An intermediate guide to doing your shopping online

Helping you to shop online

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1. Doing more with online shopping

Hello,

Welcome to Age UK's intermediate guide to online shopping.

As more and more people swap in-store shopping for online, we'll help you to get up to speed with how to do it too. With a bit of practice, you'll be placing your own online orders in no time.

In the beginner's guide to online shopping, you learnt how to set up online shopping accounts with the following stores: Amazon, Morrisons, Sainsbury's and Tesco. Now, we'll show you how to do the following at each of these stores:

- log in to your account

- search for items

- add items to your basket or trolley

- pay for your items at checkout.

We don't want to overwhelm you with too much information. So, we recommend you choose the shops that are most relevant to you and focus on those sections of the guide first.

If you don't normally shop at any of the stores mentioned in this guide that's not a problem. These are just examples and most of the tasks you'll learn in this guide will be helpful for other online shopping websites.

Getting support

You can work 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.

Ruth, 72

2. Using this guide

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 information using your device's keyboard, which can be tricky to do on smaller devices like smartphones.

• your email address and relevant account passwords to hand

• a bank card or other online payment method to pay for your goods

• a mobile phone number – some online retailers ask for this so that they can message you to confirm when your order is on its way.

3. Understanding key terminology

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, or 'app': 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 known as a 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 .

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 for your items. You will be asked to provide your billing information and delivery address.

Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, laptop, smartphone or tablet when you visit a website or app. They allow the website to track information about your activity, such as how many times you have visited and how long you spent on the website or app. Websites use this information to improve your experience but your personal information won't be shared with anyone. You don't have to accept cookies, but it might mean that you can't access some websites. You can find more information about cookies at **https:// accessibility.campaign.gov.uk/cookies- and-privacy/**

Cursor: This is the arrow you see on the screen of a desktop computer or laptop that you use to navigate around the page. You move it using a mouse or your finger on a touchpad.

Encrypted: If an app or a website is encrypted, it means all the communication between you and the website is secure and can't be read or heard by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure. A web address is at the top of the screen.

3. Understanding key terminology

Google Pay: A mobile payment service for people who use Android devices.

Hack: An attempt to gain unauthorised access to a computer or account.

Homepage: The first and main page of a website that opens when you visit a web address. It acts as a table of contents signposting you to other pages on the website.

http/https: Most web addresses start with 'http' or 'https'. It refers to how the information is shared over the internet. Make sure the website you're using starts with 'https' if you're entering personal or financial details. The 's' stands for secure.

Link (or 'hyperlink'): Text, an image or a button that you can click or tap on to access a website. The link may be blue in colour, underlined and include text such as 'Click here for more information' or 'Find out more'.

Log in: If you've set up an online account for anything including email, banking, shopping or social media, you'll need to use a username (often your email address) and password to access the account. This is known as logging in.

One-time password: When registering for a new online account, the store or company might send you a 'one-time password' by text or email to verify who you are. This is usually a number or a random combination of words and numbers.

Online account: This is where you register your details with an organisation to access its services on the internet. For example, if you shop regularly with Amazon, you will log in to your account by signing in with your username and password. Once logged in you can see your order history, billing and delivery information, and any other information personal to you.

Password: Your password is chosen by you and keeps your email account secure. The National Cyber Security Centre recommends you use three random words as your password, for example, 'cupwalldog' or 'raincowbox'.

Payment method: When you shop online and go to pay for your goods you will usually be given multiple payment options, for example Visa, Mastercard, PayPal, Google Pay or Apple Pay. Some online stores also offer 'buy now, pay later' options like Klarna and Clearpay. These are all different payment methods.

PayPal: An online account that you link to your bank account or payment card which allows you to pay for online purchases.

Play Store: An official, pre-installed program on Android devices which gives you access to apps.

Pop-up: A small window that suddenly appears (or 'pops up') on a webpage, with an advertisement or an alert.

Price match: When a store sells an item online they might offer to price match it if you find it cheaper from another online retailer. They do this to secure the sale from you and stop you from being tempted to shop with a competitor.

3. Understanding key terminology

Search bar: 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.

Secure website: A secure website is encrypted, which means that the communication between you and the website is private and can't be read by anyone else who might be trying to access personal or financial information. These websites have web addresses which start with 'https'. The 's' stands for secure.

Spam: These are emails from people and organisations that you did not request. Usually, your email service provider will automatically filter these into your Junk folder. If in doubt, avoid opening any emails from unknown senders. Spam and junk emails are often used interchangeably.

Tab: Tabs are at the very top of your internet browser. You can click on the '+' symbol at the top of the browser to open a new tab, where you can visit a different website without losing access to the webpage you're on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app

Two-factor authentication: An additional form of online security that helps to prove who you are. You might be asked for this when you try to log in to an online account. Usually, once you enter your password, you'll need to enter a code sent to your email account or by text message to confirm your identity.

Web/internet browser: A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.
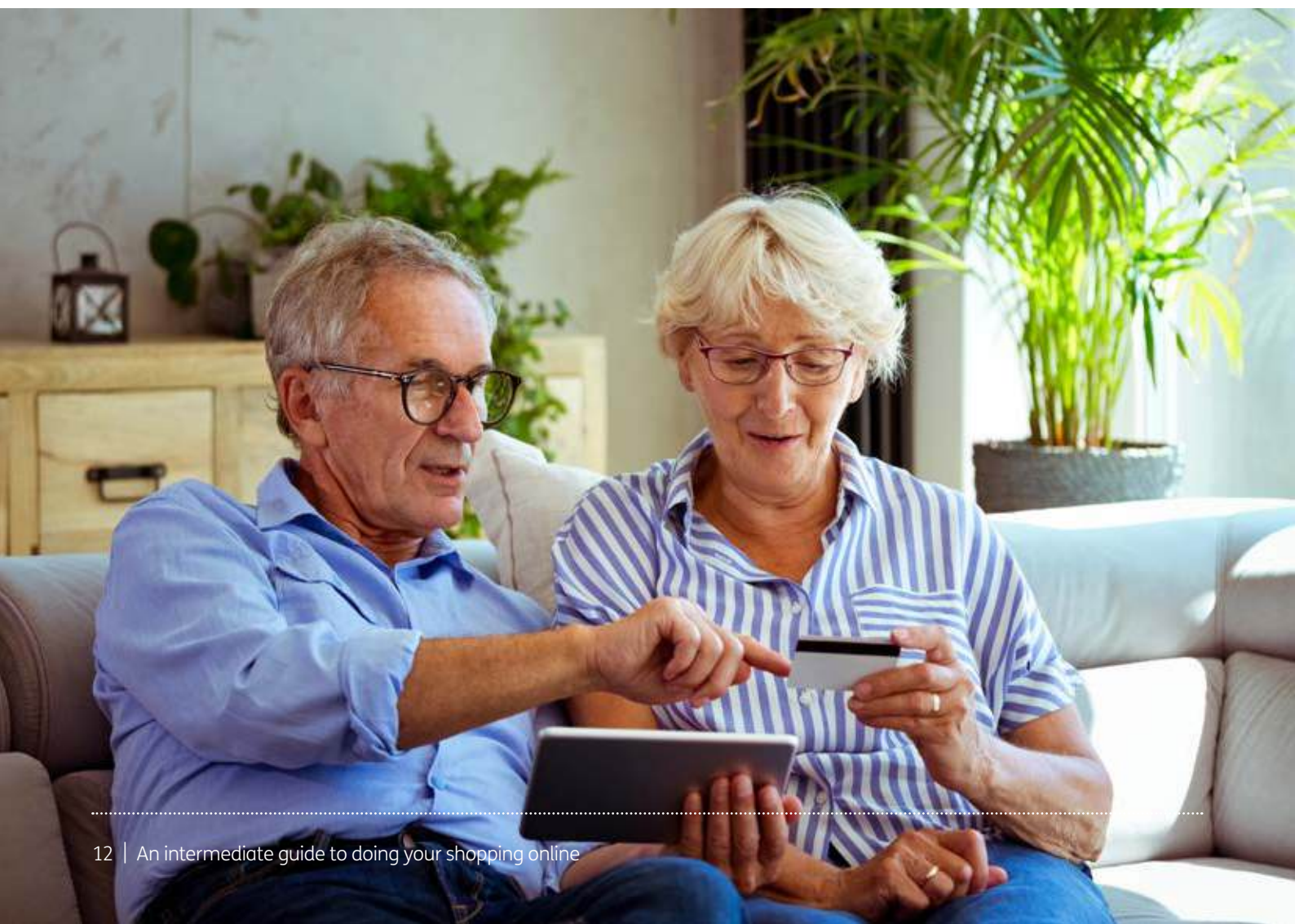
Wish list: Some online stores like Amazon let you add things to a wish list. This is a place where you can store items you like, but don't want to buy yet. You can share your wish list with other people, for example at Christmas time, so they can see what items you might like as gifts.

