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1. Introducing you to online shopping

You can go through this guide by yourself, with the support of an Age UK Digital Champion, or with the help of friends, family and carers.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area/

I hope you find this guide useful.

, 72

3. Understanding key terminology

To help you get to grips with shopping online, we've put together this useful list of common words and phrases that you might come across. These are in alphabetical order so you can refer to them easily when working through the guide:

Address bar: This is at the top of your web/internet browser. It's where the address of a website (URL) appears. You can type a web address straight into the address bar, for example, typing 'www.ageuk.org.uk' will take you to our website.

Apple Pay: A mobile payment service for people who use Apple devices such as iPhones and iPads.

App, **Application**: A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking. For example, if you shop at Amazon, you can download the Amazon app to do your shopping.

App Store: An official, pre-installed program on iPhone and iPads which gives you access to apps.

Basket (shopping cart or trolley): This is your online shopping basket. When you find an item you like, you can select it and add it to your basket, cart or trolley. You will usually be given the option to select how many of a particular item you'd like to add.

Buy: When you buy things online, you need to pay for them. You can pay by card, cash or by direct debit.

4. The benefits of online shopping

The past few years have seen a huge surge in online shopping with almost every high street store and supermarket now selling their goods online. While you may not get the experience of seeing your goods in person before you buy them, it's becoming an increasingly popular way to shop. Here are some of the benefits:

When you shop online you can have your goods delivered direct to your door. This is really useful if you have any mobility issues or if you don't drive, particularly if you're shopping for bulkier items like washing powder, which can be difficult to carry.

You can shop for almost anything online, from everyday groceries to white goods, electrical items, furniture and more. There are lots of stores to choose from too, many of which will price match if you find an item cheaper elsewhere online.

Once you get the hang of it, online shopping can be quicker than shopping in person. It can be quicker to browse products online than in the aisles, and as many online stores give you the option to remember your previous purchases, you can quickly add your regular purchases to future shops.

If you're buying fresh produce like food or drink or big-ticket items like fridges, furniture or TVs, most online stores allow you to choose the date and time of your delivery. This means you can make sure the delivery arrives at a time that's convenient for you.

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When shopping online, the value of the items in your basket or cart will be added up as you go. This means you can see exactly what you'll be spending before you purchase anything and can easily take things out of your basket if you go over your budget. Also, some online stores give you the option to save your previous orders so you can repeat them in the future. This will help you to budget from week to week.

Online shopping is a great way to send items to other people because on most shopping websites you can enter a separate delivery address to your billing address. This means you can send gifts directly to friends and family, often with a gift note.

5. Is online shopping safe?

We understand you might have some concerns about sharing your personal information online, but by following a few simple guidelines you can make sure you shop safely:

1. Shop with retailers you know

As mentioned previously, most high street shops and supermarkets now have online stores. While you get used to shopping online, we recommend you shop with retailers that you're already familiar with. If you don't already know the store's web address, type their name into your search engine (like Google or Bing) and click on the website from the search results. See Age UK's 'A beginner's guide to staying safe online' for tips on checking if a web address is secure.

2. Be careful of links in texts or emails

Never click on links in texts or emails from retailers you've had no previous contact with as they might be fake. And, even if you have shopped before, always check the URL carefully. If you see a link that says "shoppee Ave fare 84 1A U 7P vao shfe 7 (k o) 1.3 (n l) 0 11 42.5197 645.If y

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I. How do I know if a website is secure?

Make sure that you're using a secure website before entering any personal details. There are ways to spot that a website is secure, including:

- The web address starts with 'https' – the 's' stands for secure.
- The address bar is green.
- There's a padlock symbol in the address bar.
- There's a current security certificate registered to the correct address – this appears when you click on the padlock.



6. Setting up online shopping accounts

If you plan to return to the same online store again, it can be useful to set up an online account with them. This means that each time you visit the store's website you can log in using a username and password. Once logged in, you'll see your account details, including your order history, saved delivery addresses and, if you've given permission, your saved billing information.

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- 3.** You'll then be asked to enter your name, email address, create a password and then click 'Verify password'. For tips on creating a secure password see Age UK's 'A beginner's guide to staying safe online'.

6. **Enter your mobile phone number**

- 5. Amazon will then send a one-time password to your email address for you to verify your account. This is usually a six-digit number. Log in to your email address in a separate tab or use an email app to locate the new email from Amazon, and retrieve the password (see Age UK's 'A beginner's guide to email'). Then enter the password into the box on the Amazon website and click 'Verify'.



