

# **TeachingEnglish digital toolkit**

**Sub-Saharan Africa**

**This toolkit was created to support you in making the most of the TeachingEnglish platforms, webinars, and communities. We hope it helps you feel more confident and connected as you explore all the professional development opportunities available.**

**If you have any questions, comments, or suggestions or if there's something you'd like to see added to this toolkit, please don't hesitate to get in touch. Your feedback helps us make our resources even more useful for you and your colleagues. Write to us at [englishconnects@britishcouncil.org](mailto:englishconnects@britishcouncil.org)**

# Content

*(Click to access the sections directly)*

<b>Making the most of our webinars on Zoom</b>	<b>4</b>
<b>Making the most of the regional communities for teachers and teacher educators</b>	<b>12</b>
<b>Making the most of our TeachingEnglish platforms</b>	<b>21</b>
<b>Using your emails to stay up-to-date</b>	<b>25</b>
<b>Being safe online</b>	<b>28</b>
<b>Building your network safely</b>	<b>41</b>
<b>FAQs and troubleshooting tips</b>	<b>43</b>

1

# Making the most of our webinars on Zoom

[↑](#) go back to menu

# Joining webinars on Zoom

TeachingEnglish offers **free webinars** where experts from across the continent share ideas, strategies, and resources. You can join from your phone or computer. Certificates of participation are awarded to anyone who joins on Zoom or the backup on our community of practice for teachers after you have completed the feedback survey form.

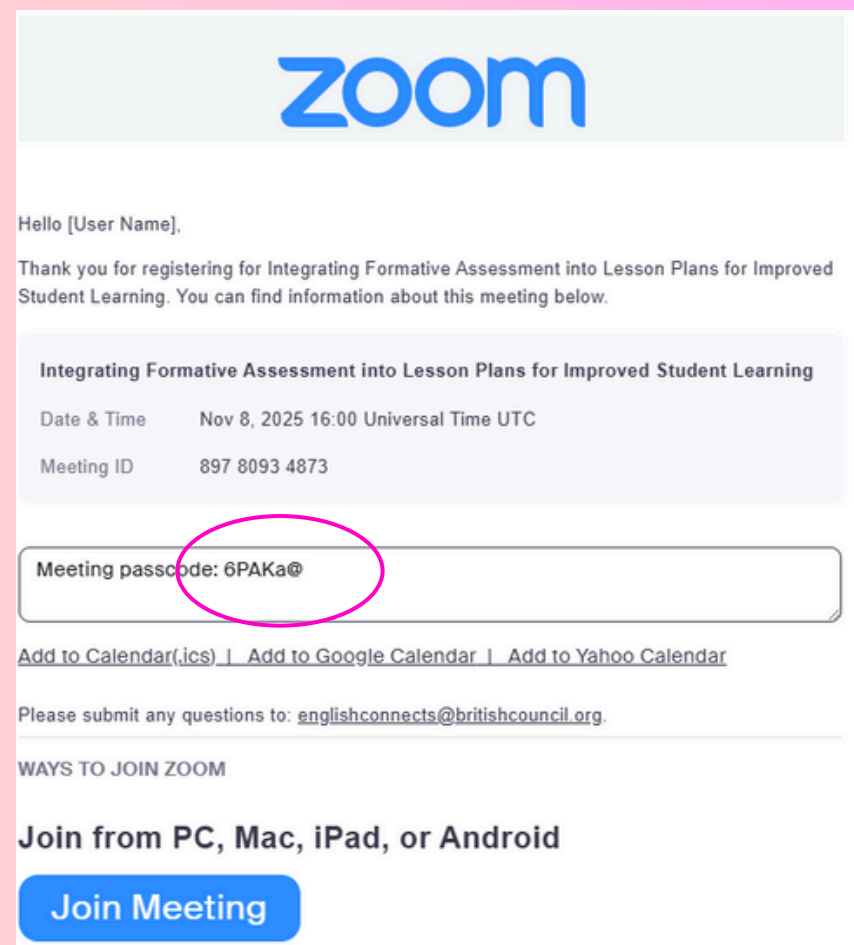
## How to join

Register in advance and receive your confirmation notification via email.

The confirmation email will include the **meeting link**, **meeting ID** and **meeting passcode**.

Click the meeting link a few minutes before the session starts.

If it asks for a password or registration, use the password from your confirmation notification.



The screenshot shows a Zoom meeting confirmation page. At the top is the Zoom logo. Below it, a greeting "Hello [User Name]," is followed by a thank you message for registering for a meeting titled "Integrating Formative Assessment into Lesson Plans for Improved Student Learning." The meeting details are listed: "Date & Time: Nov 8, 2025 16:00 Universal Time UTC" and "Meeting ID: 897 8093 4873". A text box labeled "Meeting passcode: 6PAKa@" is highlighted with a red circle. Below this are links to "Add to Calendar(.ics)", "Add to Google Calendar", and "Add to Yahoo Calendar". A note asks to submit questions to [englishconnects@britishcouncil.org](mailto:englishconnects@britishcouncil.org). The section "WAYS TO JOIN ZOOM" includes the heading "Join from PC, Mac, iPad, or Android" and a blue "Join Meeting" button.

# Tips to avoid missing sessions

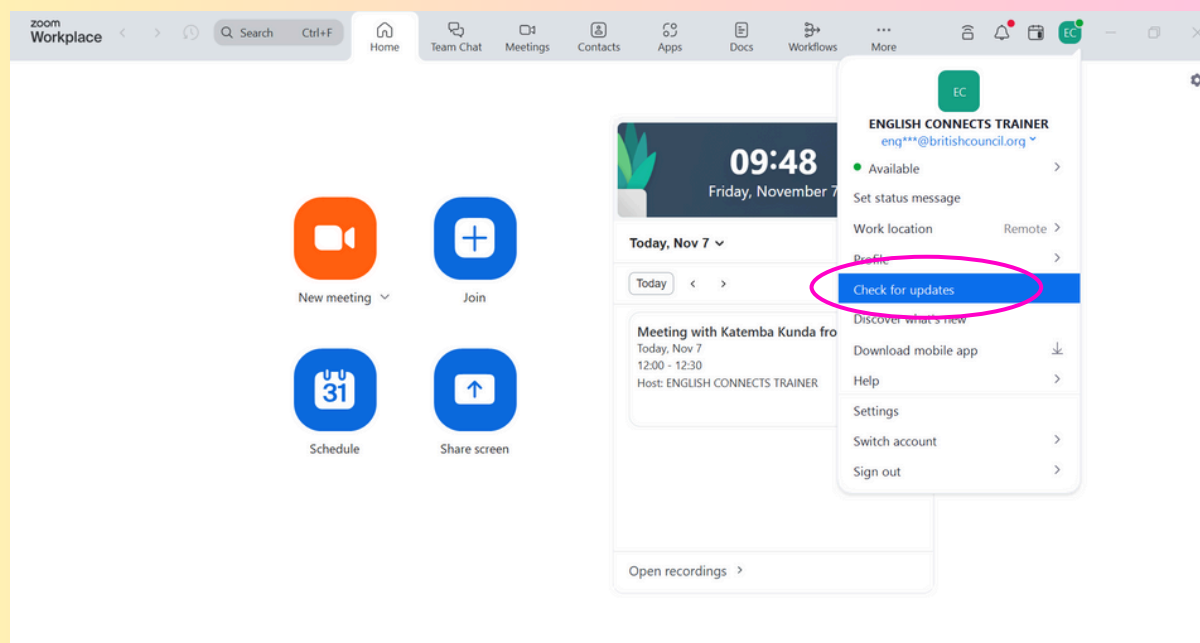
Update Zoom regularly.

Outdated Zoom versions may not work properly and you may be required to update Zoom immediately before you can enter the virtual event room.

To update Zoom on a computer:

1. Open your Zoom app
2. Click on your Profile picture (or initials) in the top-right corner.
3. Select Check for Updates

Follow the prompts to install the latest version.



# Tips to avoid missing sessions

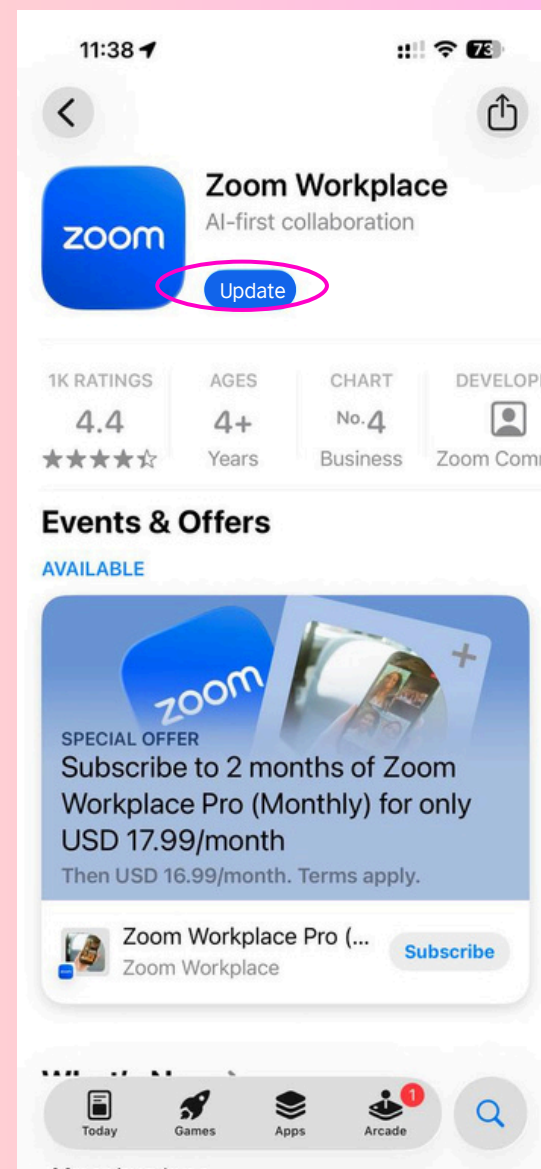
# Update Zoom regularly.

Outdated versions may not work properly and you may be required to update Zoom immediately before you can enter the virtual event room.

Mobile apps are updated through the app store on your device:

1. Open the **App Store** (iPhone/iPad) or the **Google Play Store** (Android).
2. Search for the **Zoom** app.
3. If an update is available, you will see an **Update** button next to the app's name.
4. Tap **Update** to install the latest version.

**Note:** If you see the button **Open** instead of **Update**, you already have the latest version installed on your device.



