TRAVELPORT

TRAVELPORT SMARTPOINT 12.1

Quick Installation Guide

Version 1.0

November 5, 2026

TRAVELPORT

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INTRODUCTION

This guide provides instructions to install and uninstall Travelport Smartpoint 12.1 for Travelport+ (1G), formerly Galileo, or Apollo (1V) using the default-only Quick Installation.

There are two options for the Travelport Smartpoint installation for desktops. You have the option to choose between the:

- **Quick Installation**, which installs only default options for the desktop installation of Travelport Smartpoint. This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.
- **Standard Desktop Installation**, which provides the full set of installation options for the desktop installation of Travelport Smartpoint. The *Standard Desktop Installation Guide* supports the full installation options of Travelport Smartpoint and provides full installation details.

If you are not sure which installation to use, see “Which Installation and Guide Do I Need?” on page 3 for more information about the installation options.

WHAT'S NEW

This section covers updates from Smartpoint 12.0 to Smartpoint 12.1.

Installation Updates

There are no changes to the installation process for Smartpoint 12.1 for agents.

However, two updates to the Smartpoint Desktop installer impact technical audiences.

WebView2 (Technical Audiences only)

In Smartpoint Desktop 12.0, WebView2 replaced CefSharp as the browser control. However, CefSharp was maintained in fallback mode for that release. In Smartpoint 12.1, CefSharp and its associated dependencies are completely removed, and only WebView2 runtime is used.

Travelport Smartpoint SDK users should ensure that their Smartpoint plugins are compatible with WebView2. For more information and instructions, see:

- Smartpoint Desktop v12.0 – WebView2 SDK Integration Guide in the Travelport Smartpoint SDK Help
- The *Technical Installation Guide* for Smartpoint 12.1
- *DA-1135: Remove CefSharp from Travelport Smartpoint 12.1* in the Advisory List.

FIPS-Compliant Installer (Technical Audiences only)

Smartpoint Desktop 12.1 has been enabled to be compliant with FIPS 140-3 security levels. For more information, see the *Technical Installation Guide* for Smartpoint 12.1.

Microsoft Windows Driver Updates

Important! Always ensure that all Microsoft Windows drivers are updated before installing Smartpoint Desktop.

Outdated drivers can cause issues with some features and functionality, including the NDC plugin. All drivers may not be updated during Microsoft automatic updates, and the latest versions should always be confirmed.

See “Updating Microsoft Windows Drivers” on page 7 for more information.

Feature Updates

Updates and fixes to features and functionality were added to the Smartpoint product for the Smartpoint 12.1 release. For details, see *PA 4632: Travelport Smartpoint 12.1* in the Advisory List on MyTravelport.

Sign-On Updates

Important! A new sign-on process was added in Smartpoint 12.0 for Travelport+ (1G) to support multi-factor authentication (MFA). MFA is a two-step verification process designed to keep your account safer.

If you use Travelport+, and are updating from Smartpoint 11.7 or earlier, you will need to confirm or create a MyTravelport account before installing Smartpoint 12.1. See “Creating a MyTravelport Account” on page 7 for more information.

Document Updates

This document removes content specific to installation upgrades from Smartpoint Desktop for based on retirement (sunset) of the following versions. More information about each retirement is available in the Product Advisories in the Advisory List on MyTravelport.

Version	Retirement Date	Product Advisory
8.1 to 8.2	April 23, 2026	PA 4456: Retirement (Sunset) of Travelport Smartpoint v8.1 to v9.1
9.0 to 9.1	April 30, 2026	PA 4456: Retirement (Sunset) of Travelport Smartpoint v8.1 to v9.1
10.0 to 11.0	August 11, 2026	PA 4614: Retirement (Sunset) of Travelport Smartpoint 10.0 through 11.0
11.1 to 11.2	October 6, 2026	PA 4614: Retirement (Sunset) of Travelport Smartpoint 11.1 and 11.2
11.3 to 11.4	December 1, 2026 (planned)	PA-4640: Retirement (Sunset) of Travelport Smartpoint 11.3 and 11.4

This document now support upgrades from Smartpoint Desktop 11.5 and later.

WHICH INSTALLATION AND GUIDE DO I NEED?

There are several types of installation options and corresponding Installation Guides for Travelport Smartpoint.

Please Note: Access to installation files and guides may vary depending on your agency's preferences and settings. For example, your agency or Travelport regional support may make these files available from additional locations.

