UMASS BuyWays is a web-based application providing one-stop shopping for e-Procurement users. As users have varying operating systems and browsers, some users may encounter issues or have questions when logging into and using BuyWays. This reference guide outlines some common user questions and browser considerations.

**Frequently Asked Questions**

- How do I login to UMASS BuyWays?
- What if I am unable to login?
- How do I bookmark the Umass Buyways Production link?
- Are there any training materials available?
- Why aren’t the vendor site punch out pages loading properly?
- What browsers are vendor-supported (e.g., Internet Explorer, Firefox)?
- Will there be system downtime notifications?

**How do I login to UMASS BuyWays?**


1. The Secure Access Login Page will open.
2. Enter the campus account name you use to log in to your UMass e-mail and/or computer in the Campus User ID field.
3. Enter the password associated with your campus account into the Password field.
4. Select your campus in the Campus dropdown list.
5. Click the Login button. UMASS BuyWays will open.

**What if I am unable to login?**

A user may not be able to login due to a security or permissions assignment issue at the Campus. Please contact: HelpDesk@umassp.edu.

**How do I bookmark the UMASS BuyWays production link?**

You cannot bookmark BuyWays as you would Finance or HR because it is a hosted system and the url changes. To create a bookmark or favorite, login to BuyWays and save as a favorite. Then navigate to the bookmark as if you were going to use it and right click. In IE, select Properties and then select the Web Document Tab. Copy and paste the actual URL into the URL box. For Mozilla, do the same but copy and paste the url into the ‘Location’ box.
Are there any training materials available?

Yes, there are job aids, quick reference guides, video screencasts and online tutorials available. The training materials are accessible via a link on the UMASS BuyWays homepage (Training Materials) or via the following link:

http://upk.umassp.edu/BuyWays/Deployment_Sheet/UMASS_BuyWays_Training_Content.doc

Why aren’t the vendor site punch out pages loading properly?

When you first “punch out” to a vendor site you may be presented with the following security question:

Always select NO in order to proceed to the vendor’s website.

What browsers are vendor-supported?

The below browsers are vendor-supported for UMASS BuyWays. Use of an unsupported browser version may cause potential access or usability issues.

<table>
<thead>
<tr>
<th>PLATFORM</th>
<th>Recommended Browsers</th>
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| Windows  | Internet Explorer/7,8, 9, 10  
Firebox – Latest version – automatically updated by Mozilla  
Chrome – Latest version – automatically updated by Google  
Opera 10 and higher |
| MAC      | Safari 4.0 and higher  
Firefox – Latest version – automatically updated by Mozilla |
| IPAD     | Safari – Embedded browser within the iPad |

NOTES:

• Email approvals are designed to work with embedded browsers for Android, Blackberry, and IPhone/IPad mobile devices. Readability of emails vary based on email client and formatting selected.  
• Firefox 3.6 and IE 6 are no longer supported by SciQuest.  
• **Internet Explorer 7.0 will no longer be supported after July 21, 2013.**  
• iPad is supported by SciQuest, however not all Supplier punch-out sites will support use of this device.  
• Although Safari is supported by SciQuest, not all Supplier punch-out sites support this browser.
Will there be system downtime notifications?

System maintenance from time to time will be scheduled during off hours. When the BuyWays system is undergoing planned maintenance and is offline, users attempting to log in will be presented with a page that explains that the system is down for maintenance. In addition, for planned downtimes, the UMASS BuyWays Core teams and Campus Project Managers will be notified via email.