



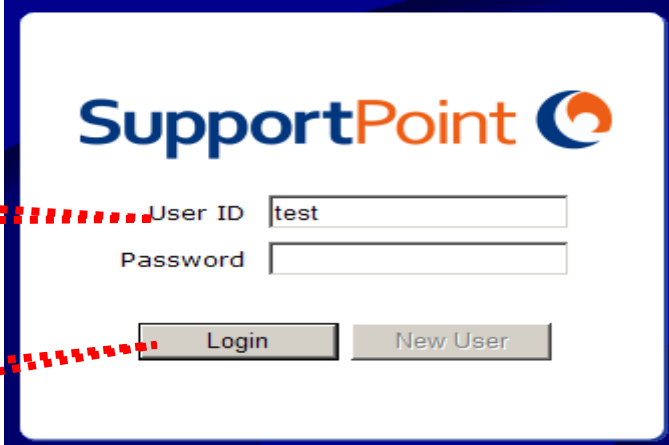
## SupportPoint : online training and help How to install SupportPoint

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) - an on-line memory jogger, if needed.

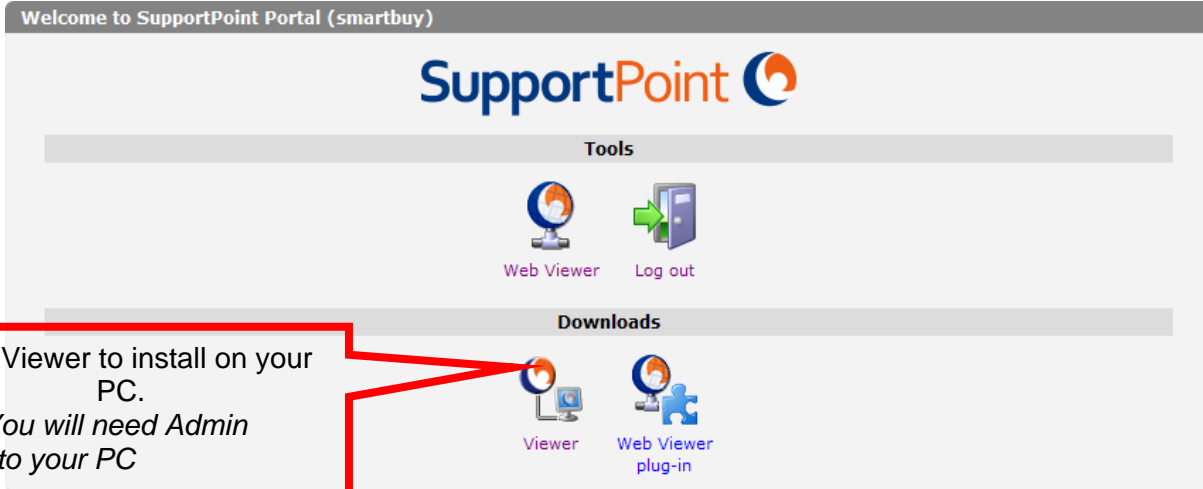
Once your details have been received by eBusiness Solutions, you will be registered in SupportPoint, and given a User ID. To open the Web Viewer or download the Viewer file,

- In your web browser, type: <http://nswp.supportpoint.com>

The Login screen displays.

