

Helping your learner to shop online

Shopping online can be a great way for your learner to get what they need quickly, while avoiding the high street crowds, allowing them to easily shop around for the best price.

Your learner will be able to buy pretty much anything they want over the internet, from groceries to clothes.

This guide will demonstrate how your learner 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 cover

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

Remember: This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

What your learner will need for an online purchase:

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

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

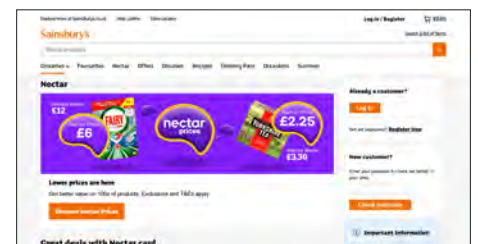
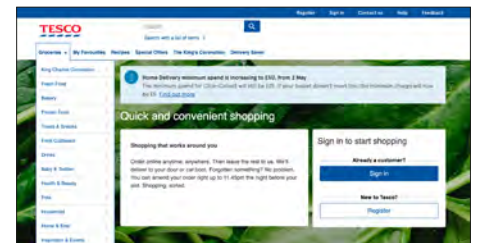
Online food shopping

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

Your learner can use online food shopping for a one-off delivery or repeat orders such as their weekly shop.

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

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



Helping your learner to shop online continued

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


Registering on a supermarket website:

1. Ask your learner to find the icon for the web browser and select it. The browser will open and display a homepage.
2. Get them to select the address bar at the top of the page.
3. Ask them to type in their favourite or local supermarket, before pressing enter/return.
4. They can then select the supermarket website from the list of results that appears.
5. Next, they will need to select 'sign in' at the top of the website.
6. As they will not currently have an account set up, they will need to select 'register for an account'.
7. They 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 your learner chooses a password that is easy for them to remember, but difficult for anyone else to guess. Guide them that the best method to do this is by trying to make the password long, and ensuring it includes a variety of keyboard characters – such as an uppercase letter, a number and a special character.

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

Search for your shopping list items:

1. It is important to tell your learner that they will need to sign in to their shopping account each time they want to do a new shop.
2. They will then have to pick a time and date for their delivery slot along with the delivery address. It is important to remind your learner that the delivery time must be one when they will be at their house or when a friend/relative can take the delivery.
3. There will be a search bar that allows them to look for specific items. As this may be new to the learner, why not suggest a few items for them to search? E.g. Eggs, bread, milk.
4. Once your learner selects an item, they can add it to their basket . Just like a basket in a real supermarket, this will save their items until they are ready to pay. They can click on their basket at any time to check what is already in there. It is important to note that if they leave the supermarket's web page at any point, they might lose what's in their basket, so encourage them to try to get their shopping done in one sitting if possible. They can always log back in to add

and remove items ahead of the delivery date, even if they have completed the transaction.

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

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

Helping your learner to shop online 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 choose your items before creating an account (often this is optional) and getting to the delivery options.

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

Unless your learner has a particular shop in mind, encourage them to type the name of the item they want to buy into 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 dedicated department stores with online shops such as John Lewis to large online websites dedicated to shopping, such as Amazon.

Once the search has fully loaded, your learner can also use the 'shopping' option on Google. Clicking on this will give them items available based on product reviews and price.


In order to keep things local, they can also ask only for results available in shops near to you by clicking on 'Available nearby'.

If your learner has a specific brand they 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 stock the brand.

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

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

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

Your learner should always check, however, that they 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, your learner can visit BT's website by typing the following web address into their browser's search bar: bt.com/seniorskills

Your learner 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>

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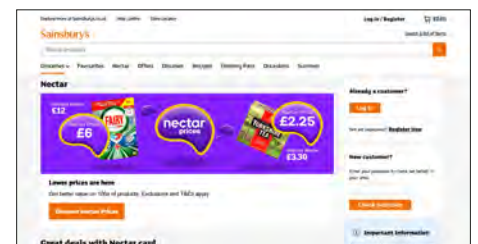
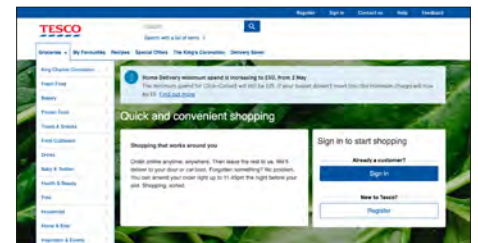
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It's important that you choose a password that is easy for you to remember, but difficult for anyone else to guess. To do this try to make it fairly long, avoid including personal details like birthdays etc., and ensure it includes a variety of keyboard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