# Tips to avoid missing sessions

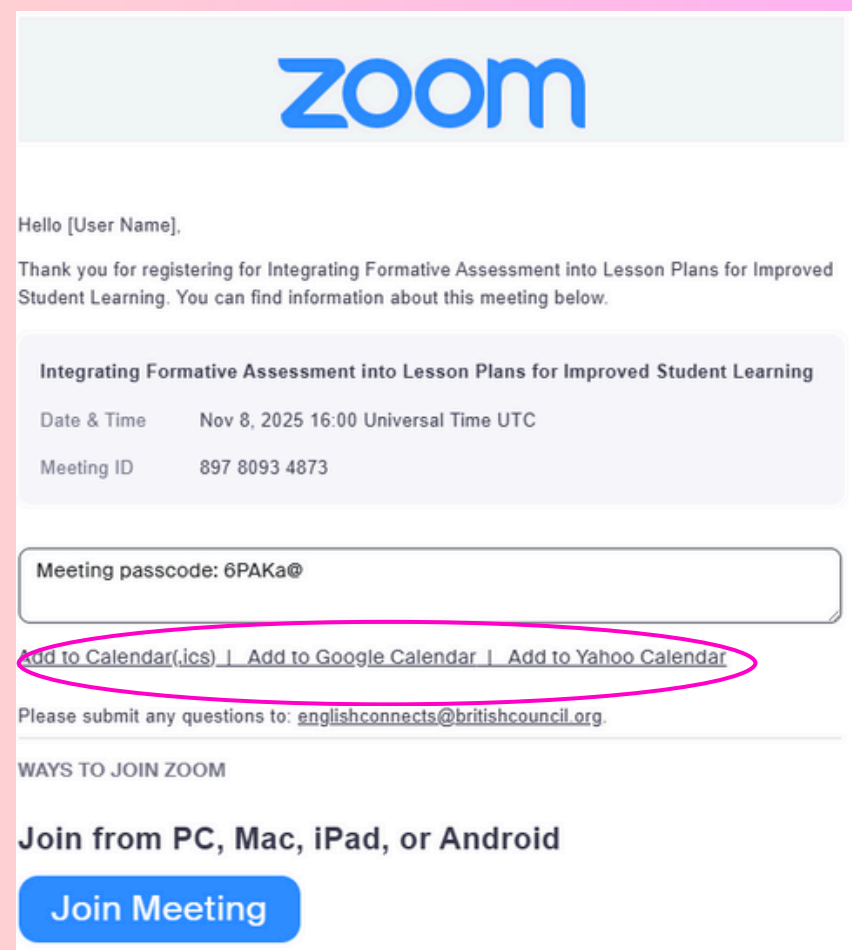
# Set reminders.

Use your phone or calendar app to get alerts.

To set reminders:

1. Open your webinar confirmation notification
2. Click the option **Add to calendar**
3. Look for buttons that say things like: **Yes, Accept, Attend, Add to Calendar, or similar**
4. Click the **Accept** or **Yes** button is the action that officially adds the event to your calendar

Your calendar system will automatically add the event to your schedule.





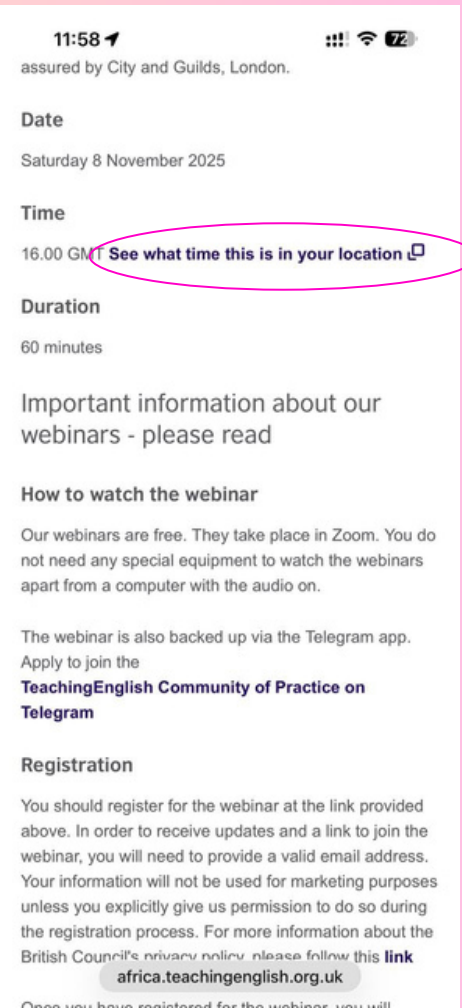
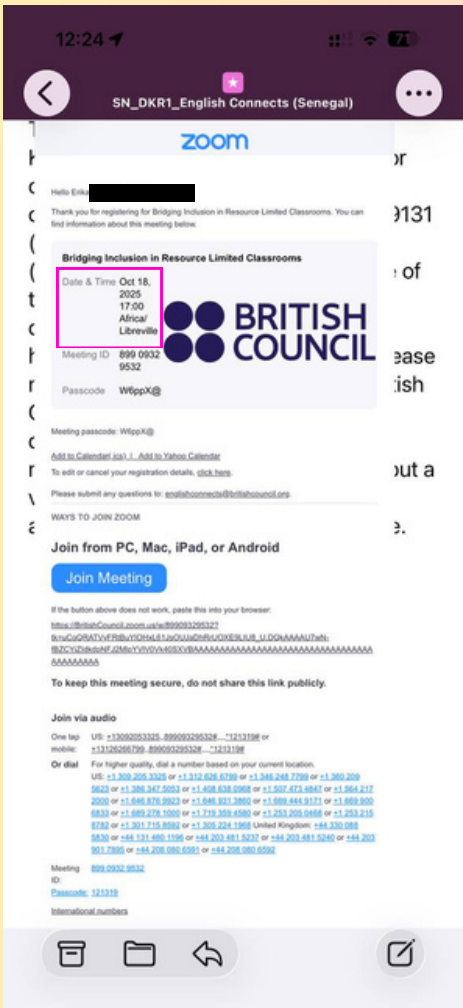
# Tips to avoid missing sessions

# Check your time zone.

All our regional webinars are scheduled on a Saturday, from 16.00 GMT. Find all our upcoming events here: <https://africa.teachingenglish.org.uk/events>

Your confirmation notification will always convert the event time in **your current time zone**.

The webinar page includes a **link** to check the time in your location.



# Webinar etiquette



Mute your microphone unless you're invited to speak.



Use the chat box to ask questions or share ideas.

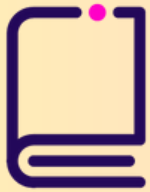


Be respectful and avoid interrupting others.



Dress appropriately, especially if you want to turn on your camera.

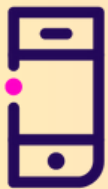
# Making the most of the webinar



Take notes on key ideas.



Participate in polls or breakout rooms if available.



Share reflections in our Telegram Q&A chat after the session.



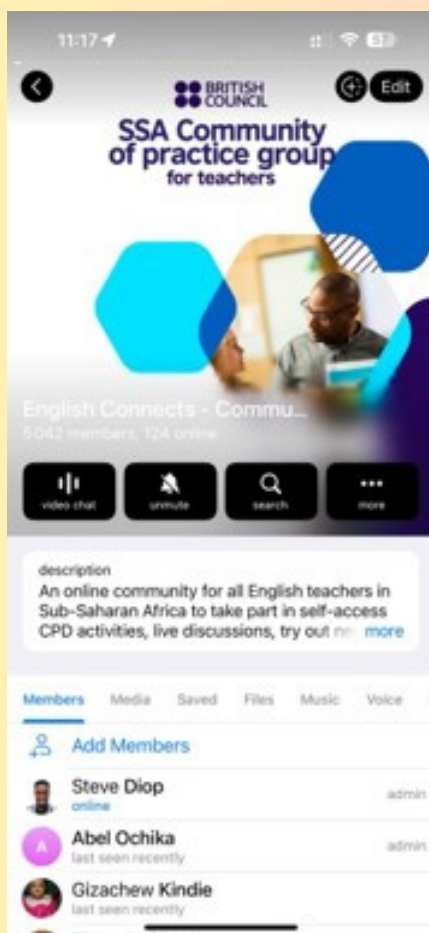
Ask questions. Your voice matters.

# 2

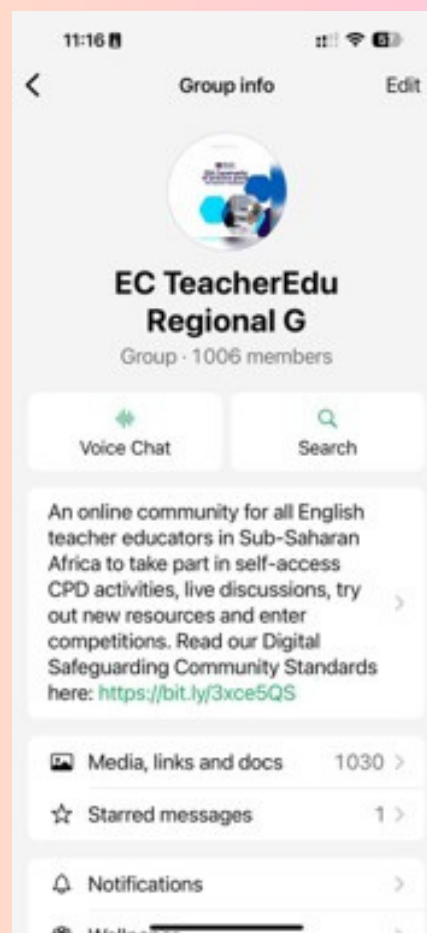
**Making the most of the regional communities for teachers and teacher educators**

# Making the most of the regional communities for teachers and teacher educators

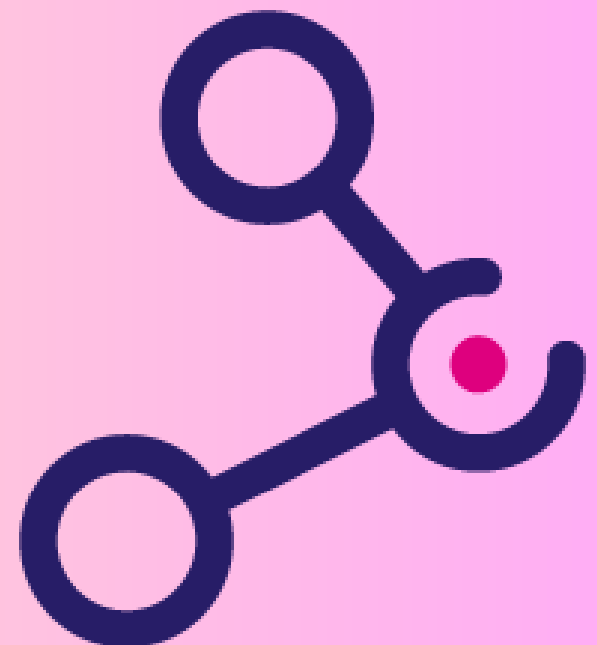
TeachingEnglish supports **two vibrant Communities of Practice** connecting teachers and teacher educators across the region through the use of **messenger apps**. These groups serve as dynamic hubs for sharing innovative teaching practices, exploring educational trends, and collaborating on impactful projects.