Installation guides are available in three locations:

- The *Smartpoint Quick Installation Guide* is included with the Smartpoint 12.1 installation.
- Installation guides and downloads for the **latest version of Smartpoint** are available on the respective product pages in Travelport Marketplace. Click the SUPPORT tab, which is displayed after you log in.
  - Travelport Smartpoint 12.1 (updates only)
  - Travelport Smartpoint 12.1 Bundled Installer (initial installation of Galileo Desktop/Smartpoint bundle)
- Installation guides for **all currently supported versions of Smartpoint** are available in the Travelport Knowledge Base.
  - Installation Guides for Travelport Smartpoint
  - Installation Guides for the Galileo Desktop/Smartpoint Bundled Installation

Note: Both Travelport Marketplace and the Travelport Knowledge Base require a MyTravelport username, password, and multi-factor authentication (MFA) code to access. Depending on your agency's preferences, you may be able to self-register for MyTravelport or need to contact your agency's Smartpoint Administrator for credentials. See "Creating a MyTravelport Account" on page 7 for instructions.

Installation	Description	Installation Guide
Bundled Galileo Desktop/ Smartpoint Installation	Installation for both Galileo Desktop 2.60.3 and Travelport Smartpoint 12.1. Installing Galileo Desktop is a prerequisite for installing Travelport Smartpoint, so use this installation if you: • Do not have either Galileo Desktop or Travelport Smartpoint installed on your computer. • Have an earlier version Galileo Desktop installed on your computer.	Three guides support this installation. • For agents, there are two guides to provide instructions for installing the bundled installation on a single desktop: – The *Welcome Installation Guide* provides basic information for new users of Travelport+ (1G) only. – The *Bundled Installation Guide* provides more detailed information for both Travelport+ (1G) and Apollo (1V). • For technical audiences, The *Technical Installation Guide* provides detailed technical instructions, which include implementing Smartpoint in network environments (MTS or Citrix) and creating silent installations.
Quick Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: • Are installing Travelport Smartpoint on a single computer desktop. • **Want to install only the default settings and options.**	**This guide supports the Quick Installation of Travelport Smartpoint and provides minimal installation instructions.** See the *Standard Desktop Installation Guide* for more information about installing Travelport Smartpoint on a desktop.
Standard Desktop Installation	Installs or updates Travelport Smartpoint for computers that already have Galileo Desktop installed. Use this installation if you: • Are installing Travelport Smartpoint on a single computer desktop. • **Want to change the default settings or installation options.**	Two guides support this installation: • For agents and technical audiences, the *Standard Desktop Installation Guide* provides more detailed information for requirements, pre-installation tasks, and installation options. • For technical audiences, the *Technical Installation Guide* provides detailed technical instructions.
Network installations and other technically detailed installations	Both the bundled Galileo Desktop/Smartpoint and Travelport Smartpoint installations can be installed in distributed environments and through mass installations.	For technical audiences, the *Technical Installation Guide* provides detailed technical instructions, which include implementing Smartpoint in network environments (MTS or Citrix) and creating silent installations.

WHAT IS THE QUICK INSTALLATION?

The Quick Installation is a feature that provides a faster way to install updates for Travelport Smartpoint. However, this installation installs default options only.

If you do not want to use the default options, please install Travelport Smartpoint using the Standard Desktop Installation by clearing the *Quick Install* check box in Step 4 of the installation (page 15).

File Locations	All installed files are copied to the default destination folder on your hard drive: • 32-bit location: \Program Files\Travelport\Smartpoint\ • 64-bit location: \Program Files (x86)\Travelport\Smartpoint\
Analytics	Analytics are automatically enabled. Usage and performance information is used to help improve Travelport Smartpoint.
Personal Settings	Personal settings from earlier versions of Travelport Smartpoint are retained, including: • Customized Quick Commands • Customized Programmable Keys (PKeys) • Screen layout • Theme (Classic or Flex Windows) • Preferred font and color scheme All Relay Quick Commands for Travelport+ (1G) or Travelport Apollo are automatically installed: • Itinerary Capture (Apollo only) • Queues • PNR/BF • Client File/Profile • Ticket Exchange • Recovery • Rules • Estatus
Galileo SSL Client	If applicable, Galileo SSL Client 3.0.3.1 is automatically installed. • The Galileo SSL Client is updated only if an earlier version of the Galileo SSL Client is detected in your system. • If no version of the Galileo SSL Client is detected in your system, Galileo SSL Client is not installed. For example, if your agency uses its own customer-managed VPN for connectivity, Galileo SSL Client is not installed.

BEFORE YOU BEGIN

This Installation Guides assumes that the following tasks are complete before you begin this installation. If these prerequisites are **not** complete, see the *Standard Desktop Installation Guide* or *Technical Installation Guide* for more information.

Note: You do not need to uninstall your previous version of Travelport Smartpoint. The previous version is uninstalled during the installation of Smartpoint 12.1.

Exception: If Galileo Desktop is uninstalled and then re-installed on your machine, you also need to uninstall and re-install Smartpoint. Use the Galileo Desktop/Smartpoint Bundled Installation, which is available in Travelport Marketplace.

