# LGSS SUPPLIER GUIDE TO USING DUE NORTH

*Click on ctrl + the link you need, to go to the relevant page:*

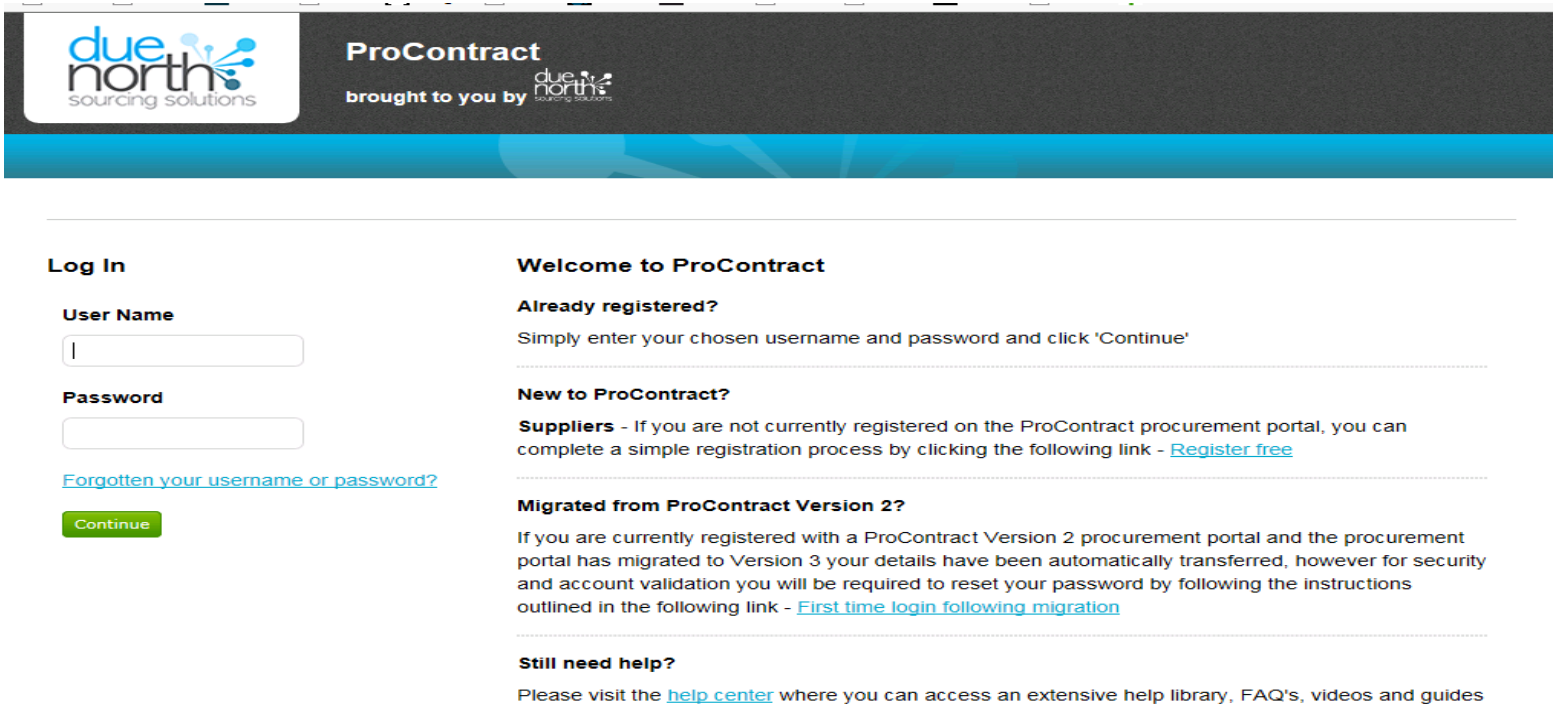

## Registering an Account

## Contacting the Buyer (and Due North Contact Details)

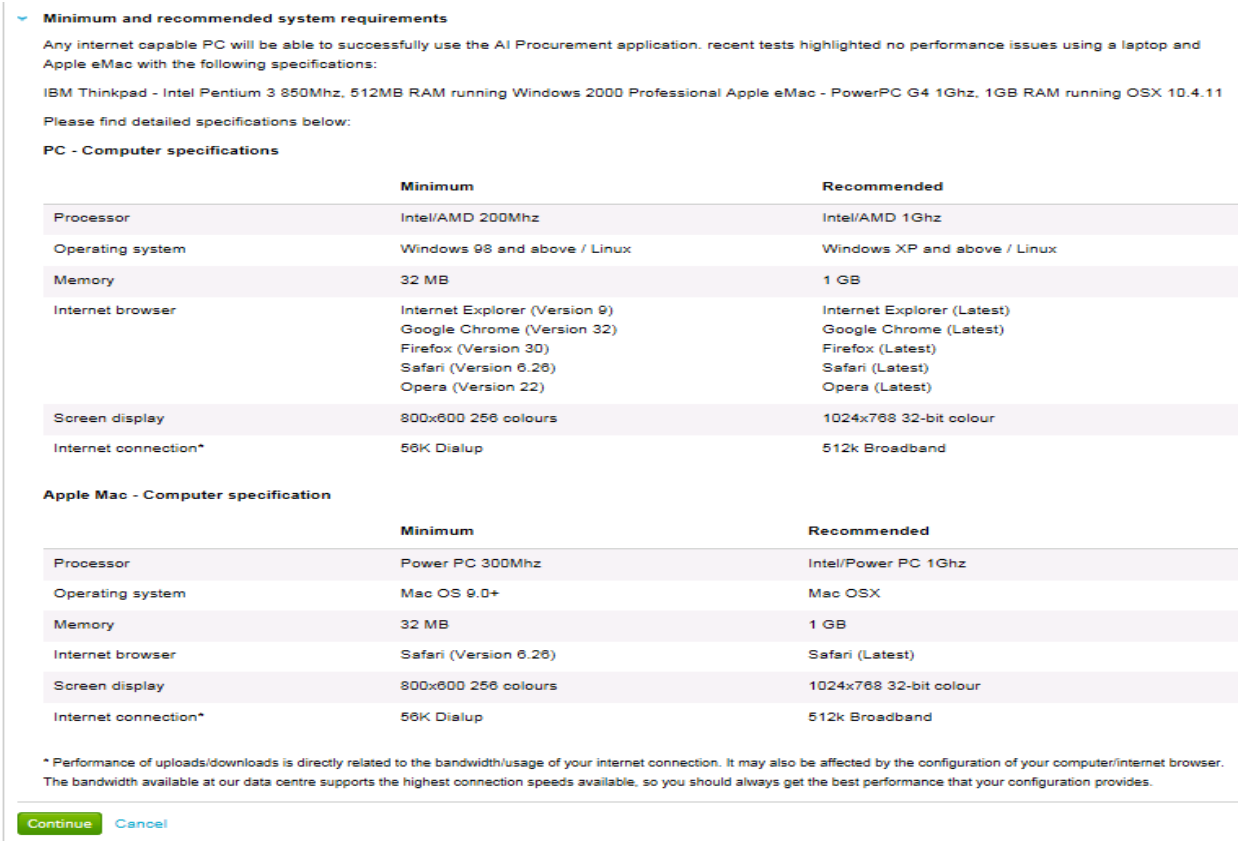

**NOTE:** This guide that has been put together by LGSS Procurement to assist bidders in responding to LGSS tenders on Due North. Bidders using this guide are still fully responsible for ensuring their responses are submitted correctly. Other support is also available in the form of a Due North helpdesk and Due North user guides which are both referenced within this guide.

## Registering an Account

- Go to [www.lgssprocurementportal.co.uk](http://www.lgssprocurementportal.co.uk)
- Click 'Register free'




- You will then see a page of minimum IT requirements – please ensure that you read them and are sure you comply with them to ensure you can access the site smoothly



**Minimum and recommended system requirements**

Any internet capable PC will be able to successfully use the AI Procurement application. recent tests highlighted no performance issues using a laptop and Apple eMac with the following specifications:

IBM Thinkpad - Intel Pentium 3 850Mhz, 512MB RAM running Windows 2000 Professional Apple eMac - PowerPC G4 1Ghz, 1GB RAM running OSX 10.4.11

Please find detailed specifications below:

**PC - Computer specifications**

| | Minimum | Recommended |
|---|---|---|
| Processor | Intel/AMD 200Mhz | Intel/AMD 1Ghz |
| Operating system | Windows 98 and above / Linux | Windows XP and above / Linux |
| Memory | 32 MB | 1 GB |
| Internet browser | Internet Explorer (Version 9)<br>Google Chrome (Version 32)<br>Firefox (Version 30)<br>Safari (Version 6.26)<br>Opera (Version 22) | Internet Explorer (Latest)<br>Google Chrome (Latest)<br>Firefox (Latest)<br>Safari (Latest)<br>Opera (Latest) |
| Screen display | 800x600 256 colours | 1024x768 32-bit colour |
| Internet connection* | 56K Dialup | 512k Broadband |

