mcaZoomies How to shop online at Coles [by computer]

What is this?

With online shopping these days, you can buy just about anything online, and get it delivered almost anywhere in the world from the safe comfort of your home. Major stores have made online shopping easy, fun and safe. Online shopping has many advantages, time and convenience, better pricing and comparisons, variety and choice, and no parking or delivery issues. And, in these difficult pandemic times, online shopping is especially convenient.

Prerequisites

These instructions are for using your computer and internet browser. To use the Coles mobile app, download our other checklist. To complete the steps in this workshop you need:

- A recent desktop or notebook computer with the latest updates installed
- A working email address that you know how to use
- And, you'll be using a web browser (E.g. Google Chrome, Microsoft Edge, Safari)
- A notebook to record your new account details and password.

What's covered here?

This checklist covers the following tasks:

1. How to create an account for Coles online
2. How to shop online at Coles
3. View Your Account

Five simple steps to shopping online at Coles

From your web browser

Follow these five simple steps create a new online shopping account with Coles and make your first online groceries purchase for delivery or pickup.

If you would like to see more information for any steps, see the next section of this checklist for details.

Step 1: Go online to shop.coles.com.au

Once you are on the homepage, click the 'Log in/Sign-up' button at the right hand side of the screen or at the bottom of the screen if you are using a mobile device.

Step 2. Create an account

1. Click 'New to Coles online? Sign up instead' button
2. Enter your name, date of birth, address, email and a password for your account.
3. Click 'Continue' button.

Step 3. Choose the items you need

1. To search for products, click on the search bar at the top of the screen.
2. Instead, you can click the 'everything' button to search different sections.
3. To add an item to your trolley, click the 'Add' button on the product
4. Click on the trolley on the tight hand side or at the bottom if you are using mobile to begin checkout process.

Step 4. Choose contactless Home Delivery or Click&Collect in store

1. If you want to collect your items at a store, you can use our Click&Collect option. To do this you will need to select which store and what date and time you'd like to collect your order.
2. If you want your Items delivered to your home, select an address, day and delivery time frame for your items to be delivered.
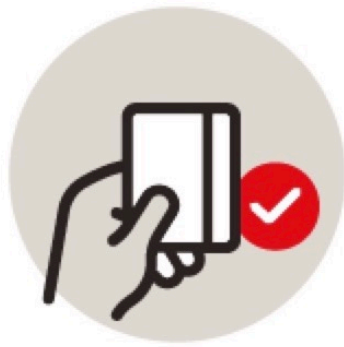
Step 5. Pay safely via Card or PayPal

1. Click on 'Proceed to checkout'
2. Choose your preferred payment method: Credit Card or PayPal
3. Make sure to enter all details correctly
4. Click 'Place order'
5. And you're done!

SUMMARY

Through these five simple steps you have completed opening your new online shopping account with Coles. Now, you're ready to begin shopping online. Read on for more detailed step-by-step instructions.

Step 1. Go online to shop.coles.com.au

Your online shopping accounts

When we shop online, vendors need to know who we are, how we'll pay, where to send invoices, and where to deliver our goods. This information is saved in our online shopping account with each vendor. These steps in this section help you create a new Coles online account using your computer.

Begin by opening your internet browser—Google Chrome or Microsoft Edge, etc.

Here's how to open an account to shop online with Coles.

To get started, search, 'Coles online' in your internet browser, or type, 'shop.coles.com.au' in your browser address bar.