Community of practice group for teachers



Community of practice group for teacher educators



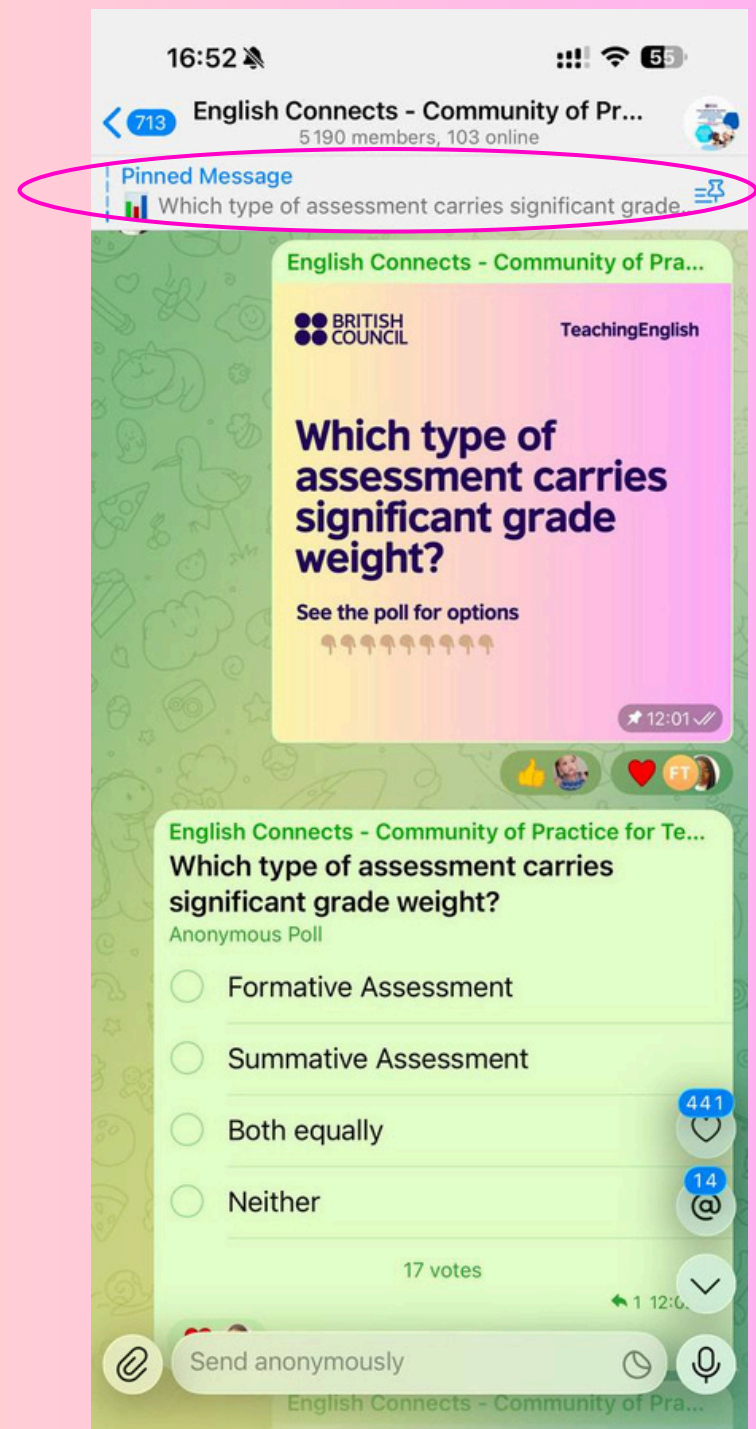
# Tips to stay updated

Our groups are very active. Important announcements can get lost in the chat. **Pinning** keeps them visible at the top of the conversation.

How to do it:

1. Find the message you want to pin (e.g., webinar link or event reminder).
2. Tap and hold the message (on mobile) or right-click (on desktop).
3. Select **Pin** from the menu.
4. Confirm the action.
5. Now, the message will appear at the top of the chat for everyone to see.

# Pin important messages.





# Tips to stay updated

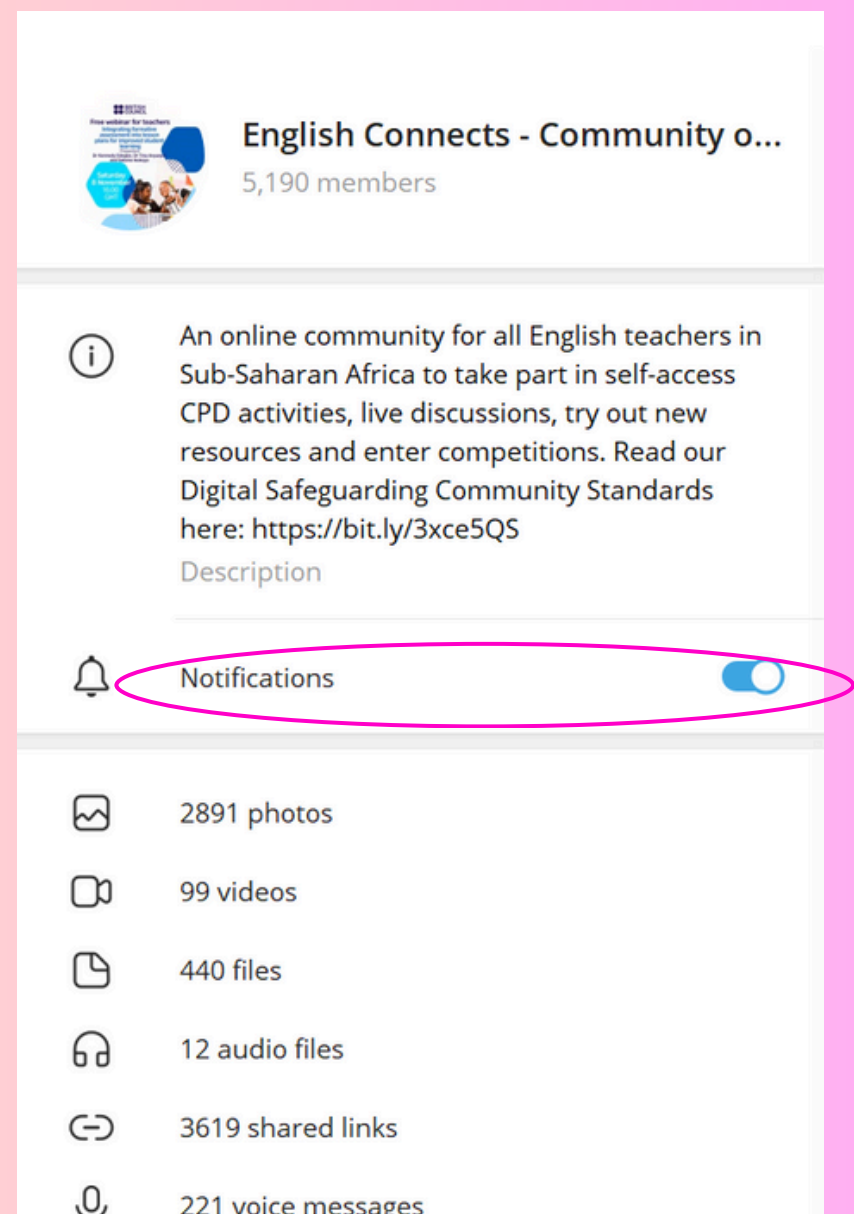
If notifications are off, you might miss important updates like event links or discussion prompts.

How to do it:

1. Open the Telegram or WhatsApp group.
2. Tap the group name at the top to open **Group Info**.
3. Look for **Notifications** or **Mute** settings.
4. Make sure notifications are **ON (Telegram)** and or set to **Custom** (e.g., only for mentions on WhatsApp).

**Notes:** If you find notifications overwhelming, you can mute the group but enable **Notifications for Mentions** so you'll still see alerts when someone tags you.

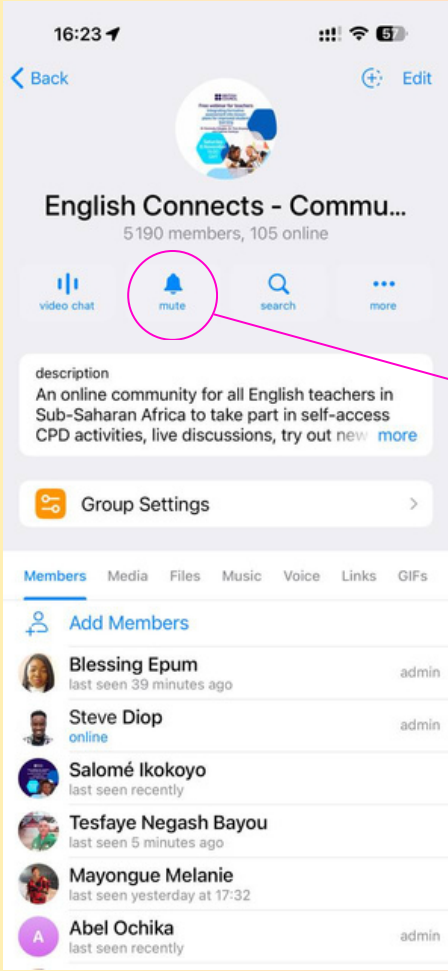
# Turn on notifications.