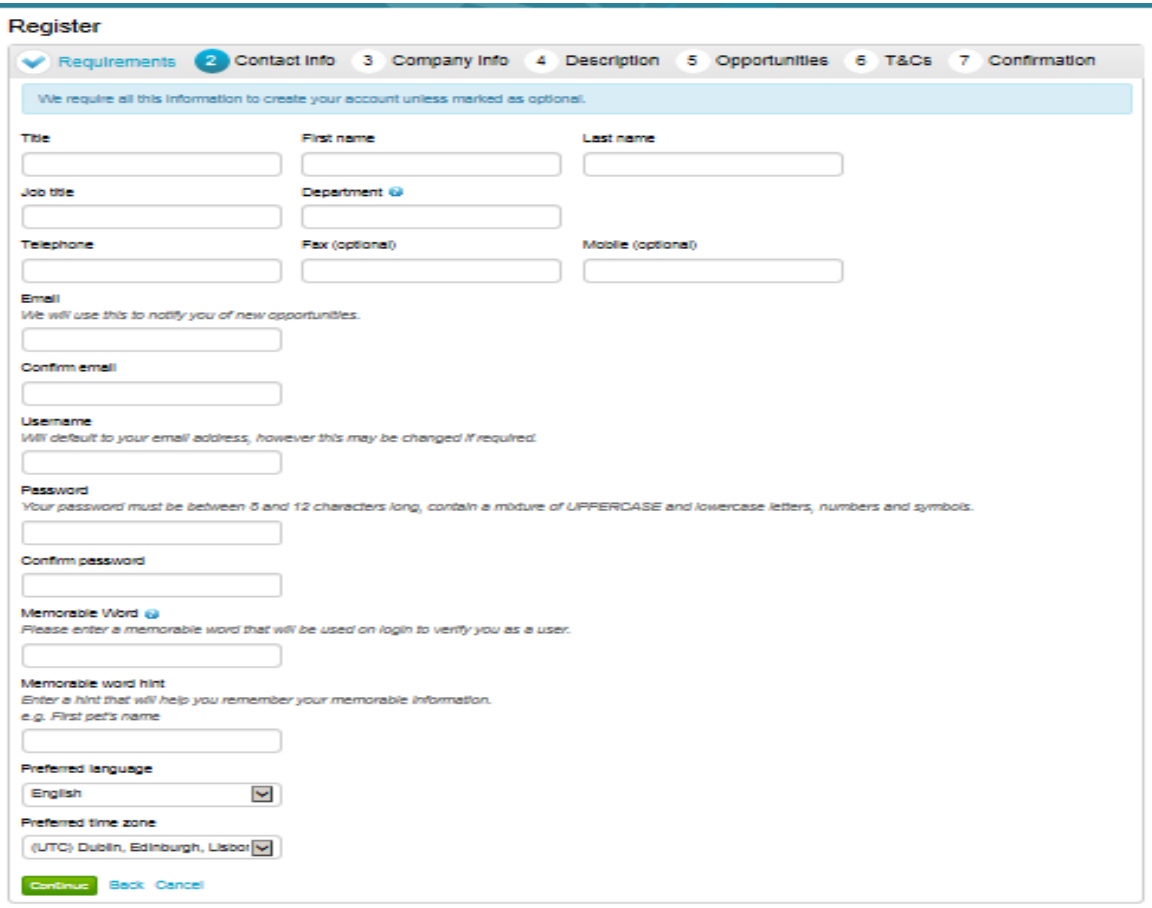
**Apple Mac - Computer specification**

| | Minimum | Recommended |
|---|---|---|
| Processor | Power PC 300Mhz | Intel/Power PC 1Ghz |
| Operating system | Mac OS 9.0+ | Mac OSX |
| Memory | 32 MB | 1 GB |
| Internet browser | Safari (Version 6.26) | Safari (Latest) |
| Screen display | 800x600 256 colours | 1024x768 32-bit colour |
| Internet connection* | 56K Dialup | 512k Broadband |

