphone. There are many benefits to Smartphones like we discussed today. But, please be aware there are also risks. Costs for Smartphones and data are higher. Women also have to be careful of all of the things we discussed today, including making sure to address family issues that may come up with their using Smartphones and to be careful not to share personal information of photos online.*



Closeout the session



**SAY to Participants:** *With that everyone, we have come to the end of today's session.*



**ASK:**

- Before we end, can someone share three key learnings from today's session about risks? Benefits? And management of Smartphone use?
- Do you have any other questions that you would like to discuss?



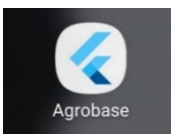
SET time and date for the next meeting.



**SAY to Participants:** *Our next meetings will be on [date] at [time] at [location]. During our next meeting, we are going to spend time walking through the Mobipay application. It is a livelihood application that can strengthen your farming and businesses. Please feel free to review the animated videos for Mobipay prior to our next session. The session will take about 2 hours. Please come with charged phones and data for use during the session. This session will absolutely require the internet. So please come prepared.*

*As always, if there are any questions or concerns on today's session, please refer to the animated video sessions on today's topic, or work with your fellow VSLA participants or family members.*

NOTE: Please remember to complete the **Post Session Coach Journal** Activity on p. 67



## SESSION SIX: INTRODUCTION TO MOBIPAY

### Objectives:

- Apply session knowledge to download and install the Mobipay Agrobase App
- Use session knowledge to login into the Agrobase App
- Use session knowledge to complete an order for agro inputs using the Mobipay Agrobase App
- Apply session knowledge to use USSD code to order for agro inputs
- Apply session knowledge to use the Interactive voice recording to access information on; weather, markets, and nutrition.

### Timing:

### Materials Needed:

- Participant Smartphones (fully charged)
- Coaching Notebook
- Pen/Pencil for writing in Coaching Notebook
- Coach phone for taking pictures during session

- Pieces of paper with the Mobipay Agrobases download link for each participant
- Established relationships with agro-input suppliers who know our participants may not actually complete the agro input purchase transactions
- Strong internet connectivity and data for use during session



## INTRODUCTION



**SAY to Participants:** *Welcome to the last session EQUALS digital literacy training. Today's session will be about an application that can be very useful for many of you.*



**ASK:**

- Before we begin, does anyone have any questions on last week's session?
- Can someone name three take aways from last week? Or tell us how they used what they learned?

**NOTE:** Answer any important questions before the session begins. Encourage participants to review processes in each of the animated videos or talk to their fellow participants and family members.



**SAY to Participants:** *Great. Now that we have answered all of those questions,*



**ASK:**

- How many of your businesses and livelihoods are in agriculture?
- When trying to grow your crops, or sell them at the market, what is some of the information you need to know?

**Sample answers:** Weather information, market prices, information about agro-inputs (seeds, implements), how to control pests and diseases.

**NOTE:** Allow participants to answer the question in plenary. Highlight all the answers that are available on Mobipay.



**SAY to Participants:** *Well, those are some great ideas. As many of you are aware, most of that information is available on the Mobipay app. The app is designed to create farmers' visibility, create linkages to other market players and more. The app also captures farmer's data and offers secure digital payments and transactions for clients with several banks and financial service providers.*



**ASK:**

- Has anyone here used Mobipay app for their farm or business?
- If so, can you tell the group a little bit about your experience with the app?

NOTE: Allow a participant to volunteer their experience. If no participant has used the app, that is okay. Continue on to the SAY to Participant section:



**SAY to Participants:** *The first part of today’s session helps you to download and install the Mobipay Agrobases or MobiPay for use on your phone. Let us go through the process together. Please be aware that Mobipay Agrobases app is not available on the app store. Please all open your internet browser on your phone.*

NOTE: Help participants find the browsers on their phones. **Write the link on a poster board or on a large display in the room.** Walk around the room to make sure everyone can download the app. Please make sure to assist those who have difficulty with typing. [The participant Smartphone must be connected to the internet before downloading. It will need to stay connected to browse through the application.]

NOTE: Use your phone or a participant phone as an example. Do as much of these processes in front of the group as possible.



**Step by Step Directions to Download the Mobipay App on Your Smartphone**

**Step 1:** To download the app, please go to <http://kasapa.mobipayagrosys.com/downloads/> on your mobile phone browser.

**Step 2:** On the smart phone home screen, Index of downloads will appear with different files with an APK extension. Select the APK with the most recent date to download. This APK contains the latest updates in the system.

