**GLOSSARY**

**Module 4 – Health Literacy and Use of Interactive services:   
the Social Media**

The following Glossary provides a specified description for the terminology used in module No. 4, in order to better understand the world of interactive services, and more specifically social media.

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| **Add contact** | Indicates the action of adding a new contact in order to allow to call or text them.  (E.g. In Skype you can add a contact by looking for them using their Skype name - “user ID” - or by e-mail. WhatsApp will automatically display if a contact present in your contact lists use also WhatsApp) |
| **Anonymity** | Means the condition of being anonymous. |
| **Application (App)** | An application software created in order to run on a mobile device (tablet smartphone) guaranteeing to users, services similar to those that are accessible via computer.  (E.g. WhatsApp is an app) |
| **Blog** | Short for “weBLOG”, is a journal available on the web. Updating a blog is called “blogging”, and the person who keeps a blog is called “blogger”.  (E.g. fashion blogger: someone who keeps a blog about fashion).  A blog can allow readers to comment or can be closed to comments. |
| **Browser** | A program (see software) that is used to look at other resources available on the internet. (e.g. Google Chrome, Safari and Internet Explorer are three of the most common browsers) |
| **Call (voice call)** | A voice call let users of WhatsApp, Skype, Viber and Messenger call for free their contacts using internet connection, even if they're in another country. |
| **conference Call/group Call** | A conference call is group call or video call in which user talks to several people at the same time. |
| **video Call** | A visual communication between two or more people that enable the participants to see each other while talking. Skype is a software that popularized video calls. Both Facebook Messenger and WhatsApp allow users to make video calls. |
| **Caps-lock** | It indicates a button on a computer keyboard that generates all letters of Latin-based scripts as capital letters. LIKE THIS. In online communication, writing with the caps-lock activated equals to shout or yell in real life. |
| **Chat** | An online exchange of mainly text messages in real time with one or more users of a computer network who are online simultaneously. |
| **Code of conduct** | A set of rules that users should adopt when navigating online. |
| **Computer** | It is a machine or electronic device for storing and processing data, that can calculate and perform operations based on instructions given by a software or hardware program. |
| **Defamation** | The damaging of the reputation of someone by speech (slander) or in written form (libel). |
| **Digital content** | A product that is available in a digital form. Usually it refers to video or images that can be downloaded. |
| **Disinformation** | A false information deliberately created in order to harm people, social groups, organizations, countries, etc. **🡪 Look at the term “Misinformation”.** |
| **Download** | Copy, process or downloading data from one computer system to another, usually over internet. E.g. Downloading an App. |
| **Emoticon** | Short for "Emotion Icon". It is a pictorial representation of a facial expression or a feeling or a situation (e.g. smiley face) |
| **Facebook wall** | It is the area on a profile or page where friends and followers can post their thoughts, views, or criticisms and reactions (i.e. the like button) for everyone to see. Most walls automatically display the "user + others" option, showing posts, links, tagged material, and other information posted by both the page's operator and their friends or fans. Walls also incorporate the news feed. |
| **Facebook newsfeed** | Newsfeed are incorporated in FB walls, displaying updates made by the user such as status, links, photos, and other updates. Facebook will automatically suggest and presents content similar to the one “liked” by the users in their newsfeed. |
| **Fake news** | It indicates news that are written and published with the intent to mislead in order to damage an agency, entity, or person, and/or gain financially or politically, often using sensationalist, dishonest, or outright fabricated headlines in order to increase readership. |
| **Fake account** | It refers to an account of someone claiming to be someone else (real or not). It can imply identity fraud (when someone claims to be another real person). Usually, a user can decide to use a fake account with a made-up name and surname in order to not reveal their true identity. Usually they are used to spread fake news and misinformation. |
| **Forum** | A website or web page where users can open thread, post comments about a particular issue or topic and reply to other users' postings. Usually forums are dedicated to a specific topic. |
| **moderate Forum** | It is a forum where users or employees of the forum are moderators, meaning that they access to all the threads and comments for the purpose of moderating discussion. Usually they have several functions, like keeping forum free from spam, answers users’ concerns about rules, dealing with any sort of problem, both technical and in case of conflict between users. |
| **non-moderate Forum** | A non-moderate forum is a forum where users can post, comments or open threads without being moderated by another user. Usually they are public forum. |