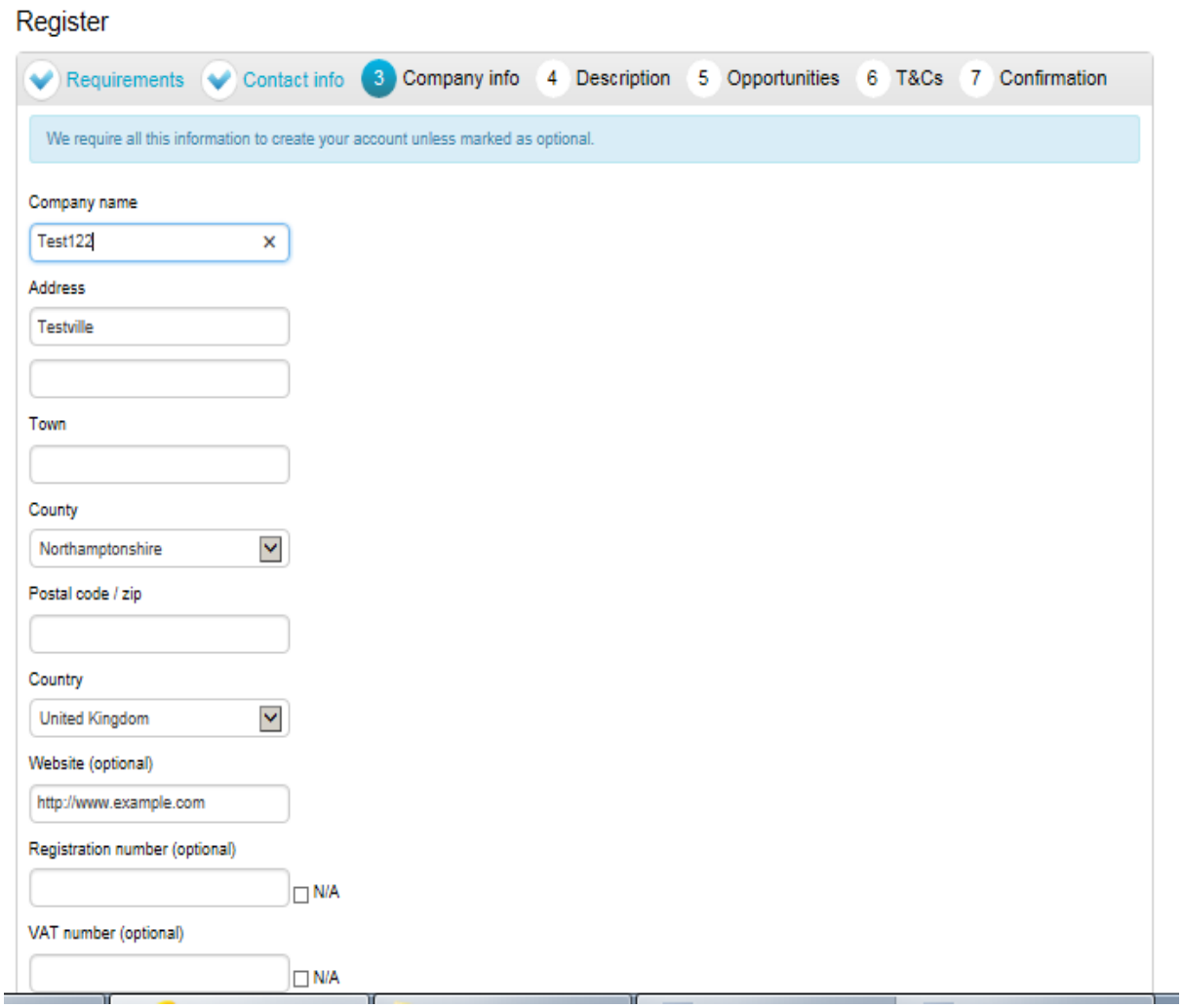
* Performance of uploads/downloads is directly related to the bandwidth/usage of your internet connection. It may also be affected by the configuration of your computer/internet browser. The bandwidth available at our data centre supports the highest connection speeds available, so you should always get the best performance that your configuration provides.

