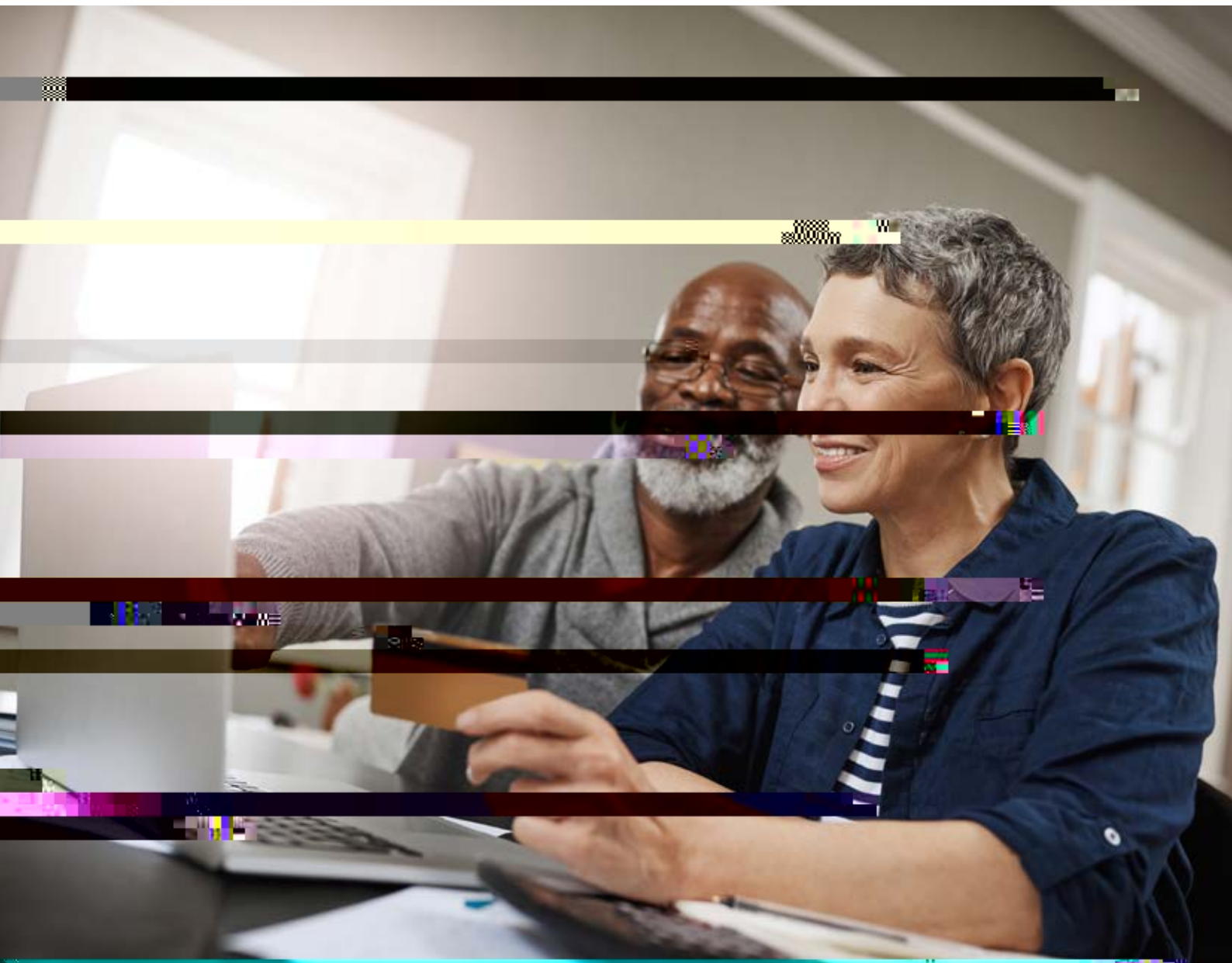




A guide to digital shopping

Helping you to shop online

Publication date: February 2022



Contents

D i g e i t a l s h o p p i n g	3
U s e r g u i d e	5
U n d e r s t a n d i n g e e c o n o m i c s	7
H o m e s h o p p i n g	11
Shopping at Amazon for general items	13
• Log in to your account	13
• Search for items	14
• Add items to your basket or trolley	17
• Pay for your items at checkout	18
Shopping for groceries at Morrisons	20
• Log in to your account	20
• Search for items	20
• Add items to your basket or trolley	26
• Pay for your items at checkout	27
Shopping for groceries at Sainsbury's	30
• Log in to your account	30
• Search for items	31
• Add items to your basket or trolley	35
• Pay for your items at checkout	36
Shopping for groceries at Tesco	41
• Log in to your account	41
• Search for items	42
• Add items to your basket or trolley	46
• Pay for your items at checkout	47

