

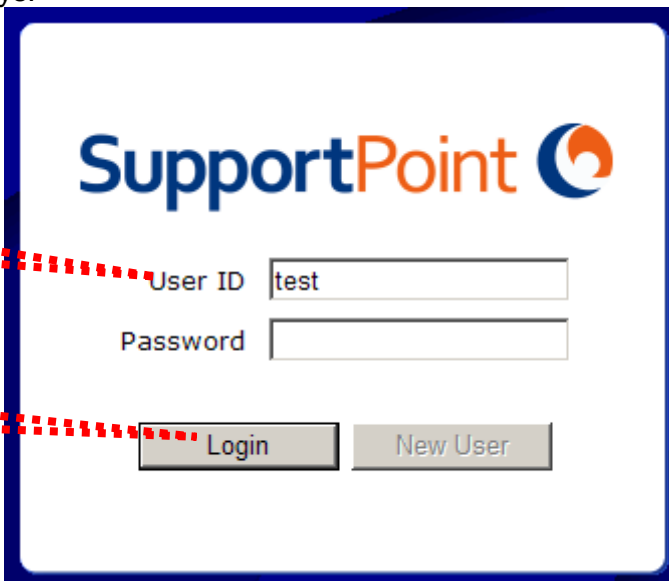
How to use SupportPoint

SupportPoint, a Panviva product, is an online help tool. It provides smartbuy® procedures online (i.e. step by step instructions on how to use smartbuy® or NSW eTendering or eRecruitment) - an on-line memory jogger, if needed.

Once your details have been received by NSW Procurement, you will be registered in SupportPoint, and given a User ID. To open the Web Viewer or download the Viewer file,

- In your web browser, type: <http://nswp.supportpoint.com> (save this in your favourites)

The Login screen displays.



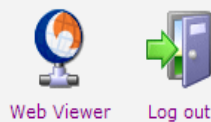
The login screen features the SupportPoint logo at the top. Below it are two input fields: 'User ID' with the text 'test' and 'Password'. At the bottom are two buttons: 'Login' and 'New User'. Red dashed boxes with arrows point to the 'User ID' field and the 'Login' button, with labels 'Enter User ID' and 'Click Login' respectively.

Welcome to SupportPoint Portal (smartbuy)

SupportPoint

Tools

Click Web Viewer to open






























Downloads

Click Viewer to install on your PC.
NB: You will need Admin rights to your PC



Both the Viewer and the Web-Viewer provide the same information. However, the Viewer is loaded onto your PC, and has more functionality than the Web-Viewer. The following is how to use both the Viewer and/or the Web-Viewer. The choice is yours.



SupportPoint Viewer		SupportPoint Web Viewer	
Navigation			
<p>Navigating around the homepage</p> <ul style="list-style-type: none"> Click  in your system tray <p>The SupportPoint Viewer displays.</p>		<p>Navigating around the homepage</p> <ul style="list-style-type: none"> In your web browser, type: http://nswp.supportpoint.com <p>Click Web Viewer</p> <p>The SupportPoint Web Viewer displays.</p>	
Click	To...	Click	To...
	Display the homepage		Display the homepage
	Display the previous/next screen		Display the previous/next screen
	Move viewer to other side of screen		Move viewer to other side of screen
	Add the document to your Favourites list		Add the document to your Favourites list
	Refresh to clear searches		Refresh to clear searches
	Minimise the web viewer to the taskbar		Minimise the web viewer to the taskbar
	Close the viewer into the system tray		Close the web viewer
	Expand/collapse the Favourites shelf		Expand/collapse the Favourites shelf
	Display/collapse the contents of a shelf		Display/collapse the contents of a shelf
	Display a procedure		Display a procedure
	Display a policy		Display a policy
	Display an imported document		Display an imported document
	Display a process or diagram		Display a process or diagram




