Supporting learners without email addresses

Be Connected
Australian Government
Every Australian online.

Supporting older Australians without email addresses on Be Connected

Some Be Connected Network Partners have raised concerns about registering older Australians on the Be Connected Learning Portal because they may not have an email address or they are sharing one with their partner/husband/wife. On the Be Connected Learning Portal, each learner needs a unique email address to complete their registration. This document provides suggestions for how Network Partners can help learners overcome this issue.

1. If possible, encourage your learner to set up their own email address

It is advised to first encourage learners to create an email address for themselves. Reiterate that to do online shopping, using social media, and using online video chat services with family all require an email address first.

There is a course called "Using Email" on the Be Connected Learning Portal that you can run through with your learners before registration if necessary. It is in the Topic Library under 'Getting Started Online'. Here you will find the course Using Email that includes the following five activities:

- What is email?
- Creating an email account
- Sending an email
- Your inbox
- Email Safety and Security

2. Use one Gmail address to manage all of your learners that don't want to create their own email address just yet

If your learners are still reluctant to create an email address, there is a trick you can use with Gmail to help you register your learners using just one main email address. This means that you don't have to create 'temporary' email addresses for each of your learners before you start supporting them, which can be confusing for you as a Network Partner when trying to remember all the login details for numerous email accounts.

Supporting learners without email addresses

Gmail lets you add phrases onto one email address so that it appears to be different. The only thing you have to do is add a plus symbol "**+**" after your username and then add the word (or name) you want.

For example, if your email address is mycommunitycentre@gmail.com, you can add a "**+**" symbol followed by a learner's name:

mycommunitycentre**+**johnsmith@gmail.com
mycommunitycentre**+**gloriagaynor@gmail.com
mycommunitycentre**+**tomscott@gmail.com etc.

When registering your learners on the Be Connected Learning Portal, this is how it would look:

First name* ℹ️   John

Last name* ℹ️   Smith

Date of birth* ℹ️   10   June   1947

Gender* ℹ️   Male

Residential address* ℹ️   223 Liverpool Street, Darlinghurst NSW

Name of support centre ℹ️   Good Things Foundation Australia

🔑 Your sign in details

Email address* ℹ️   mycommunitycentre+johnsmith@gmail.com

Password*   ••••••••••••   Show password

The password must have at least 7 characters, at least 1 digit and at least 1 upper case letter
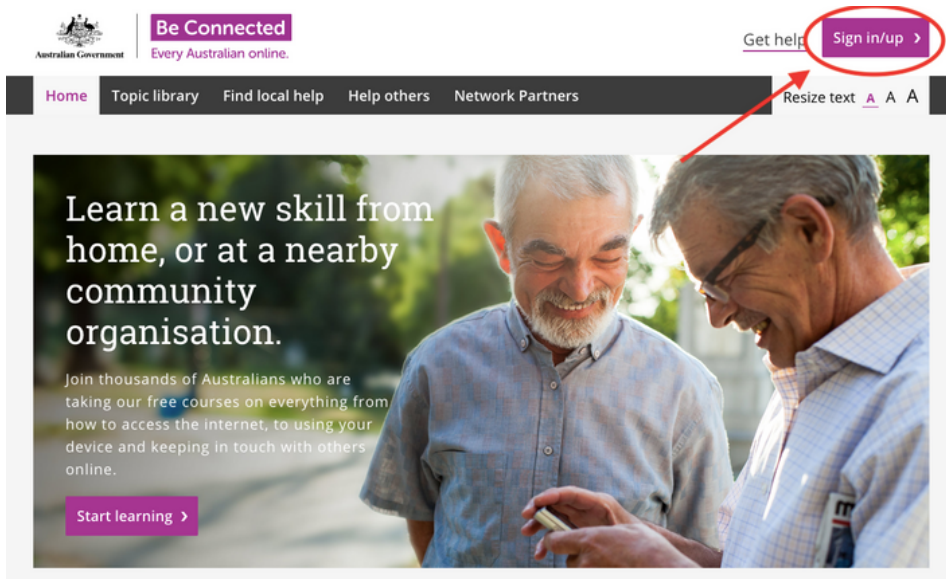
Supporting learners without email addresses

Be Connected sees all these email addresses as separate, whilst Gmail recognises all these addresses as the same. All email sent to any of these email addresses will arrive in the same inbox (mycommunitycentre@gmail.com). This makes managing learners easier for you, because until your learners get their own email addresses, they can keep using this one single inbox for things like password resets etc. You can do this for as many learners as you need to!

For privacy reasons, learners should not use this email address for anything other than Be Connected, as they do not have access to your main inbox. If they wish to access services outside Be Connected that require an email address, they'll need to create their own.

NOTE: This trick only works with @gmail.com email accounts. They're free to create if you don't have one - just head to https://accounts.google.com/signup and follow the prompts to set up your new Gmail account.
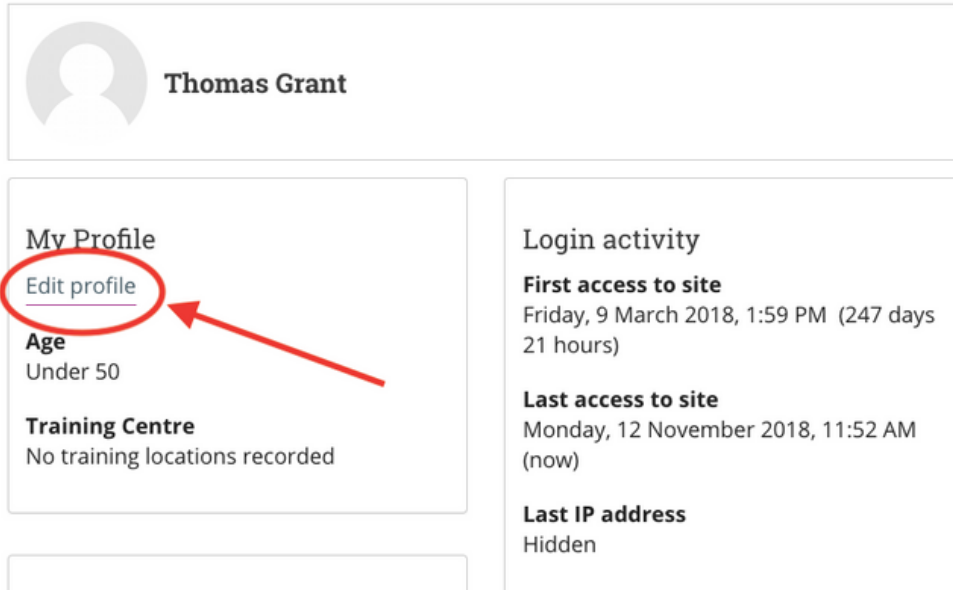
3. Learners can update their email address on the Be Connected system later

Learners can update their email address in their profile on the Be Connected Learning Portal if they later decide they are comfortable having their own email address. To do this, log in with the email address the training centre had provided them.

Supporting learners without email addresses

From there go to 'Profile' page. Then, in the profile page, you click on 'Edit profile':

This is where your learner will be able to update their email address. Click on 'update profile' at the bottom of the page to save your new details.

NOTE: From now on the learner will have to use their new email address to sign-in to the Be Connected Learning Portal.

If you have any questions, please contact a member of the Network Team by calling (02) 9051 9292. Alternatively, you can email us at connect@goodthingsfoundation.org.