

Creating an email account – a step-by-step guide

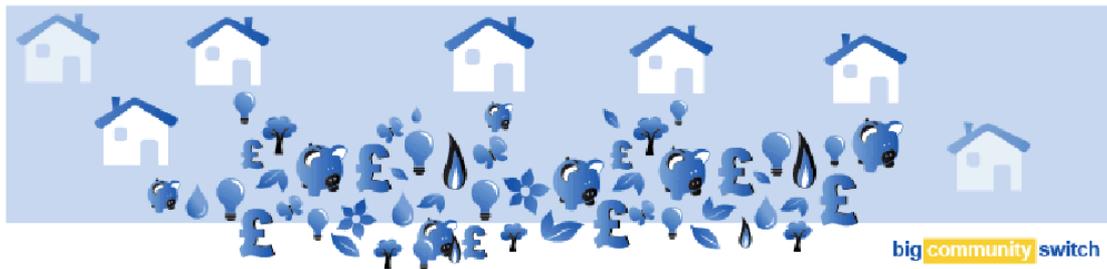
This guide is provided by Colchester Borough Council as practical assistance for residents wishing to register interest in fuel bill savings through Colchester's Big Community Switch.

All registrants need an email address to register for the scheme.

You may know someone who can help you to set an email address up or you could ask a family member that already has an email address to register for you. Every email address is allowed up to five registrations so friends and family can help those who are less able to register.

Here is a 10-step guide to help you if you would like to set up your own email address using Windows...

1. Go to internet explorer icon on your desktop, or find it by pressing the 'start' button on the bottom left of your computer screen and looking at 'all programs'.
2. Double-click to launch 'Internet Explorer'
3. Use a search engine such as 'Google' or 'Bing' to search for a reputable company where you can establish a free email address.
4. There are a number of popular choices such as Yahoo!, Google and Hotmail. Once you have chosen which company you would like to set up an email address with, click on the link that says "create a new account" and the site will walk you through the necessary steps once you click on this first step.
5. Fill out all the necessary information. The site will ask you for your first and last name, birth date, address and postcode
6. Choose your email ID and password, try and use something that is unique to you. Keep your password safe and do not share it with others.
7. Your email ID can be just about anything. It can be, but does not have to be, your name. If the ID you have chosen is already taken, you will be prompted to choose a new one.
8. In some instances you will be given two to three choices that are variations of the original ID you chose.
9. Your email address will end with [@hotmail.co.uk](mailto:) or [@yahoo.com](mailto:) depending on the company you have chosen to set your email address up with.
10. Set up a "Forgot your password" prompt. The site will usually ask for a question that only you know the answer to. In the event that you forget your password, you will be prompted to give the answer to this question so that your password can be reset and you can access your account.



Registering for Colchester's Big Community Switch

You should now have an email address and be in a position to register for Colchester's Big Community Switch.

- Type in the following link into the search engine you used earlier (examples are Google and Bing)
www.colchester.gov.uk/bigcommunityswitch
- Follow the online instructions to complete your registration.

Please note you will need a utility bill for Gas and Electric in order to help the auction company find you the best deal.

What happens if I can't manage to set up an email address?

If you have still had some difficulty setting up an email address there are a number of organisations that may be willing to help you to do this. Those based in Colchester include the following. It is always a good idea to call to make an appointment if you need someone to help you.

- **Signpost** Located on the 1st Floor of the Library, Hawthorn Avenue, Greenstead, Colchester CO4 3QE, to make an appointment to use a computer or to get help with setting up an email address phone 01206 861800
- **Colchester Institute** IT Courses for adult learners. Phone 01206 712000 for more information
- **The Learning Shop** impartial information and advice about learning opportunities available for adults locally. Tel: (01206) 368444
- **Essex Libraries** can offer access to computers but are not able to help you set up an email address.

This document was created as a basic guide to help people get online in order to register for the Big Community Switch. Instructions may slightly alter depending on which operating system you are using.