4. How to shop online

4. How to shop online

In the beginner's guide to doing your shopping online you'll have set up an account with at least one of the following stores: Amazon, Morrisons, Tesco or Sainsbury's. Now we're going to show you how to browse for and buy goods at these stores.

The instructions provided are for accessing these websites using a web browser, like Microsoft Edge, Google Chrome, Safari or Firefox. The layout of these shopping websites may vary depending on which device you're using (desktop computer, laptop, tablet or smartphone) but the basic instructions should still be the same.

Shopping at Amazon for general items

How to log in to your account

1. Go to your web browser and type in **www.amazon.co.uk** and press 'Enter'. Note: Amazon has different websites for all the different territories it operates in, so make sure you use '.co.uk' to go to the British version of the site.

2. If you aren't automatically logged in, you'll need to sign in.
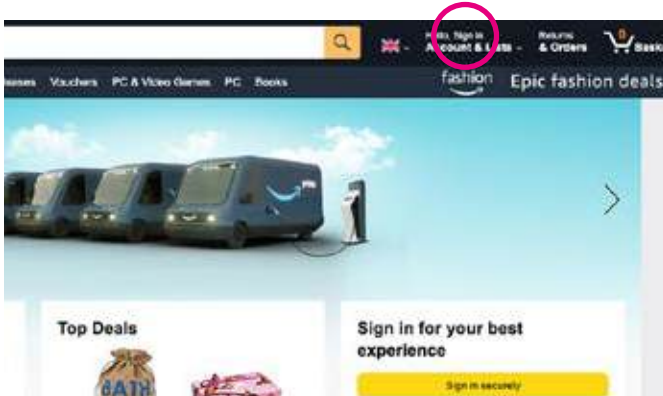
On the Amazon homepage, click on 'Sign In' and a screen like this should appear:

Log in using your email address or mobile phone number and then enter your password.

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

How to search for items

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

TOP TIP

Third party sellers on Amazon

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.
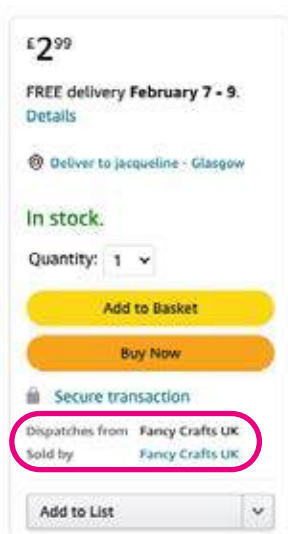
Searching for specific items

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

1. Type in the item you are looking for. This can be as specific or as general as you like. For example, 'Tetley tea bags' or simply 'tea bags'.

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 'Tetley teabags' you'll see all the different options available to you.

    You'll also often see related sponsored items at the top of the page. This is because Amazon lets other businesses advertise products through its website. For example, when we typed in 'Tetley teabags' we got the following search result:
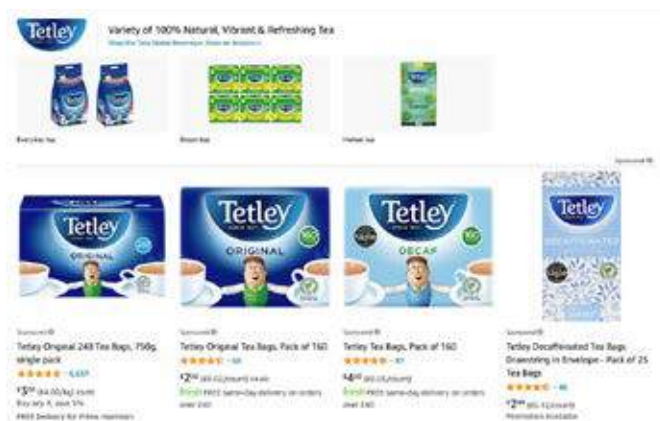
    This shows sponsored Tetley products, as well as teabags from another tea brand, which is paying Amazon to advertise its products.

4. Once your search query listings appear, you can scroll through the product listings until you find the items you want. Sometimes there might be more than one product listings page. If this is the case, you can view more items by clicking on the 'Next' button towards the bottom of the page. If you want to go back to the previous page, click 'Previous'.

4. How to shop online

General browsing

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 at the top of the browser.

   On smaller devices like smartphones you might not have this option. Instead, go to the three horizontal lines in the top left of your screen, next to the Amazon logo, and click on this. A menu will appear in the left of your screen with different browsing options. To see all the Amazon departments, click on 'See All Departments' on an iPhone or iPad or 'Shop by Department on an Android device.

2. You'll then see a drop-down menu of the different departments for you to choose from. Scroll down and select the department you want to go to and then click on the magnifying glass to the right of the search bar to open the page.

3. Once a department page opens, for example, 'Home & Kitchen', you can then drill down deeper and search by product type.
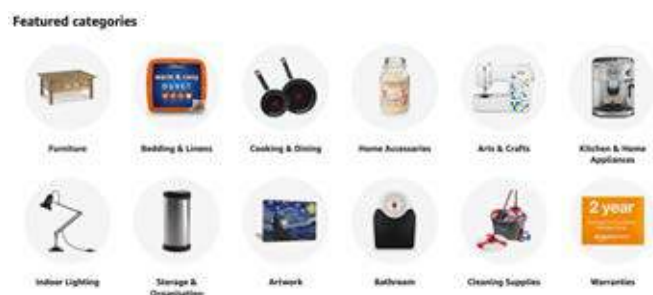
4. You can also use the menus in the left-hand column to filter your search by the product brand, price, review rating, seller and delivery options.

Amazon Prime

☐ ✓prime

☐ Free UK Delivery by Amazon

FREE Delivery on orders over £10 for books or over £20 for other categories shipped by Amazon

Amazon Certified

☐ Works with Alexa

Featured Brands

☐ Gutter Games

☐ CRAYOLA

☐ Crayola

☐ STAEDTLER

☐ Command

☐ Gamely

☐ Amazon EU S.à.r.l.

Add items to your Amazon basket

Once you've found the items you're looking for, you can add them to your Amazon shopping basket.

1. Click on the item so that you open the individual product page. This gives you all the information you need to know about the product, including product specification, customer reviews, photos of the product, colour options (if applicable) and price details.

2. If you want to order more than one of the same product you can adjust the 'Quantity' box by using the arrows above the yellow 'Add to Basket' button.

3. Once you're happy with your selection, you can click 'Add to Basket' and continue browsing for more products. Or, if you want to complete the purchase straightaway select 'Buy Now'.

TOP TIP

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 on 'Add to Basket' and then follow the instructions below.

Pay for your items on Amazon

Once you've added items to your Amazon shopping basket you can then go to the checkout.

1. Click on the shopping basket icon in the top right-hand side of your screen.

2. A page will then open showing you all the items in your basket. Review and check you're happy with the items listed.

3. If happy, click on the yellow 'Proceed to checkout' button.

4. As this is your first order you'll need to enter your delivery address. You can set up multiple delivery addresses within your account, which is handy if you'd like to send gifts direct to friends and family in the future.

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:

- Visa debit

- Mastercard credit and debit

- American Express

- Eurocard

- UK based Maestro

7. Once you've entered your payment information, you'll have one last chance to review your order. When happy, click on 'Place your order' to confirm your payment.