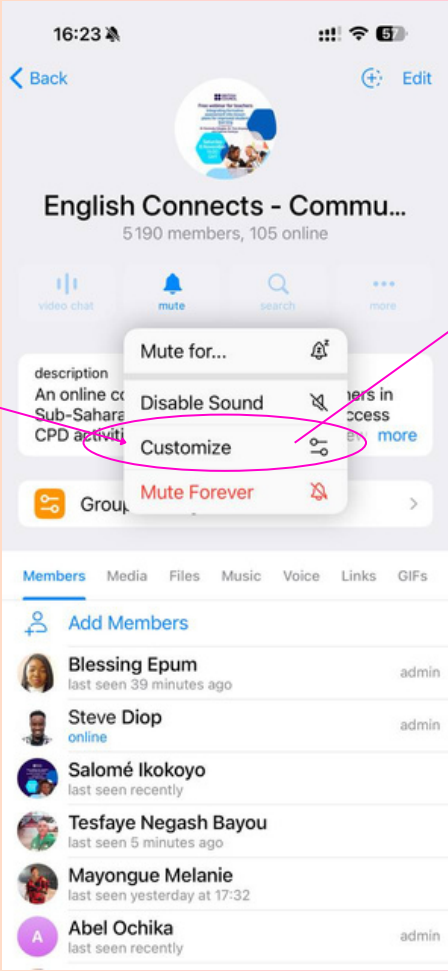
# Tips to stay updated

# Turn on notifications on Telegram.

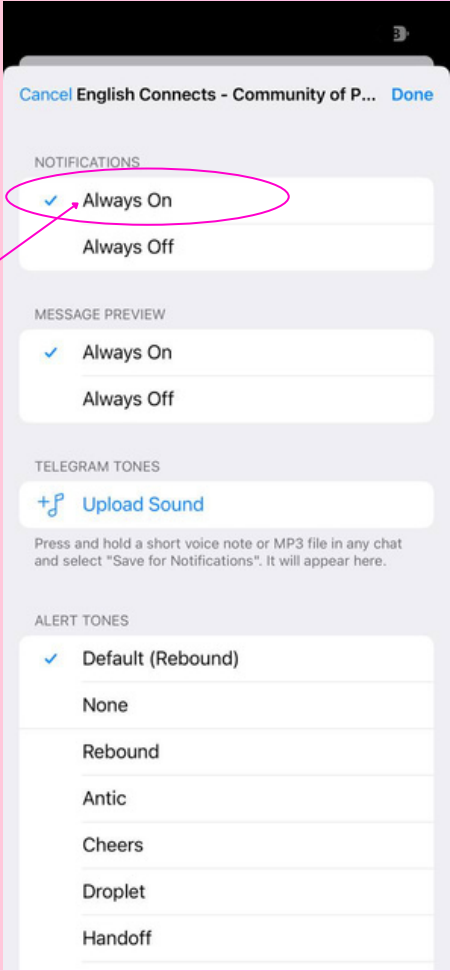
## STEP 1



## STEP 2



## STEP 3

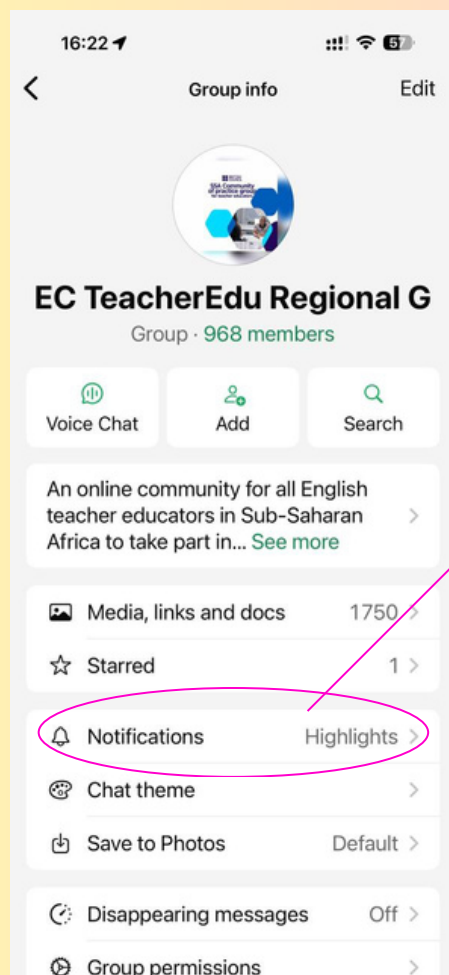




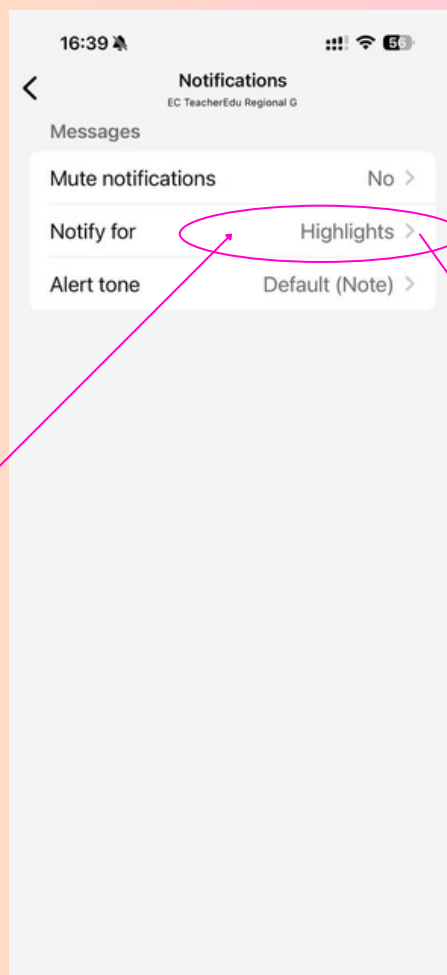
# Tips to stay updated

# Turn on notifications on WhatsApp.

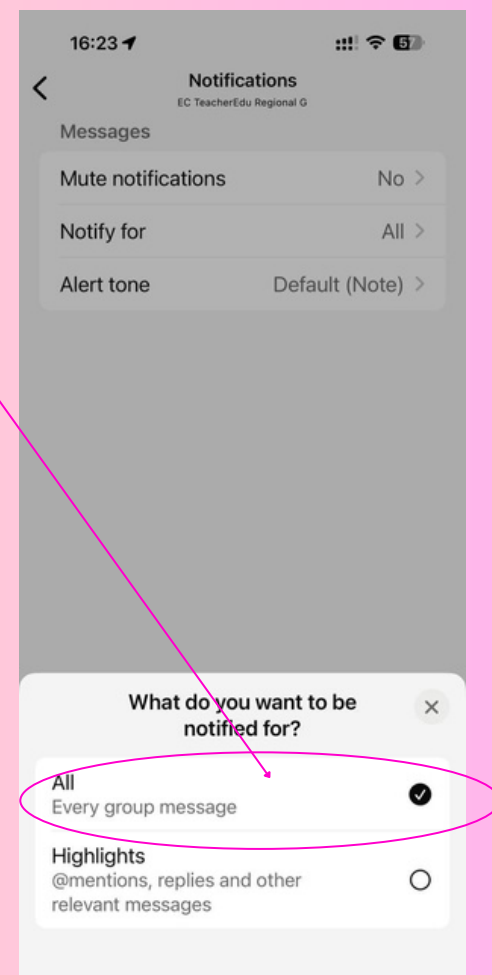
## STEP 1



## STEP 2



## STEP 3



# Tips to stay updated

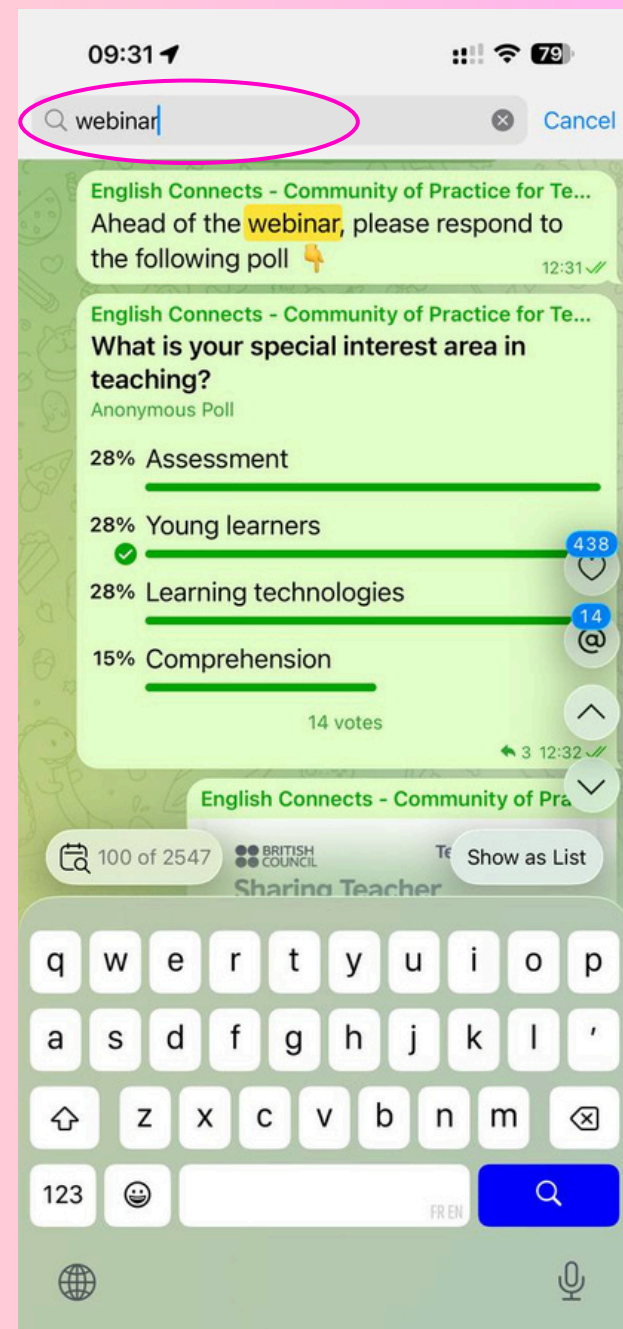
Check regularly.

Our communities move fast. A quick daily check ensures you stay updated on discussions, resources, and announcements.

How to do it:

1. Set a **daily reminder** on your phone (e.g., Check Telegram group).
2. Spend **5–10 minutes** scrolling through recent messages.
3. Use the **search bar** to find keywords like **webinar**, **resources**, or **discussion**.

**Note:** If you miss a lot of messages, look for **Pinned Messages** first—they usually contain the most important updates.



# Community activities

## Weekly teacher discussions

- Focused on classroom practice.
- You can share your experience or ask questions.
- Usually takes place every Friday.

## Daily tips & resource sharing

- Quick ideas you can use in class.
- Shared by community moderators or members.

## Monthly teacher educator discussions

- For those who train or mentor teachers.
- Topics include curriculum, mentoring, and leadership.

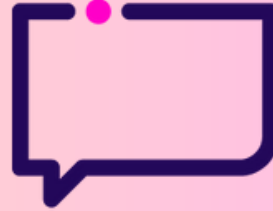
## Professional Development opportunities

- Includes mentoring programmes and workshops.
- Look out for announcements in the community chat.

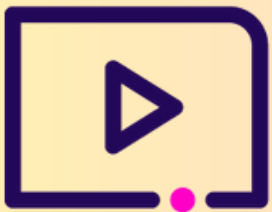
# How to engage



React to messages with emojis.



Reply to questions or share your experience.



Post resources or useful links.



Use the search bar to find past discussions.