**Step 3:** By clicking on link on the APK, it will proceed to downloading of the app onto your phone.

**Step 4:** Click on the downloaded app once they have received notification of completion of download. (NOTE: Look at the bottom of the browser page or for the checkmark at the top of your screen)

**Step 5:** The option of install app will display. Click on that and the app will install immediately. It is then displayed on their Smart phone.



**SAY to Participants:** *Now that the app is on your phones, we will now walk through how to login to the application.*

NOTE: Before logging in to the app, participants are required to have login credentials like telephone number registered in the system and password provided. Please note that every

G2R participant already has a profile and is able to access the Mobipay system. Every participant should know their username and password.

**NOTE:** Use your phone or a participant phone as an example. Do as much of these processes in front of the group as possible. Review the step-by-step directions for logging in below. Walk the group through this together.



#### Step by Step Directions to Login to Mobipay Agrobases App on Your Smartphone

**Step 1:** Turn on the location icon on their smart phone and turn on the data switch.

**Step 2:** Ask the participant to touch on the app on their smart phone to open the Mobipay Agrobases app

**Step 3:** Ask participants to fill their phone number, password and click on the login button in green.

**Step 4:** A display with an input aggregation will show on the phone screen



**SAY to Participants:** *Now that we are all logged in,*



**ASK:**

- Does everyone see the input aggregation information on their screens?

**NOTE:** Help participants who need to catch up to the rest of the group. Encourage participants who understand it to help their peers. (Please make sure to respect COVID guidelines during times of assistance.)

- Is anyone having trouble with these steps?
- Can I have a volunteer who is good at these steps assist their fellow participants?

**NOTE:** Take note of who volunteers to assist in your Coach Notebook. Provide support where you can.



**SAY to Participants:** *Now that we are all looking at inputs, let us work through how to order and access agro-inputs from Mobipay.*

**NOTE:** Identify a participant who needs to purchase agro-inputs before this part of the section. Then, work with that participant to lead all participants through the entire ordering process. Encourage participants to order something.



#### Step by Step Directions for How to Order and Access Agro Inputs from Mobipay

- Step 1:** Click on input aggregation: On the Menu Select “request input”
- Step 2:** Select the agro input dealer and Select product i.e. seed or insecticide
- Step 4:** Select variety of the seed they would like to purchase from the various seed varieties displayed. For insecticide, select the variety of pesticide you would like to purchase.
- Step 5:** Enter the quantities you would like to buy and the prices will automatically display.
- Step 6:** Click on the request input button and the notification stating the commodity you wish to buy and amount will display. Upon verifying the information, click on proceed.
- Step 7:** Participant will receive a notification for successful request input.
- Step 8:** The message will be sent to the agro input dealer who will accept the request and a text message will be sent to your mobile phone. This completes the input request.
- Step 9:** Click on continue button to proceed with another request.



**SAY to Participants:** *Thank you [participant name] for helping to walk the group through the process for the first time.*



**ASK:**

- Can someone else tell us again how to access agro-inputs on Mobipay?
- Can someone tell us again how to request inputs or “order” on MobiPay?

**NOTE:** Have a volunteer repeat the process to the group. Fix any errors that they make using the outline above.



**SAY to Participants:** *Thank you [participant name] for helping to walk the group through the ordering process again. If you are unable to use the MobiPay Agrobases app, you can use Unstructured Supplementary Service Data (USSD), which will allow you to get agro-inputs without having to use the MobiPay App or if you have low data on your phone. We will now review how to use USSD.*



**ASK:**

- Does someone remember how to use USSD to purchase agro inputs from the animated video?
- If so, what do you remember?



**SAY to Participants:** *Thank you [participant name] for talking about what you saw in the video. To make sure we are all on the same page about how to use USSD, let's review together the step by step process.*

NOTE: Review the step by step process with participants below. Have them do this on their phones. Stop them before a final purchase goes through.



#### Step by Step Directions for Using Unstructured Supplementary Service Data(USSD)

**Step 1:** Ask participants to Dial \*284\*56# and select option 4 inputs on their smart phone

**Step 2:** Ask participants to Select request input or view progress of request if they had ordered.

**Step 3:** For those ordering can select the agro input dealer and then chose the type of input they would like to request ranging from farm tools, to pesticides, herbicides, and seeds.

**Step 4:** Ask participants to select a product and enter the quantity you would like to order.

**Step 5:** Ask participants to Confirm the request, a success notification is sent to you and to the input dealer and the dealer will receive the request and accept it.

NOTE: Immediately after success notification, the agro-input dealer will call you to verify the transaction and arrange payment and delivery.