Amazon will send you an email to confirm your order and you can keep track of your orders and deliveries by signing into your Amazon account and clicking on 'Returns & Orders' in the top-right of your screen.

If using a smaller device like a smartphone you might not have the 'Returns & Orders' option available. Instead, click on the person icon in the top right of your Amazon homepage, which is to the left of your shopping basket. A menu will appear and you will see an option to 'Track and manage your orders'. Click on this to view your order status.

Shopping for groceries at Morrisons

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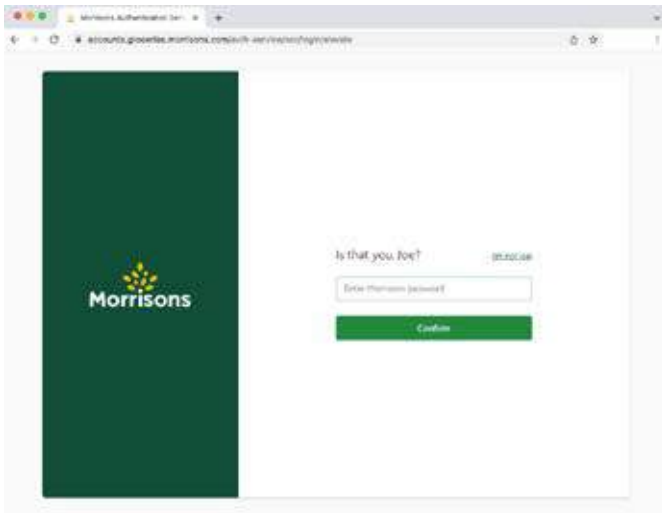
3. Once logged in, you'll be taken to Morrisons' homepage and can start searching for items.

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.

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.

General browsing

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.

Browsing on a desktop computer or laptop

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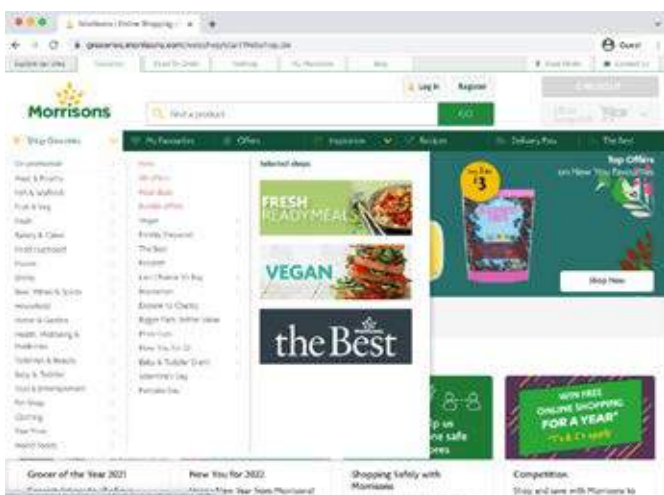
2. If you hover your cursor over one of these main categories, a list of sub-categories will appear.

For example, if you hover over 'Frozen', the following sub-menu will appear:
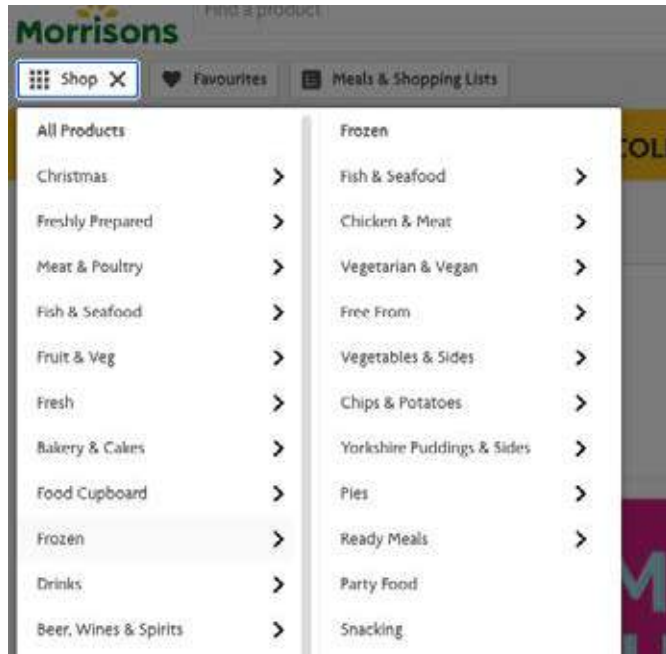
3. You can then drill down even deeper into a sub-category by doing the same thing again.

For example, if you hover your cursor over 'Ready Meals' the following options appear:
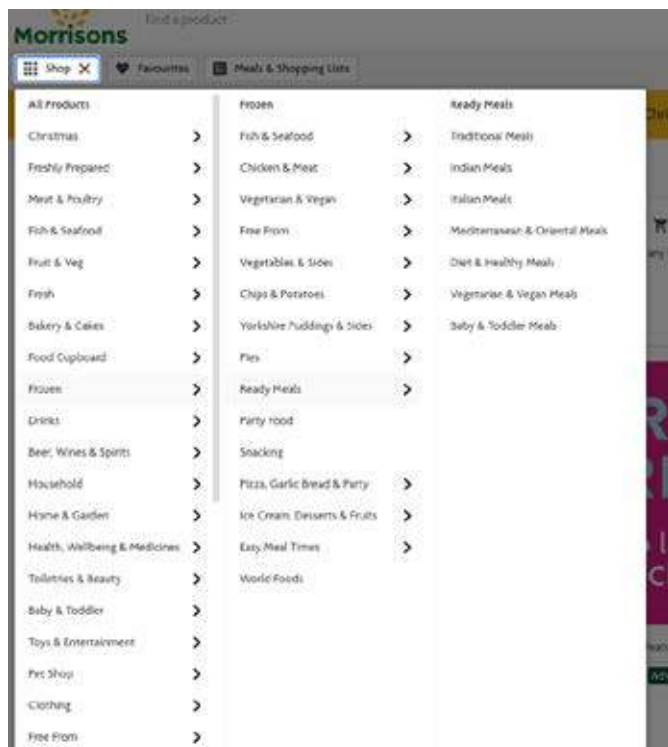
4. From there, select the option you want, for example 'Italian Meals', and a new page will open with all the available meal options. Scroll down through the page to view all the products.
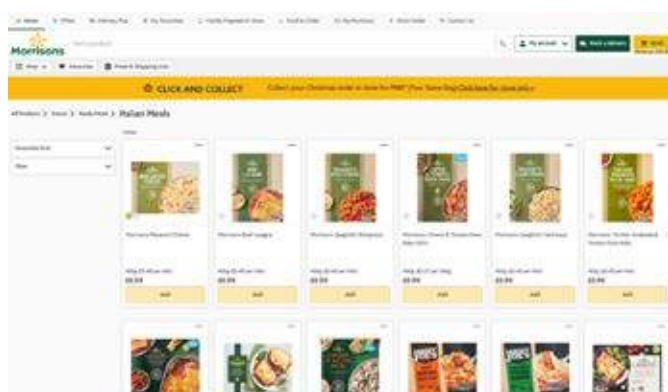
Browsing on a tablet or smartphone