# 3

## **Making the most of our TeachingEnglish platforms**

 [go back to menu](#)

# Explore TeachingEnglish course

Explore TeachingEnglish is a free online course that helps you learn how to use the TeachingEnglish and TeachingEnglish Africa websites effectively. It starts in the first week of every quarter and is run using the Telegram app.

The course will help you to:

- find free resources for your English teaching
- build digital skills you need to access the resources
- share your ideas with other English teachers around the world
- find resources for your continuing professional development.



**4 weeks**

**Self-paced**

**Flexible**

# Course format

## Weekly Tasks

Each week focuses on a different module with practical activities.

## Community Support

A dedicated group for sharing experiences and getting help.

## Live Events

Weekly wrap-up sessions with Q&A.

## Course workbook

For reflections, planning, and applying your learning.

# Course modules

## Module 1: Download free resources

- Find lesson plans, articles, resource books, and podcasts.
- Learn how to evaluate and use them in your teaching.

## Module 3: Sign up for webinars and courses

- Sign up for newsletters.
- Create an account and save resources.
- Register for webinars and other courses.

## Module 2: Access video resources

- Explore TeachingEnglish YouTube videos.
- Learn to search the website effectively.

## Explore TeachingEnglish Africa

- Discover teaching tips and classroom activities.
- Access webinar recordings and sign up for live sessions.
- Find professional development resources.



4

**Using your emails  
to stay up-to-date**

 [go back to menu](#)

# Check your email regularly

Email is one of the main ways we share important updates and resources with you. Make sure you check your inbox often so you don't miss anything.

## Webinar confirmations

After you register for a webinar, we send a confirmation email with the date, time, and Zoom link.

## Certificates for participants

If you attend a webinar, the link to download your certificate will be sent to your email after you have completed the survey form.

## Reminders to join

Before the session starts, you'll receive a reminder email with the link to join.

## Monthly Newsletters

A curated list of the latest resources, articles, and teaching tips from TeachingEnglish.

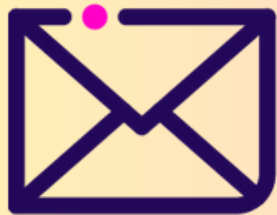
# Tips to staying in touch via email



Add our email address to your **safe sender list** so messages don't go to spam.



Check your **spam/junk** folder if you don't see our emails.



If you use Gmail, look in the **Promotions** tab.



Consider setting up **email notifications** on your phone for quick access.

# 5

## Being safe online

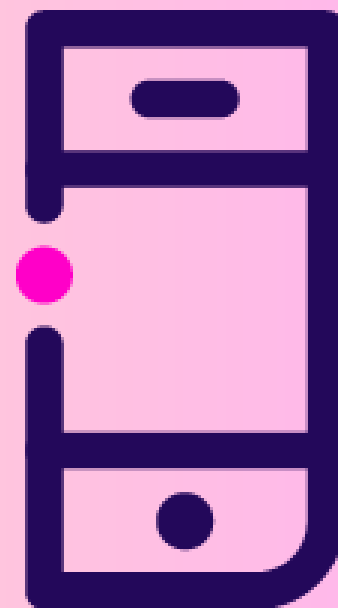
 [go back to menu](#)

# Setting up privacy settings

Protecting your privacy is important when using messaging apps in professional communities. Here's how to adjust your settings to stay safe and in control.

## Why this is important?

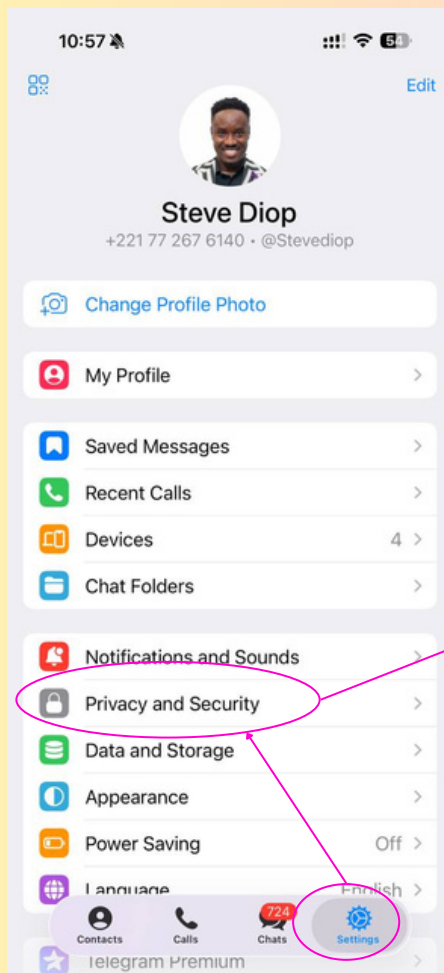
- Keeps your personal information private.
- Prevents unwanted contact or group invitations.
- Helps you maintain professional boundaries in community spaces.



# Telegram privacy settings

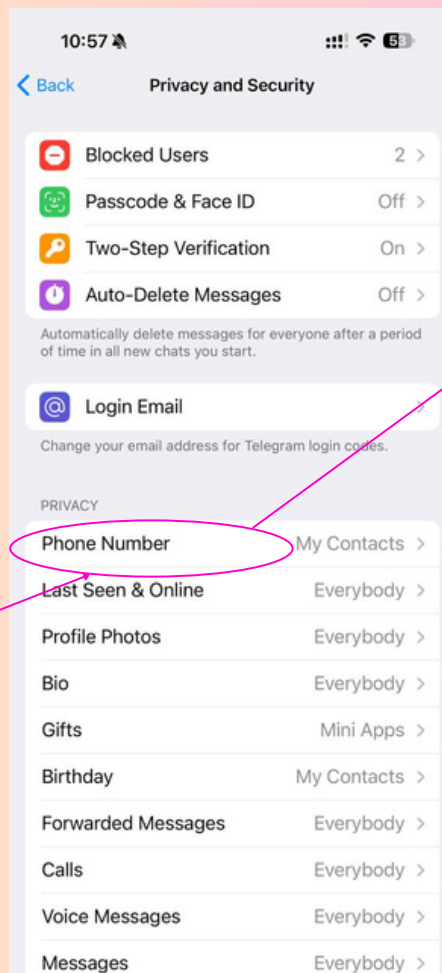
## Phone number

### STEP 1



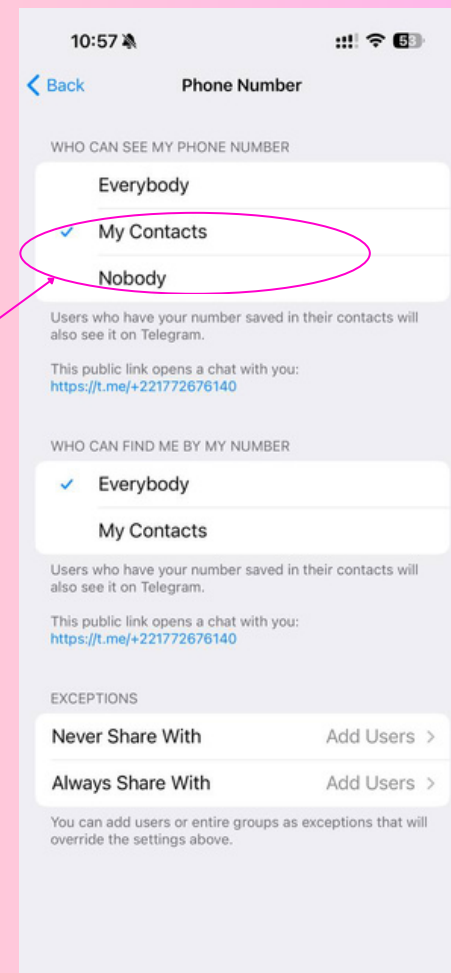
Open Telegram and  
go to **Settings**

### STEP 2



Tap Privacy and  
Security > Phone  
number

### STEP 3

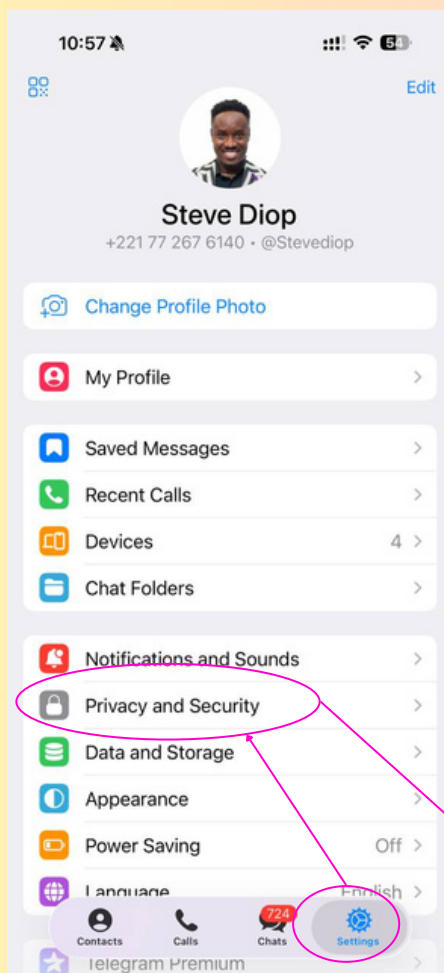


Set to **My Contacts**  
or **Nobody**.