Click on the Login / Sign Up button
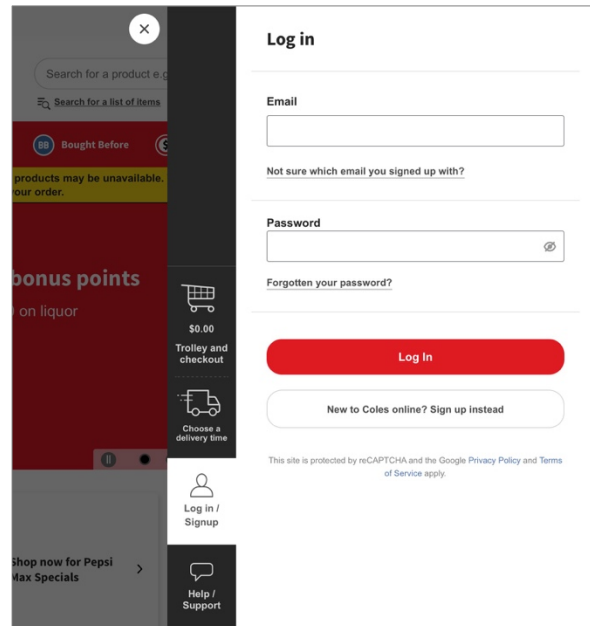
As you are creating a new first-time account, select the button, 'New to Coles online? Sign up instead', under the red, 'Log In' button.
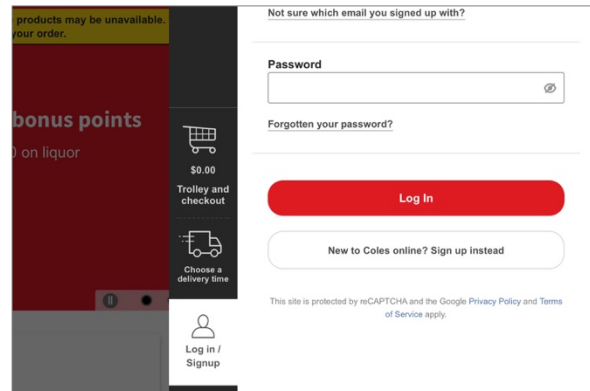
On the new 'Sign Up' page, add your personal details and create a password.

Write down your new account details and password in a notebook. Or use a Password Manager to save your account details.

Once you've recorded your account details, select the 'Continue' button.

Now you must enter your address for delivery. When done, select the 'Continue' button.

Next, you must verify your address. Select the correct address from the list, or if required, enter your address manually.
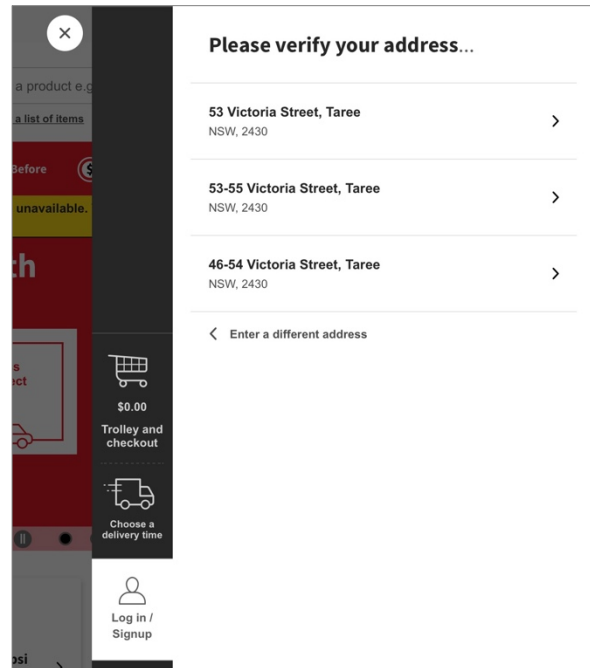
Once your address is confirmed, you will receive confirmation of your new account creation. Select the 'Continue' button.
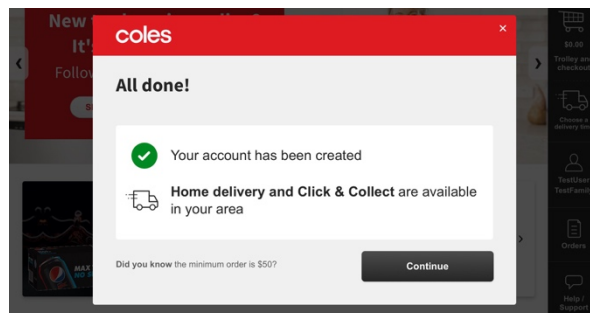
Now you have a choice to enter and connect your flybuys account details.

By connecting your flybuys, when you shop online you will see your past purchase history.

If you don't have a flybuys account, or don't wish to connect it, select the 'Skip this step' link at the bottom of the page.
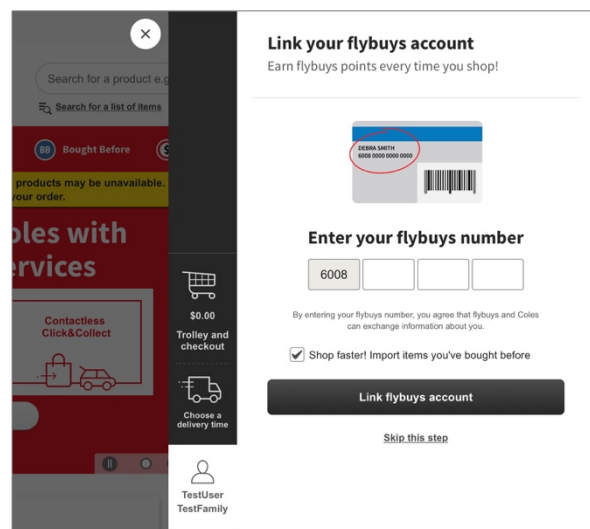
Now you must choose how you want to get your shopping, pickup or delivery.