Assumptions

The Quick Installation assumes that:

- Galileo Desktop 2.60.3 or later is installed.
- Minimum technical requirements are met for hardware and software.
  See “Technical Requirements” on page 10 for more information.
- Connection software is already installed with either:
  - Galileo SSL Client 3.0.3.1 or later, which supports Transport Layer Security (TLS) 1.2.
  - A customer-managed VPN (virtual private network).
- The computer is signed on with administrative rights to the Microsoft Windows operating system.

  Depending on an agency’s computer and network setups, agents may or may not sign on to their computer with administrator access. If you do not have administrative rights or do not know the status of your sign on, please contact your agency’s Travelport Smartpoint Administrator or technical support for assistance.
- **Important!** Your agency has tested third-party (custom) plugins or other third-party companion software to confirm that they are compatible with:
  - Travelport Smartpoint 12.1, including Microsoft .NET Framework 4.8 or later.
  - Standalone Smartpoint, if applicable.
  - The Galileo Desktop Hidden feature, if applicable.
  - In the Classic Windows and Flex Windows themes, as applicable.

  Travelport has already tested plugins and other software that is created or reviewed by Travelport through Travelport Marketplace for compatibility. However, support for custom plugins that are not created or reviewed by Travelport are the sole responsibility of the agency. Technical personnel can find more information in the Smartpoint SDK and the *Smartpoint Technical Installation Guide*.

Updating Microsoft Windows Drivers

Important! Always ensure that all Microsoft Windows drivers are updated before installing Smartpoint Desktop. Outdated drivers can cause issues with some features and functionality, including the NDC plugin.

All drivers may not be updated during Microsoft automatic updates, and the latest versions should always be confirmed. In particular, always confirm the latest graphics driver directly from your graphics software provider. Because updates to graphics drivers are optional in Microsoft automatic updates, you may not be alerted if your graphics driver is out of date.

For instructions and more information, see these options in the Microsoft Support site:

- Update drivers manually in Windows
- Automatically get recommended drivers and updates for your hardware

Note: Your agency may limit permissions to driver updates, or your agency's technical support team may manage these updates. Be sure to confirm with your technical support team before updating.

Creating a MyTravelport Account

Multi-factor authentication (MFA) is required to sign on to Travelport+ (1G) in Smartpoint 12.1. MFA is a two-step verification process designed to keep your account safer. As part of this process, a code is sent to your associated email address to authenticate your login.

While previous versions of Smartpoint Desktop required MFA for access to certain features and functions, Smartpoint versions 12.0 and later **require** MFA access to sign on to Travelport+, as well as to access to MyTravelport and other products that use Travelport's universal login.

Because your MyTravelport account needs to be approved before use, it is **strongly recommended** to create a MyTravelport account before you begin to install Smartpoint 12.1.

Tip! You can use the email prompt in recent versions of Smartpoint Desktop to add your email address.

Confirming Your Agency's Registration Method

Depending on your agency's preference, you may or may not be able to create your own MyTravelport account.

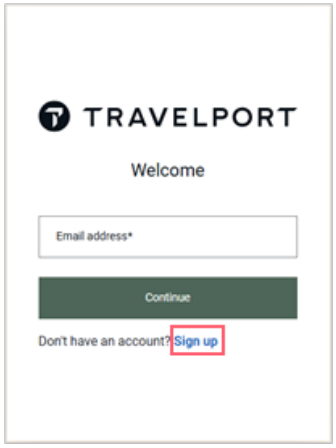
- If your agency does not permit self-registration, your agency has a MyTravelport administrator with permissions to create agent accounts. This administrator should provide your MyTravelport credentials.
- If your agency permits self-registration, you can create your own account. However, depending on your agency's preference, an agency administrator may need to approve your self-registration.

Self-Registering for MyTravelport

If your agency allows self-registration, you may or may not need confirmation from your agency's MyTravelport administrator.

To self-register a MyTravelport account:

1. Go to https://my.travelport.com.



2. From the Welcome screen, click **Sign up**.

   See additional instructions for:

   - Registering with or without an administrator, see Access MyTravelport in the MyTravelport Help.
   - FAQs and troubleshooting information about logging into MyTravelport, see Travelport log-in, account management and set-up help page.

Important! The email address of your new MyTravelport account must be:

- A unique address that is not used by any other agent.

  If you do not have an individual email address or are unsure of the address to use, please contact your agency administrator or your Travelport representative.
- A work email address with the domain of your agency or organization.
- The same address that is associated to your Smartpoint Desktop account.

  See the Smartpoint Desktop Help for instructions to view or change your email address.

Agency Actions Required

Depending on the version of Travelport Smartpoint that you are upgrading from, your agency may need to perform pre-installation activities.

Setting Permitted Addresses

Agencies should ensure that the following URLs are permitted with unrestricted access for firewalls or other security systems. For most agencies, technical personnel will need to permit these addresses.

