Shopping and auctions

This activity will help you shop safely on the Internet using online shops and eBay.

What will I learn?
- How you can shop online
- How you can buy safely on eBay
- How you can stay safe when paying for things online

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How do I do it?

Be safe! If you're using this hand-out on a shared or public computer, remember to:

- Log on using a 'strong password': one that includes upper and lower case letters, numbers, and isn't something that someone else could guess.
- Never share or write down your password.
- Log out when you're finished.

The web links referred to throughout this document can be found in the Useful Links section at the end.

How can I shop safely online?

1. Shopping online is a great way to find what you need and save money. There is no need to travel so you are not restricted to local shops or making a special journey. And if you don't like queuing, you don't have to. Millions of people shop online every day and you can too.
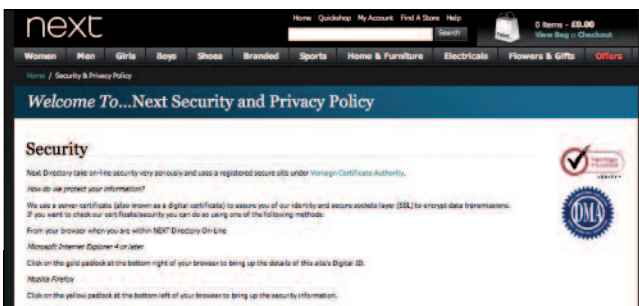
2. Shopping safely online isn't that different to shopping in safety in your high street. Make sure you can trust the seller, and be careful when you pay:

   - Look for a postal address and phone number (you could even give them a call to make sure your item is in stock).
   - Find the shop's terms and conditions to check their returns policy.

3. Go to the Get Safe Online shopping web link and read the advice to find out more about shopping safely.

Get Safe Online shopping web page

Practise shopping online
(you won't actually buy anything)

4. Think of well-known shop you use often, like a clothes shop:

   - Use a search engine to find and go to the company's online store, for example 'Next online store'.

   - At the bottom of the site's home page, see if you can find the company's:

     - privacy policy (how they protect your personal information)
     - terms and conditions (how they protect your rights as a consumer – this link might have a different name).
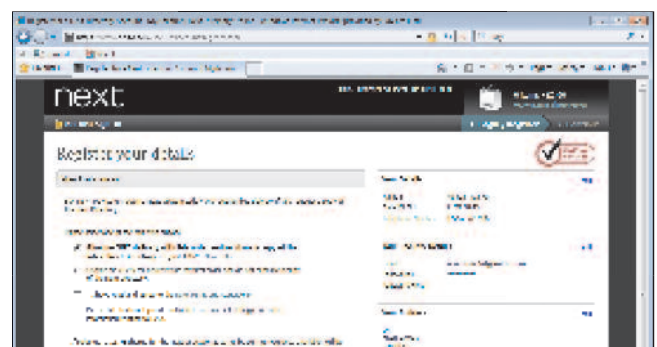

Next security policy web page

   - Explore how you can browse and search the site to find something you might like to buy.

5. You buy things online by doing the same things you'd do in a shop:

   - You first add them to a 'shopping basket': a stored list of items you have chosen. The shopping basket on the Next website looks like this: In other online shops the shopping basket often looks like this:

   - Click to add an item to your shopping basket. You may need to select a colour or size using buttons or a drop-down menu.

   - You may see a number appear next to a shopping basket symbol or 'your basket' near the top of the page. This shows you how many items you've chosen.

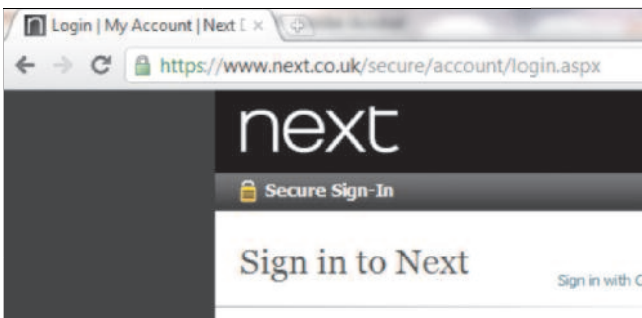6. When you've chosen your items, you pay at the 'checkout':

   - Click on 'go to checkout': this will show you a list of the things you have chosen.

   - You can edit this and go back and buy anything you've forgotten. This lets you make sure you won't spend too much or forget something important.