Remember, delivery is not available to all areas.

Depending on your selection, you will be directed to the Delivery page or the Click&Collect page, shown in the following steps.
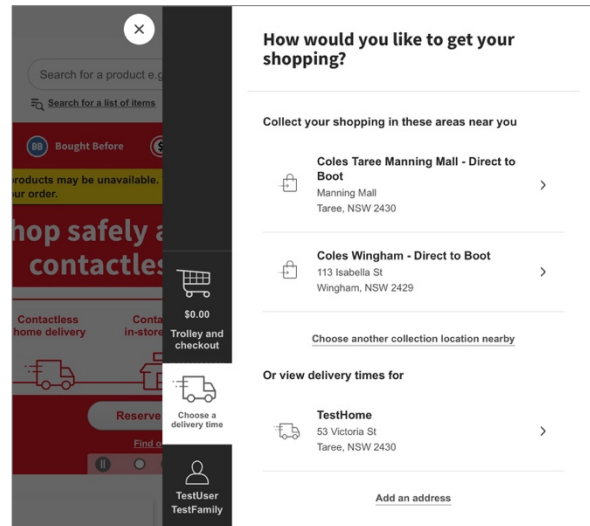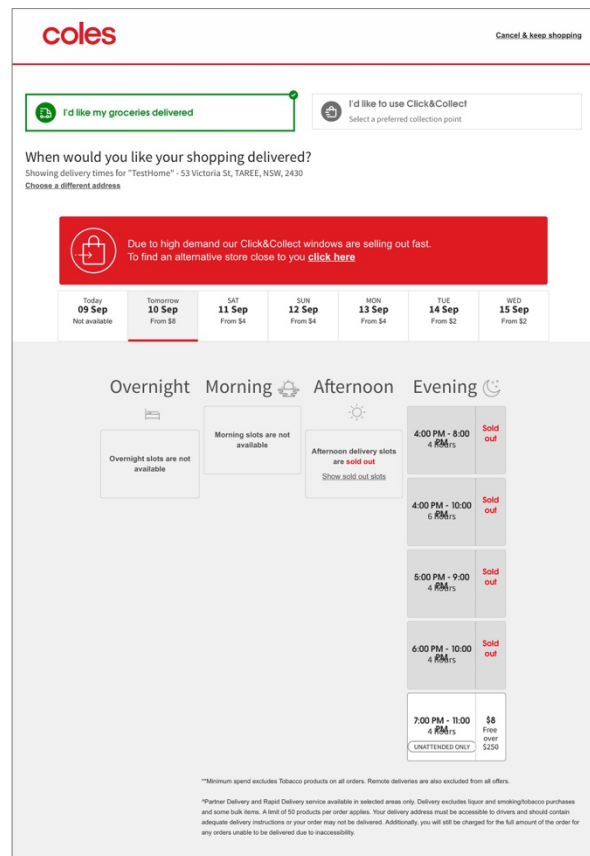
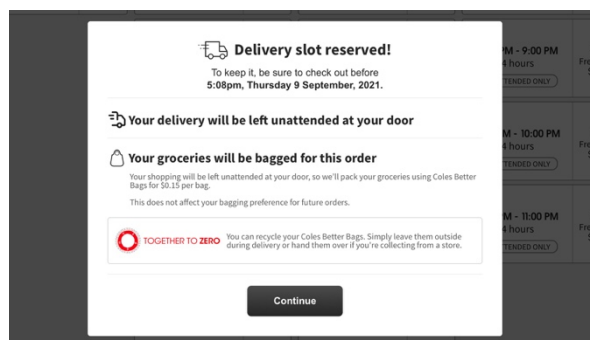This is the Delivery page if you selected delivery in the previous step.

On this page Coles are assuming you are planning to complete an online grocery shop today once your account is created.

Don't worry, if you're not quite ready to begin shopping yet, this selection will be automatically cancelled later.

For now, you must select something.