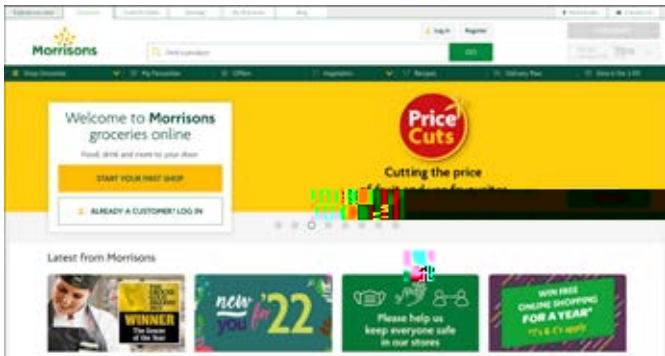
- 6. To verify your account, you'll need to add a mobile phone number so that Amazon can send you a one-time password by text. Again, this is to verify that you are a legitimate person and not an internet bot setting up a fraudulent account. Do this and click 'Verify'.

Important: unfortunately, it's not possible to use a friend or family's mobile phone number to verify your account as Amazon can only assign one mobile phone number to each account. This means if you don't have your own mobile phone number, you won't be able to set up an Amazon account.

- 7. Check your mobile phone's text messages and enter in the new one-time password you should have received. Again, this should be a six-digit number. Enter this and click 'Create your Amazon account'.
- 8. You are now signed in and ready to start shopping.

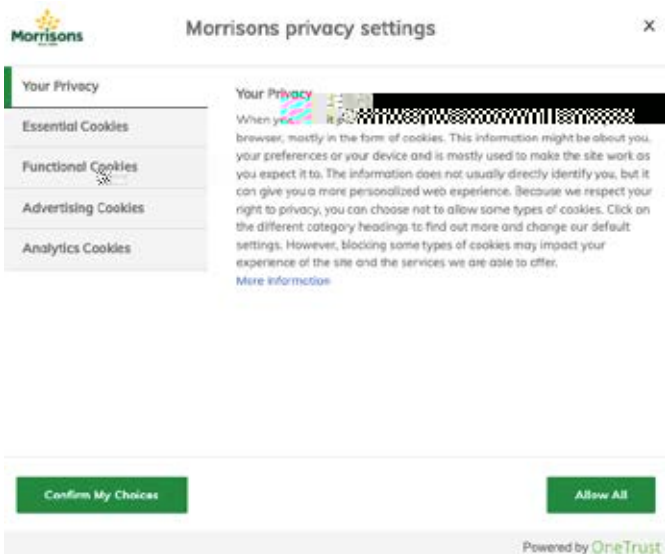
6.

1. Go to your browser and type www.morrisons.co.uk.



2. A pop-up box will appear asking if you are happy to accept cookies. This allows Morrisons to track data about your activity on the site. The supermarket will use this information to find out the type of goods you're interested in and send you relevant product offers in the future.

If you are happy for them to do this, click the green 'Accept all cookies' button. If not, click on the green 'Cookies settings' link to the left of the button and work your way through the different settings options, then click 'Confirm my choices'.



3. As this is your first time on the website, you'll need to set up an account. To begin, click

6.

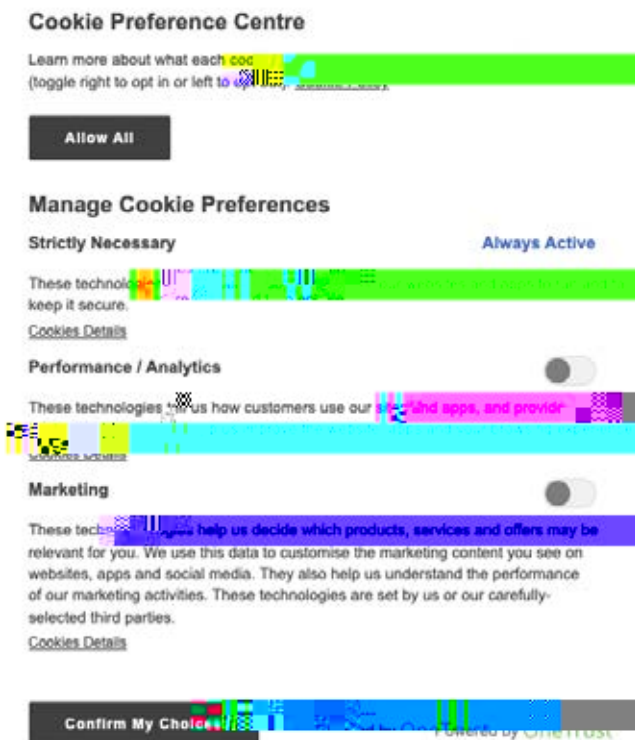
1. Go to your browser and type www.sainsburys.co.uk.
2. On the homepage of the website, go to 'Log in', which is in the top right-hand side of the screen.