**ASK:**

- Does everyone understand how to order agro-inputs using the MobiPay app and the USSD service?
- Can someone explain when you would use each?

Sample answers: Use USSD when you do not have data or connectivity.

NOTE: Make sure to correct any participant answers if they are wrong.



**SAY to Participants:** *Now that we have gone through the Mobipay application and USSD for agro-inputs, I also want to talk about another way to learn vital farming information on your Smartphone. To do so, I have a question.*



**ASK:**

- What information does a farmer need to make sure he has good products for market?



Correct Answers: Information on soil, weather, plant genetics, nutrition information

- What kind of information would help a seller before he went to the market?

Correct Answers: Costs of items for sale, names of potential vendors,



**SAY to Participants:** *Right! Let us walk through how to get that information together.*

**NOTE:** Review the step-by-step process with participants by reading the steps aloud to the group.



Step by Step Directions for Using Interactive Voice Recordings (IVR) code to Access Information

**Step 1:** Dial 0323200607

**Step 2:** For language preference: Press 1 for English, 3 Kinyabwisha and 4 for Runyakore.

**Step 3:** Press 1 for market information, Press 2 for weather information, Press 3 for agronomy information and press 4 for Nutrition information.

**NOTE:** Tell participants when you call the IVR number you will be charged the normal call rate. You will also need to have airtime to be able to call through.



**ASK:**

- Can we all do the IVR process together on our phones?
- Is anyone having any challenges?
- How do you think the IVR information will help your business?
- Does anyone have any questions on the IVR process?



Closeout the session



**SAY to Participants:** *We have come to the end of today's session.*



**ASK:**

- Before we end, can someone tell me how they will use Mobipay for their business?
- Does anyone need any help with different parts of the Mobipay, USSD or IVR processes?
- Can I have a VSLA member who is good at these processes volunteer to assist their fellow participants?

**NOTE:** If simple, help participants through each process as requested. For larger questions, refer them to the animated videos for each part of the process. Also encourage them to speak with one another, or their family members for assistance.



**SAY to Participants:** *This is our last digital literacy training session. I'm going to stay here to answer any questions you have about the training or different processes. As a reminder, all of the information covered in our trainings were detailed in the animated videos. They are all on your phones and you can review them at any time. Also, I encourage you all to work together using some of these new tools and your Smartphones. You all know much more than you think! Thank you all for participating.*

**NOTE:** Please remember to complete the **Post Session Coach Journal** Activity on p. 67

## Post Session Coach Journal Activity

**NOTE: Post Session Coach Journal Activity:** Take notes on post-video session discussion in your coach's notebook. In your notes, try to capture what participants talked about and any questions or difficulties they had to share with the AVSI team.

### Post Session Coach Journal Activity

Name:

1) What is your overall assessment of today's session? (1 = insufficient - 5 = excellent)

1

2

3

4

5

2) Which topics or aspects of today's session did you find most easy to facilitate?

- 
- 
- 
- 

3) Which exercises in the session did participants like the most?

4) Which topic or activity did participants like the most?

5) What was the most challenging portion of today's session to facilitate?

6) How do you think the workshop could be more effective?

7) Comments and suggestions (including activities or initiatives you think would be useful, for the future)

8) What were some of the most interesting points discussed by participants today?

9) What were some of the largest challenges that participants had during today's sessions?


10) Which participant(s) understand the session information well and can assist others?



# Annex 1: Digital Literacy Training Preparation

## Digital Literacy Training Preparation Checklist

Please complete the following Digital Literacy Training Preparation Checklist before every training responding “yes” if you have completed the action and “no” if you have not yet completed it. There is no need to write your responses down. However, if you answer “no” to any action, you are not ready to proceed with the next training.

Step	Action	Yes	No
1	  <b>SET</b> the date and time of the training sessions.	<input type="checkbox"/>	<input type="checkbox"/>
2	   <b>CONFIRM</b> that you have the phones, videos and materials for the training sessions.	<input type="checkbox"/>	<input type="checkbox"/>
3	  <b>REVIEW</b> what you know about the participants: <ul style="list-style-type: none"> <li>- Participant profiles</li> <li>- Information or knowledge gaps from previous sessions</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
4	  <b>REVIEW</b> session instructions for the day’s training.	<input type="checkbox"/>	<input type="checkbox"/>
5	  <b>PREPARE</b> any additional questions and examples to use during the training session.	<input type="checkbox"/>	<input type="checkbox"/>
6	  <b>PACK</b> any tools needed for the session.	<input type="checkbox"/>	<input type="checkbox"/>