Once again, a confirmation page shows your selected delivery date and time. Select the 'Continue' button.
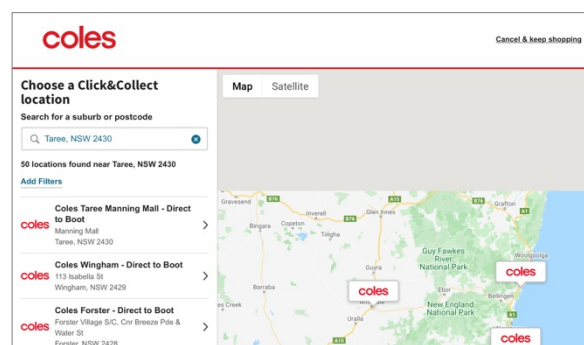
This is the Click&Collect page if you selected Click&Collect pickup in the earlier step.

If you either changed your mind about delivery, or you chose the Click&Collect option initially in the previous steps, you would see this page to choose your collect date and time.
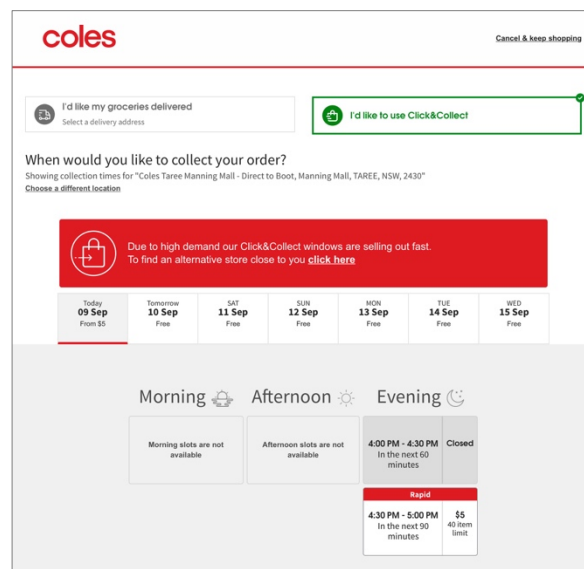
You must select your Click&Collect store location, where you plan to pick up your groceries.

Depending on your earlier method for selecting Click&Collect pickup, you may see a slightly different order, where you now choose your collect time.
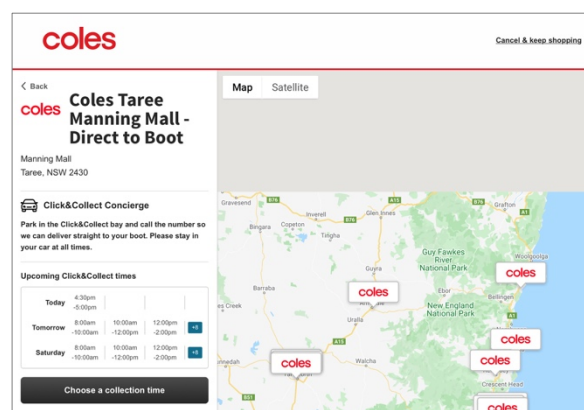
SUMMARY

Although that was quite a few steps, the overall process is simple and straightforward. You have now completed opening your new online shopping account with Coles. Now, you're ready to begin shopping online. Read on for the remaining step-by-step instructions.

How to shop online at Coles

The steps in this section are for shopping Coles online using your computer and an internet browser, Google Chrome, or Microsoft Edge, etc.

Now that you've created your new online account, shopping Coles online is easy.

When you next 'Log In' to your Coles account for the first time, you may be required to verify your account. An SMS verification code will be sent to the mobile number you registered earlier.

