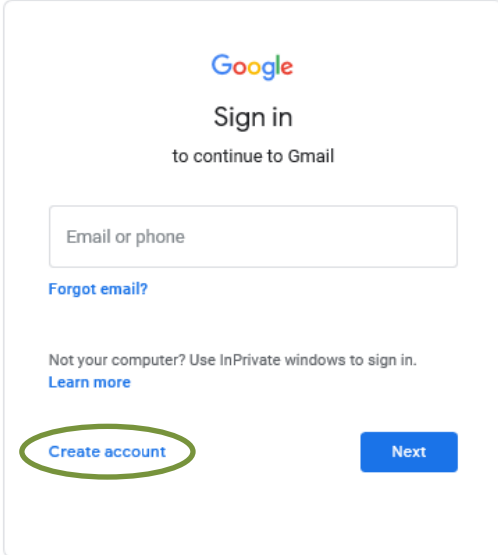


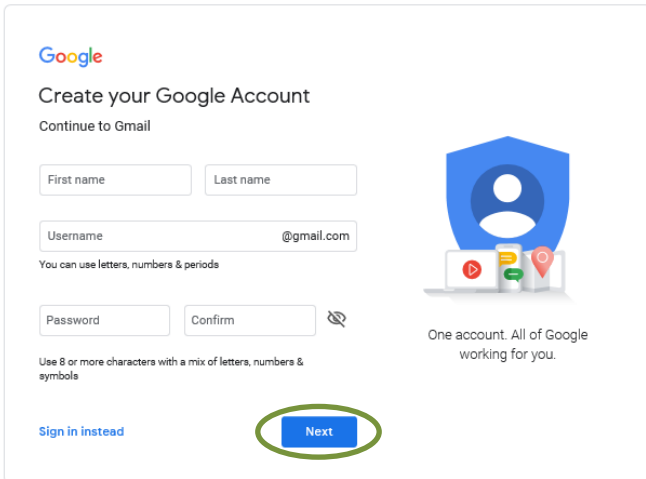
# Guide to creating a Gmail account

1. Type <http://gmail.com> into your Internet browser and select '**create account**'



English (United States) ▾ Help Privacy Terms

2. Complete all the requested fields and select '**next**'. At this point make a note of your chosen email address and password.



English (United Kingdom) ▾ Help Privacy Terms

3. Enter your mobile telephone number and select 'next'

The screenshot shows the Google account verification page. At the top left is the Google logo. Below it is the heading "Verifying your phone number". A sub-heading reads: "For your security, Google wants to make sure that it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*". On the left, there is a dropdown menu with the UK flag and a text input field labeled "Phone number". Below the input field are two buttons: "Back" and "Next". On the right side, there is an illustration of a blue shield with a white padlock, a red balloon, a laptop, a smartphone, and a birthday cake. Below the illustration is the text "Your personal info is private and safe". At the bottom left, there is a language dropdown set to "English (United Kingdom)". At the bottom right, there are links for "Help", "Privacy", and "Terms".

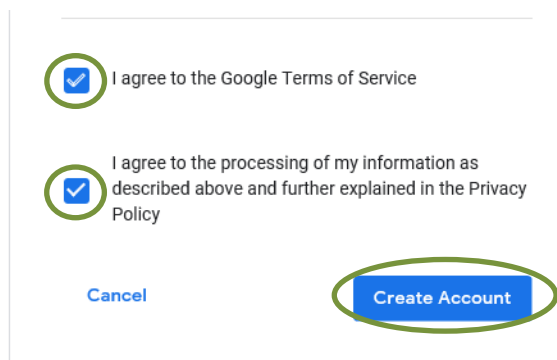
4. Enter the 6 digit verification code received and select 'verify'

The screenshot shows the Google account verification page. At the top left is the Google logo. Below it is the heading "Verifying your phone number". A sub-heading reads: "For your security, Google wants to make sure that it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*". On the left, there is a dropdown menu with the UK flag and a text input field labeled "Enter verification code". Below the input field are three buttons: "Back", "Call instead", and "Verify". The "Verify" button is circled in green. On the right side, there is an illustration of a blue shield with a white padlock, a red balloon, a laptop, a smartphone, and a birthday cake. Below the illustration is the text "Your personal info is private and safe". At the bottom left, there is a language dropdown set to "English (United Kingdom)". At the bottom right, there are links for "Help", "Privacy", and "Terms".

5. Enter your **contact information** (optional, this will be used to recover your account if you forget your password) as well as mandatory date of birth and gender. Select 'next'

The screenshot shows the Google account verification page. At the top left is the Google logo. Below it is the heading "Welcome to Google". On the left, there is a dropdown menu with the UK flag and a text input field labeled "Phone number (optional)". Below it is a sub-heading: "We'll use your number for account security. It won't be visible to others." Below that is another text input field labeled "Recovery email address (optional)". Below it is a sub-heading: "We'll use it to keep your account secure". Below that are three input fields for "Day", "Month", and "Year", with a sub-heading: "Your date of birth". Below that is a dropdown menu for "Gender". Below the form fields is a link: "Why we ask for this information". At the bottom left are two buttons: "Back" and "Next". The "Next" button is circled in green. On the right side, there is an illustration of a blue shield with a white padlock, a red balloon, a laptop, a smartphone, and a birthday cake. Below the illustration is the text "Your personal info is private and safe". At the bottom left, there is a language dropdown set to "English (United Kingdom)". At the bottom right, there are links for "Help", "Privacy", and "Terms".

6. Read the Privacy and Terms, tick to agree and select '**Create Account**'



The screenshot shows a registration form with two checkboxes, both of which are checked. The first checkbox is labeled "I agree to the Google Terms of Service" and the second is labeled "I agree to the processing of my information as described above and further explained in the Privacy Policy". Below the checkboxes are two buttons: "Cancel" and "Create Account". The "Create Account" button is highlighted with a green oval.

The account will now be created and you will be forwarded to your inbox.

## **Frequently asked questions**

### **The email service won't let me pick the name I want why?**

This is usually because another member of the website already has that address. Most email services will offer you alternative name suggestions or you can try a different user name yourself or add numbers or letters to the name you want.

### **I've got my email address now what?**

Check the Inbox of your email for a Welcome email from the provider. This will give you information on how to use the new service and tips for getting the most from your email provider. You can now use your new email address to claim Universal Credit online or register on Housing Online.