Continue Cancel

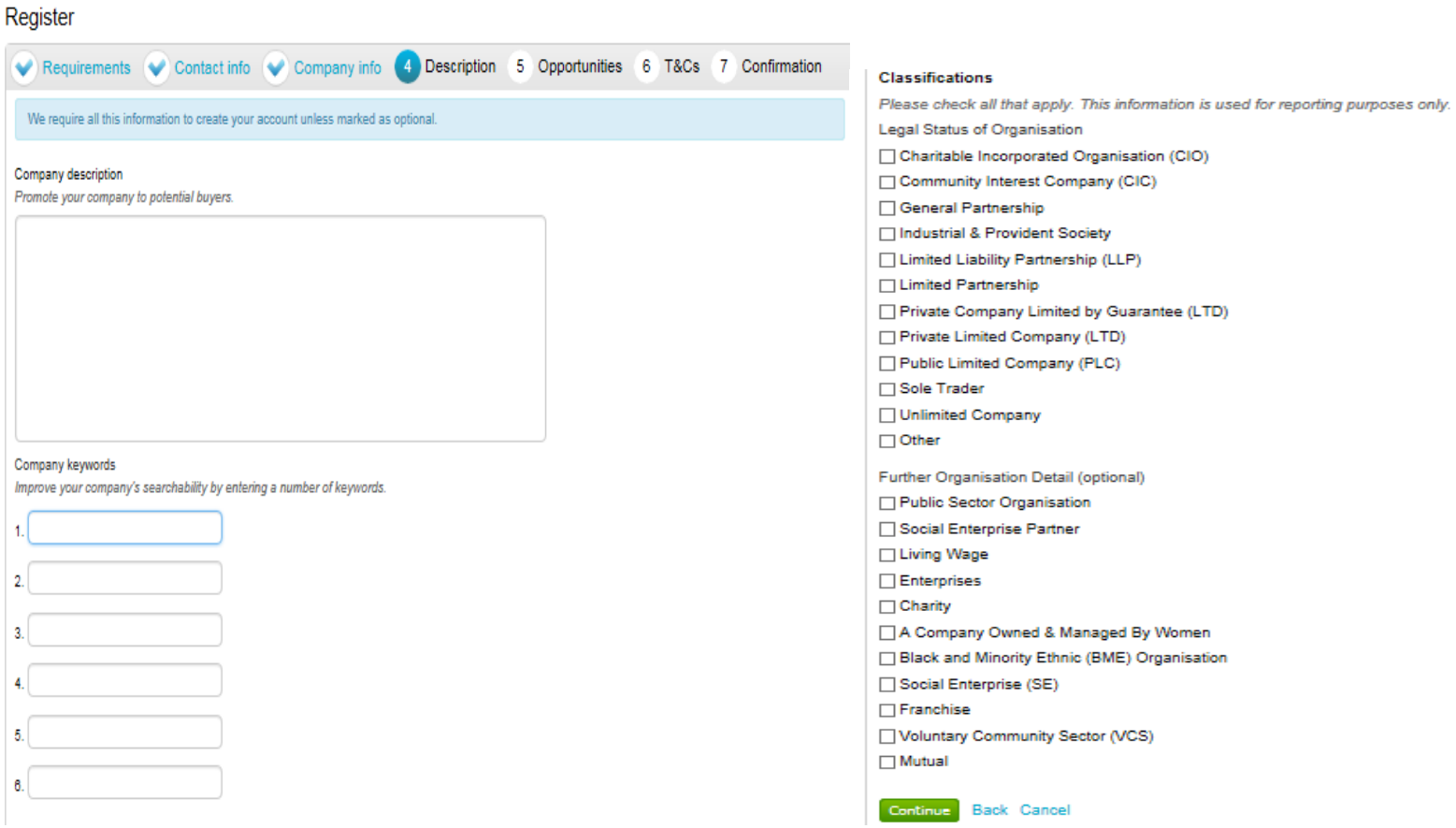
- Click ‘Continue’ at the bottom of the page
- On the next page you can begin to create your account by entering your information. Click ‘Next’ when completed




- Click ‘Contact’ when information has been entered
- On the next page you will be asked to enter company information.