Check your phone messages and enter the SMS code from the Coles message. Select the 'Verify' button to continue.
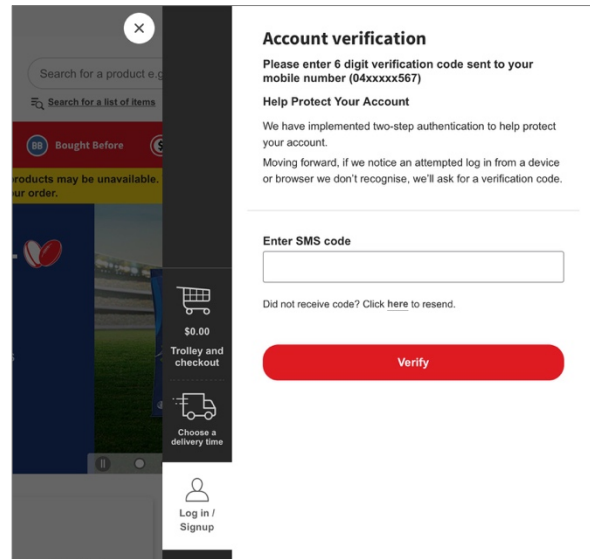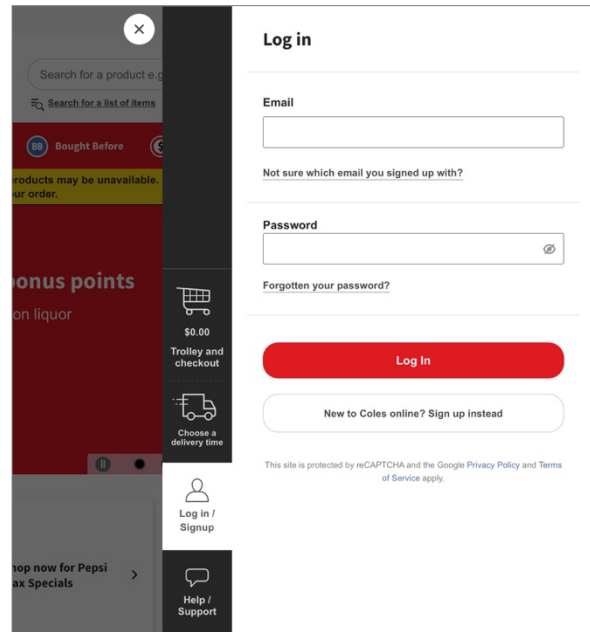

Let's get started shopping.

To get started, search 'Coles catalogue', or type 'shop.coles.com.au' in your browser address bar, and select the 'Specials' option from the red menu bar.
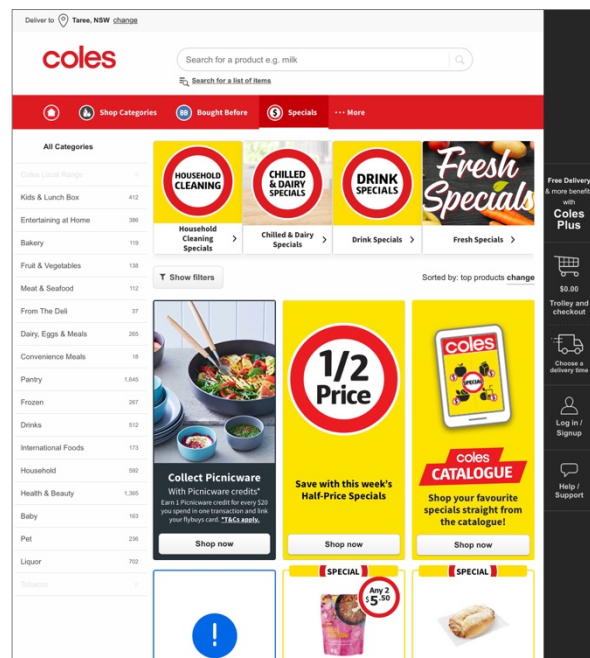
Next, from the dark side bar on the right, select 'Log in / Signup'.

Using details from your new online account with Coles, enter your name and password and tap the big red 'Log In' button.

Back on the main screen, you are ready to make selections from catalogue you opened earlier or make other selections.

To shop across the entire Coles store, select 'Shop Categories' from the red menu bar.
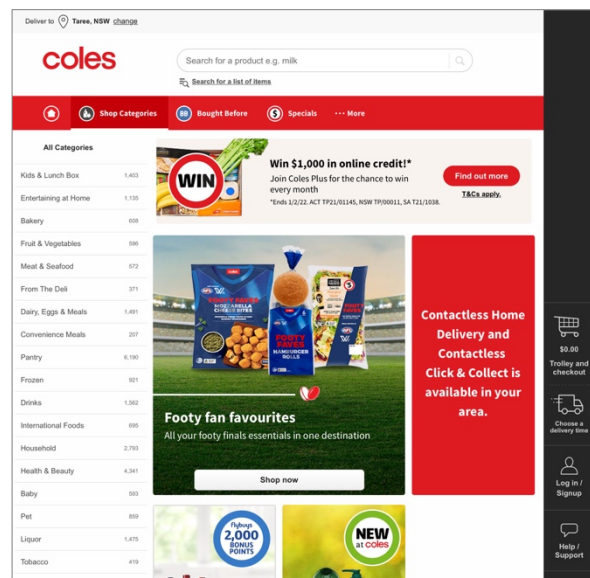
Categories of items appear down the left side. For example, selecting 'Fruit & Vegetables' opens a new page with additional related categories.

