

## Creating an email account to use with TiM

We need to use your email address in order to link your TiM account to you. This can be any email account that you have with any provider. To link a carer account, we also need a *different* email address to the one that is used for the account belonging to the person with MND. However, we have discovered that many people share email accounts and therefore we have created this brief guide to help you create a separate email address that you can use.

There are many suppliers out there who offer free email services. You could try searching the internet for “free email account” and you will find several good options and articles designed to help you create an account. Many internet and broadband companies offer to create an email account for you when you join their service. The independent advice service ‘Which?’ suggest that you use a *webmail* account, such as Google’s Gmail (gmail.com) and Microsoft’s Outlook (outlook.com). This is because webmail accounts are not linked with a specific internet provider and therefore, if you decide to change who supplies your internet, you will still have access to your email. If you lose access to an email address or you change to a new supplier, it is easy to update this information on your TiM account by simply going to the ‘Profile’ tab once you have logged in.

Once you have made your decision on which email account to use, you will need to decide on your email address. To a point, the first part of an address can be anything you like. Commonly, people use things which are easy to remember, such as their name. The end part of an email address (after the ‘@’ sign) is usually automatically filled for you. If your chosen email has already been used, try another or adding numbers after the words. Commonly, people use their year of birth. For example: [myname80@example.com](mailto:myname80@example.com)

Lastly, you will be asked to create a password for your email account. There are many guides available on creating a strong password. You should avoid using your own surname, date of birth, the word ‘password’ or simple numbers such as ‘1234’ or ‘0000’, as these are easy to guess. Which? suggests you use three random words, such as “people picture lemonade”, as this is easier to remember yet hard for anyone to guess.

Sometimes providers ask you a couple more things when creating an email account, but these are normally your name and potentially some preferences on receiving emails. Once these are done, you should be able to log in to your account and then enter your new email address into the TiM system and you are good to go!