For more information, see the "Destinations Used by Smartpoint" section in the *Technical Installation Guide* for Smartpoint 12.1.

- *.travelportmarketplace.com
- *.galileo.com
- *.travelport.com
- *.wspan.com
- *.vfmii.com
- *.iceportal.com
- *.usertrust.com
- *.comodo.net
- *.comodoca.com
- *.sectigo.com
- *.digicert.com
- dc.services.visualstudio.com
- dc.applicationinsights.microsoft.com
- edge-smartpoint.travelport.com
- edge.webservices.travelport.com
- api.tripadvisor.com
- a-zonconnect.hotelzon.com
- travelport.leonardocontentcloud.com
- virtualearth.net
- platform.maps.glbdns2.microsoft.com
- maps.googleapis.com
- https://whatfix.com/*
- https://cdn.whatfix.com/*
- https://cdn.whatfix.com/org_desktop_release/4780a405-b588-404b-9d6b-831f9fc17ff3/manifest.json
- https://spdauth-pp.travelport.com
- https://spdauth.travelport.com

Note: Smartpoint Desktop shares some features and functionality with Smartpoint Cloud, such as Flight Search and the European Rail plugin. If you have difficulty accessing NDC content in Flight Search or other data from shared features, see Endpoints in the Smartpoint Cloud Help, to add any addresses that are not already included for Smartpoint Desktop.

Compatibility with Browser Controls (Technical Audiences)

In Smartpoint Desktop 12.0, WebView2 replaced CefSharp as the browser control. However, CefSharp was maintained in fallback mode for that release. In Smartpoint 12.1, CefSharp and its associated dependencies are completely removed, and only WebView2 runtime is used.

Travelport Smartpoint SDK users should ensure that their Smartpoint plugins are compatible with WebView2. For more information and instructions, technical audiences can refer to:

- Smartpoint Desktop v12.0 – WebView2 SDK Integration Guide in the Travelport Smartpoint SDK Help
- The *Technical Installation Guide* for Smartpoint 12.1
- *DA-1135: Remove CefSharp from Travelport Smartpoint 12.1* in the Advisory List

TECHNICAL REQUIREMENTS

Please confirm the following software, hardware, and system requirements before installing Travelport Smartpoint 12.1. Please note that these requirements meet all current requirements for PCI DSS Compliance.

The following minimum and recommended requirements apply to desktop installation of Travelport Smartpoint. Recommended specifications vary based on the environment in which Travelport Smartpoint is deployed. See the *Technical Installation Guide* for Smartpoint 12.1 for installation requirements for Smartpoint on servers or other distributed environments.

As a general guideline:

- **Light** specifications assume that Smartpoint is running alone.
- **Medium** specifications assume that Smartpoint is running with other typical office products.
- **Heavy** specifications assume that Smartpoint is running with numerous other software products.

Architecture	Supported architectures: • x86 • x64
Processor	Performance is based on RAM and CPU speed. • Travelport Smartpoint has been tested successfully to work well with an I5, I7, or Xeon class or equivalent dual/quad core processor. • Minimum available capacity varies by environment: – **Low:** Quad Core – **Medium:** Quad Core with hyperthreading – **Heavy:** Quad Core or greater • Travelport Smartpoint supports GPU Acceleration. **Note:** ARM64 processors have not been tested, but are theoretically compatible.
Memory	Minimum recommended memory varies by environment. Travelport Smartpoint has been tested successfully on PCs with: • **Low:** 16 GB RAM • **Medium:** 16 GB RAM • **Heavy:** 32 GB RAM Note: A minimum of 2 GB RAM is required per instance of Smartpoint.
Recommended Disk Space	• 32-bit: 64 GB available hard disk space • 64-bit: Available hard disk space: – **Low:** 12 GB storage – **Medium:** 32 GB storage – **Heavy:** 64 GB storage

Software Framework	Microsoft .NET Framework 4.8 or later. If the Smartpoint installation detects an earlier version, the option to install .NET Framework 4.8 is included in the installation.
Screen Resolution	**Minimum:** 1360 x 768 **Recommended:** 1920 x 1080
Recommended Graphics Processor	DirectX 11 or later
Operating System	The Microsoft® Windows operating system must: • Support Microsoft .NET Framework 4.8 or later. • Be currently supported by Microsoft. The following lists contain general information about recommended, compatible, and incompatible operating systems. More detailed information is available in "Software and Hardware Guidelines" section in the *Technical Installation Guide*. **Recommended Operating Systems** These operating systems are recommended for individual machine installations: • Windows 10 22H2 (2022 Update) • Windows 11, all versions except Windows 11 Student (11SE) **Obsolete Operating Systems** These systems are no longer supported by Microsoft. Travelport does not test these systems, and cannot guarantee full functionality. • Windows 7 • Windows 8.0 and 8.1 • Versions of Windows 10 earlier than 22H2 (2022 Update) **Incompatible Operating Systems** The following operating systems are NOT compatible with Smartpoint. Travelport does not support these systems, and cannot guarantee full functionality. • Parallels Desktop® for Mac • Windows 10 Student (10S) • Windows 11 Student (11SE) **Recommended Servers** • Windows Server 2016 • Windows Server 2019 • Windows Server 2022 and Windows Server 2025 have not been formally tested, but have not shown incompatibility. **Note:** Windows Server version 1709 is not supported. **Obsolete Servers** These servers are no longer supported by Microsoft. Travelport does not test on these servers, and cannot guarantee full functionality. • Windows Server 2008 R2 • Windows 2012 and Windows 2012 R2