When you select 'Vegetables', the following page opens.
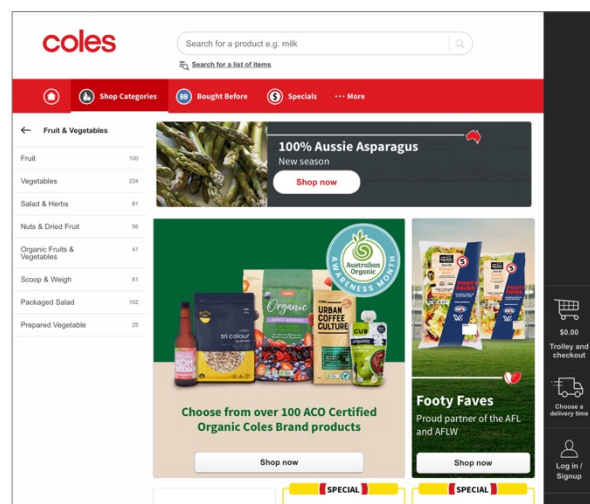
On the 'Vegetables' page, we can either select an item, or tap the 'Add item' buttons.

Selecting the Special for Zucchini opens the following detailed item page.
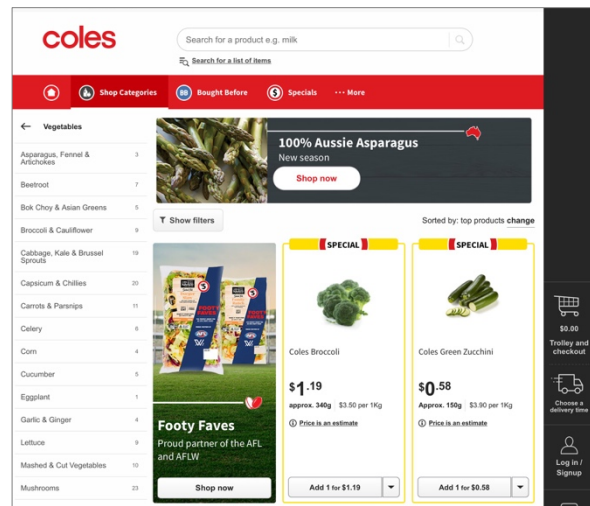
This is the detailed item page for Zucchini. Tap the 'Add 1 for…' button to add a single selection.

For multiple items, tap the arrow beside the 'Add 1' button, and you may select multiple items to add to your shopping trolley.
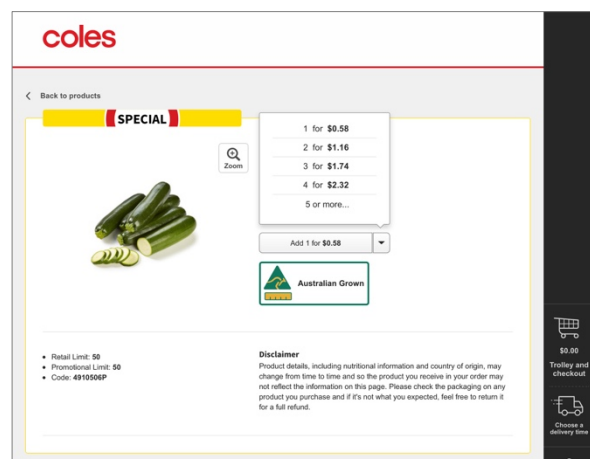

Each item selected is added to the shopping trolley, which appears in the dark side menu.