| **private Forum** | A private forum in an online forum where users must be registered and approved by the forum administrator in order to read, post or comment in the open threads. |
| **public Forum** | A public forum in an online forum where the content is available for every user, even if not registered. In this case, unregistered users are called “guest” or “visitor”. Usually public forums have specific sessions of that are for registered users only, after making a request to the administrator (admin) a user may be allowed to participate in the private or restricted session. |
| **Fraud** | It is a wrongful or criminal deception which is intended to result in a financial or personal gain. |
| **Friend request** | When someone will send you a “friend request”, a notification will pop up on Facebook. If you accept, you will have a new “Facebook friend”, from that moment you both will be able to see the shared content on the respective Facebook walls. |
| **Damaged reputation** | The result of defamation can be a ruined reputation of someone. Defamation can be done through internet, blogs, social media, etc. especially when a content aimed at ruining someone’s reputation goes viral. |
| **open Group** | On Facebook, it indicates a group that every user can join. Every user can see the shared content. |
| **closed Group** | On Facebook, it indicates a group that every user can join prior being accepted by the group’s admin. Only the members can see, read and comments on the content. Every user can see if another user joined a closed group. |
| **secret Group** | On Facebook it indicates a closed group that can be joined only by invitation from a member and prior being accepted by the group’s admin. Only the members can see, read and comments on the content. Other users cannot look for, find or see if someone is a member of a secret group. |
| **HTML** | Short for Hypertext Markup Language. It Is the coding system used for creating pages on the world wide web. |
| **ICT** | Short for Information and Communications Technology. It is the set of technologies used for the transmission, reception and processing of data and information, including digital technologies.  **🡪 Look at the term IT** |
| **Instant messaging service** | It is a type on online chat that allows users to exchange instant text messages over internet. Short messages are sent when a user complete a thought and decide to exchange it with another user by clicking “send”. |
| **Interactive service/Interactive platform** | A service offered via Internet, through websites and/or applications, where users can interact adding digital contents, feedbacks, information, etc. Example of Interactive services are social media, blogs, etc.. |
| **Internet** | It is a global network that connects millions of computers all over the world, providing information and communications facilities which consist of interconnected networks that use extended communication system. |
| **IT** | Short for Information Technology. It refers to the development, maintenance, and use of computer software, systems, and networks.  **🡪 Look at the term ICT** |
| **Join a group** | A group on FB is a page that any FB user can create and other users can join. By doing this, the group members are allowed to interact with each other based on a common interests, affiliation or association. FB groups can be public and open to anyone or private and “closed”, in the latter case users can join them only by invitation. |
| **Like a page** | Liking a page on FB by clicking the “like button” enables users to see status updates, comments, photos and videos, shared by the said page in their FB newsfeed. |
| **Link (hyperlink)** | Short for hyperlink, is an HTML object that allows to jump to a new location if clicked on or tap on it. Links are found on every webpage, providing simple means of navigation between pages on the web. |
| **Log-in** | The action of access to a platform, website, social network, forum where you have previously registered. To log in successfully you will need your username and your password. |
| **Malware** | It is a software that is designed with the scope to disrupt, damage, or gain unauthorized access to a computer system. |
| **Media** | It indicates the main means of mass communication (broadcasting, publishing, and the Internet) regarded collectively. |
| **Misinformation** | It is a false or inaccurate information which isn’t deliberate. Urban legends are examples of online misinformation in case they are disseminated by people believing in their truthfulness. **🡪 Look at the term “Disinformation”.** |
| **Mobbing** | In general, mobbing means bullying of an individual by a person or a group in any context, such as school, workplace, online. It is an emotional abuse against someone by the means, for example of rumor, intimidation, humiliation, discrediting and isolation |
| **Mutual aid group/Mutual help group** | A mutual aid group is a group of people who share common problems, such as addiction, disorders, and offer support to one another. |
| **Online community** | An **online community** is a group of people who have a common interest and communicate through the Internet. They get together online through websites, discussion boards, forum, groups, chat, instant messaging, email, etc. |