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.
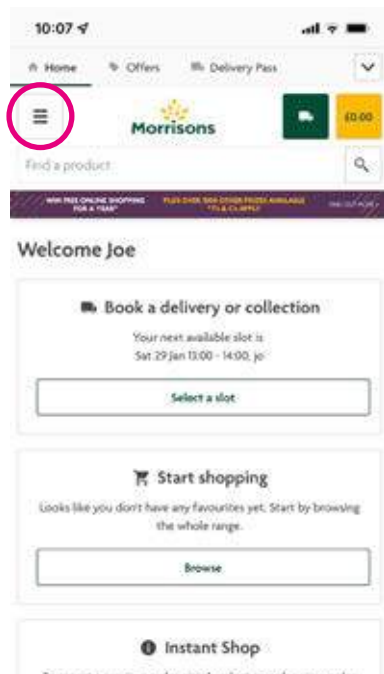
2. To browse groceries, click on 'Shop Groceries'. A new page will open up with a number of different product categories.
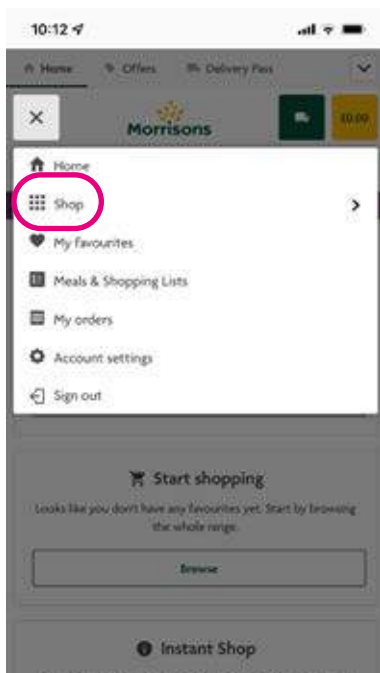
3. You can then drill down even deeper by selecting the product category you want, for example 'Bakery & Cakes'. From there, you can either view all of the items in that section or look at more specific items, for example 'Wraps, Bagels, Pittas & Thins'.
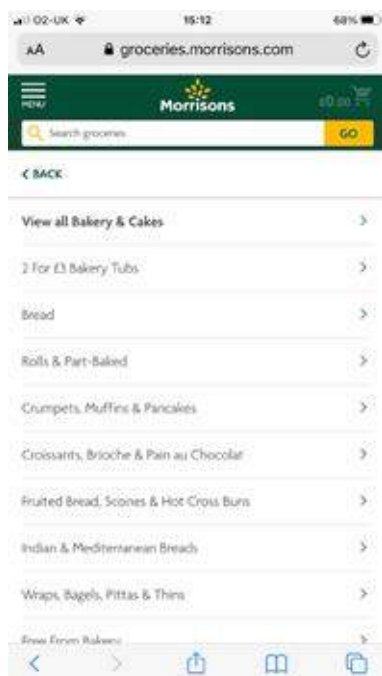
4. Once you have filtered down through your options, a page will open up with all the available products in that category. From there, you can choose the items you wish to buy.
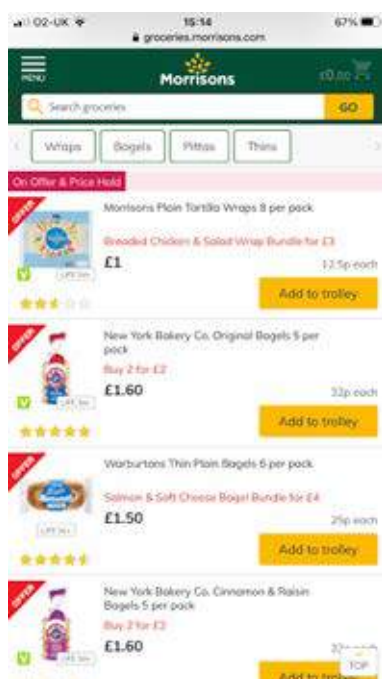
Add items to your Morrisons trolley

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

1. To add items to your trolley, press the 'Add to trolley' button next to 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.
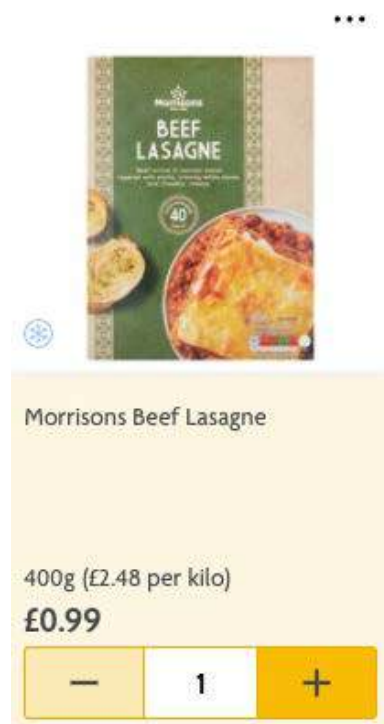
3. To find out more about a specific product before you buy it you can click through to its individual product page. Here you'll find the ingredients, nutritional information, manufacturer details and product reviews.
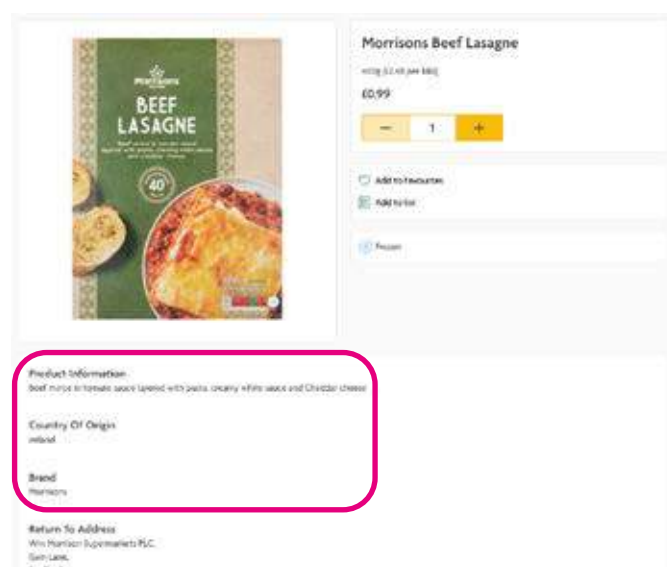
Pay for your items at Morrisons

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 anything else you want to add, or try another supermarket which doesn't have a minimum spend if you only need a few things.

1. Click on the trolley icon in the top right-hand side of your screen.
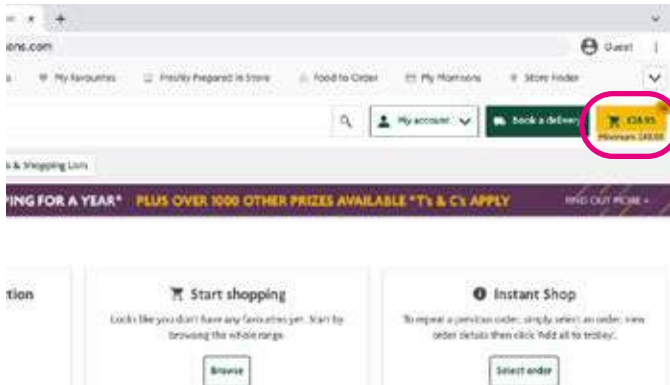
2. A page will then open showing you all the items in your trolley. Review and check you're happy with the items listed. Remember to double check the quantity of your items to make sure they're correct and that you're happy with the total price of your shop.

   View of a shopping trolley on a desktop computer or laptop:
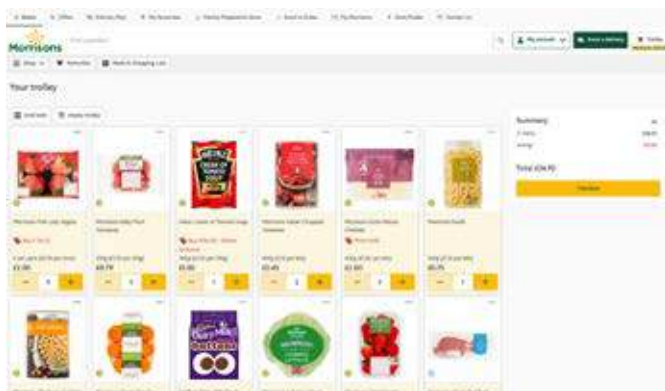
View of a shopping trolley on a smartphone:
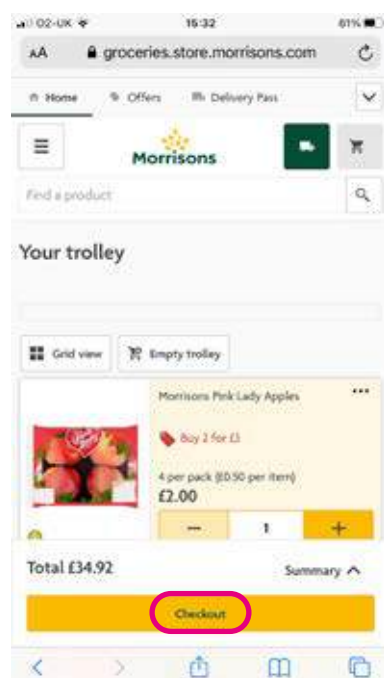
3. If happy, click on the yellow 'Checkout' button.