SupportPoint Viewer		SupportPoint Web Viewer	
Searching			
Standard Search Use to search specific content in your database <ul style="list-style-type: none"> At the bottom of the viewer screen, in the search tool bar click The Search toolbar expands <ul style="list-style-type: none"> Complete the following fields as required: 		Standard Search Use to search specific content in your database <ul style="list-style-type: none"> At the bottom of the viewer screen, in the search tool bar click The Search toolbar expands <ul style="list-style-type: none"> Complete the following fields as required: 	
Field	Instruction	Field	Instruction
Search	<ul style="list-style-type: none"> Type a search term Select one of the 10 most recently used search terms Refer to search symbols below	Search	<ul style="list-style-type: none"> Type a search term Refer to search symbols below
Shelf	Select the shelf you want to search in		
Search name/ description/ keyword only	Either: <ul style="list-style-type: none"> Select the check box to search document names, descriptions and keywords only (that is, do not perform a full text search) Deselect the check box to search full text 	Search name/description/ keyword only	Either: <ul style="list-style-type: none"> Select the check box to search document names, descriptions and keywords only (that is, do not perform a full text search) Deselect the check box to search full text
Click	- If a match occurs, a list of search results displays	Click	- If a match occurs, a list of search results displays
Using standard search symbols Use standard search symbols to refine your search where required:		Using standard search symbols Use standard search symbols to refine your search where required:	
Symbol	Description	Symbol	Description
*	This represents any number of characters (including none) Eg: req* will find req, requisitions, requisitions, request, requirement etc	*	This represents any number of characters (including none) Eg: req* will find req, requisitions, requisitions, request, requirement etc
?	This represents one character Eg: goods rec??pt will find goods receipt	?	This represents one character Eg: goods rec??pt will find goods receipt
""	This searches for the exact phrase	""	This searches for the exact phrase





SupportPoint Viewer

Reviewing standard search results

The message (number) matches on (search term) is displayed with any shelves and documents that matched your search criteria


- To display the location of all documents in your search results click 
- Click the document for which you want to review the search results

The document opens with all instances of the search term highlighted in yellow

- On the search toolbar, click  and , as required, to navigate to the previous and next search results in the document

Context sensitive search

Use to find all your documents related to active screens on your desktop



- Click  or press Ctrl + Alt + S

If a match occurs a list of search results displays

SupportPoint Web Viewer


Reviewing standard search results

The message (number) matches on (search term) is displayed with any shelves and documents that matched your search criteria

- To display the location of all documents in your search results click 
- Click the document for which you want to review the search results
- In the viewer toolbar, click  to return to the display of all documents in your search results

Context sensitive search (this functionality is only available if you have the plug-in option)

Use to find all your documents related to active screens on your desktop

- Click  or press Ctrl + Alt + S

If a match occurs a list of search results displays

Maintaining Notes

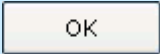
Creating a note

To add personalised notes to a document:

Open the document

- Click 

The (document name) note dialog box displays

- Type the **note** details
- Click 

A Note tab now displays in the document


Deleting a note

- Open the document
- Select the **Note** tab
- Right-click the **Note**
- Select **Remove Note**

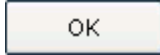
The Note tab no longer displays in the document.

Creating a note

To add personalised notes to a document:


- Open the document
- Click 

The (document name) note dialog box displays

- Type the **note** details
- Click 

A Note tab now displays in the document

Deleting a note

- Open the document
- Select the **Note** tab
- Click  on the note you wish to delete

The selected note is removed from the Note tab

The Note tab is removed if there are no notes remaining



SupportPoint Viewer

SupportPoint Web Viewer

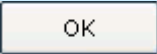
Maintaining Change Notifications

Creating a change notification

To be notified when a document changes:

- Open the document
- Right-click
- Select **Notify me of changes**

The Notification of change dialog box displays

- Select one or more frequencies
- Click 

Displaying the change notification list

To display all documents nominated for change notifications and their change frequencies:

- Right-click anywhere in the viewer
- Select **Notification list**

Changing or deleting a notification

- Display the notification list
- Right-click the document line item and either:
 - select **Remove notification**
 - select **Edit notification** and update the frequency

Displaying the change report

To display documents for which you receive change notifications and have not yet been reviewed:

- Right-click anywhere in the viewer
- Select **Change report**

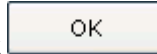
Once a document is displayed it is removed from the report

Creating a change notification

To be notified when a document changes:

- Open the document
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Displaying the change notification list

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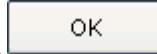
Changing a notification

- Open the document
- Right-click the document

A menu displays

- Select **Notify me of changes**

The Notification of change dialog box displays

- Select the revised frequency
- Click 

Deleting a notification

- Right-click anywhere in the viewer

A menu displays

- Select **Notification list**

The Nominated documents screen displays

- Click 

The document is removed from the notification list

Displaying the change report

To display documents for which you receive change notifications and have not yet been reviewed:

- Right-click anywhere in the viewer
- Select **Change report**
- Click a document name hyperlink

Once a document is displayed, it is removed from the report



SupportPoint Viewer

SupportPoint Web Viewer

Maintaining Favourites

Adding documents to favourites


- Open the document
- Click 

The document displays under the Favourites shelf

Deleting favourites


- Expand the Favourites shelf on the homepage
- Right-click the document name
- Select **Remove from favourites**

Adding documents to favourites

- Open the document
- Click 


The document displays under the Favourites shelf

Deleting favourites

- In the homepage, select Manage favourites
- Click  next to a favourite to delete it
- The document is removed from the Favourites shelf

Providing Feedback

Providing feedback from a document

- Open the document
- Click 

The Feedback dialog box displays

Complete the following fields:

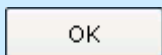
Fields	Instruction
Subject	Update the subject details
Blank Text Field	Type any Comments

- Click 


Providing feedback from the homepage

- Right-click the document name and select **Feedback**

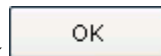
The Feedback dialog box displays

- Type your message in the blank subject field
- Click 


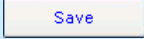
Providing feedback from a document

- Open the document
- Click 

The Feedback dialog box displays

- Type your message in the blank subject field
- Click 



SupportPoint Viewer	SupportPoint Web Viewer
Customizing User Preferences	
<ul style="list-style-type: none"> Right-click  in your system tray 	
To...	then...
Display SupportPoint database details	<ul style="list-style-type: none"> select About...
Display recent document changes	<ul style="list-style-type: none"> select Refresh This is mostly used by authors
Customize user name, password, email address or preferred language	<ul style="list-style-type: none"> select My details Change details as required Click 
Exit the viewer	<ul style="list-style-type: none"> select Remove from Tray Viewer will be available when you restart the PC
<ul style="list-style-type: none"> Click Display Options to customize display settings 	
To...	then...
Turn off the viewer control size	<ul style="list-style-type: none"> select Auto resize The <input checked="" type="checkbox"/> no longer displays
Turn on viewer auto hide	<ul style="list-style-type: none"> select Auto hide The <input checked="" type="checkbox"/> displays
Turn off the viewer float on top view	<ul style="list-style-type: none"> select Always on top The <input checked="" type="checkbox"/> no longer displays
Turn off docking to the side of the screen	<ul style="list-style-type: none"> select Docking The <input checked="" type="checkbox"/> no longer displays
Use system colours	<ul style="list-style-type: none"> select Use system colours The <input checked="" type="checkbox"/> displays
Automatically fit the tabs on your screen	<ul style="list-style-type: none"> select Auto fit tabs The <input checked="" type="checkbox"/> no longer displays

For further information on SupportPoint 

Contact the NSW Procurement Client Support Centre:

Email: nswbuy@commerce.nsw.gov.au

Phone: 1800 NSW BUY (1800 679 289)

Web site: www.nswprocurement.nsw.gov.au