

DOING YOUR SHOPPING ONLINE

works
for us

Part of Citizens Advice Milton Keynes

1 Getting started

To shop online, you need a device with internet, an email address, a debit or credit card or a PayPal account. It's best to use well known, trusted websites or official apps because they have stronger security and customer support.

2 Browsing and finding products

Some online stores such as Tesco and Sainsburys require you to register for an account before you can browse or add items into your cart.

Registration usually involves entering your name, email, address, and creating a password, which lets the store save your details and order history.

When shopping, you'll often be asked to choose a delivery address and time slot early in the process so the store can check which items are available. Many supermarkets also offer Click & Collect, where you order online and pick up your shopping at a nearby store at a chosen time instead of waiting for home delivery.

After setting up a delivery or collection, you can use the search bar or product categories to find what you want. Always read product descriptions carefully to check size, colour or features and look at customer reviews to ensure quality.

3 Adding to cart and checkout

When you find something you want, click Add to Cart. You can continue shopping and review your cart to make sure everything is correct. At checkout, you'll be asked for your delivery address and payment method. Double check your details before placing an order.

4 Paying safely

Only enter your card details on secure sites. Check for <https://> and a padlock symbol in the browser bar. Using PayPal or virtual cards adds another layer of safety, and you should avoid saving payment info on shared or public devices.

5 Tracking and receiving orders

After purchase, you'll get a confirmation email and often a tracking link. This helps you to follow your package until delivery.

6 Shopping with mobile apps vs PC browsers

- **Mobile apps**

Many stores have official apps that make browsing and checkout faster. Apps often remember your login and send notifications about your orders.

- **PC browsers**

Shopping on a PC gives you a larger screen to compare items and read details more easily. Browsers also let you open multiple tabs to compare prices across different websites.

7 Safety tips

Stick to reputable websites, use strong and unique passwords, and avoid entering payment info while on public Wi-Fi. Be wary of details that look too good to be true because they often are. If unsure about a website, research it before buying.