4. At this point, if you haven't already done so, you'll be asked to provide your mobile phone number. This is so Morrisons can get in touch with you if there's a problem with your order or delivery.

   You can choose to receive free text messages to confirm your order is on its way. To opt in, tick this box. Also, tick the box to confirm you are over 18, then press 'Done'.

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.
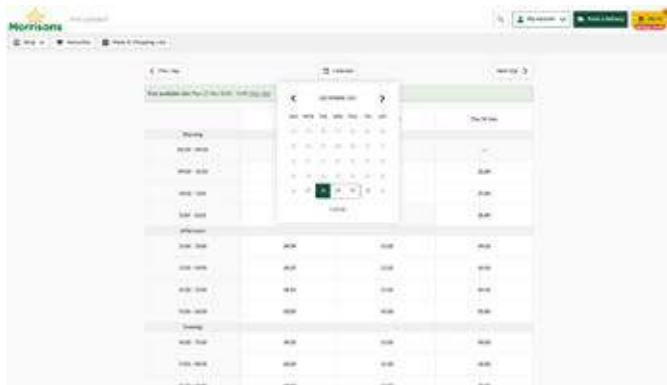
8. Once you've clicked on your chosen delivery slot you have 60 minutes to place your order before your slot is released again to other customers.

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 the homepage on desktop computers and laptops. Then, from the drop-down menu choose 'My orders' and you'll see your latest order information.
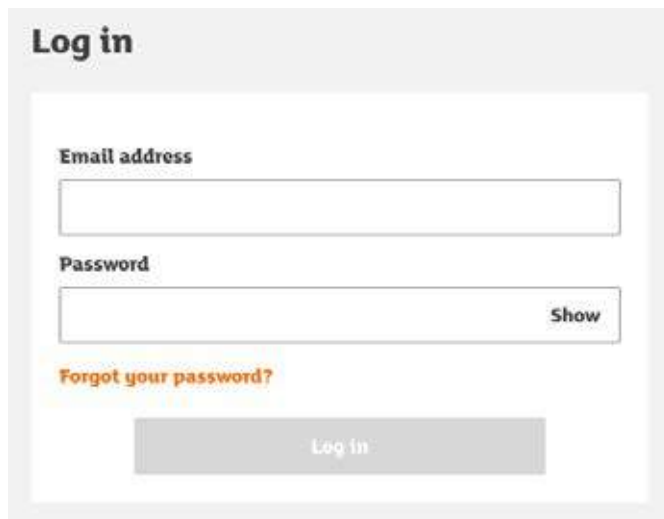
On smartphones and tablets, go to 'Menu' in the top right-hand corner of the screen and choose 'My orders' from the drop-down.

Shopping for groceries at Sainsbury's online

How to log in to your account

1. Go to your browser and type in **www.sainsburys.co.uk** and press 'Enter' on your keyboard.

2. To access your account, click on 'Log in' in the top right-hand corner of the website's homepage.

3. A drop-down menu will then appear. For the purposes of this guide we're shopping for groceries, so select 'Groceries account'.

4. A new page will then open prompting you to insert your username and password. Enter this and then press 'Log in'.

5. Once logged in, you'll be taken to your account page.
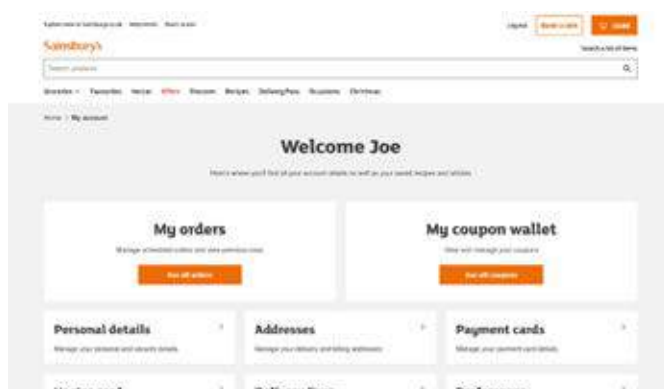
How to search for items

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:

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.
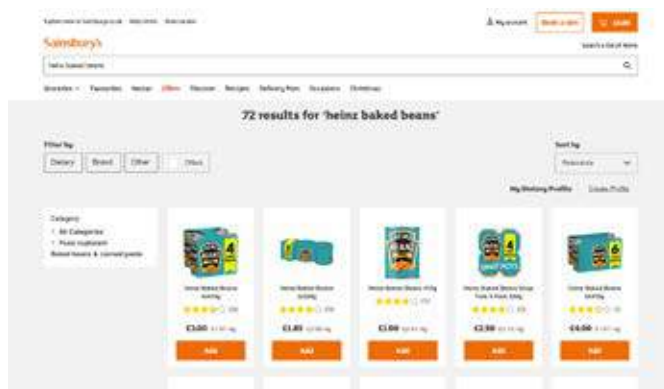
General browsing

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.

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

3. You can then drill down even deeper into a sub-category by doing the same thing again. For example, if you hover your cursor over 'Bacon & sausages the following options appear:

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

4. How to shop online

Browsing on a tablet or smartphone

1. On a tablet, you should find the 'Groceries' tab under the Sainsbury's logo in the top left of your screen. On some smaller tablets and smartphones, you'll find the 'Groceries' tab by clicking on the three horizontal lines to the left of the Sainsbury's logo.

2. To browse groceries, click on 'Groceries'. A new page will open up with a number of different product categories.
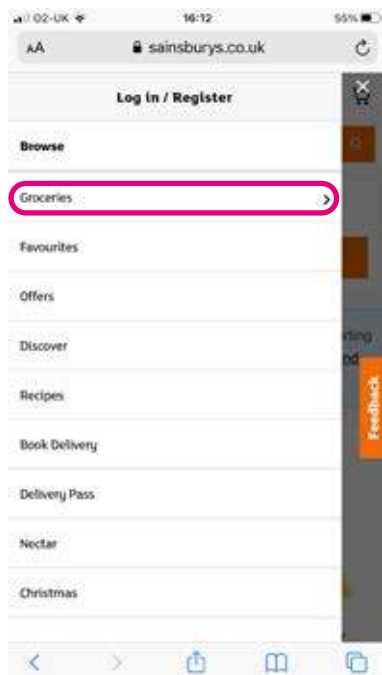
3. Scroll through the options and select the product category you want, for example 'Fruit & Vegetables'. From there, you can either view all of the items in that section or look at more specific items, for example 'Fruit & vegetables home'.
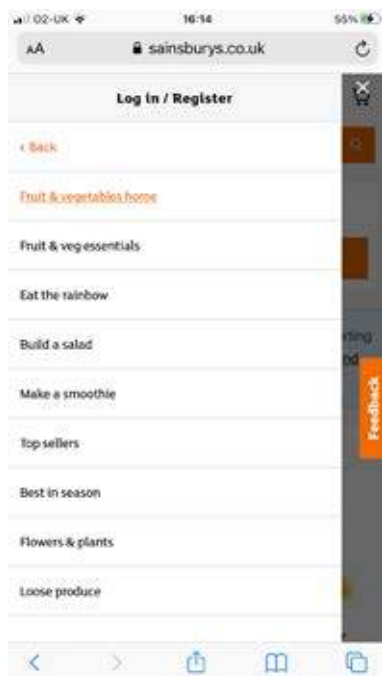
4. Once you have filtered down through your options, a page will open up with all the available products in that category. From there, you can choose the items you wish to buy.