OPTIONS FOR DOWNLOADING AND INSTALLING

Depending on your installation environment, you may access your installation of Travelport Smartpoint 12.1 from:

- The Automatic Update Options feature in Smartpoint.
- An automated alert in Smartpoint.
- Travelport Marketplace. See the *Standard Desktop Installation Guide* for more information.
- A software push from your local portal.
- Your agency through the Travelport ESD (Electronic Software Distribution) site.

For some of these methods of installation, you may need to perform additional tasks to manually complete the installation.

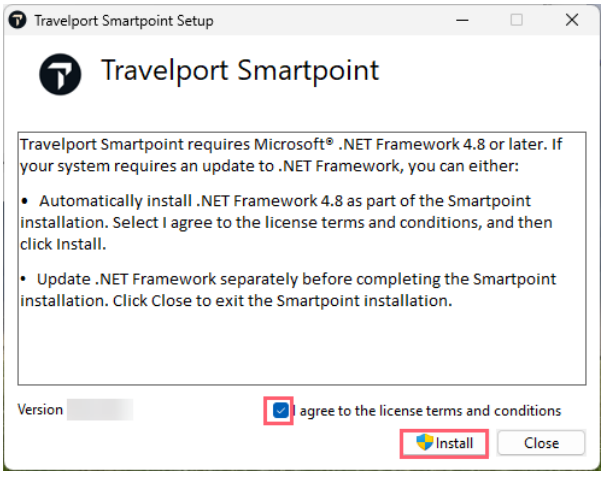
- Extracting the installation files.
- Unencrypting installation files.
- Disabling user access control.

See “Manually Installing Travelport Smartpoint” in the *Standard Desktop Installation Guide* for more information.

INSTALLING TRAVELPORT SMARTPOINT

⚠ You do not need to uninstall your previous version of Smartpoint. The previous version is uninstalled during the installation of Smartpoint 12.1.

After you open the installation file, the Travelport Smartpoint Setup window is displayed.

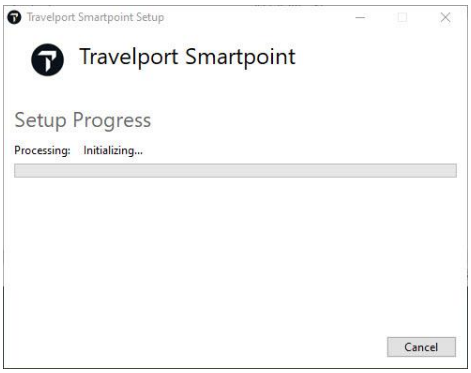


Smartpoint 12.1 includes a software update for Microsoft .NET Framework to version 4.8. If .NET Framework 4.8 or later was not previously installed on your system, you will need to update .NET Framework.

1. Choose your .NET Framework installation option. You can either:
   - Install .NET Framework 4.8 as part of the Travelport Smartpoint installation. Select **I agree to the license terms and conditions**. Then, click **Install**.
   - Install .NET Framework 4.8 or later separately. Click **Close** to exit the Smartpoint installation, install .NET Framework from another source, and then resume the Smartpoint installation.

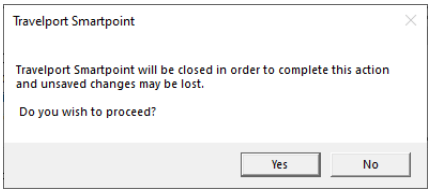
   If the Smartpoint installation detects that:

   - An update is not required, the End-User License Agreement in Step 2 is displayed.
   - An update is required, and the setup progress screen is displayed.