   - You might need to select a delivery option at this point. Make sure you know how much delivery costs will add to your order total, and how long delivery should take. You might need to think about where you get your ordered delivered, if you're at work during the day.

Next web page: registration

7. Finally, select the option to pay:

- Look carefully at the web address bar in your web browser. The 'http://' part should change to 'https://', to show that this is now a secure connection allowing you to pay in safety (see below). You may also see a padlock sign in the web address bar.

Example of secure web site

- Click on the writing or padlock to the left of the 'https'. This shows the site's security certificate, so you can check that it's genuine.
- You may need to register your personal details, but some sites give you a 'quick' or 'express' option (see Top tips for registering safely).
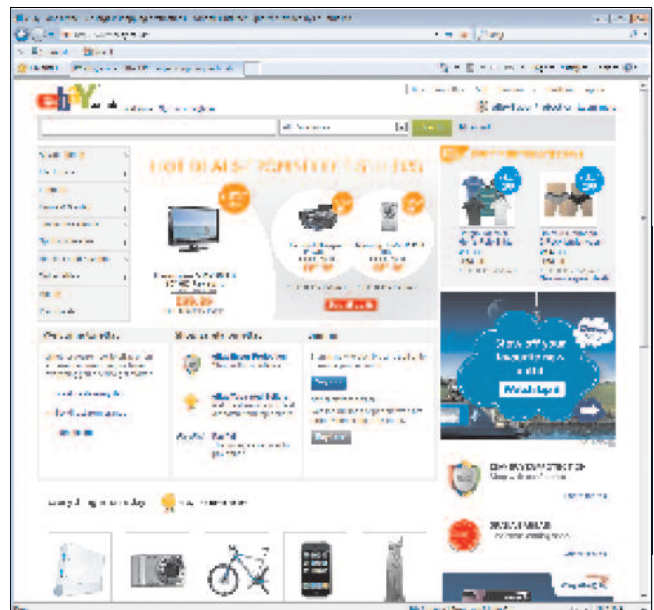
> ⭐ **Now close this web page without paying – you're not going to buy anything for now.**

How do I buy safely on eBay?

8. eBay lets you buy new and second-hand goods by paying a fixed price or by taking part in an online auction for the item:

- Go to the eBay web link and scroll down to the grey box at the bottom of the home page.
- Click on 'Buying basics' and then under 'Top questions', click on 'How do I buy an item' to find out how.
- From the home page, now click on 'Safety centre' and then on the link under 'Buying with confidence'. This tells you how to check whether you can trust the seller and that the description of an item is honest.

eBay home page

9. Once you've read these tips, return to the home page. Think of something you'd like to buy and use the search bar to look for it in the listings:

- The results page will show you all the listings for items like the one you searched for.
- You may be able to select from:
  - auctions: items on which you need to bid against other people
  - buy it now: items that you can buy straight away.
- Choose an item and read the description and postage and payment details by clicking on those tabs.

10. You need to enter a bid for an item being sold through an auction.

- You can enter a single bid, or set your maximum bid and let eBay bid automatically on your behalf, up to your maximum.
- This means you don't have to keep coming back. You need to register with eBay to do this – see Top tips.
- Go to the 'Buying basics' link on the eBay home page again. This time click on 'All about bidding'.
- Follow the links to make sure you understand how manual and automatic bidding works.

11. Go to the Get Safe Online auctions web link and follow the advice to make sure you keep safe when buying items on eBay.

Bidding on eBay commits you to buying the item if you win the auction.

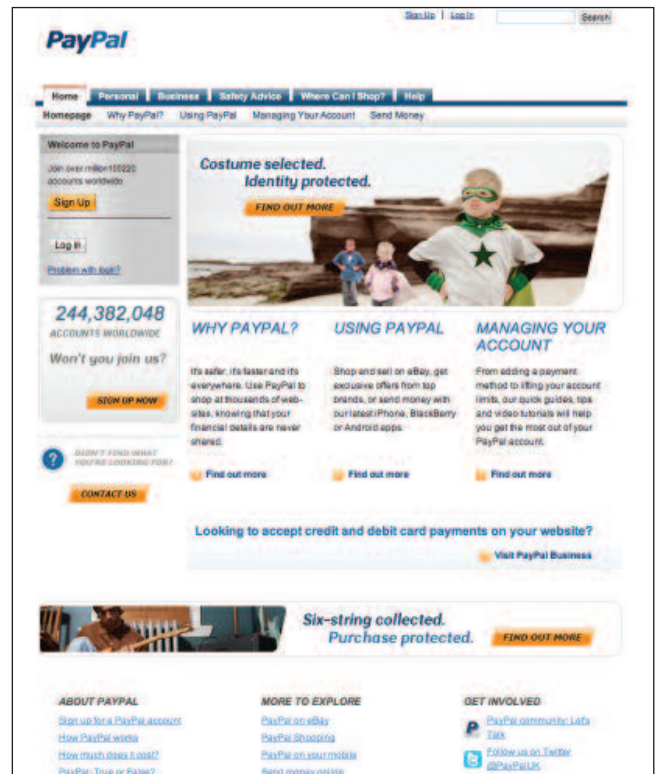## How can I stay safe when paying for things online?

