

# Online shopping

Shopping online can be a great way for you to get what you need quickly, while avoiding the high street crowds, allowing you to easily shop around for the best prices.

You will be able to buy pretty much anything you want over the internet, from groceries to clothes.

This guide will demonstrate how you can get to grips with purchasing essential groceries online, as well as examples of other things that can be bought at the push of a button.

## What you'll learn

1. The basics of shopping online
2. Supermarket shopping – registering for an online shop and making that first purchase
3. Key online stores

## What you will need for an online purchase:

- A stable internet connection
- A credit or debit card
- An email address

A good way for you to get to grips with online shopping is by purchasing your groceries.

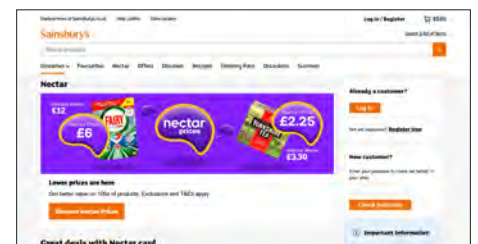
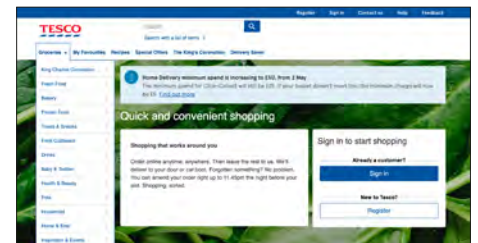
## Online food shopping

For people who can't easily get to and from a supermarket online food shopping can be a massive help.

You can use online food shopping for a one-off delivery or repeat orders such as the weekly shop.

All the major UK supermarkets offer online shopping – check out their websites for your favourite (or nearest):

- **Asda** – [asda.com](http://asda.com)
- **Morrisons** – [morrison.com](http://morrison.com)
- **Ocado** – [ocado.com](http://ocado.com)
- **Sainsburys** – [sainsburys.co.uk](http://sainsburys.co.uk)
- **Tesco** – [tesco.co.uk](http://tesco.co.uk)
- **Iceland** – [iceland.co.uk](http://iceland.co.uk)



## Online shopping continued

Sometimes, deliveries will be limited to a certain radius from a local store, so you will need to check that the selected supermarket delivers to your area. This can be done when entering delivery information (see below for more information).


### Registering on a supermarket website:

1. Find the icon for the web browser and select it. The browser will open and display a homepage.
2. Select the address bar at the top of the page.
3. Type in your favourite or local supermarket, before pressing enter/return.
4. Select the supermarket website from the list of results that appears.
5. Next, you will need to select 'sign in' at the top of the website.
6. As you will not currently have an account set up, you will need to select 'register for an account'.
7. You will then be asked to enter an email address and create a password along with other personal details such as name and address.

It's important that you choose a password that is easy for you to remember, but difficult for anyone else to guess. To do this try to make it fairly long, avoid including personal details like birthdays etc., and ensure it includes a variety of keyboard characters – such as an uppercase letter, a number and a special character.

8. Once you have done this, select 'Create account'. You may have to verify your email address. To do this you will receive an email to the account you registered with, which will include an option to verify the email account.
9. When the account has been created you will be able to do the grocery shop online.

### Search for your shopping list items:

1. You will need to sign in to your shopping account each time you want to do a new shop.
2. Once signed in, you will have to pick a time and date for the delivery slot along with the delivery address. The delivery time must be one when you will be at home or when a friend/relative can take the delivery.
3. There will be a search bar that allows you to look for specific items e.g. Eggs, bread, milk.
4. Once you select an item, you can add it to the basket . Just like a basket in a real supermarket, this will save items until you are ready to pay. You can click on your basket at any time to check what is already in there. It is important to note that if you leave the supermarket's web page at any point, you might lose what's in the basket, so try and get the shopping done in one sitting if possible. You can always log back in to add and remove items ahead of the delivery date, even if you have completed the transaction.

5. You should continue to search for items and add each to the basket until you've got everything you need. It's always good to double check the quantities of each item!
6. If the item isn't available, the store may send a substitute or a replacement. They will try to send similar items, but if you do not want that, select 'no substitutes'. Alternatively, if you do not like the replacement when it is delivered, you will have the opportunity to send it back and get a refund.
7. Once you have added all of the items you would like, you need to select 'checkout' to review and submit the order.
8. Next, you will be required to enter your payment details.
9. Once the payment details and delivery address are confirmed, select 'confirm'. This will lock in the delivery/collection time and purchase your items. If you are using online banking, you might have to accept the payment via their online banking application.
10. You may receive an email or text to confirm the order. It's always good to double-check the details. You can usually amend or add other items ahead of delivery via the website.

Once an order has been made, you can save items for future shops, so you don't have to search repeatedly for various things.

## Online shopping continued

### Buying other items online

Nearly all online stores work in this way: adding items to the basket, going to the online checkout and confirming delivery information/payment details. However, in most other situations you'll be able to choose your items before creating an account (usually, this is optional and you can purchase items without registering/creating an account) and getting to the delivery options.

If you can name it, you can buy it online. From clothes to kitchen utensils, and gardening equipment to books, online shopping can be a great way for you to get what you want delivered straight to your door, saving time and, sometimes, money.

Type the name of the item you want to buy into the web browser's search bar – for example, 'rain jacket' – and click search or press enter/return on your keyboard.

The results will show a range of websites to choose from, from department stores with online shops such as John Lewis or large, online websites dedicated to shopping, such as Amazon.


You can also use the 'shopping' option on Google. Clicking on this will give a list of items available based on product reviews and price. In order to keep things local, you can also ask only for results available in shops near to you by clicking on 'Available nearby'.

If you have a specific brand you would like to buy from, then the best option is to visit the company's website or to try the website of the key retailers that you know stock the brand.

Here are some sites for you to try. You can click on the link below or simply type it into the web browser's search bar:

- **Amazon** – [www.amazon.co.uk](http://www.amazon.co.uk) – a 'general store' where you can buy pretty much anything
- **Boots** – [www.boots.com](http://www.boots.com) – a great place for purchasing toiletries and non-prescription medication
- **John Lewis** – [www.johnlewis.com](http://www.johnlewis.com) – a good site for clothes, homeware and tech
- **Homebase** – [www.homebase.co.uk](http://www.homebase.co.uk) – here, your learner can purchase DIY and gardening equipment

Again, you can have a browse through these websites and, if you find something you'd like to buy, add it to your basket and checkout. It's as simple as that!

Always check, however, that you are using a secure website. If it is secure, the website address starts with 'https' and has a padlock symbol  in the address bar.



### Links to further learning

For more helpful guides on getting to grips with the internet, you can visit BT's website by clicking on the link below or typing it into your browser's search bar: [bt.com/seniorskills](http://bt.com/seniorskills)

You can also find more information on dealing with the cost of living crisis by visiting this website: <https://abilitynet.org.uk/factsheets/cost-living-crisis-helpful-digital-resources>