




Smart device account creation guide

How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW)' training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your cursor or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



About smart devices

Smart devices are fantastic digital tools that anyone can use around the home to connect to the internet and support their day-to-day living.



A smart device can support with:

- Staying connected
- Being organised
- Finding out information
- Keeping entertained
- Controlling smart homes
- Receiving information or important alerts.

Account creation

You can use a smart device in many different ways: in a shared community space or in an individual home to support living.

The main consideration with any smart device use is that these are individual consumer units that require a linked online account to enable them to function. Therefore, you must consider who is the account holder in any circumstance.

Creating an account

A smart device is any device that connects to the internet for functional purposes. These are controlled through a smart assistant, which is typically either Amazon Alexa or Google Assistant.

When you first plug in and switch on your smart device you will be prompted to connect it to a smart device account. The process for this will differ from device to device and we recommend visiting the guides linked in this guide for accurate information.

People tend to use a smart speaker or smart display as a way to control all their smart devices. You can also use your smartphone to set up and control smart devices



No matter the smart device you use, an account registered to the device is required. You only need to create an account once, and you can use it on different devices. The smart device you have will dictate the account you need to create. You may already have an account you can use, so be sure to check before creating one!




For Alexa enabled smart devices, you will need to create an Amazon Account.

For information about Amazon Account creation, view this webpage: <https://amzn.to/4dBEKug> 



For Google Assistant enabled smart devices, you will need to create a Google Account. You may already have a Google account if you use Gmail.

For information about Google Account creation, view this webpage: <https://bit.ly/4dRDmmY> 

Setting up your smart device

All smart devices you can find in high-street shops are designed for personal use:

- You will require an internet connection to use a smart device.
- Depending on the device, you may need to download the associated app onto your smartphone in the initial setup. Refer to the official guide for this.
- Do not share passwords or account information with anyone.
- You only need one account and you can connect many new smart devices to it.
- You may need to support someone else to set up a smart device. Guide them to set up their own account.



Alexa smart speakers and displays

Your first device may be an Echo, an Echo Show, or Echo Dot. These will need to connect to your Amazon account. To set up one of these Amazon Alexa devices, please refer to this guide:

<https://amzn.to/3WS0ESQ> 





Google smart speakers and displays

Your first device may be an Google Home or Google Nest device. These will need to connect to your Google account. To set up one of these Google Assistant devices, please refer to this guide:



<https://bit.ly/3WS5I90>

What next?

To find out more about our support, get in touch:



digitalcommunities.gov.wales/contact-us/



0300 111 5050

Find us on



Digital Communities Wales: Digital Confidence, Health and Well-being is a Welsh Government programme delivered by Cwmpas. Cwmpas, formerly known as Wales Co-operative Centre, is a registered society under the Co-operative and Community Benefit Societies Act 2014, number 24287 R.