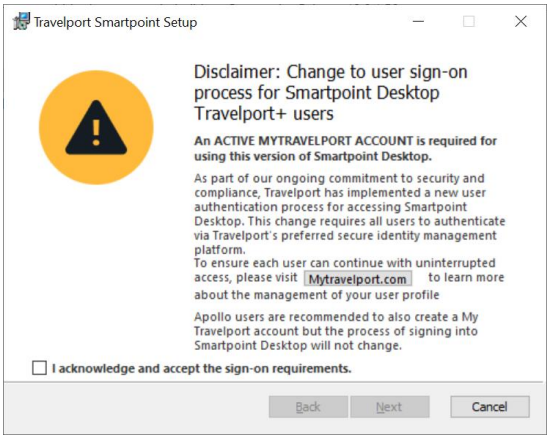


Notes for .NET Framework Updates:

- The .NET Framework installation may require your computer to be rebooted several times.
- If your system is missing a requirement for NET Framework 4.8, such as an upgrade to your operating system, a warning message indicates the missing requirement.
- If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed. If all of your work is saved, click **Yes** to continue with the installation.



After the Travelport Smartpoint installation determines your system requirements, the Disclaimer screen is displayed.

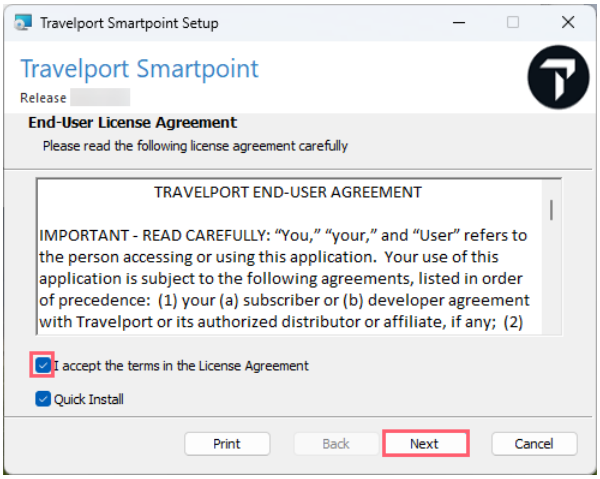


2. *If you have not yet created on an account on MyTravelport.* Click the **MyTravelport.com** link in the disclaimer message to learn more about registration.

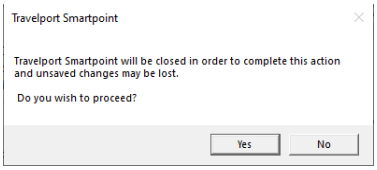
   However, because your MyTravelport account needs to be approved before use, it is **strongly recommended** to create a MyTravelport account BEFORE you begin to install Smartpoint 12.1. For more information, see “Creating a MyTravelport Account“ on page 7.

3. Select **I acknowledge and accept the sign-on requirements** to confirm that you understand the multi-factor authentication (MFA) requirements for signing on.

4. Click **Next** to display the License User Agreement dialog box.



Tip! If Travelport Smartpoint or Galileo Desktop is open, a warning message is displayed. If all of your work is saved, click **Yes** to continue with the installation.

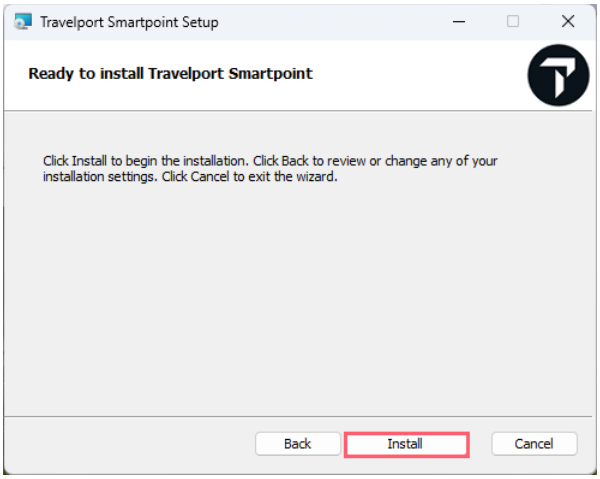


5. Select **I accept the terms** in the License Agreement.

6. Confirm that **Quick Install** is selected.

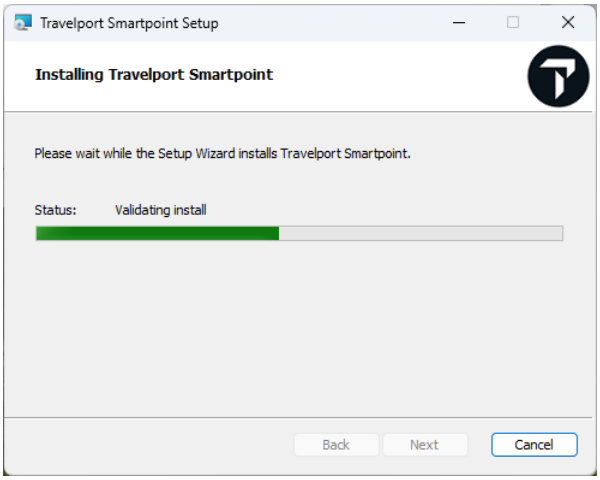
   If you clear the **Quick Install** check box, the installation wizard displays the Standard Desktop installation, which provides all available installation options.