1. Doing more with online shopping

1. Dig e i h i e h , , i g

Hello,

2. Using this guide

This guide assumes you've already registered for an online account with one of the following stores: Amazon, Morrisons, Sainsbury's and Tesco. If not, please go back and complete the tasks in 'A beginner's guide to doing your shopping online' before going any further.

This guide will take you through the next steps of online shopping, including browsing for and buying items. Before using this guide, you'll need:

- access to a device with internet access, like a desktop computer, laptop, tablet or smartphone. Be aware that you'll need to fill in your payment details and delivery

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: The address bar is at the top of your web browser, such as Google Chrome or Microsoft Edge. It's where the address of a webpage (or 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.

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 (also called cart): 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.

Billing information: When you buy things online you need to share details of how you'd like to pay for your goods, so the store knows where to bill. This is known as your billing information.

Checkout: Once you have added items to your online basket/cart then you will be prompted to go to the checkout. This, much like in a real store, is where you pay

Search box : A box in a search engine where you can enter a topic to search for information on the internet.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in some keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using a search engine called Google.

4. How to shop online

In the beginner's guide to doing your shopping online you'll have set up an account with

Sh,, i ga A a f ge e a i e .

H gi V acc

1.

4. How to buy

How to buy

Amazon sells just about every type of good you can imagine, either through Amazon itself or through third party sellers.

Third party sellers

Third party sellers are companies that sell through the Amazon website but their items are not owned by Amazon. Third party stock is either held in Amazon's warehouses and shipped by them, or the third party sends the items to you direct. Third party goods may also take longer to arrive if they're not dispatched directly from Amazon.

To see if an item you're buying is being sold direct through Amazon or by a third party, look under the 'Add to Basket'/'Buy Now' buttons on a product page. 'Dispatches from' is the company sending you the item, and 'Sold by' is the company selling it.



Getting

You can shop by department on Amazon if you don't know what items you're looking for and would like to browse. The layout of the website will look slightly different, depending on the device you're using.

1. On the Amazon homepage, click on the word 'All' to the left of the search bar.

4.

If you select 'Buy Now' the payment will be processed straightaway using your saved payment information. You won't have the opportunity to amend your payment or address details. If you'd prefer to double check your order and shipping details, click

4. H h i e

5. You'll then be asked to choose a delivery method. If there's more than one item in your order, you'll have the option to group your items into as few deliveries as possible or to dispatch items as they become available (at an additional cost).

All orders of £20 or more dispatched by Amazon qualify for free UK delivery. Or if you order £10 or more of eligible books from Amazon you also get free delivery. For free delivery on all orders and next day delivery you need to sign up to Amazon Prime, which is Amazon's membership club. Items dispatched by third party suppliers tend to incur a delivery fee.



6. You'll then be prompted to add your payment information. The following payment methods are available:

-

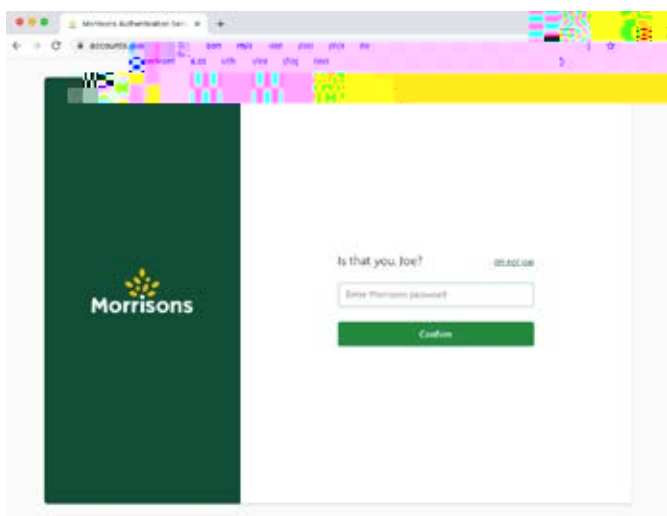
4. How to create an account

Shopping guide to create a Morrisons account

Please note: Morrisons has a minimum spend of £40 on all online orders. This means you won't be able to place an online order unless you spend £40 or more. If you aren't planning to spend that amount the other supermarkets included in the guide don't have a minimum spend, but you will still need to pay for delivery if your order is under a certain amount.