# Telegram privacy settings

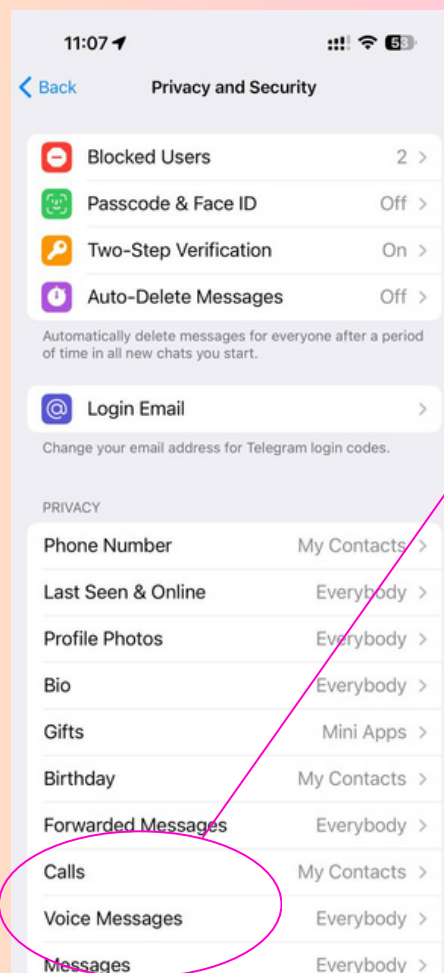
## Calls

### STEP 1



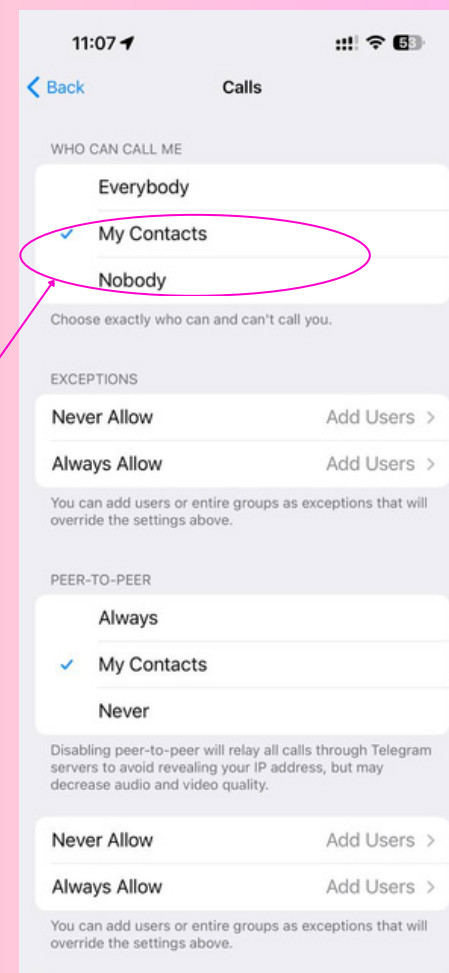
Open Telegram and  
go to **Settings**

### STEP 2



Tap Privacy and  
Security > Calls,  
Messages or Voices  
Message

### STEP 3

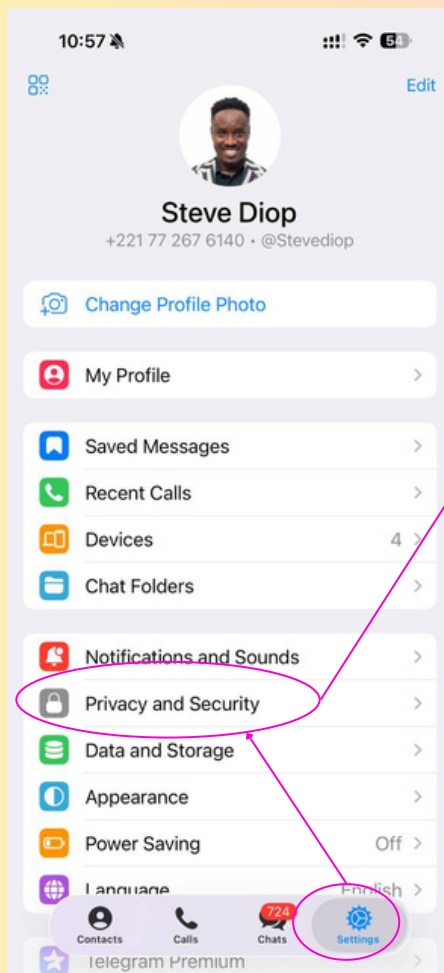


Set to **My Contacts**  
or **Nobody**.

# Telegram privacy settings

## Two-Step Verification

### STEP 1



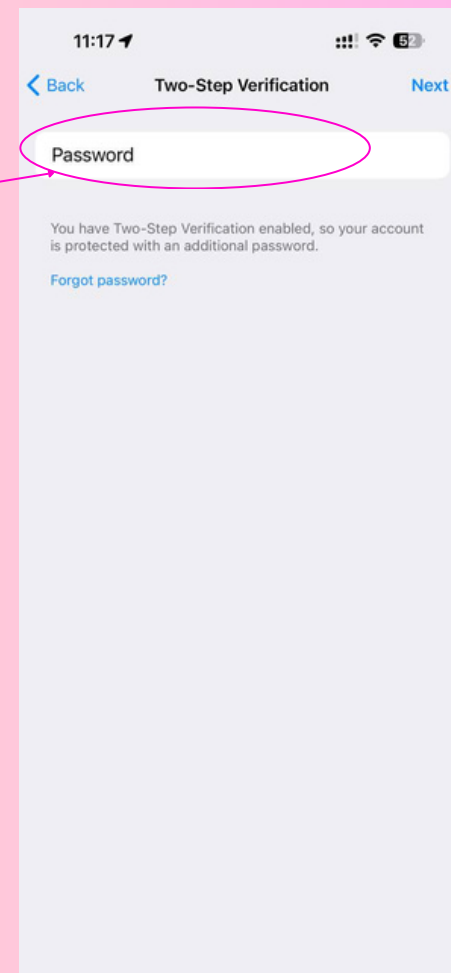
Open Telegram and  
go to **Settings**

### STEP 2



Tap Privacy and  
Security > Two-step  
Verification

### STEP 3



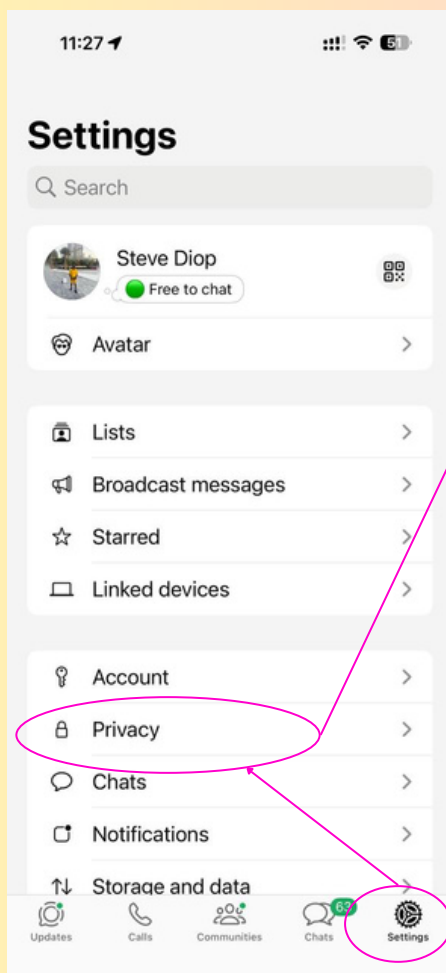
Set it **ON** with a  
password to enable  
extra security.



# WhatsApp privacy settings

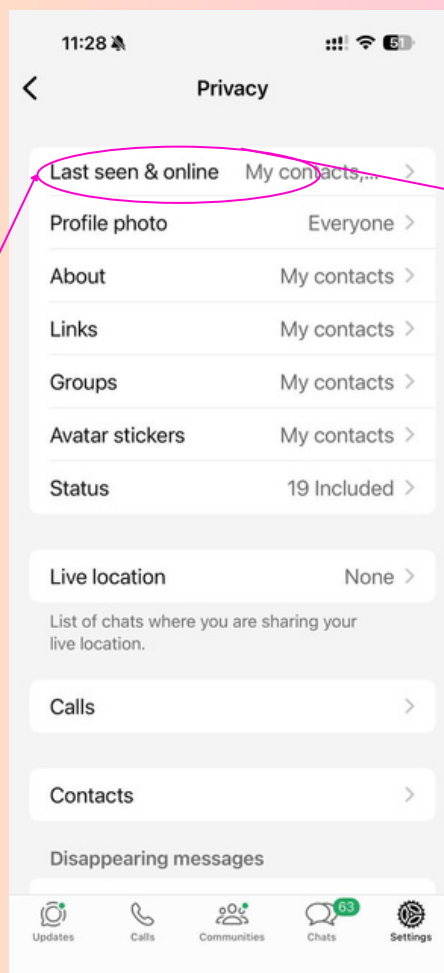
## Last seen & Online

### STEP 1



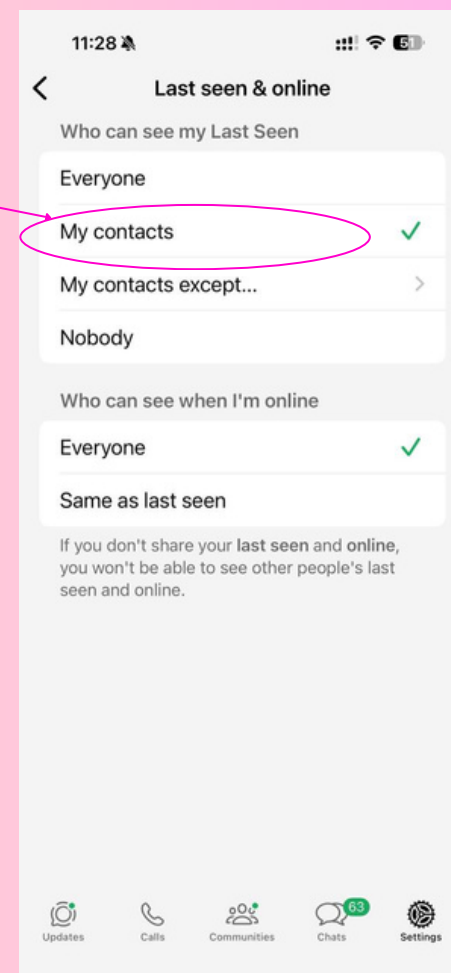
Open WhatsApp  
and go to **Settings**

### STEP 2



Tap Privacy > Last  
Seen & Online

### STEP 3

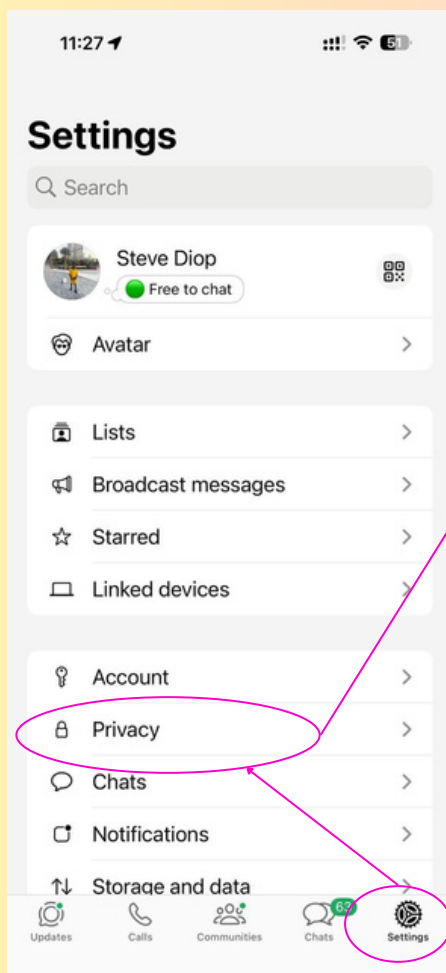


Choose **My  
Contacts** or  
**Nobody**.