12. You generally need a debit or credit card to pay for something online:

- Make sure you can trust the site.
- Look for the 'https://' sign that shows the payment page is secure, and look for a padlock in the web address bar.
- Don't buy online using a shared or public computer if you think other people can see your screen.
- Always close the web browser programme after using a shared or public computer.

13. Go to the Get Safe Online payments web link to find out more.

14. Some card companies offer additional protection that you can sign up for. This makes you enter a password to confirm that it's really you using your debit or credit card. If you're buying an item worth more than £100, a credit card may offer you protection against fraud or non-delivery of your item.

Example of Verified by Visa

15. You can also pay using an online payment service like PayPal: PayPal lets you register your card details and, if you want, your bank account as well. You can choose how you'll pay, and PayPal keeps your details secure. Because your own financial details aren't shared with the site you are buying from, this can be a safer way to pay:

- Go to the PayPal web link.

- Under 'Why PayPal?' click on 'Find out more'.

- Watch the video and then scroll down and click on the tabs to find out how PayPal works.

16. You will need to register to use PayPal. Use the guides listed in Top tips to help you register safely.

PayPal home page

☆ **PayPal is the best way to pay for items on eBay. If you've received money by selling items on eBay, you can use the balance in your PayPal account to pay for things you buy on other sites.**

Never shop online where your personal information will be seen or heard by others. Always close your browser program after using a shared or public computer to shop online.

Quiz yourself

- What things should you look for to check you can trust an online shop?
- How can you search for the best price for an item?
- How do you select an item you want to buy?
- How do you pay for what you've chosen and select a delivery option?
- How do you bid for an item on eBay?
- What are your options when paying online?
- How can you stay safe when paying online?

Write down any notes that will help you€

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Try your new skills

- Go pack to the PayPal website. Click on 'Safety Advice' at the top of the page to find out more about using PayPal, then on 'Managing your account' from the home page, to read some step-by-step guides and watch video tutorials.
- Find your favourite shop or supermarket and browse (you may need to register with a supermarket – see the guides listed in Top tips to do this safely).
- Practise choosing items online and editing your shopping basket. You don't have to buy anything, so delete the items from your basket when you're finished.

My learning checklist

- ☐ I can make sure I can trust an online shop.
- ☐ I can search to find the best price for something, including delivery charges.
- ☐ I can select items and fill my online basket.
- ☐ I can go to the online checkout, check or edit my selection and select a delivery option.
- ☐ I can bid on eBay up to a limit.
- ☐ I know how to register safely.
- ☐ I can enter my payment details safely.

Top tips

- Don't click on links to online shops that are in advertisements or emails unless you know you can trust the sender. It's best to go directly to the online shop and search for the item. This will avoid the risk of online fraud.

Write down any notes that will help you:

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Where next?

- Register with your favourite supermarket, create a favourites list of things you always buy, complete your shopping online and book a delivery slot that's convenient to you.

- Many online shops allow users to review each item. Explore some reviews before deciding what to buy.

- You can book tickets for train and coach travel online, as well as for the cinema or other events. Next time you're planning a trip or night out, try booking online.

- Visit your bank's website and see if they offer advice for safe shopping online.

Useful Links
You may want to use these links in your session:

Get Safe Online: shopping
http://www.getsafeonline.org/nqcontent.cfm?a_id=1121

eBay:
http://www.ebay.co.uk

Get Safe Online: auctions:
www.getsafeonline.org/nqcontent.cfm?a_id=1122

Get Safe Online: payments:
www.getsafeonline.org/nqcontent.cfm?a_id=1136

PayPal:
https://www.paypal.co.uk/uk