How to create a Morrisons account

1. Go to your browser and type in www.morrisons.co.uk.
2. If using the same device you set up your account on, you'll be asked to enter your password. Do this and click 'Confirm'.



3. Once logged in, you'll be taken to Morrisons' homepage and can start searching for items.

How to search for items

The Morrisons' homepage will usually flag the latest special offers. These are all on one page that you can scroll through at your leisure.

Searching for specific items

Use the search bar at the top of your screen to find specific items.

1. Type the name of the product you're looking for, for example 'Dairylea Triangles'.
2. Click on the magnifying glass or press return on your keyboard.

4. H o m e p a g e

3. A new page will open up with all the results for 'Dairylea Triangles'.



Be aware that the search function on this website can be quite sensitive and no results might pop up if you spell a brand name wrong. E.g., a search for 'dairy lea triangles' resulted in no products being found.

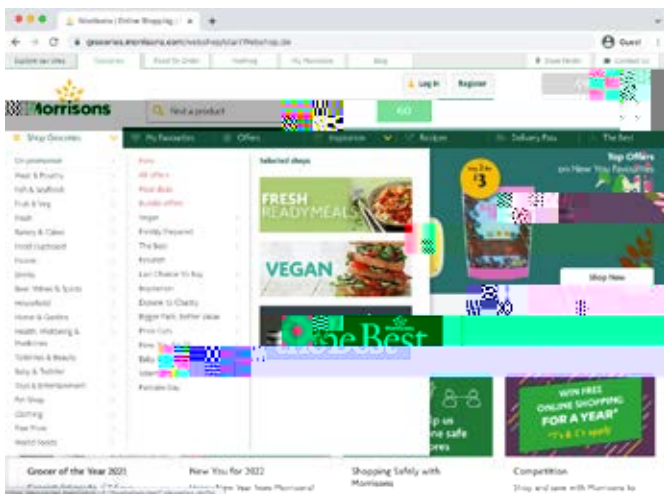
4. Once your search results appear, you can scroll through the product listings until you find the item/s you want.

Ge e a b i g

If you don't know exactly what you want and would prefer to browse through your options, the easiest way to do this is shop by product category. The instructions are slightly different for this depending on what device you're using.

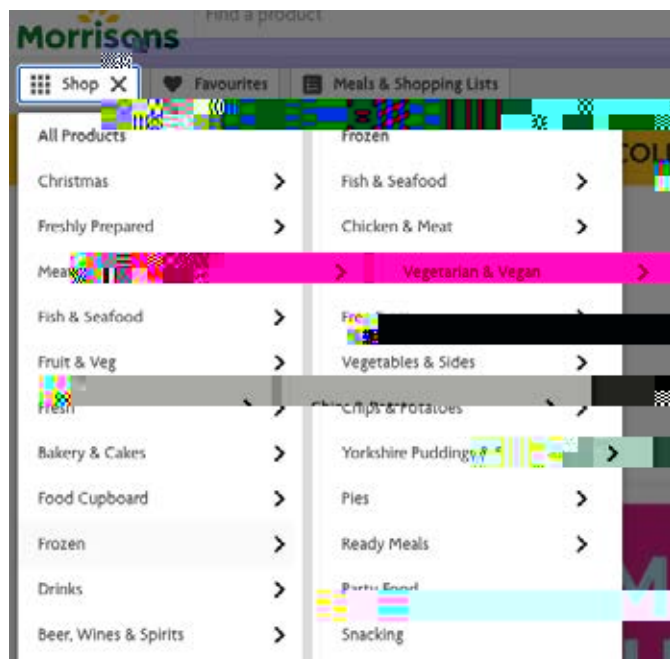
B i g a d e , c , e q ,

1. On the Morrisons' homepage, click on 'Shop' in the top left-hand corner of the screen, under the Morrisons' logo. A drop-down menu will appear with all the different product categories.