# WhatsApp privacy settings

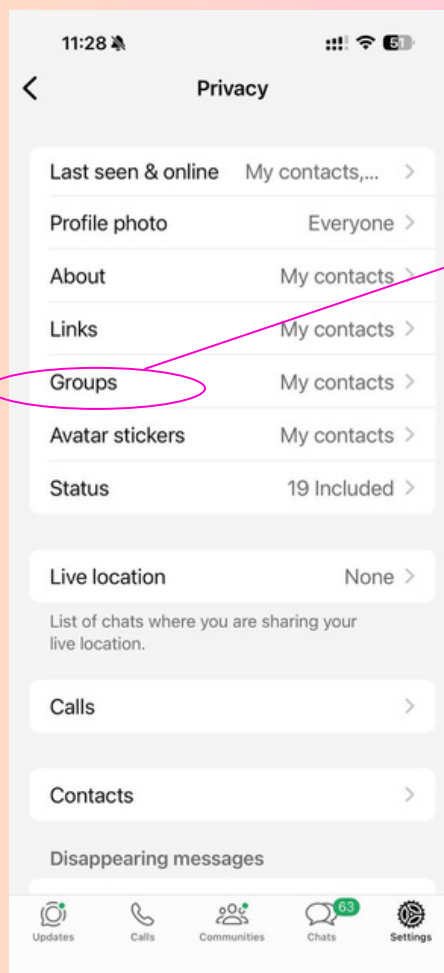
## Groups

### STEP 1



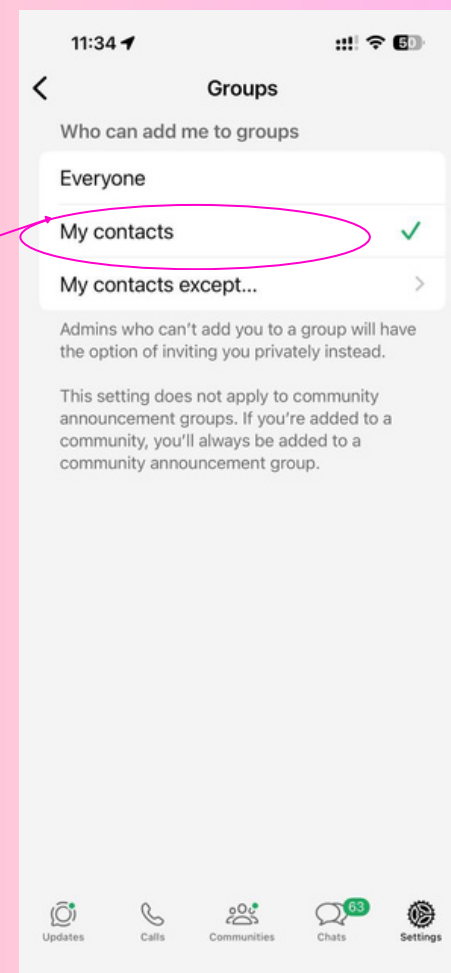
Open WhatsApp  
and go to **Settings**

### STEP 2



Tap Privacy >  
**Groups**

### STEP 3

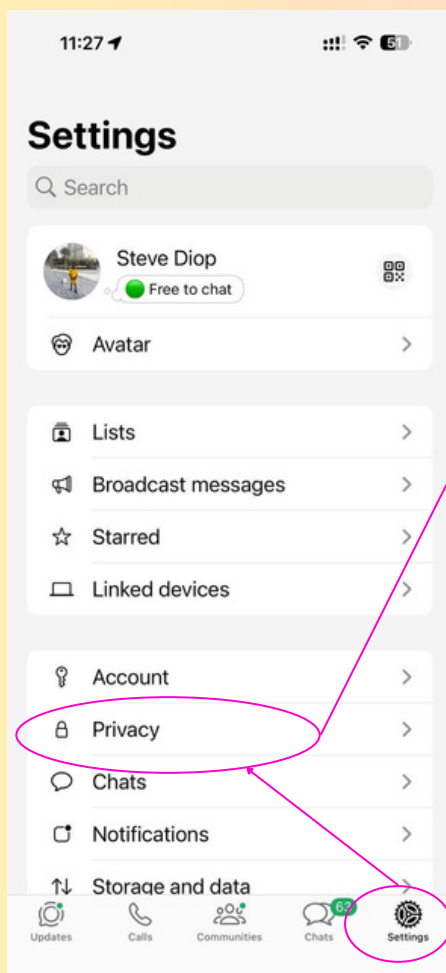


Choose who can  
add you to groups.

# WhatsApp privacy settings

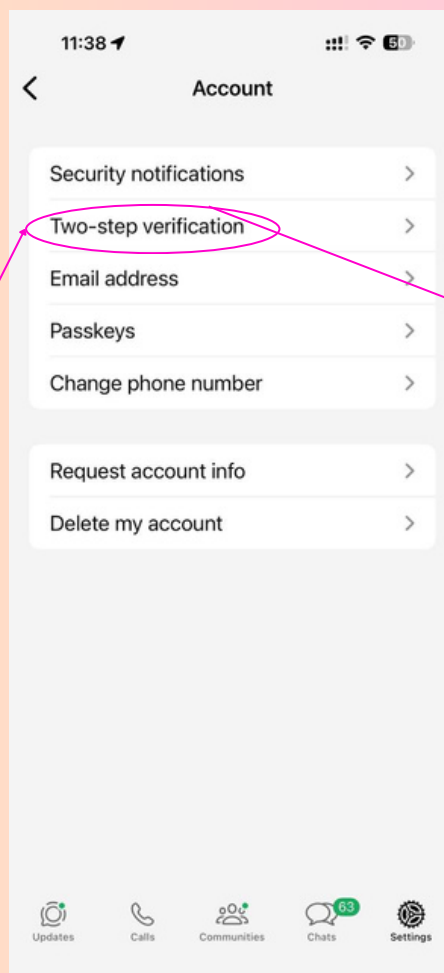
## Two-Step Verification

### STEP 1



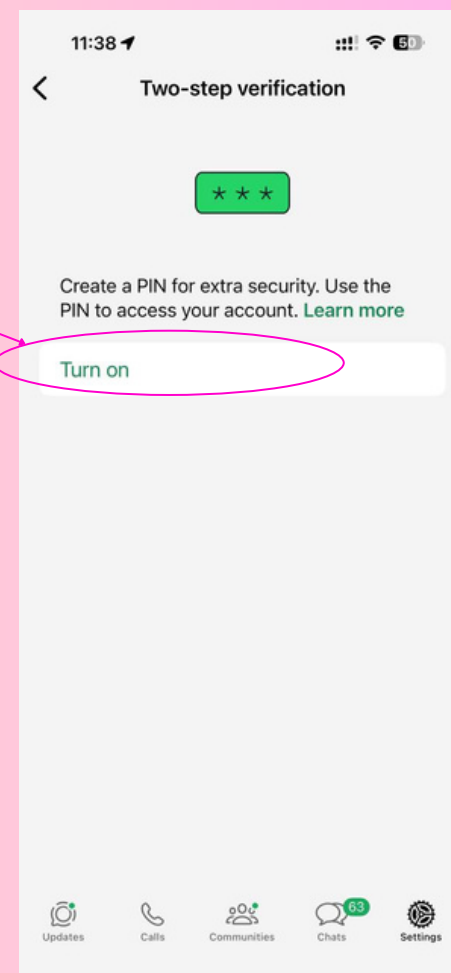
Open WhatsApp  
and go to **Settings**

### STEP 2



Tap Account > Two-  
step verification

### STEP 3



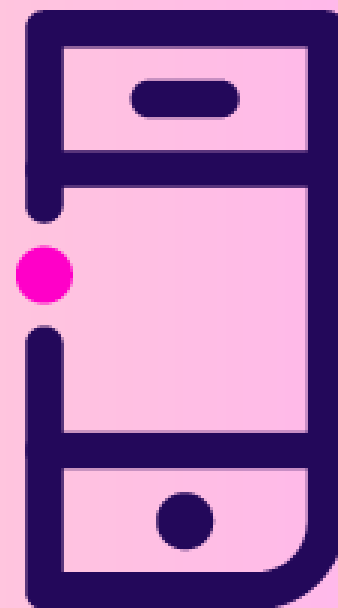
Turn it **ON** with a 6-  
digit pin to enable  
extra security.

# Save your data: turn off automatic media downloads

Messaging apps like Telegram and WhatsApp often download images, videos, and voice notes automatically. This can quickly use up your mobile data and fill your phone storage.

## Why this helps:

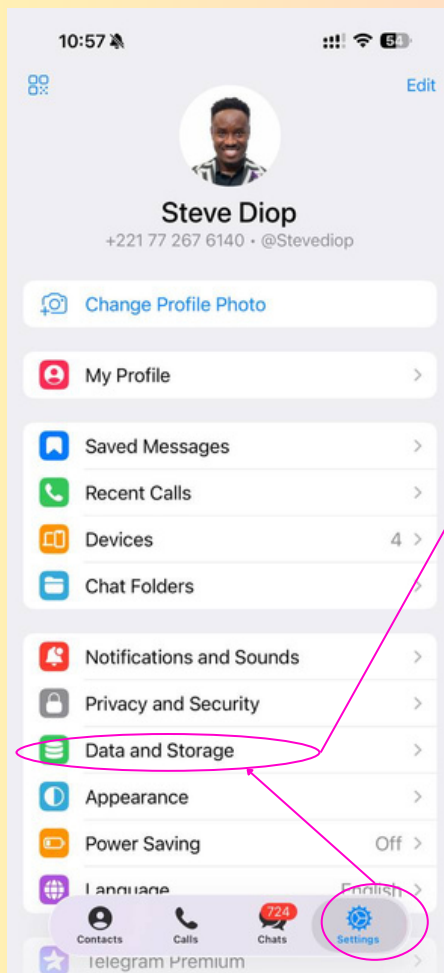
- Saves your mobile data.
- Keeps your phone storage clean.
- Lets you choose what to download and when.



