

LITTLEBOROUGH SILVER SURFERS - session 6

All the information and links below are at www.wardle.demon.co.uk/silversurfers.html

Internet safety

Not all of the advice below relates directly to online shopping, but it seems useful to include it while we're on the subject.

- Common sense is your most important weapon - don't trust websites that look unprofessional, unless you know them to be safe.
- You should be safe buying from websites of well-known companies; for companies you haven't heard of before, use your common sense - if it looks professional and has a secure buying option (i.e. https - see below), you'll probably be OK. Check that they say how to contact them - if they only list an email address and/or a mobile phone number, be suspicious. Similarly, they should say what your options are if you are dissatisfied with your purchase; if they don't mention how you can return goods, be suspicious. Finally, check to see what others have said about them - put the name of the company into Google and see what comes up!
- Before typing in credit card/bank details, check that the URL starts with **https** rather than just **http** (usually the padlock icon will be visible too). Make sure no-one can see what you're typing.
- If it's not your own computer, make sure you log out after you've finished, and don't tick any boxes saying "remember me" etc.
- If you follow a link from an email which then asks you to type in personal details, DON'T DO IT. Real emails from banks etc. never ask you to do this, but there are many scam emails that do. The safest thing to do is to check the website of the company concerned, but don't do it by clicking the link in the email, do it by your normal method of typing in the URL etc.
- Don't open email attachments unless: 1. you know the person who sent them; AND 2. you were expecting the attachment; AND 3. you have an up-to-date virus checker running. Most computer viruses are passed on in email attachments, and many of them can do so by appearing to be from someone you know. Download a free virus checker, preferably **Microsoft Security Essentials**. (AVG is a good alternative, but MSE is relatively new and is probably better.)
- Be wary of giving personal information (e.g. surname, address, phone number) to people you meet online, at least until you've chatted to them for long enough to feel that you know them well. If you decide to meet them in real life, make sure your first meeting is in a public place; tell people where you are going, and don't go alone.

Shopping

- In most cases, you will need a valid email address and a credit (or debit) card to shop online. If you don't have an email address, don't worry - they are easy to get.
- You usually have to fill in a few details the first time you buy from a particular website (see notes above re safety) but after the first time you can just log in.
- I would recommend that you start with Amazon, Tesco, or I Want One of Those. Between them, they sell just about everything, and they are safe and reliable, so they're a good way to introduce yourself to online shopping.
- Save eBay until you're more experienced. (eBay itself is a very well-respected site, but it's not eBay itself that you're buying from - it's other eBay users like you, and some are more reliable than others.)
- PayPal is a safe, reputable way to pay other individuals online.
- Shopping websites are usually self-explanatory, but TAKE YOUR TIME until you are familiar with each one. It's possible to buy things by mistake if you don't!

Using the Tesco website (www.tesco.com) – other supermarkets are similar

- It takes a while the first time you use it – be patient. After the first time it's very quick.
- You will need an email address and a Tesco Clubcard before you start (if you don't have a clubcard, they will ask you to sign up for one before you can do anything). You also need a credit or debit card.

FIRST TIME:

- Click on "Groceries". Fill in the details on the right ("new customers register here") and click "Register". (Remember that when you enter your postcode it needs the space in the middle.)
- Fill in the details on the next page and follow the instructions. You must fill in every line that has an asterisk – the others are optional. If an error comes up, you have to fix it before you can continue to the next page, but it should be self-explanatory how to do so.
- Make a note of what password you used!
- When you've signed in, click on "groceries". There is a search box at the top right of the page. Click in the box, type what you want (e.g. "soup", "heinz soup", "tomato soup", "heinz tomato soup" – you can be quite specific if you like) and press enter (or click "search").
- To add something to your shopping basket, click "add" on the relevant line – if you want to buy more than one, use the + button to select the number. Your shopping basket, on the right, updates itself as you add items, with a running total at the bottom (you may need to scroll down to see this).
- If you change your mind about an item that's in your shopping basket, use the minus (-) button to change its quantity to zero and it will be removed.

- If you want to write a note to the person who'll be picking your items off the shelves for you, there is an option to "write a note" when you view the items in your basket. This could be anything, e.g. "green bananas preferred". You don't have to write any notes at all though.
- When you're done, click "book a delivery slot" (you can do this before you start shopping if you like) and then click "checkout". (This is the point where you can enter details of vouchers if you have any.) Once you have paid, the order is confirmed and you will receive an email listing what you've bought, but your card won't actually be charged until after your groceries are delivered.
- IMPORTANT: remember to log out, and if it's a public computer, "sign out completely".

AFTER THE FIRST TIME:

- Click on "Groceries" and log in by filling in the boxes on the left with your email address and password.
- Anything you've bought before will be stored under "My Favourites", so you don't have to search for it. Go down the list and click "add" for the items you want to buy. Then search for any new items as before (they'll be added to your list next time).
- The rest of the process is as above.

Using the Amazon website (www.amazon.co.uk)

- Note that this is related to www.amazon.com but the two sites are not the same – the latter is in the USA. You can get American items via www.amazon.co.uk.
- Unlike Tesco, you can browse the Amazon site without registering – to search for something, click in the search box at the top (next to "search amazon.co.uk"), type what you want, then press enter. If you want to restrict your search to (for example) just DVDs, click the arrow in the box on "amazon.co.uk".
- You'll get a page (or more) of search results. Click on the title of an item to get a page with LOTS more info, plus a link to add it to your shopping basket. (For the moment, ignore the "used and new" option.)
- When you are ready to pay for what's in your shopping basket, click "proceed to checkout" (if you can't see a button that says that, click "basket" in the top right corner). You will be prompted to register if you haven't already done so – the process is similar to the Tesco one.
- As with all online shopping, remember to check for the **https** and the padlock before entering any credit card details, and remember to sign out completely when you've finished.
- Make sure you select the "free super saver delivery" option, unless you need your purchases to arrive in the next day or two.
- A nice option with Amazon is that you can add things to your "wish list" if you see them but can't afford them at the moment. Then, you can either buy them yourself later, or friends and family can look at your wish list and buy things for you. (You can buy things for other people and have them sent direct to the recipient - makes Christmas shopping VERY easy!)