2. If you hover your cursor over one of these main categories, a list of sub-categories will appear.

For example, if you hover over 'Frozen', the following sub-menu will appear:

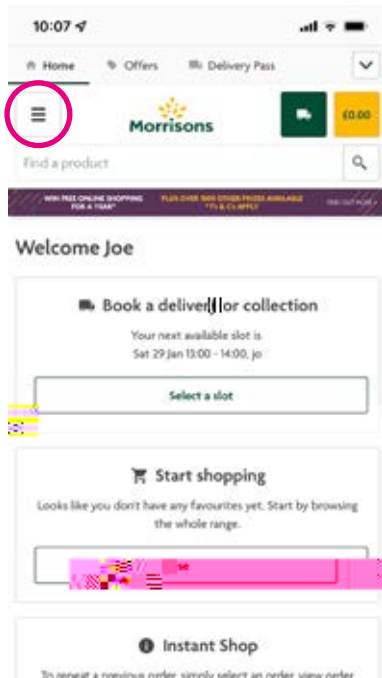


-
-
- 3.** You can then drill down even deeper into a sub-category by doing the same thing again.

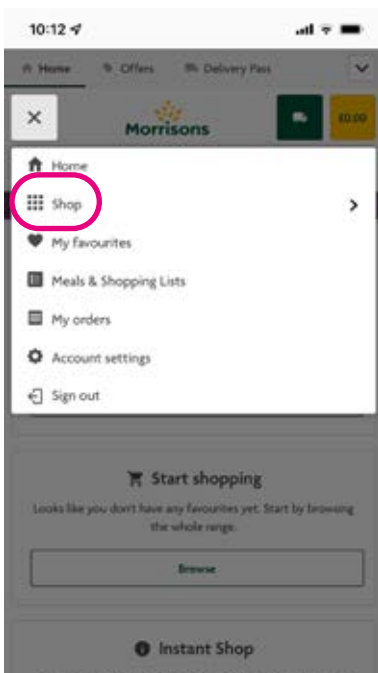
4. Home page

Big game plan

1. On the Morrisons' homepage, click on 'Menu' in the top left-hand of your screen. A new page will open with a list of different options.



2. To browse groceries, click on 'Shop Groceries'. A new page will open up with a number of different product categories.



3.

Pa f \ i e \ a M i

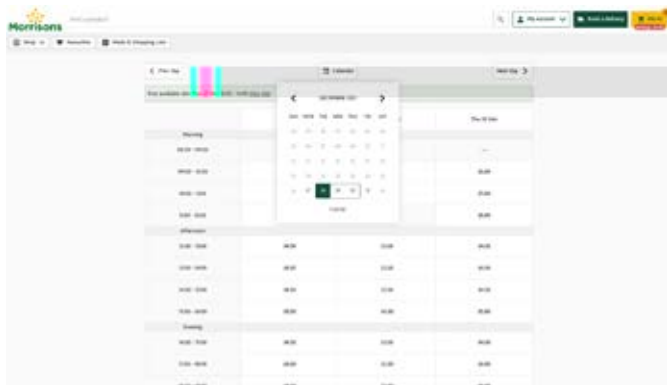
Once you've added all the items you'd like to your trolley you can go to the checkout. Remember, Morrisons has a minimum online order value of £40, so if your trolley doesn't quite add up to that amount, it won't let you process the order. You can either see if there is anythsoero 3.9 (o)-4.3 (c)17.3 (t l)16sM've222et wt a alrset wee i maoer lou pkuhsn't

5. You can then choose whether you want 'Home Delivery' or 'Click and Collect'. Click and collect is where you order your items online and then pick them up on an allotted date and time from your nearest store. For the purposes of this guide, we'll choose 'Home Delivery'.



6. You'll then be prompted to 'Add an address'. Click on this button and follow the step-by-step instructions to add your address.
7. The next stage is to choose your delivery slot. Use the calendar to select your preferred date or you can scroll through the days and find the next available slot. Make sure you select a date and time when you know you'll be in and available to receive your shopping.

Morrisons usually charge for home delivery, between £3 and £5 depending on the date and time.



8. Once you've clicked on your chosen delivery slot you have 60 minutes to place your order before your slot is released again to other customers.
9. You'll then be prompted to 'Add a new payment method'. Enter the details of the credit or debit card you wish to pay with. This includes your card number, card expiration date and three-digit security number, which you'll find on the back of your card. Payment for your items will be taken once your order has been delivered.
10. Once you're happy with your order, delivery time and payment details, click 'Place order'.