For example, here is the 'British produce' page under 'Fruit & Vegetables':
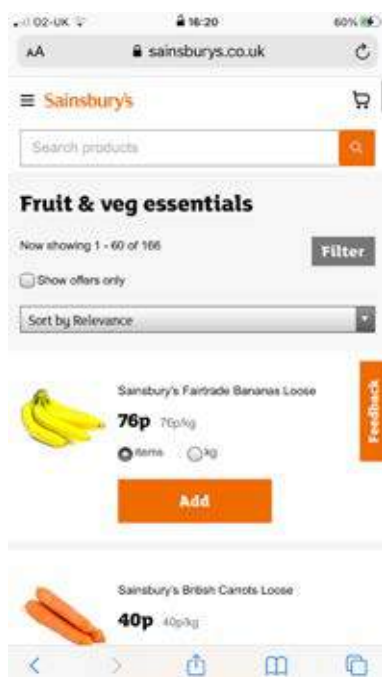
Add items to your Sainsbury's trolley

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.
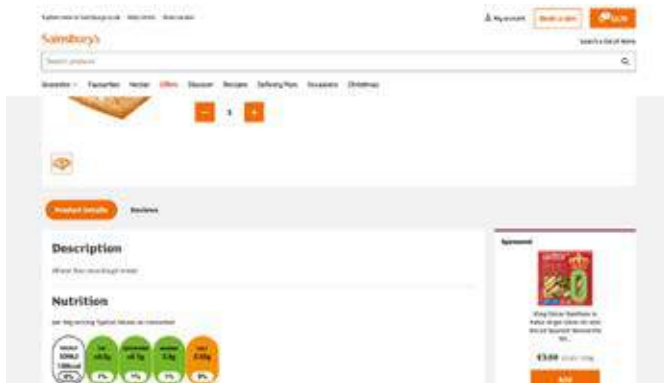
Pay for your items at Sainsbury's

Once you've added all the items you'd like to your Sainsbury's trolley, you can then proceed to checkout. There are slightly different instructions for this process if you are shopping on a smartphone. See the details below.

Pay for items using a desktop computer, laptop or tablet

1. The easiest way to see the contents of your shopping trolley is to click on the shopping trolley icon in the top right-hand side of your screen.
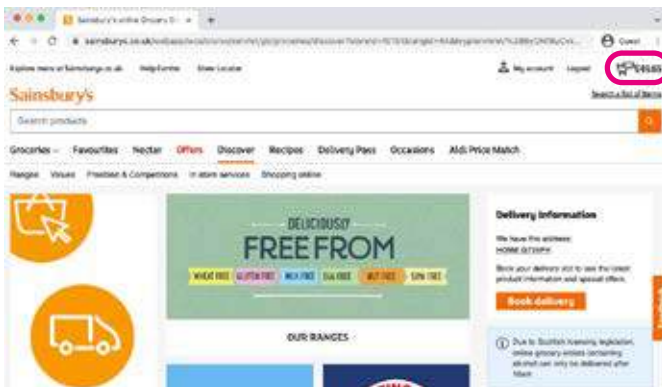
2. A page will then open showing you a summary of all the items in your trolley. Review and check you're happy with the items listed. Remember to double check the quantity of your items to make sure they're correct and that you're happy with the total cost of your shop.
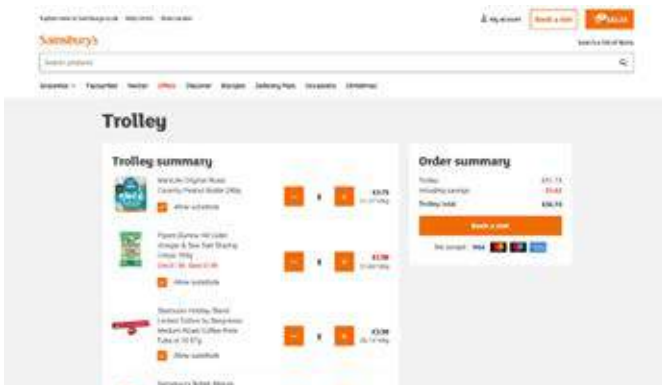
3. If happy, click on 'Book a slot' to book your delivery slot.

4. You can then choose whether you want 'Home Delivery or 'Click & Collect. Click and 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'. Select 'Choose a time slot'.
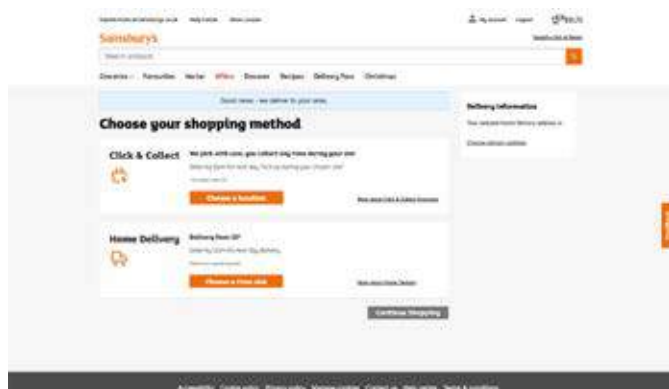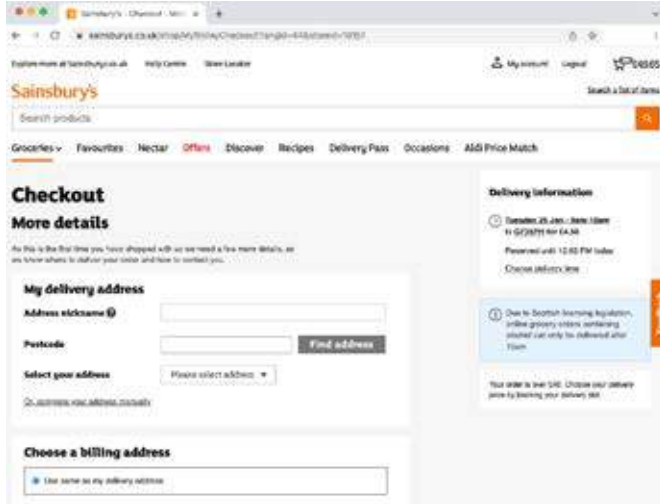
5. You can then use the calendar to find the best date and time for your delivery. Deliveries cost between £1 and £4.50 depending on what time you book. Orders under the value of £40 incur a £7 delivery charge.

6. Select the slot you want by clicking on it and then clicking 'Reserve slot'. Make sure you select a date and time when you know you'll be in and available to receive your shopping.

7. To pay for your items, go back to your shopping trolley in the top right-hand side of your screen. Open your trolley page and then click on 'Checkout'.

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 placing an order for somebody else. Once completed, click 'Continue to Checkout'.

9. At this stage, Sainsbury's will ask if you'd like to add any additional items to your shopping trolley. You can ignore these if you're not interested and click on 'Continue' at the bottom of the page.

10. You'll then be prompted to enter your payment details. This includes your card number, card expiration date and three-digit security number, which you'll find on the back of your card.

11. Once everything is complete, click 'Place order'. You'll receive an email to confirm your order has gone through.

   You can check the status of your order at any time by clicking on 'My account' at the top of the Sainsbury's homepage and then 'My orders'.

Pay for items using a smartphone

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.
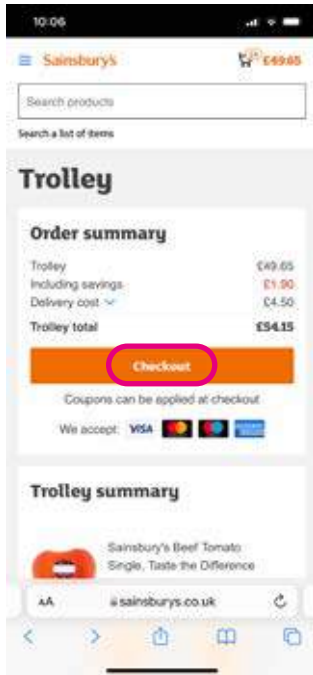
3. As this is your first order, you'll need to input your delivery details. Follow the steps listed on the screen and once done press 'Book Slot'.