7. Click **Next** to display the Travelport Smartpoint Installation window.

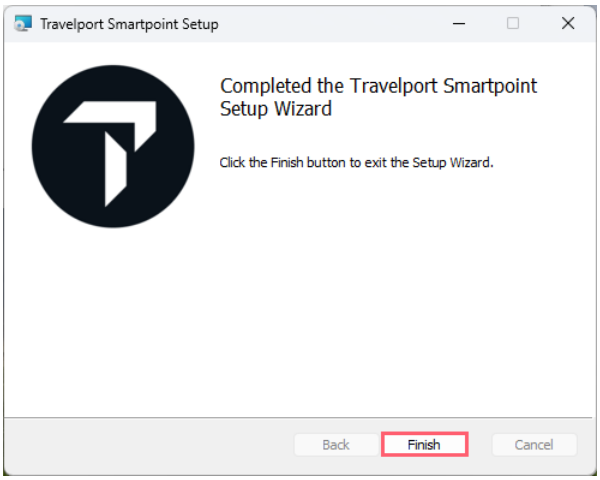


8. Click **Install** to display the Status bar.

   Note: The installation may take up to 10 minutes, depending on the files installed.



After the installation is complete, the Completed Setup Wizard window is displayed.



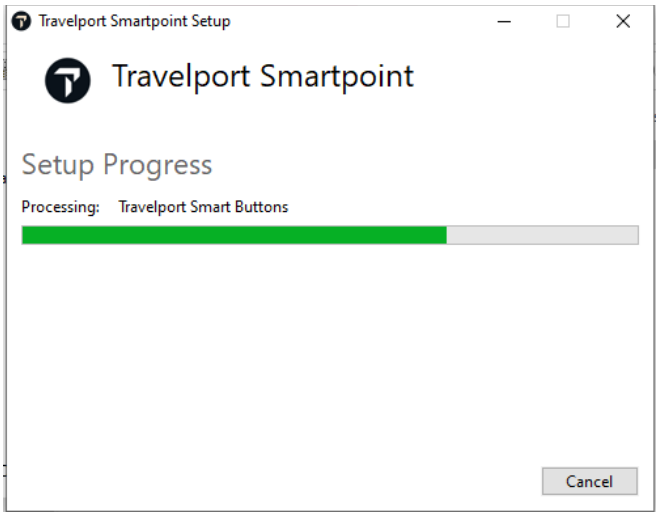
9. Click **Finish** to complete the installation of Travelport Smartpoint 12.1.

   If an earlier version of Galileo SSL Client is detected in your system, Galileo SSL Client 3.0.3.1 is automatically installed. Galileo SSL Client 3.0.1.47 supports Transport Layer Security (TLS) 1.2, which is required for PCI DSS Compliance.

   Galileo SSL Client 3.0.3.1 is NOT automatically installed if:

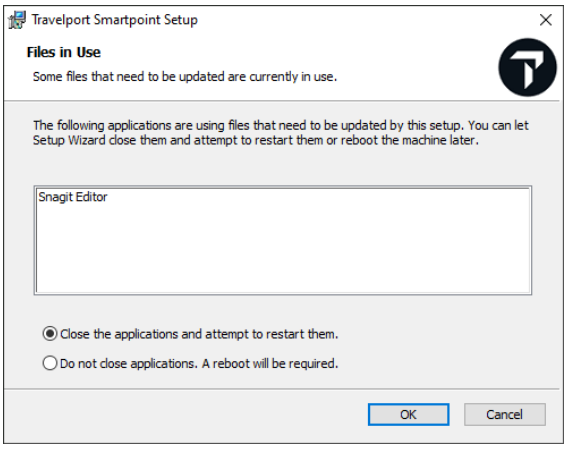
   - If your system is already running the current 3.0.3.1 version of Galileo SSL Client. Galileo SSL Client 3.0.3.1 is also available as a separate installation on Travelport Marketplace at https://www.travelportmarketplace.com/Product/Galileo-SSL-3031.
   - No versions of Galileo SSL Client are detected on your system. Agencies that use a customer-managed VPN for connectivity do not require Galileo SSL Client.

   The installation progress screen displays components as they are installed.



Note: Smart Buttons, shown in this example, is bundled with the Smartpoint installation, but is installed as a separate application.

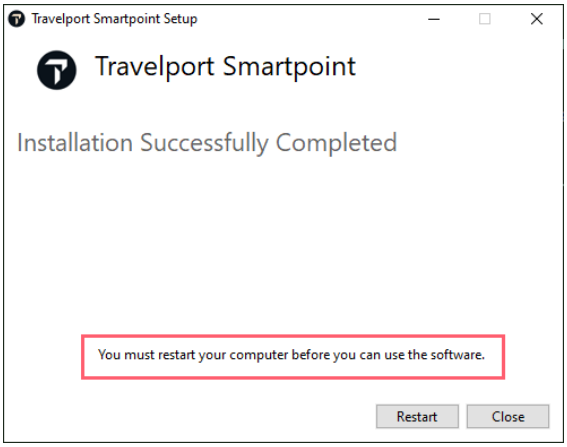
10. *If applicable.* If the Smartpoint installation detects files or software that are currently open that may conflict with the installation, a screen indicates the software.