You can keep track of your orders by clicking on 'My account', found in the top right of

4. Home page

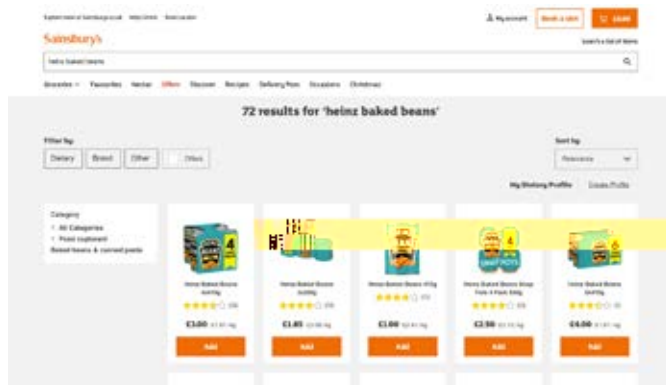
How to search for specific items

Searching for specific items

The easiest way to search for specific items is to use the search bar at the top of your browser window:

Click on the search bar

1. Type in the item you are looking for. This can be as specific or as general as you like. For example, 'Heinz baked beans' or just 'baked beans'.
2. Then click the magnifying glass symbol to the right of the search box or press 'Enter' on your keyboard.
3. This will open up a page of items based on your search query. So if you searched for 'Heinz baked beans' you'll be presented with all the options available to you and can scroll down through the page to see each item.



How to browse by category

Browse on a desktop computer or laptop

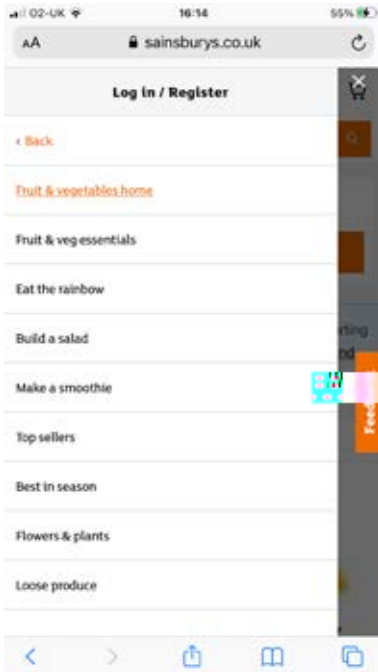
1. You can shop for items by category using the 'Groceries' tab on the homepage. This sits just under the Sainsbury's logo in the top left of your screen on desktop computers, laptops and tablets.

A drop-down menu will appear with all the different product categories.



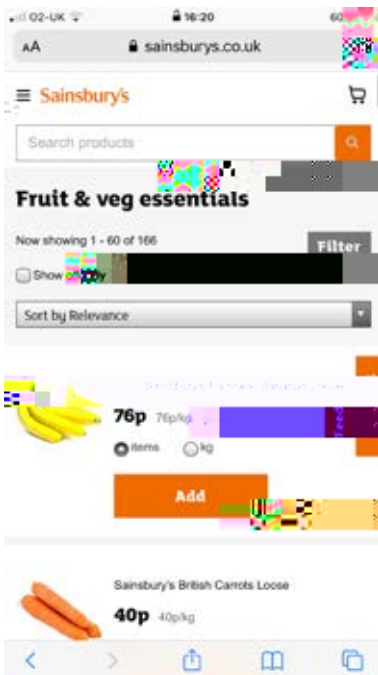
2. If you hover your cursor over one of these main categories, a list of sub-categories will appear.

3. Scroll through the options and select the product category you want, for example 'Fruit & Vegetables'. From there, you can either view all of the items in that section or look at more specific items, for example 'Fruit & vegetables home'.



4. Once you have filtered down through your options, a page will open up with all the available products in that category. From there, you can choose the items you wish to buy.