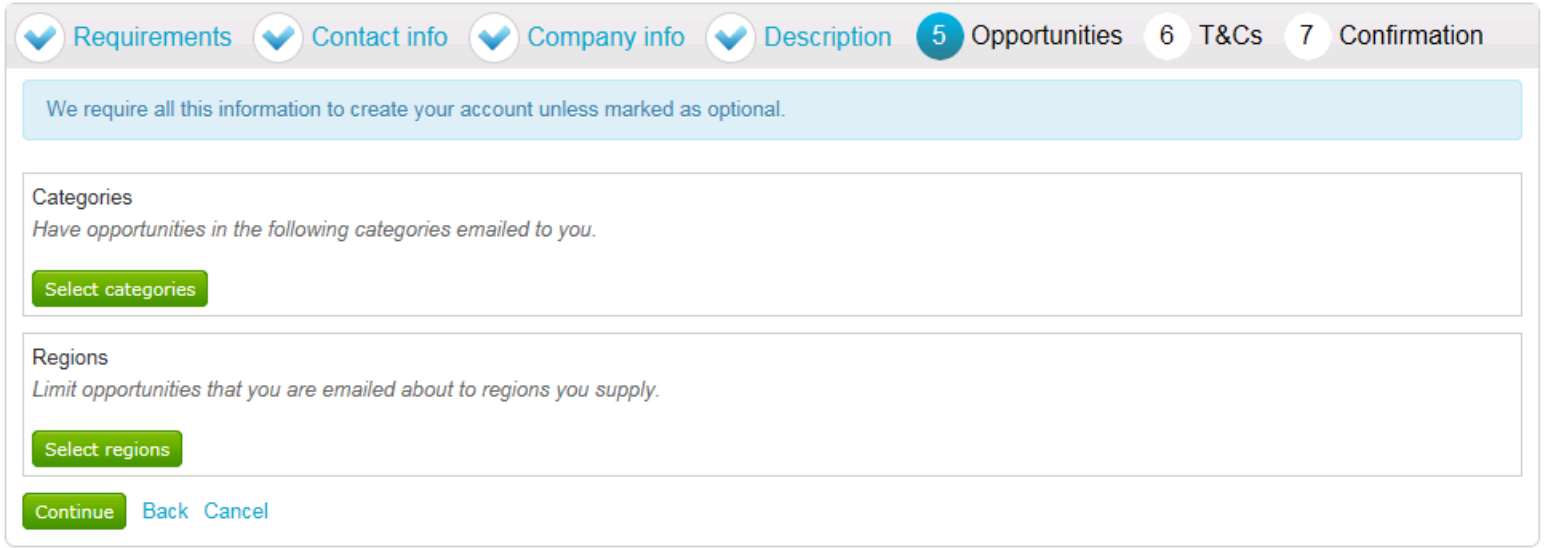



- Click ‘Continue’ when finished
- You will then be asked to add a company description and set your company classification.