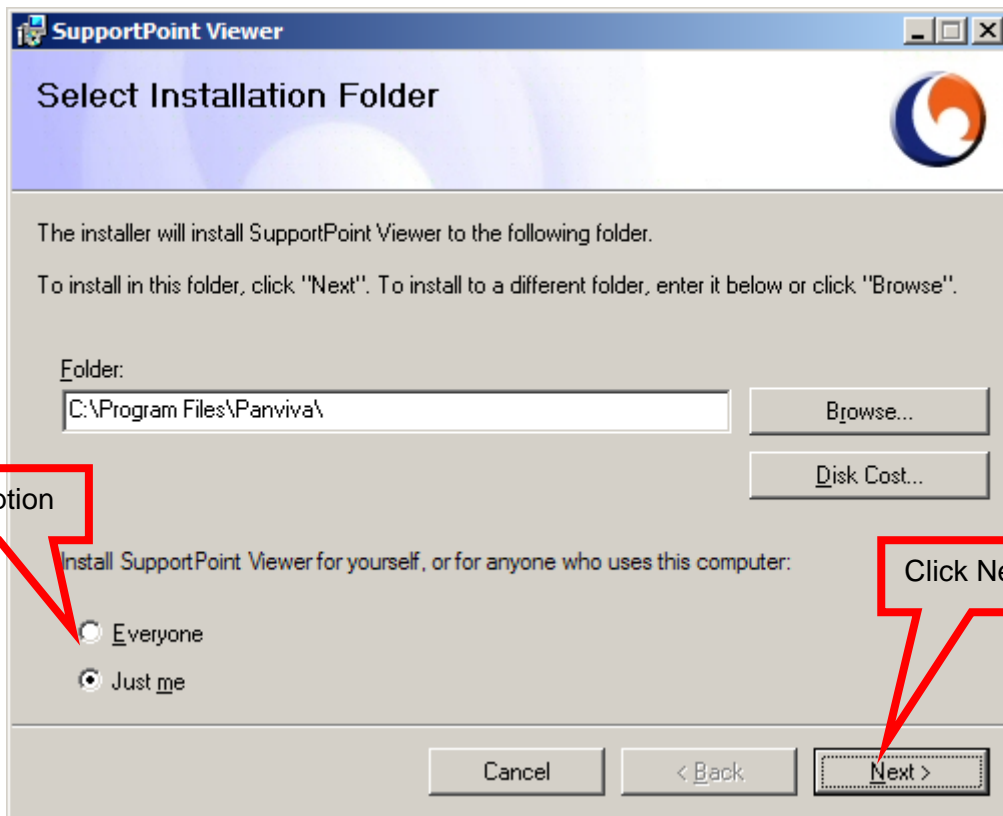
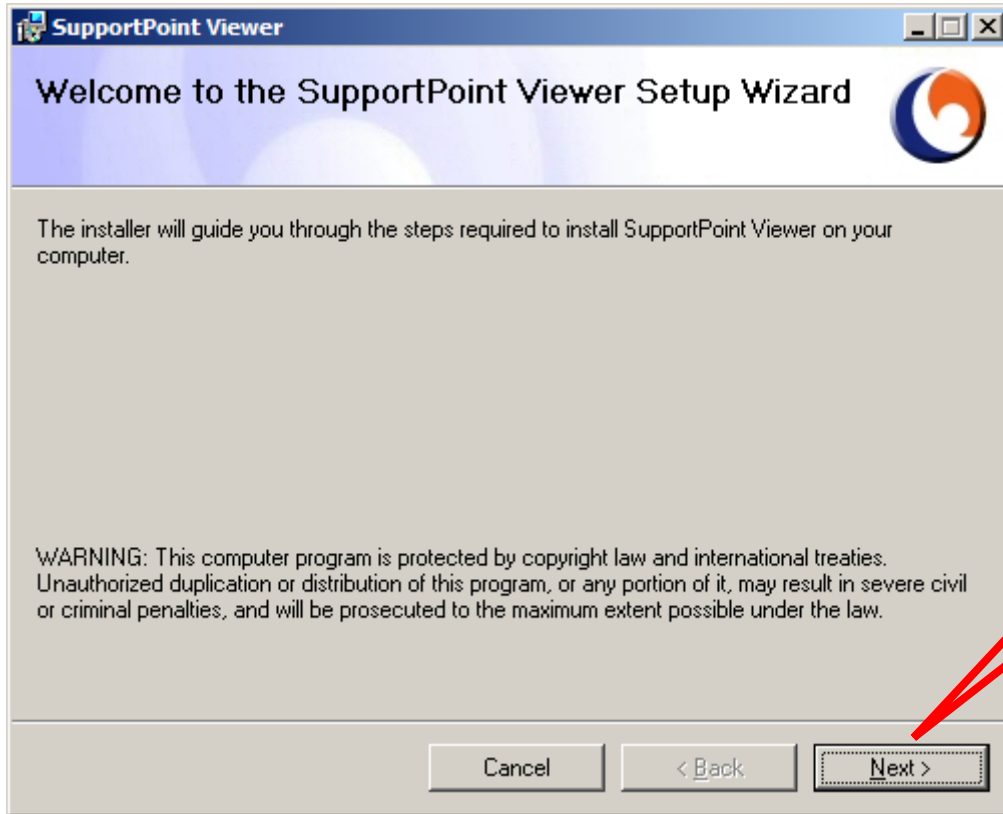