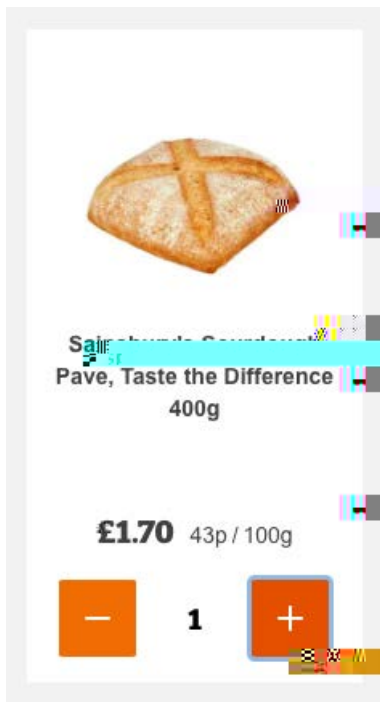
For example, here is the 'British produce' page under 'Fruit & Vegetables':



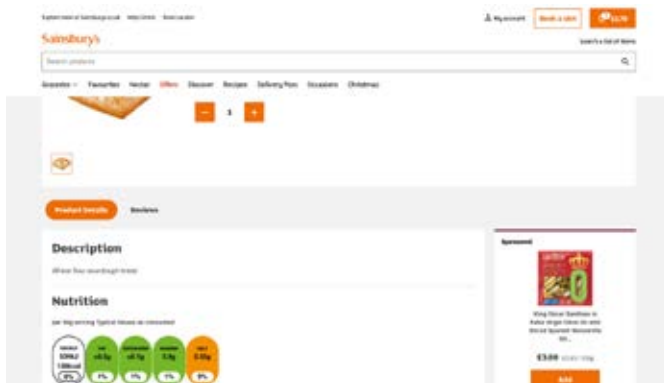
Add items to your Sainsbury's trolley

Once you've found the items you're looking for, you can add them to your Sainsbury's shopping trolley.

1. To add items to your Sainsbury's trolley just press the 'Add' button underneath the item.
2. You'll then be prompted to select the quantity of that item you'd like. You can do this by tapping the '+' or '-' symbols at either side of the quantity box. The quantity you choose will then be added to your trolley.



3. To find out more about a specific product before you buy it you can click through to its individual product page. Here you'll find the ingredients, nutritional information, manufacturer details and product reviews.



4. How to check out

Part 1: Adding items to your Sainsbury's trolley

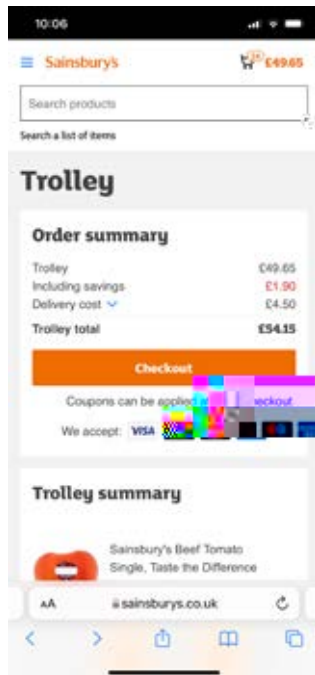
Once you've added all the items you'd like to your Sainsbury's trolley, you can then

4. H h i e

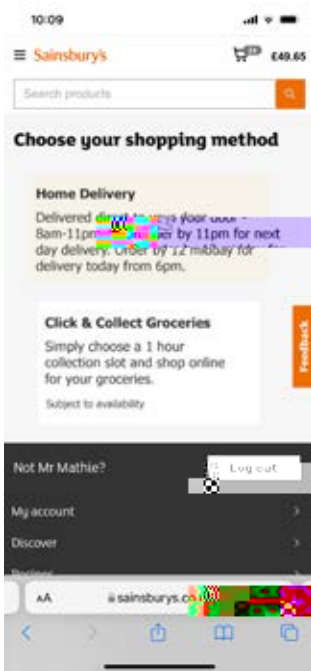
8. You'll then be prompted to fill in your delivery details. Please note, you can send your items to a different address to your billing address, which is handy if you're pociing a49.3 (n)-20 ()TJETEMC /P Lang

Part 1: Navigating the app

1. To see the contents of your shopping trolley, click on the shopping trolley icon in the top right-hand side of your screen.
2. You'll then see a summary of your order. Scroll down and check you're happy with the contents of your trolley. If you are, click the orange 'Checkout' button.



- Then you have to choose whether you want 'Home Delivery' or 'Click & Collect Groceries'. For the purposes of this guide, click 'Home Delivery'.



- Choose your delivery slot by swiping left to choose the delivery date and then scrolling up and down to find the best time. Once you've found a suitable slot, click on 'Reserve slot'. Make sure you select a date and time when you know you'll be in and available to receive your shopping.
- To pay for your items, click on the trolley icon in the top right of your screen and then 'Checkout'.
- At this stage, Sainsbury's will ask if you'd like to add any additional items to your shopping trolley. Assuming you're not interested, click on 'Continue'.
- This opens the payment page. Enter your card details and then press 'Place order'. Sainsbury's will send you an email to confirm that your payment has gone through.