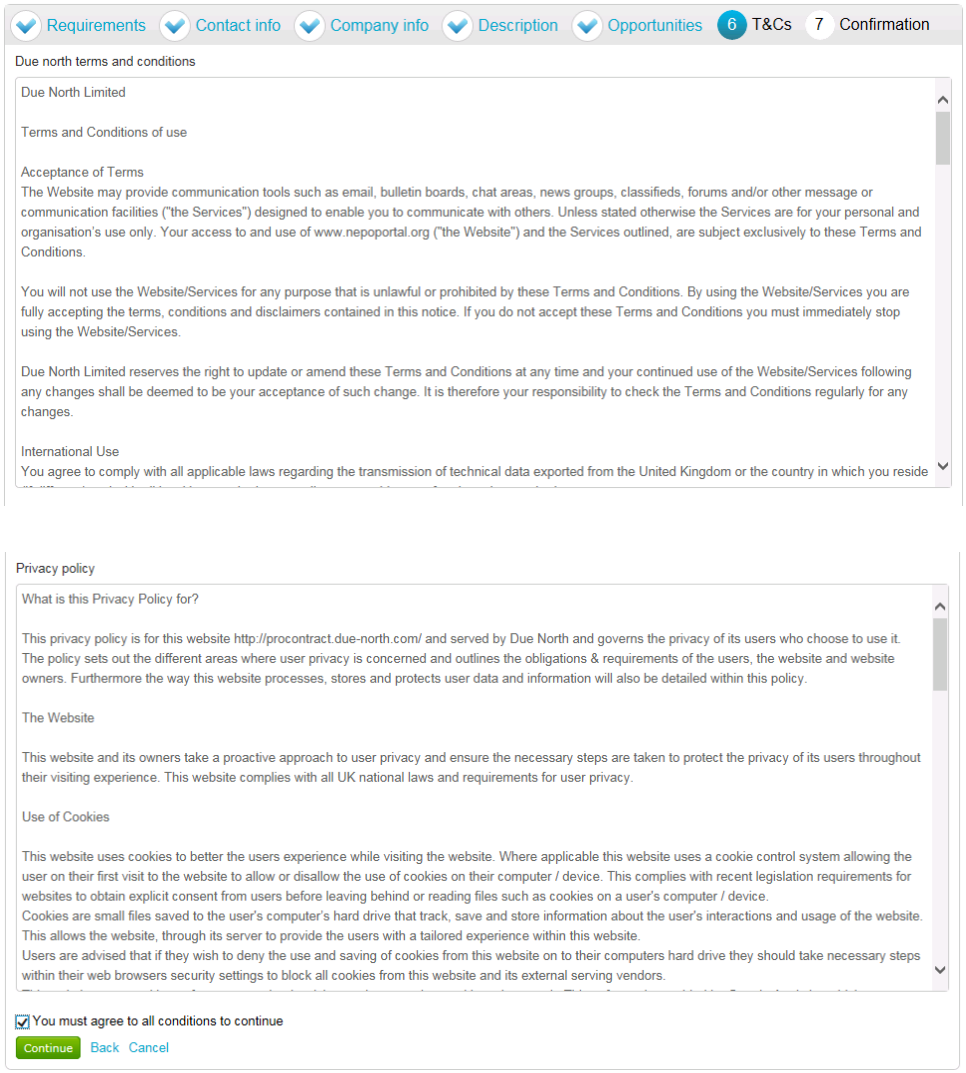

- On the next page, type a word related to your business and click search. Make sure the boxes next to the relevant categories are checked and then click ‘Select Categories’. Click ‘Continue’.

- You will now receive email alerts notifying you when a PQQ/ ITT is posted that contains the categories you have selected in registration.
- Click ‘Search/ Select Categories’ and add areas of interest.
- On this page you will also be able to choose who you receive notifications from

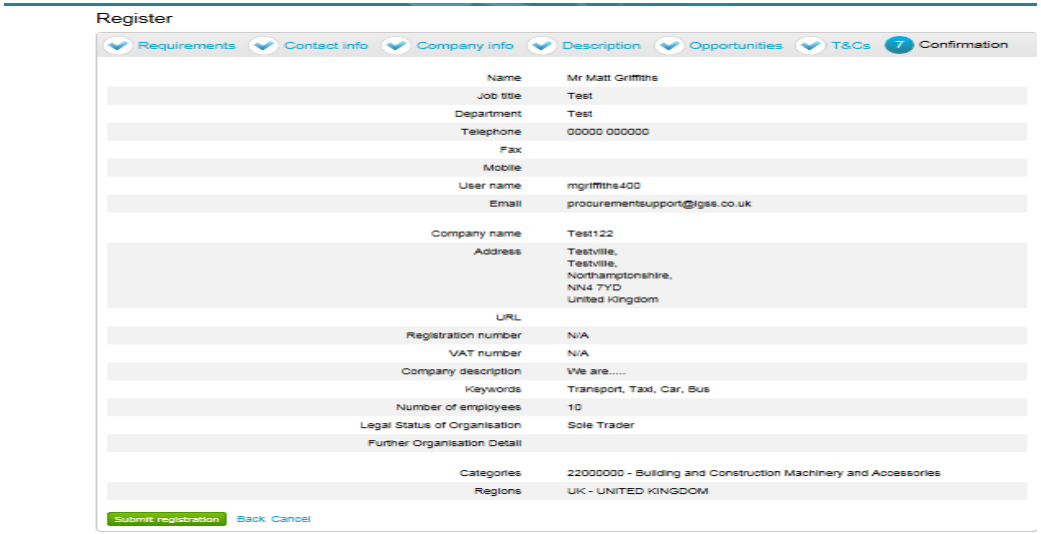


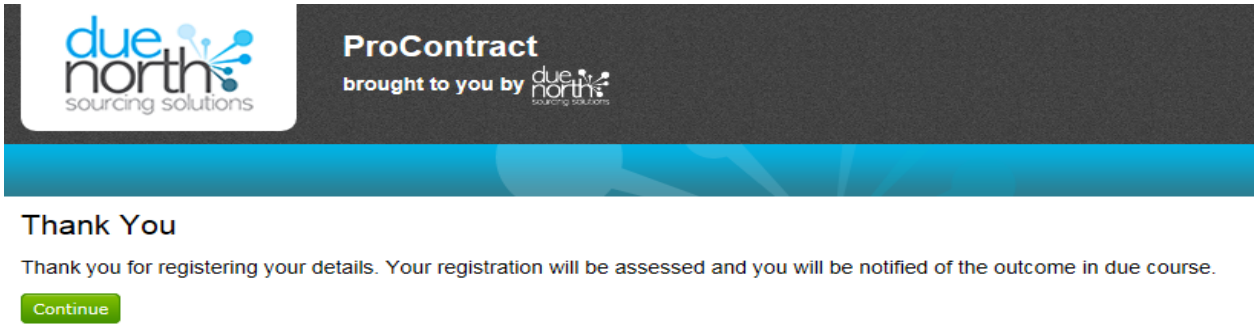

- Once you have chosen, click ‘Continue’