4. Then you have to choose whether you want 'Home Delivery' or 'Click & Collect Groceries'. For the purposes of this guide, click 'Home Delivery'.
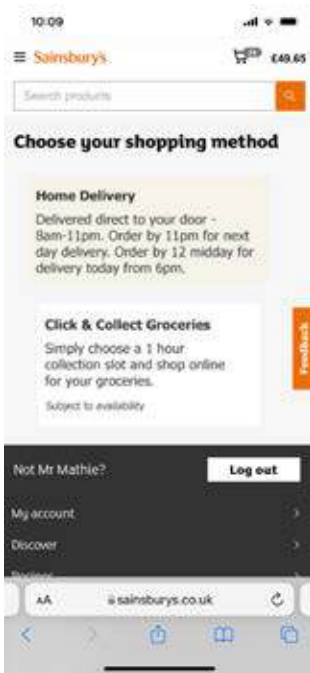
5. Choose your delivery slot by swiping left to choose the delivery date and then scrolling up and down to find the best time. Once you've found a suitable slot, click on 'Reserve slot'. Make sure you select a date and time when you know you'll be in and available to receive your shopping.

6. To pay for your items, click on the trolley icon in the top right of your screen and then 'Checkout'.

7. 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'.

8. 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.

Shopping for groceries at Tesco online

How to log in to your 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:
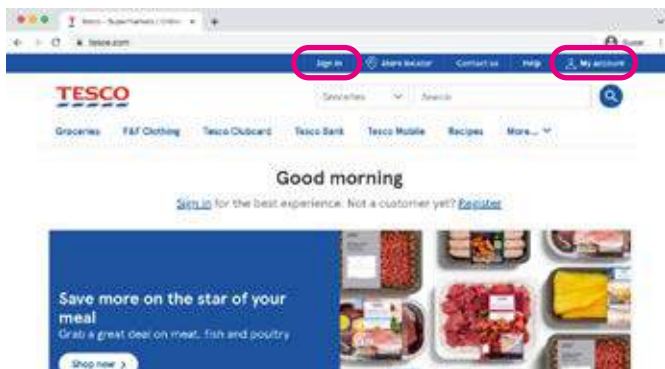
Smartphone view after you click on the menu (three horizontal lines) in the top right-hand of your screen:
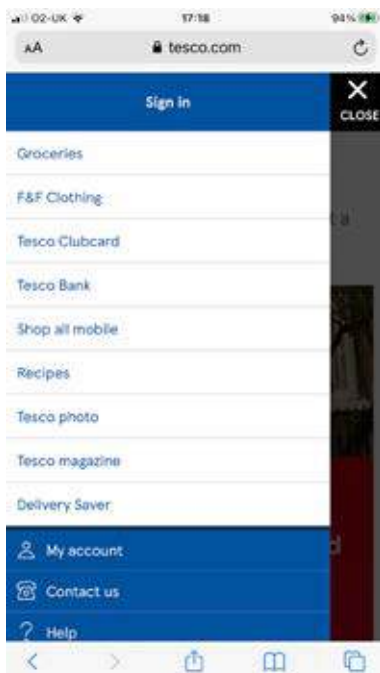
3. On the 'My account' page, enter your username and password and click 'Sign in'. This will take you to your personal account page. To start shopping, click on 'Tesco.com' in the top menu. Or if on a smartphone, simply click on the 'Tesco' logo.

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 example, 'Walkers crisps' or just 'crisps'.

2. Then click the magnifying glass symbol to the right of the search box or press 'Enter' on your keyboard. Or, using a smartphone, press 'Search'.

3. This will open up a page of items based on your search. So, if you searched for 'Walkers crisps' you'll be presented with all the options available to you and can scroll down through the page to see each item.
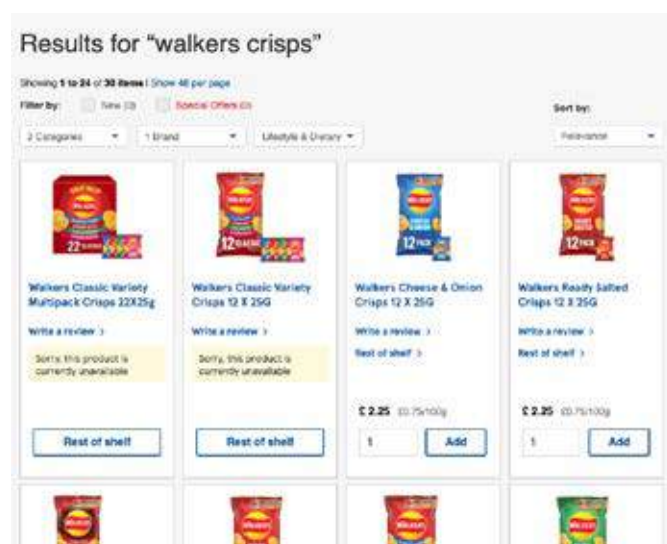
General browsing

Browse on a desktop computer, laptop or tablet

1. You can shop for items by category using the 'Groceries' tab on the homepage. This sits just under the Tesco 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 click on one of these main categories, a list of sub-categories will appear.

    For example, if you click on 'Frozen food', the following sub-menu will appear:
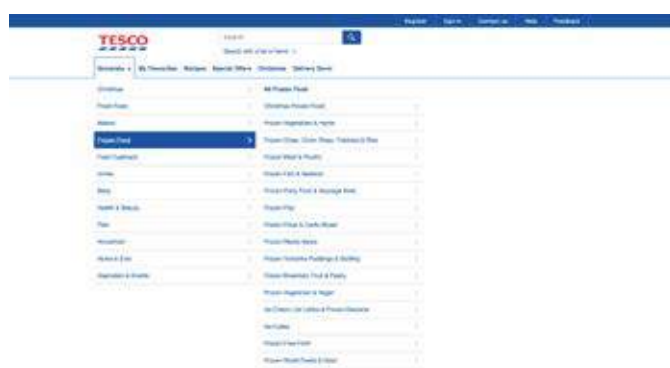
3. You can then drill down even deeper into a sub-category by doing the same thing again. For example, if you click on 'Frozen Fish & Seafood' the following options appear:
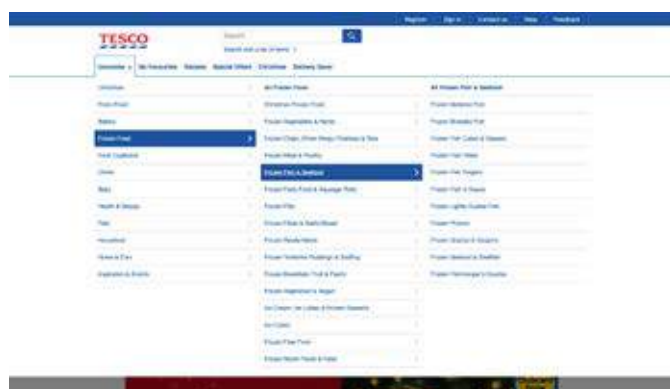
4. From there, select the option you want, like 'Frozen fish fingers', and a new page will open with all the available options. Scroll down through the page to view all the products.
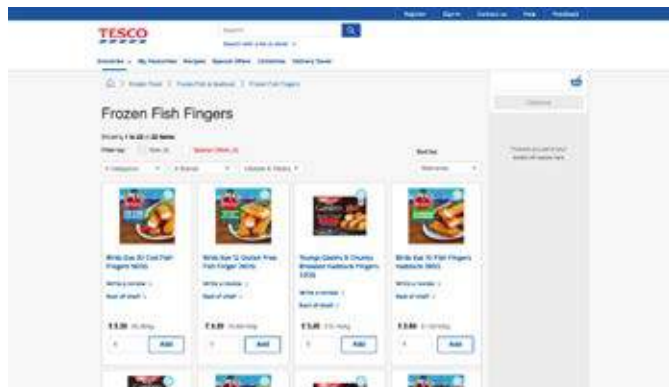
Browsing on a smartphone