Notice the green numbered square above showing total items in the trolley. While the total order value appears below the trolley.
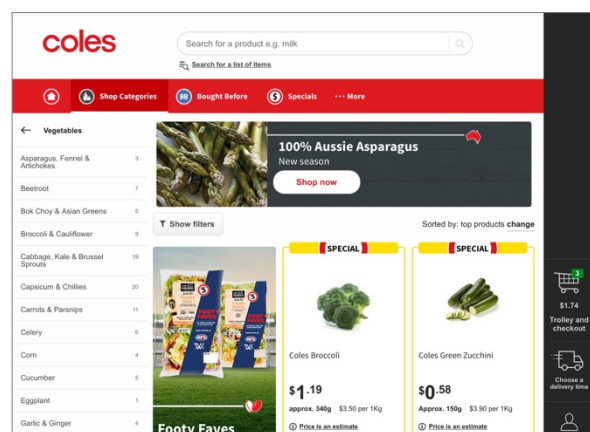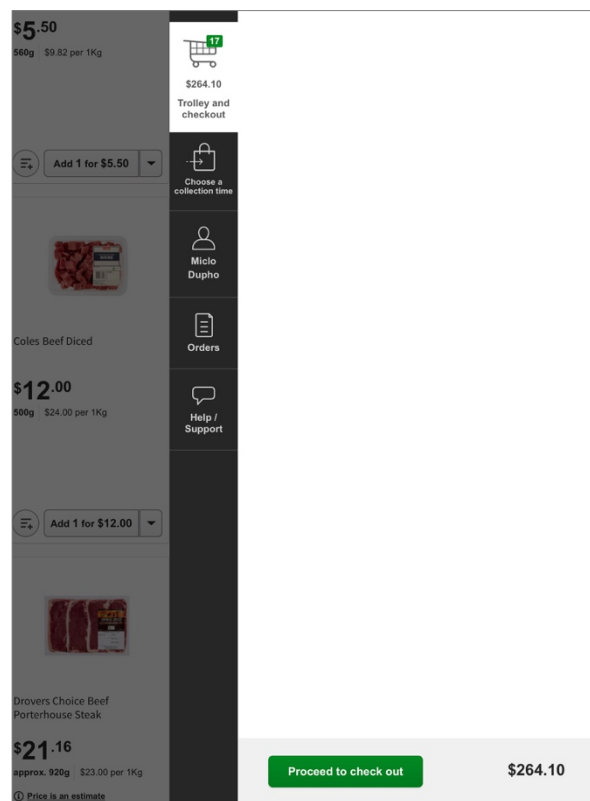
Tapping the trolley on the side menu opens the trolley view, giving a detailed list of all items in the trolley.
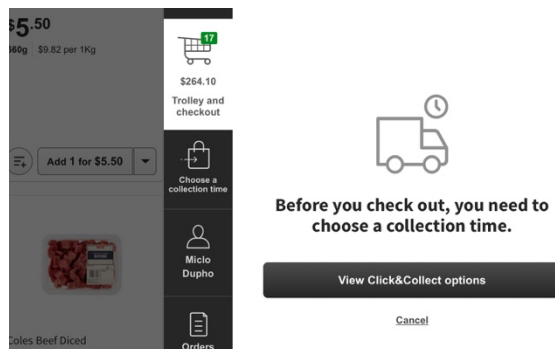
On the trolley view, you can still change your mind and add or remove items from the list by tapping the arrow beside the item count button.
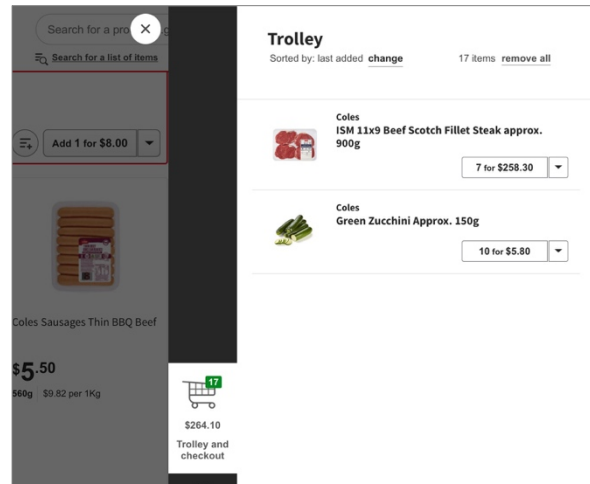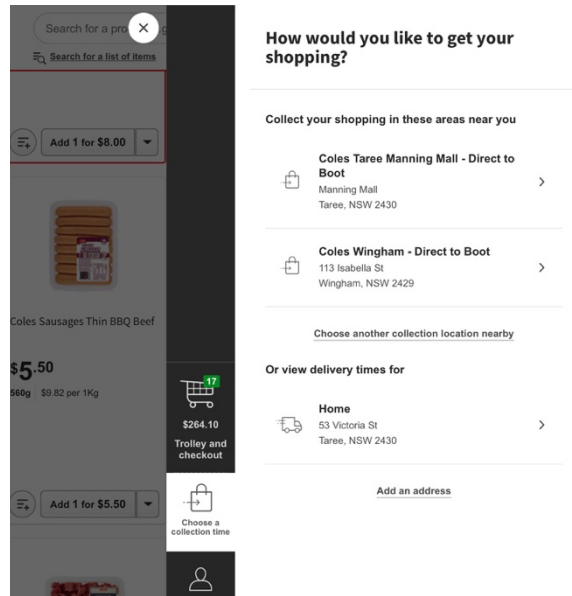