# Turn off media downloads

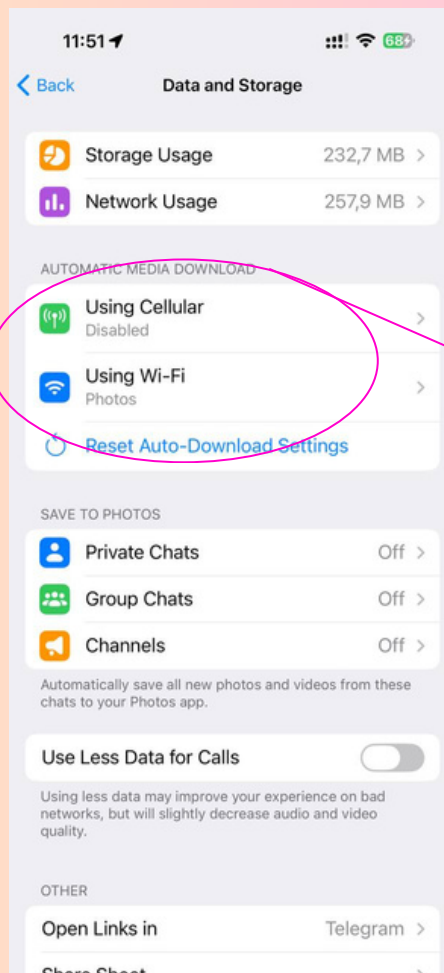
# On Telegram

## STEP 1



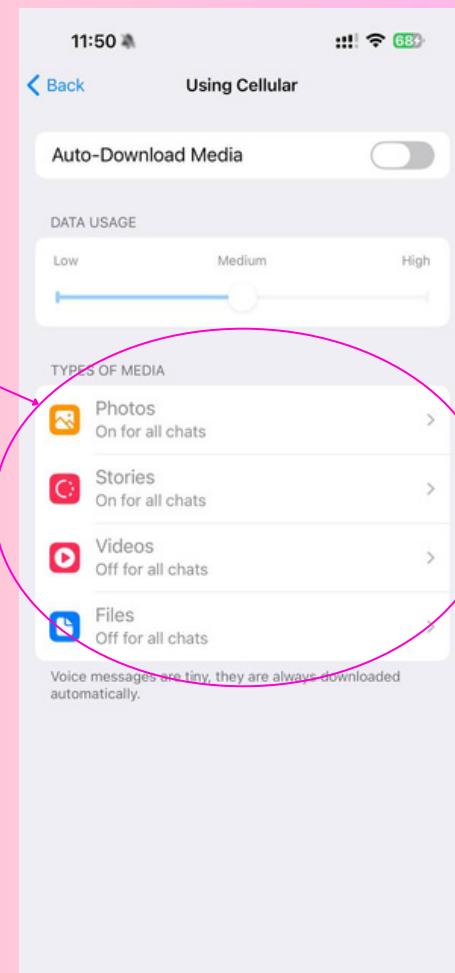
Go to Settings >  
Data and Storage.

## STEP 2



Under **Automatic  
Media Download**,  
choose When using  
mobile data, Wi-Fi,  
and Roaming.

## STEP 3

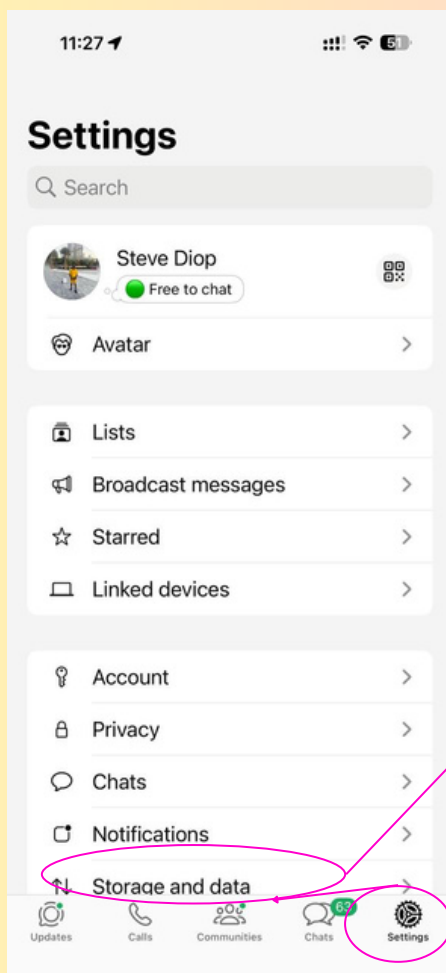


Turn off media  
types you don't  
want to download  
automatically.

# Turn off media downloads

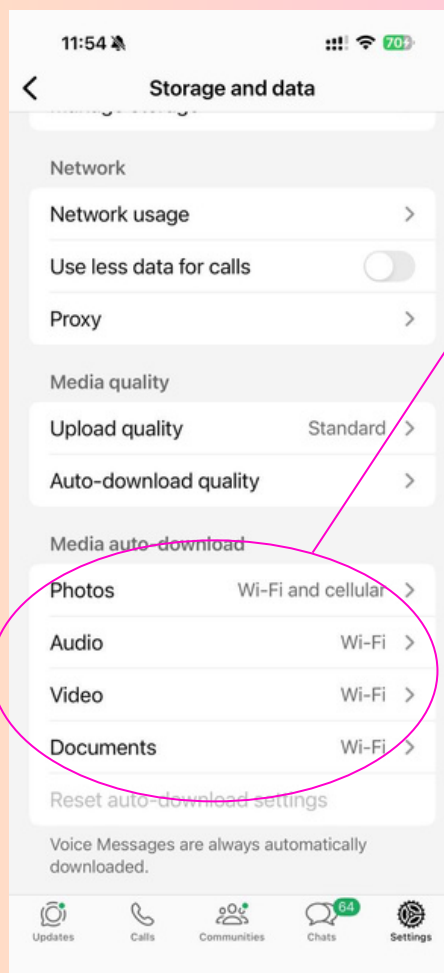
## On WhatsApp

### STEP 1



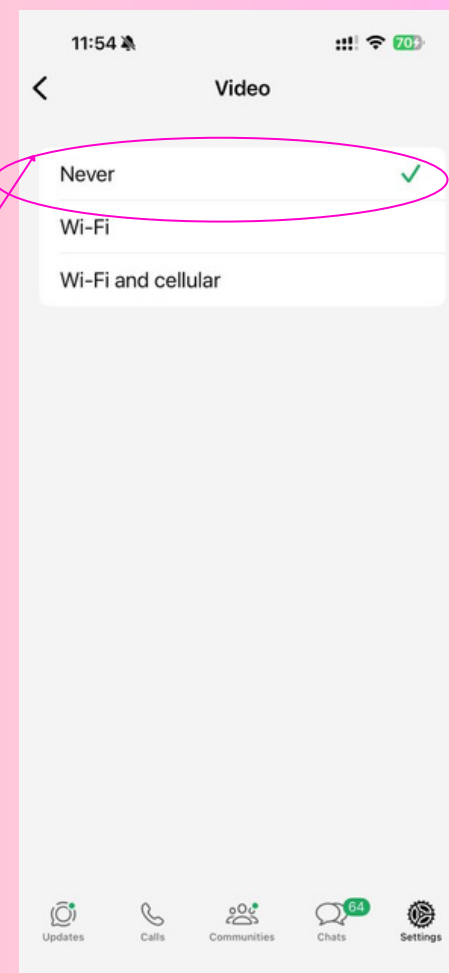
Go to Settings >  
Storage and Data

### STEP 2



Under **Media auto-Download**, tap each option (Mobile Data, Wi-Fi, Roaming).

### STEP 3



**Uncheck** media types you don't want to download automatically or select **Never**.

# Digital safety tips

## Protect your login details

Keep your username and password **secure**. Never share them with anyone.

## Use only your own account

**Do not log in** using someone else's credentials.

## Share responsibly

Only post information relevant to the group's purpose. **Avoid spam** or unrelated links.

## Respect privacy

Never share **another member's personal information** outside the group without their consent.

# Digital safety tips cont.

## Keep interactions public

Communicate openly in the group rather than sending private messages.

## Report concerns

If you see or experience anything **inappropriate** or that makes you uncomfortable, report it immediately to the Safeguarding Team.

## Avoid unsafe content

Do not share or engage with sexual, violent, discriminatory, or offensive material.

## Set privacy settings

Make sure apps and tools you use have appropriate privacy settings enabled.



# 6

## **Building your network safely**

 [go back to menu](#)

# Building your network safely

## Be respectful and professional

Always be polite and considerate in your interactions.

## Engage openly

Share ideas and resources in the group so everyone benefits.

## Avoid blurring boundaries

Do not connect with members on personal social media unless it's agreed and appropriate.

## Focus on learning

Share teaching experiences, classroom strategies, and professional insights, not personal details.

7

# FAQs and troubleshooting tips

 [go back to menu](#)

# FAQs

## What if I miss a webinar?

No worries! If you miss a live session, you can usually access the recording via the community of practice. Look for pinned messages or ask in the group for the link.

## How do I get my certificate?

Certificates are sent by email to everyone who joins the webinar via Zoom or the backup link in the community and complete the survey. Check your inbox (and spam folder) a few days after the session.

## Can I invite colleagues to the community?

Absolutely! We welcome new members. Share the [registration link](#) from the community or ask a moderator for the latest joining instructions.

## Do I need to register for every webinar?

Yes. Each webinar has a unique registration link. Register in advance to receive the Zoom link and reminders.

## **FAQs cont.**

### **What if I don't receive the confirmation email?**

Check your spam or promotions folder. If it's not there, email us at [englishconnects@britishcouncil.org](mailto:englishconnects@britishcouncil.org)

### **Can I join from my phone?**

Yes. You can join webinars and communities using your smartphone. Just make sure your Zoom, Telegram and WhatsApp apps are updated.

### **How do I stay informed about upcoming events?**

Turn on notifications in your community group, check pinned messages, and subscribe to our monthly newsletter.

### **When is the best time to register for a webinar?**

We recommend registering at least 24–48 hours before the webinar. This gives you time to receive the confirmation email, prepare, and avoid last-minute issues.

## **FAQs cont.**

### **What happens if I register after the webinar has already started?**

If the webinar is still running, you'll be automatically directed into the Zoom room after registering. Just click the registration link and follow the steps.

### **Can I share the direct Zoom link with others?**

No. For security reasons, we do not share direct Zoom links publicly. Please encourage others to register using the official link so they receive the correct access and confirmation email.

# Troubleshooting tips

## Zoom won't open or asks for an update

- On desktop: Open Zoom > Click your profile picture > Check for Updates
- On mobile: Go to your app store > Search for Zoom > Tap Update

## I can't hear or see anything in the webinar

- Check your device's volume and camera settings
- Make sure Zoom has permission to access your microphone and camera
- Try leaving and rejoining the session

## Telegram isn't working

- Restart the app or your device
- Check your internet connection
- Reinstall the app if issues persist

# Troubleshooting tips cont.

## I didn't get my certificate

- Check your spam/junk folder
- Look in your Gmail **Promotions** tab
- Still missing? Email [englishconnects@britishcouncil.org](mailto:englishconnects@britishcouncil.org)

## I missed an important message in the group

- Check pinned messages at the top of the chat
- Use the search bar to find keywords like **webinar** or **certificate**

## I'm overwhelmed by group notifications

- On Telegram: Mute the group but enable **Notifications for Mentions**
- On WhatsApp: Set custom notifications for important updates



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