You can check the status of your order at any time by logging into your account and selecting 'My orders' from your account page.

4. How to sign in

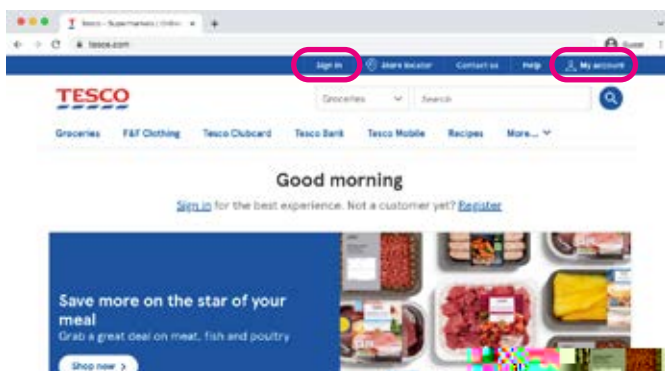
Signing in to a Tesco account

How to sign in to an account

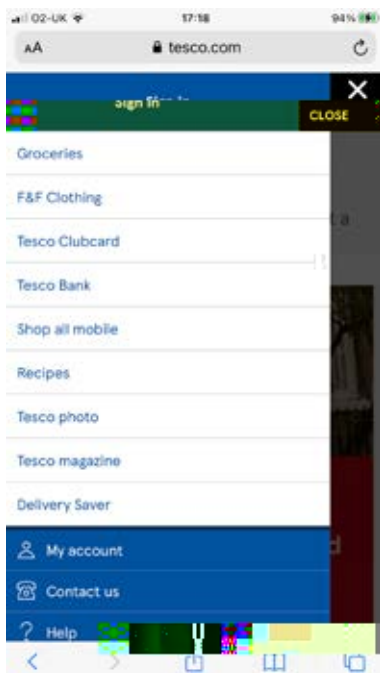
1. Go to your browser and type in www.tesco.co.uk and press return.
2. To access your account, click on 'Sign in' in the middle of the homepage or 'My account' in the top right-hand side of your screen.

If using a smaller screen, like a smartphone, click on the three horizontal lines in the top left of your screen, which indicates a menu. From the menu that appears, scroll down to 'My account' and click on it.

Standard website view:



Smartphone view after you click on the menu (three horizontal lines) in the top right-hand of your screen:



3. On the 'My account' page, enter your username and password and click 'Sign in'. This will take you to your personal account page. To start shopping, click on 'Tesco.com' in the top menu. Or if on a smartphone, simply click on the 'Tesco' logo.

How to search for items

Searching for specific items

The easiest way to search for specific items is to use the search bar at the top of your browser window. On smartphones you can access the search bar by tapping on the magnifying glass icon at the top of your screen.

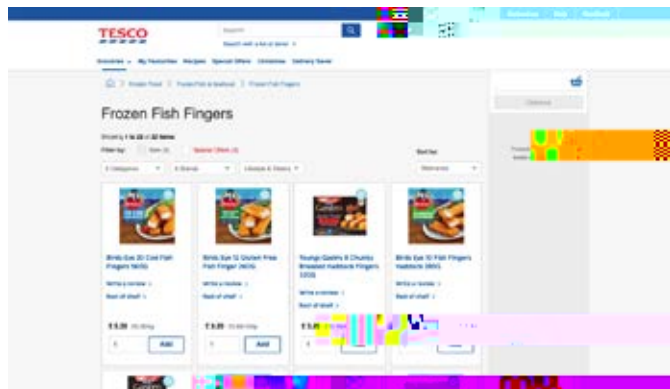
1. Type in the item you're looking for. This can be as specific or as general as you like. For

4. H₂O, H₂O₂, H₂O₃

Geometrie

Bestimme die Oxidationszahl, die Ladung, die Anzahl der Valenzelektronen und die Anzahl der Bindungspartner.

4. From there, select the option you want, like 'Frozen fish fingers', and a new page will open with all the available options. Scroll down through the page to view all the products.