When your order is complete, tap the green 'Proceed to check out' button at the end of the section.
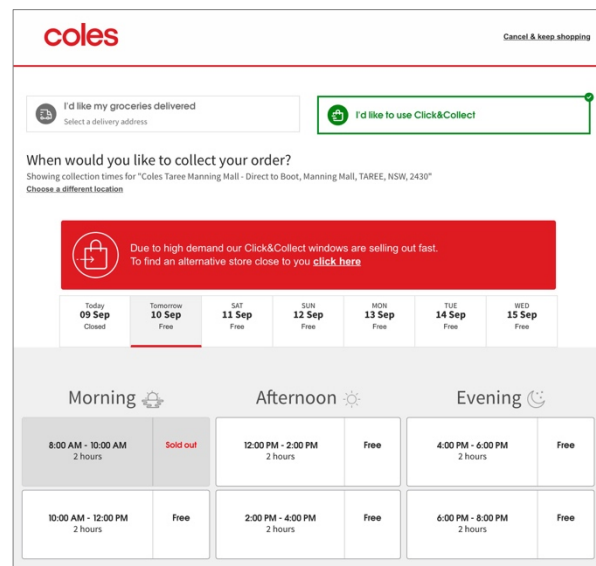

To continue, tap the 'View Click&Collect/Delivery options' button to continue.

As before during account setup, you must specify to either collect from your local store, or have your shopping delivered to your home.
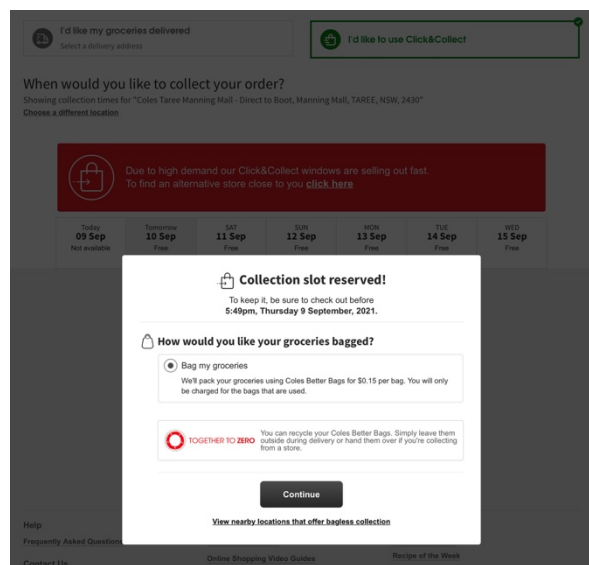
If you chose Click&Collect in the previous step, you now specify what date and time you will collect your shopping.

Once your collection slot is reserved, you need to choose bagging options.

Some store locations offer bagless collection, otherwise there's only a single option, 'Bag my groceries'.

Once you've specified your collection/delivery options, you will confirm your order before making final payment.

Select the green 'Complete order' button and make payment using your credit card or any of the other options.

You will receive confirmation email for your order, with tracking details included.

SUMMARY

That completes your first online shopping order with Coles. Don't worry if you make a mistake selecting items. You can always remove or add items in your trolley before completing your order.

Conclusion

This concludes our step-by-step 'mcaZoomies How to shop online at Coles [by computer] checklist'. We trust this has been useful in helping you, and hope you will print out and keep as a handy reference while learning how to shop online.

We're constantly adding new Zoomies Events. Check out what's new and coming on our Zoomies Calendar. Or, if you need help, or want more information on how to use Zoom, download our printable step by step instruction sheet, 'mcaZoomies How to use Zoom checklist' at, www.mcaconnect.com.au/Zoomies.

If you've found this checklist useful, or have other feedback and comments, we'd love to hear from you at, www.mcaconnect.com.au/Feedback.

If you need further assistance, please contact MidCoast Assist Technical Support by email techsupport@mcaconnect.com.au, or telephone on 02 7955 7068.

These instructions prepared with reference to, Coles Online Shopping