

Module 11: Shop and bank online safely



User guide

Scan the QR codes (with your camera) or select the links.



Shopping online

- Online shopping lets you browse and buy items (like groceries, clothes, gifts or appliances) using the internet, and either:
 - Have them delivered to your home, or
 - Pick them up at a nearby store (click & collect)



How to shop online

- **Find a product**
 - If you want to shop from a particular store, you can go directly to their website or download their app (if available).
 - Alternatively, you can use to search engine like Google to look up a product, then tap the Shopping tab to compare prices at different stores.
- **Purchase a product**
 - Add items to a virtual cart (just like in a real store)
 - Tap View Cart to check what you've chosen
 - Tap Checkout to enter your delivery details and pay

Staying safe

When shopping online, look for these signs that the website is trustworthy:

- A padlock icon in the address bar
- A web address starting with https:// (the 's' means secure)
- The correct name of the shop in the website address
- An ABN (check it on ABN Lookup (business.gov.au))
- Clear payment options, like credit/debit card and PayPal
- Visible customer service or contact information
- A refund or return policy (usually at the bottom of the page)



Online banking

- Online banking means accessing your bank account on a website or app so you can:
 - Check your balance
 - View past payments
 - Transfer money
 - Pay bills (e.g. electricity, phone)
- To start:
 - You'll need to register with your bank (online, by phone or in a branch)
 - You'll be given a Customer ID or User Number
 - You'll create a secure password (don't share it)
 - Your bank may send a security code to your mobile when you log in.



Staying safe

- Only use your bank's official website or app
- Use a strong, unique password — don't share it or reuse it elsewhere
- Turn on two-factor authentication if your bank offers it
- Don't use public Wi-Fi for banking (like at cafés or shopping centres)
- Always log out when finished and close the app or browser
- Check your account often and report anything suspicious to your bank

Scamwatch

Stop. Check. Protect.



Bendigo Bank eBanking demo



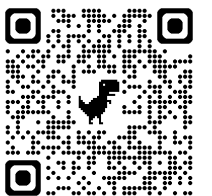
NAB

Manage your banking online



ANZ

Internet banking



CommBank

NetBank



Westpac

Online banking