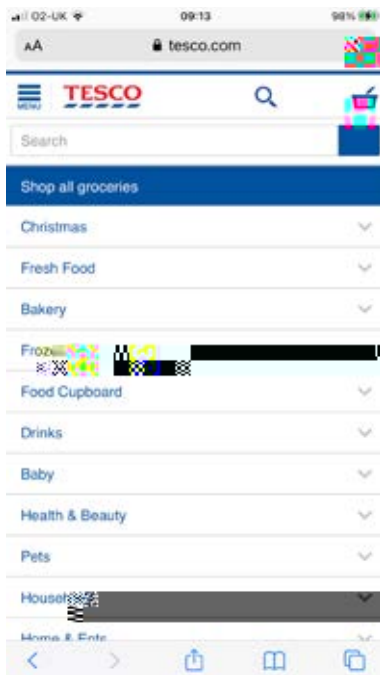


B i g a a , h e

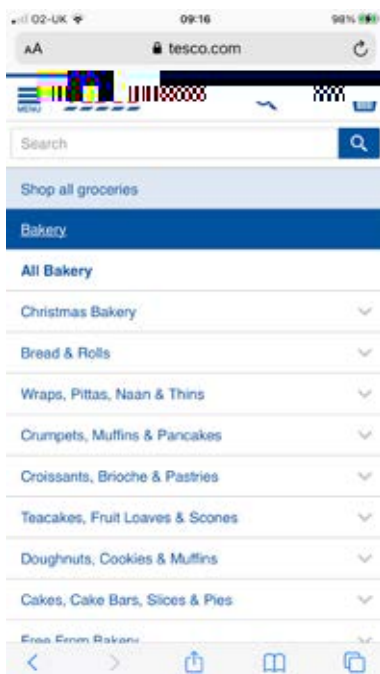
1. On some smaller tablets and smartphones, you'll find the 'Groceries' tab by clicking on the three horizontal lines in the top left of the screen – this is the main menu.
- 2.

4. Home page

3. Scroll through the options and select the product category you want, for example 'Bakery'.



From there, you can either view all of the items in that section or look at more specific items, for example 'Crumpets, Muffins & Pancakes'.

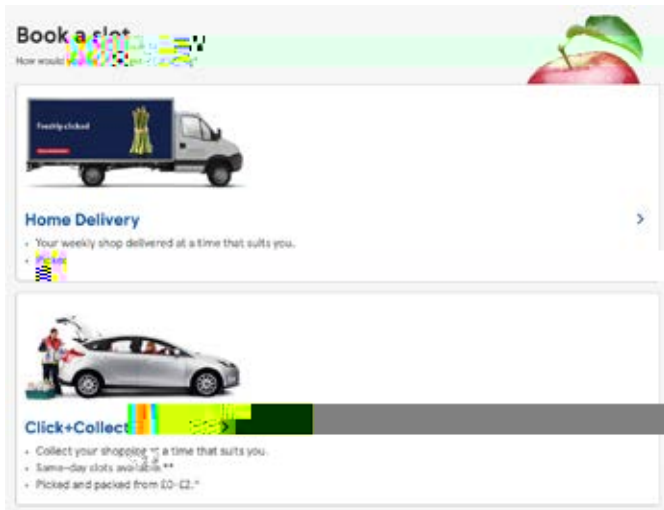


4.

2. You'll then be prompted to select the quantity of that item you'd like. You can do this

Part 1: The checkout process, question 1

1. To see the value of the items in your basket as you shop, Tesco handily displays your items and the total cost on the right-hand side of the screen. Once you're happy with your shopping, click on the blue 'Checkout' button.
2. You can then choose whether you want 'Home Delivery' or 'Click+Collect'. 'Click+Collect' is where you order your items online and then pick them up at an allotted date and time from your nearest store. For the purposes of this guide, we'll choose 'Home Delivery'. Click on 'Home Delivery'.



3. You can then use the calendar to find the best date and time for your delivery.

8.

- 2.** You'll then be given the option to choose 'Home Delivery' or 'Click+Collect'. 'Click+Collect' is where you order your items online and then pick them up at an allotted date and time from your nearest store. Select 'Home Delivery' for the purposes of this guide.
- 3.** A calendar will then appear. Scroll through by swiping your finger left to see the dates and scrolling up and down to view the delivery times. Once you find the slot you want click on it and this will book the delivery. Make sure you select a date and time when

We hope you've enjoyed working your way through this guide and learning how to shop online.

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

M Age UK Digi a Cha , i

Telephone number:

N e

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

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.

You can find more information at www.ageuk.org.