| **Password** | It is a basic security mechanism that consist of a secret word, phrase, numeric, alphanumeric and symbolic character or a combination of some or all of them. It is used to restrict access to a system, application or service. A password can also be called access code, PIN or secret code. E.g. To access FB or a forum, you have to insert your ID and password. You also need a password to access your email. |
| **Phishing** | It consists in the practice of sending email purporting to be from famous companies or public organization in order to induce individuals to reveal personal information such as password and credit card numbers. |
| **internet Privacy /online Privacy** | It is the level of privacy and security of personal data published via internet. It is a broad term that refers to several factors, techniques and technologies used to protect sensitive information and personal communications and preferences. |
| **Privacy setting** | Refers to preferences expressed by the user regarding the information that can be shared or viewed by other users of the same platform. |
| **online Safety/internet Safety** | It is the knowledge of maximizing the user’s personal safety and security risks on private information and property associated with using the internet, and the self-protection from computer crime in general. |
| **Sign up** | The action of enrolling for something or of enrolling someone. |
| **SIM card** | Short for Subscriber Identity Module, is a chip that stores identification information and let a smartphone to connect to a specific mobile network (e.g. Vodafone, etc.) |
| **Slang** | A type of language consisting of words and phrases that are regarded as very informal, are more common in speech than writing, and are typically restricted to a particular context or group of people. |
| **Smartphone** | Is a mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, Internet access, and an operating system (Android or iOS) capable of running downloaded apps. E.g. An iPhone is a smartphone. |
| **Social Media** | An interactive service (social network, instant messaging service, online forum) that, via websites or applications, enable users to create and share digital contents (photos, images, videos, audio recordings, links, etc.), and to participate in social networking, sharing information and developing social and professional contacts. |
| **Social Network** | An interactive service that belongs to the category of social media. It works through Internet connection, via websites and/or applications, and aims to facilitate the management of social relations, encouraging communication and sharing, through the exchange of digital contents. |
| **reliable Sources (trusted sources)** | A reliable source is the one that presents a thorough, well-reasoned theory or argument based on strong evidence. When providing them, the source is properly indicated and typically is a source that you know to have the most accurate information. E.g. Public organizations, books, scientific articles as well as well-known national newspapers or news tv channels, like BBC or New York Times. |
| **unreliable Sources (untrusted sources)** | It means when an article presents some questionable content or cite sources that cannot be confirmed. Blogs or open source encyclopedias like Wikipedia can be unreliable sources. Often researchers use blog to share their findings, but anyone with a computer can keep a personal blog or edit entries in Wikipedia adding misinformation. |
| **Stalking** | It means to harass or persecute someone with unwanted and obsessive attention. |
| **public Status** | Means when an update of a personal profile or page on Facebook can be seen by any users, not only friends. On Facebook, a public status is indicated by the globe icon. 🡪 |
| **private Status** | Means when an update of a personal profile or page on Facebook can be seen only by the users’ friend or by the one who wrote it. On Facebook, in the first case the icon will be the 2 persons icon, in the second case you will see a lock icon. |
| **android Store/Google Play** | Google Play is the app store of the Android system, available on several tablet and smartphone brands. By clicking on it, a user can find, download and install a great number of useful apps and games on its mobile devices such as smartphone and tablets. |
| **IOS Apple Store** | IOS Store is the app store of the IOS system, i.e. Apple products like iPhone and iPad. By clicking on it, a user can find, download and install a great number of useful apps and games on its mobile devices such as smartphone and tablets. |
| **Tablet** | It indicates a small portable computer that accepts input directly on to its screen rather than via a keyboard or mouse. E.g. an iPad is a tablet. |
| **Telemedicine** | The remote diagnosis and treatment of patients by means of telecommunications technology. |
| **User** | A person who use or operates something. |
| **User ID/Username** | Short for User Identification. It is used to identify a user and access on a software, system, website or within any generic IT environment. |
| **Vocal message** | It is a message containing the audio of a person's voice. |
| **Webcam** | It is a video camera connected to a computer, a smartphone, a tablet or to other devices, that allows images and audio to be seen and listened by Internet users. |
| **WHO** | Short for World Health Organisation. It is a specialized agency of the United Nations that is concerned with international public health. |

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