3. A drop-down menu will then appear where you'll be asked to choose what type of account you'd like to register for. For the purposes of this guide, click on 'Groceries account'.

4. At this point a pop-up box might prompt you to accept cookies. This allows Sainsbury's to track data about your activity on the site. The supermarket will use this information to find out the type of goods you're interested in and send you relevant product offers in the future.

If you're happy for them to do this, click 'Accept all cookies'. If not, click on 'Manage preferences' and work your way through the different settings options, then click 'Confirm my choices'.



5. Then, to set up a new online account with Sainsbury's click on 'Register here'.

6.

10. You'll then be asked to enter your postcode and, if you have a Nectar card, you can

11. At this stage you can also set your communication preferences, which lets Sainsbury's know if you'd like to receive marketing emails from them. You can opt in by clicking 'Yes please' or opt out by clicking 'No thanks'. If you click 'No thanks' you'll be asked if you would like to opt in to receive marketing from one of Sainsbury's partner companies. You can tick the ones you are interested in, or if you're still not keen to receive any marketing communications, leave all the boxes blank.







Communication preferences

As a valued customer, we'd love to stay in touch with you with things like offers and ideas. Please be assured, we'll always treat your information carefully as described in our [privacy policy](#).

Would you like to hear about offers and ideas from the Sainsbury's Group ?

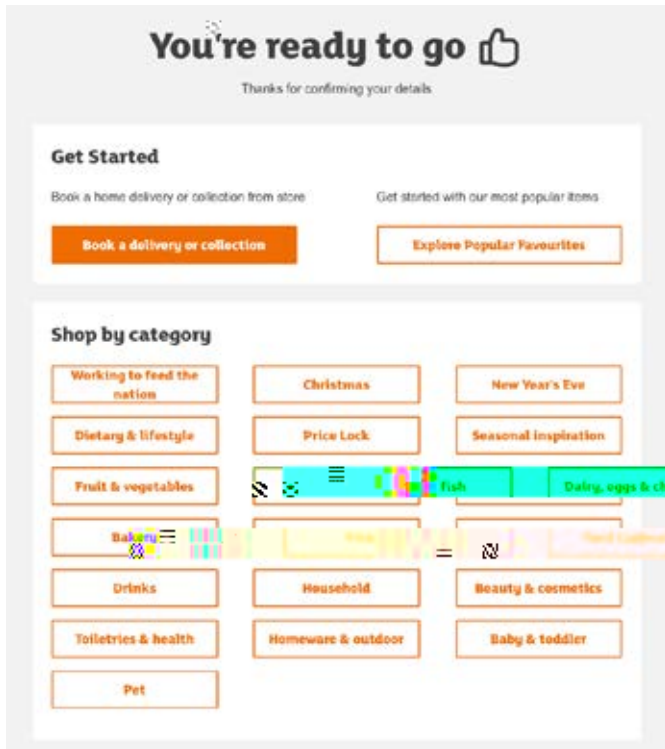
Yes please
 No thanks

Choose who you want to hear from:

<input type="checkbox"/> <div style="margin-left: 10px;">  <small>Helping everyone eat better</small> </div>	<input type="checkbox"/> <div style="margin-left: 10px;">  </div>
<input type="checkbox"/> <div style="margin-left: 10px;">  </div>	<input type="checkbox"/> <div style="margin-left: 10px;">  </div>
<input type="checkbox"/> <div style="margin-left: 10px;">  </div>	<input type="checkbox"/> <div style="margin-left: 10px;">  </div>

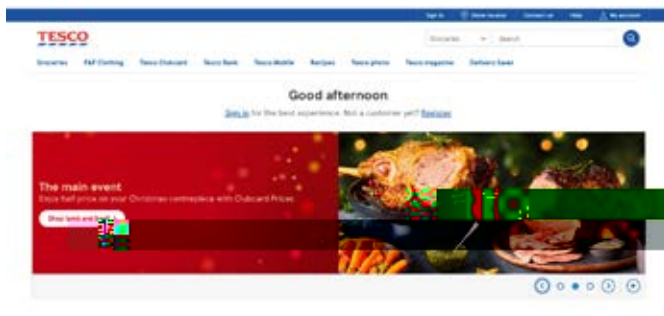
We won't send you marketing messages if you tell us not to, but we will still need to send you occasional service messages. You can change your mind anytime by going to my Account and changing your preference settings.