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. To browse groceries, click on 'Shop all groceries'. A new page will open up with a number of different product categories.
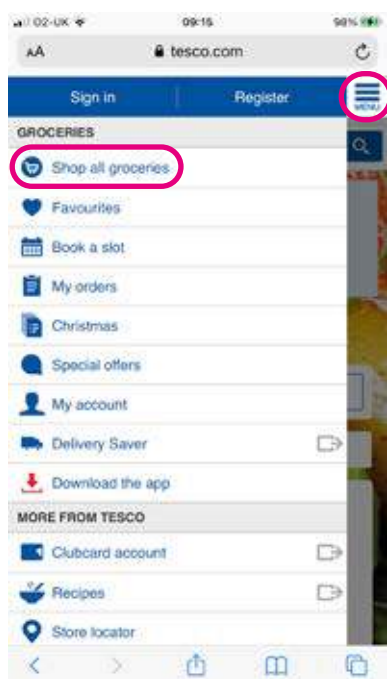
3. Scroll through the options and select the product category you want, for example 'Bakery'.
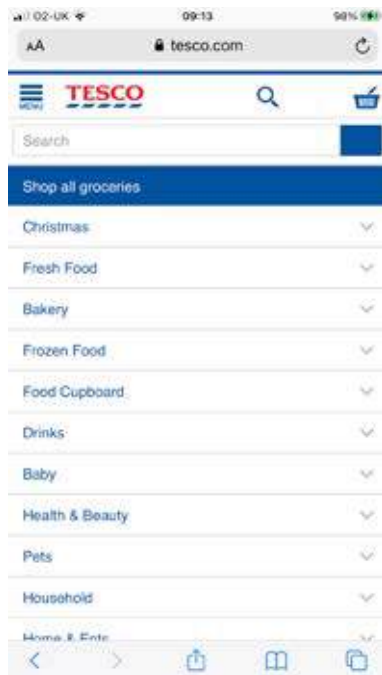
From there, you can either view all of the items in that section or look at more specific items, for example 'Crumpets, Muffins & Pancakes'.
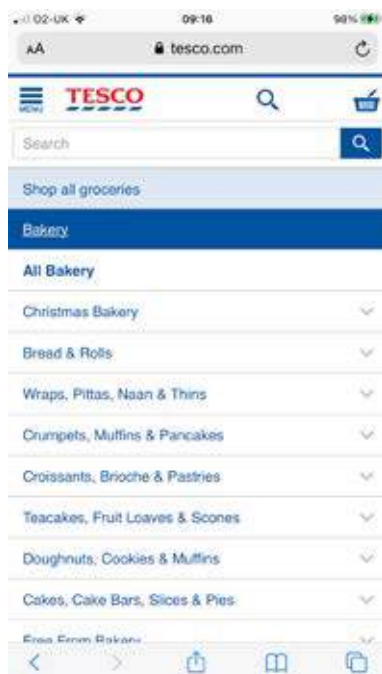
4. Once you have filtered down through your options, a page will open up with all the available products in that category. From there, you can choose the items you wish to buy.

   For example, here is the 'All Crumpets, Muffins & Pancakes' page:

Add items to your Tesco basket

Once you've found the items you're looking for, you can add them to your Tesco shopping basket.

1. Press the 'Add' button underneath an item to add it to your basket.

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 basket.

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.

Pay for your items at Tesco

Once you've added all the items you'd like to your Tesco shopping basket you can then proceed to checkout. There are slightly different instructions for this process if you are shopping on a smartphone. See the details below.

Pay for items using a desktop computer, laptop or tablet

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'.
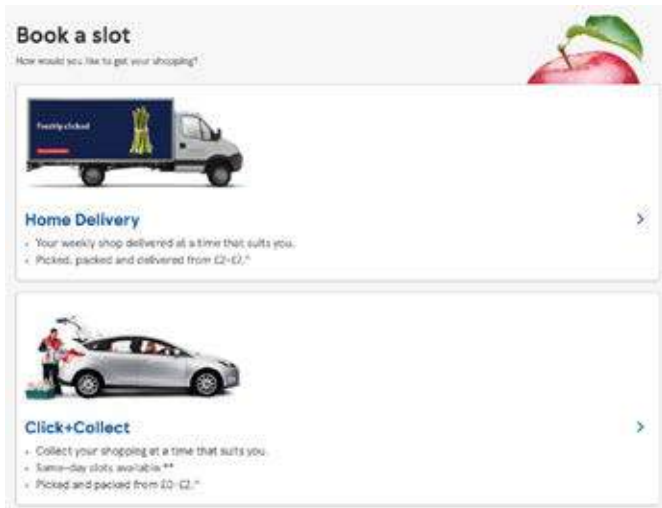
3. You can then use the calendar to find the best date and time for your delivery. Deliveries cost between £2 and £7 depending on what time you book. To select the date and time you want, simply click on the relevant box. Make sure you select a date and time when you know you'll be in and available to receive your shopping.
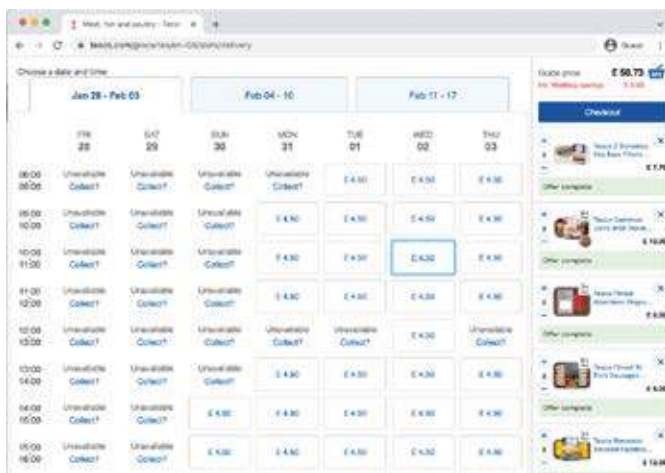
4. Once your slot is booked, go back and click the blue 'Checkout' button on the right-hand side of your screen.

5. A new page will open up with a disclaimer saying that Tesco will substitute items if any of your chosen goods are unavailable on the day of your delivery. If you don't want substitute items untick the relevant boxes. You can either allow substitutions for the full order or select your preferences for each individual product in your trolley. Then click on 'Continue checkout'.

6. As you already added your home address when you registered your Tesco account you don't need to enter your address again, unless you want to send your items to a different postal address. If so, click 'Change details' and edit the delivery address. If not, click 'Continue to payment'.

7. You'll then be prompted to enter your payment details and billing address. This includes your card number, card expiration date and three-digit security number, which you'll find on the back of your card.
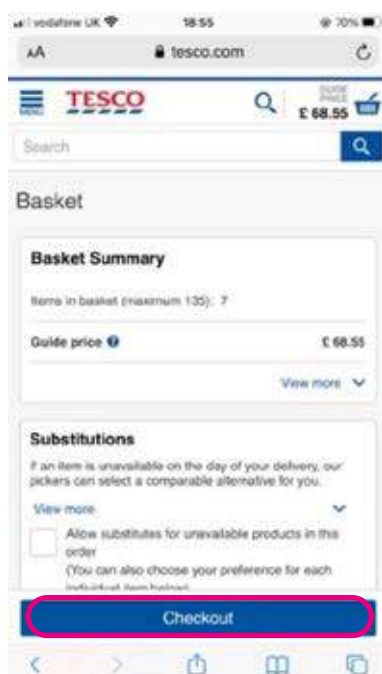
8. Once you've done this click 'Confirm Order' at the bottom of the page to process your payment. An email will be sent to you to confirm your order.

You can keep track of your online orders by logging into your Tesco account at any time and clicking on 'My account', then select 'Grocery orders'.

Pay for items using a smartphone

1. Click on the shopping basket icon in the top right-hand side of your screen. This will take you to a summary your basket. Check you are happy with the contents of your basket and then click on the blue 'Checkout' button.

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 you know you'll be in and available to receive your shopping.

4. To proceed to checkout, click on the blue 'Checkout' button at the bottom of the screen.

5. You'll then be prompted to review your basket again and confirm the delivery information. Once happy, press 'Continue to payment'.

6. Enter your payment details and billing information and once happy press 'Confirm Order' at the bottom of the page. Tesco will then send you an email to confirm that your order has been placed.

You can keep track of your online orders by logging into your Tesco account at any time and clicking on 'My account' from the top left-hand menu, then select 'Grocery orders'.

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**

My Age UK Digital Champion

Telephone number:

Notes

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.uk**