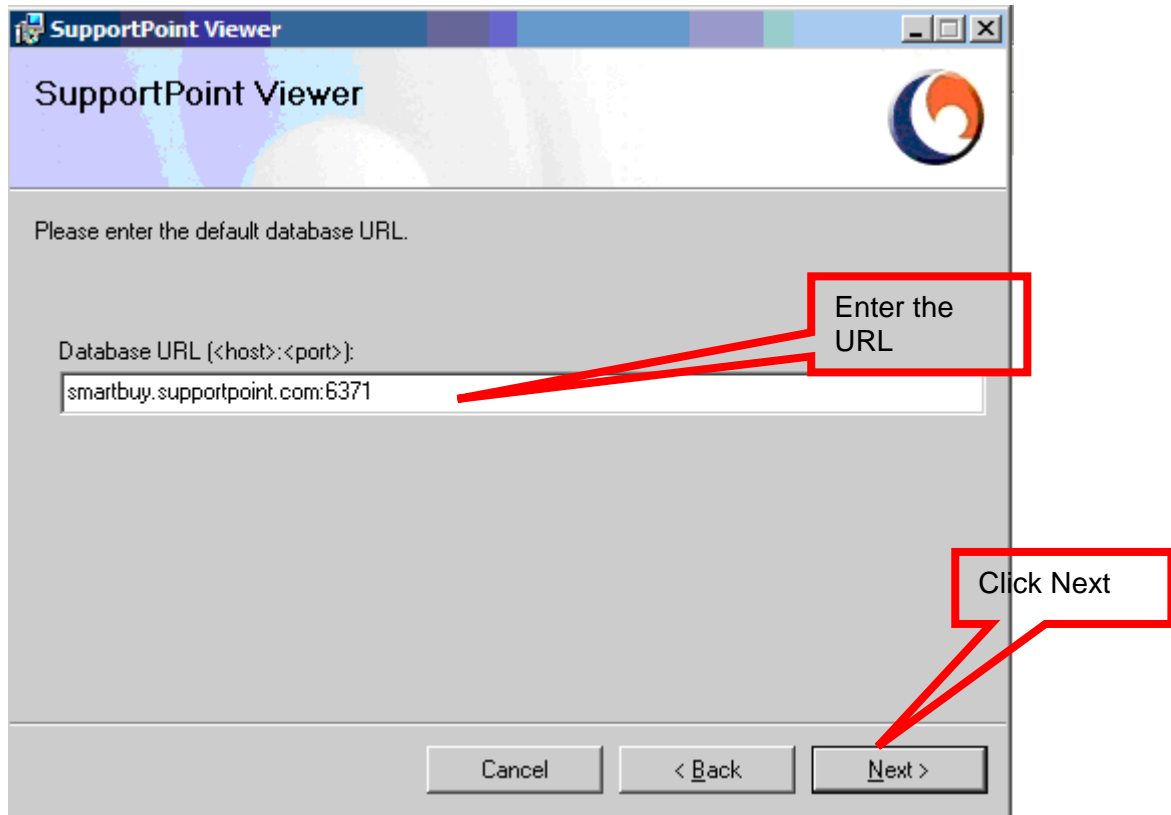
The login screen features the SupportPoint logo at the top. Below it are two input fields: 'User ID' containing the text 'test' and an empty 'Password' field. At the bottom are two buttons: 'Login' and 'New User'. A red dashed box on the left contains the text 'Enter User ID' with a red dashed arrow pointing to the User ID field. Another red dashed box below it contains the text 'Click Login' with a red dashed arrow pointing to the Login button.



The dashboard is titled 'Welcome to SupportPoint Portal (smartbuy)'. It features the SupportPoint logo and two main sections: 'Tools' and 'Downloads'. The 'Tools' section contains 'Web Viewer' (with a globe icon) and 'Log out' (with a door icon). The 'Downloads' section contains 'Viewer' (with a computer monitor icon) and 'Web Viewer plug-in' (with a puzzle piece icon). A red box on the left contains the text 'Click Viewer to install on your PC. NB: You will need Admin rights to your PC' with a red arrow pointing to the 'Viewer' icon.

- Click 'Save'
- The Install Wizard displays.





SupportPoint Viewer will now be loaded into your system tray (bottom right hand side) on your PC.

You may need to delete the old version, right-mouse click the icon, click 'remove from tray'.

## For further information on SupportPoint

**Contact the NSW Procurement Client Support Centre:**

**Email:** [nswbuy@services.nsw.gov.au](mailto:nswbuy@services.nsw.gov.au)

**Phone:** 1800 NSW BUY (1800 679 289)

**Web site:** [www.nswprocurement.nsw.gov.au](http://www.nswprocurement.nsw.gov.au)