- 12. Once you're happy with your communication preferences, click 'Register account'. You've now registered your online account with Sainsbury's and can begin shopping.



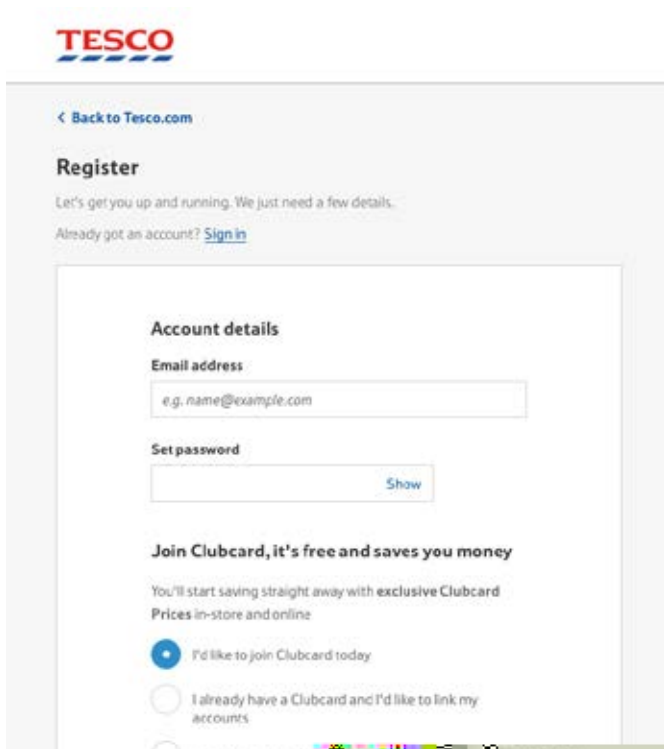
6.

1. Go to your browser and type **www.tesco.com**.



2. There should be a prompt on the homepage to 'Register' a new customer account. If you don't see this, go to 'My account' in the top right-hand corner of the screen and click on it. This will take you to a new page with an option to 'Register for an account'.
3. On the 'Register an account page', you'll be asked to fill in some personal information. This includes your email address, creating a password, your Tesco Club Card number (if you have one), your name, phone number and postcode.

For tips on creating a secure password see Age UKs 'A beginner's guide to staying safe online'.



4. When you enter your postcode, a drop-down menu will appear for you to choose your home address. Select your address details from the drop-down menu, and it will automatically be inserted into the online form.

5. You can then choose to opt in or opt out of Tesco marketing communications. If you opt in, you are giving Tesco consent to contact you by email or post with offers and other marketing. Tick or untick the boxes to set your preferences.

Marketing communications

Our customers enjoy receiving special offers, helpful information and money saving coupons by email, text, phone and post.

So you don't miss out, simply tick the boxes below
Remember, you can opt out at any time.

- Tesco Stores** (this includes Groceries, Clubcard, Jack's and similar goods and services)
- Tesco Bank** (by ticking this you are confirming you are over the age of 18)
- Tesco Mobile**

If you've already signed up to receive offers and promotions from Tesco Bank or Tesco Mobile, you'll need to contact them directly to opt out.

[Create account](#)

6. Once the form is complete, click 'Create account' to register your account.
7. If you didn't already have a Tesco Club Card, they'll have created one automatically for you. This means you can save money as you shop when you buy items labelled with Club Card offers. These offers or discounts will automatically be applied at the online checkout when you pay for your shop.

7. Next steps

Once you feel comfortable setting up an online shopping account with a retailer of your choice, you can move onto our intermediate guide. This will show you how to:

- log in to your account
- search for items
- add items to your cart or basket
- pay for items at an online checkout.

We hope you've enjoyed working your way through this guide and taking your first steps into the world of online shopping.

If you feel you need some extra support, your local Age UK or local Age Cymru may be able to help. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area

Telephone number:

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice line: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at www.ageuk.org.uk