- You will now be asked to accept the privacy policy and Due North's terms and conditions



- If you agree to both then check the associated boxed and click ‘Continue’
- On the next page you will see an overview of your registration details
- Click ‘Submit Registration’ when ready

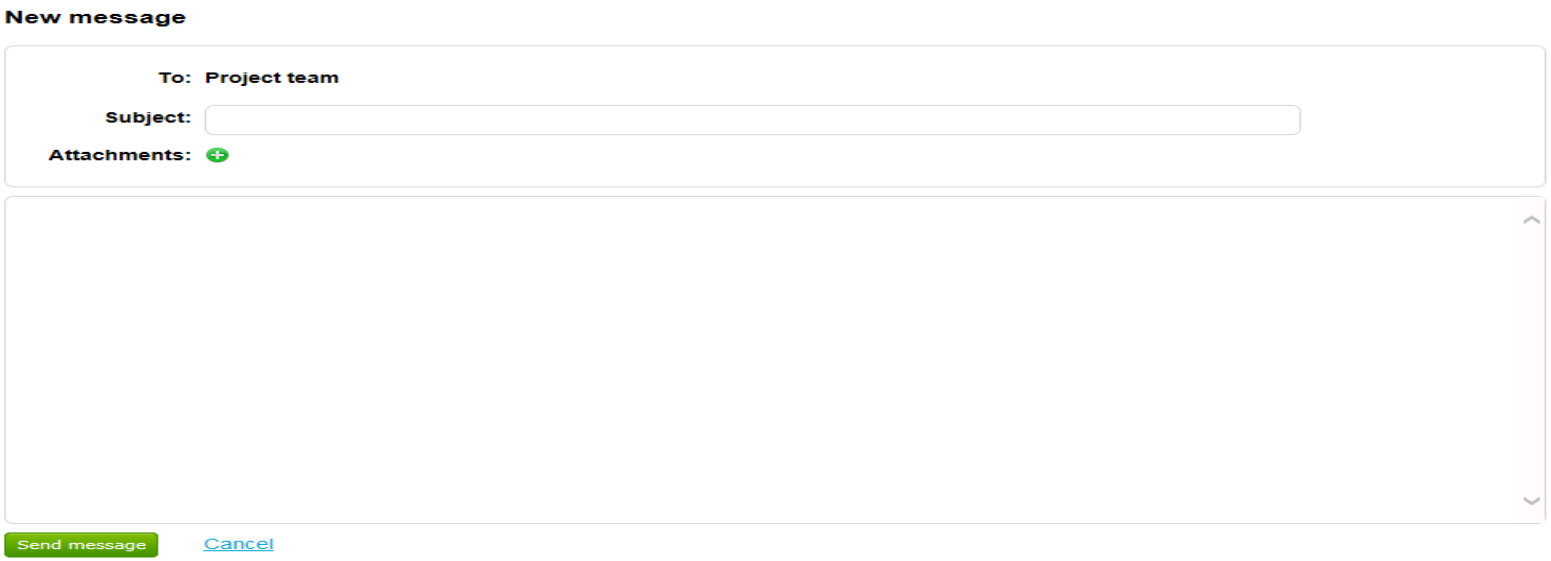



- You have now completed your registration and will receive two emails (username and password)
- Return to the home page to login

## Contacting the Buyer

- **All communications with the buyer must be through the Due North messaging system**
- **The Buyer can only answer questions relating to the contract. For technical queries about the system, Due North must be contacted on:**
    - **01670 597 137**
    - **support@due-north.com**
- Log in to Due North
- Find the opportunity you are responding to and click on the title of it
- Click 'View Discussions
- Click 'Create New Message'
- Enter the details of your message and click 'send'




- You will be able to read received messages in the same 'View Discussions' link
- When you receive a reply to your message, you will be notified via procontract-notifications@due-north.com

- Where Potential Providers create a primary account on the LGSS eSourcing Portal (Due North), the software will also allow for additional accounts to be registered. However, Potential Providers must note that additional accounts run independently from any accounts already set up. Account Holders will receive a separate Username and Password and PQQs/ ITTs are not visible between accounts. This means that auto-alert emails such as the notification of a newly published message will only be sent to the account that registers their interest to this ITT.

  Account Holders from the same Organisation who wish to work on the same PQQs/ITTs and/or cover each other for leave/sickness may wish to share the existing primary account. To facilitate this, the email address on the primary account can be changed to a generic, group email so that all Users who have access to the account can pick up on alerts and updates.