You can select either:

- **Close the applications and attempt to restart them.** to close the applications during the Smartpoint installation. If you select this option, you do not need to restart your computer after Smartpoint is installed.
- **Do not close the applications. A reboot will be required.** to keep the applications open. If you select this option, you need to restart your computer after Smartpoint is installed.

After the check is complete, a success message is displayed.



11. Depending on your setup requirements you may or may not receive a message to restart your computer:

- If the restart message is displayed, click **Restart** to restart your computer.

  Tip! If you do not want to immediately restart your computer, you can click **Close**. However, the Smartpoint 12.1 installation will not be complete until you restart your computer.

- If the restart message is *not* displayed, click **Close** to exit the Setup Wizard. You can immediately begin using Smartpoint 12.1 without restarting your computer.

LAUNCHING SMARTPOINT FOR THE FIRST TIME

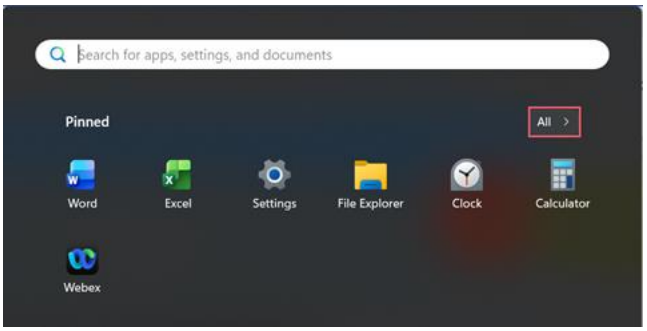
After you install Smartpoint, you can run the newly installed software. This step varies if standalone Smartpoint is activated for your implementation of Travelport Smartpoint.

> ⚠ Because the .NET Framework needs to load in the memory, there may be a slight delay each time that you run Travelport Smartpoint after you restart your computer.

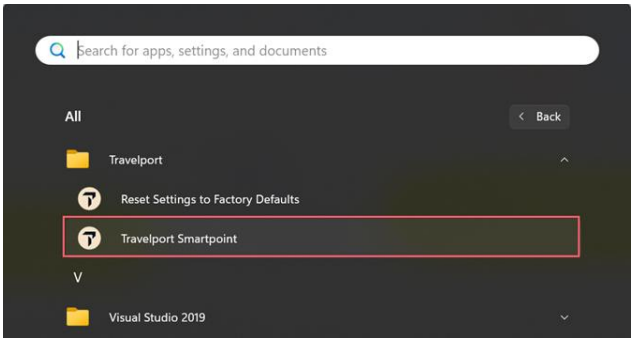
To launch Smartpoint:

1. Open Smartpoint by either:
   - Clicking the **Travelport Smartpoint** 

shortcut on your Windows Desktop.
   - Clicking the **Start**  icon to open the Windows Start menu.
2. Select **All** to display all programs and features.

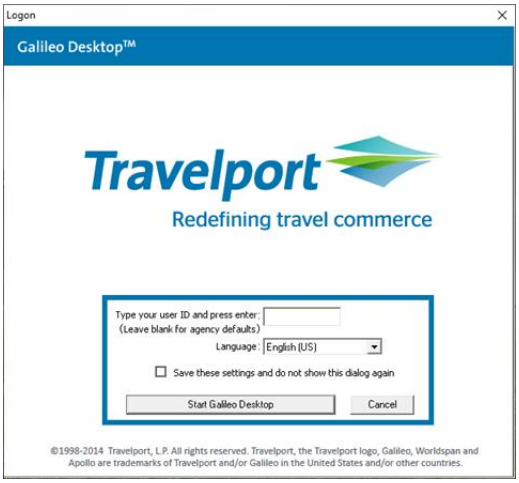


3. Scroll to the Travelport, then select Travelport Smartpoint.



The Logon window for Galileo Desktop is displayed.

If your agency is configured to use standalone Smartpoint, this screen may not display again after your first sign on. You are automatically configured for standalone Smartpoint for the first time after you sign out and sign in again. For more information, see Launching Smartpoint with Galileo Desktop Hidden in the Smartpoint Help.



4. *Optional.* Click the **Language** arrow to select another language if you have installed more than one language. You can also change the language displayed at any time from the Smartpoint Application Settings.
5. Click **Start Galileo Desktop** to display the Smartpoint Sign On window.

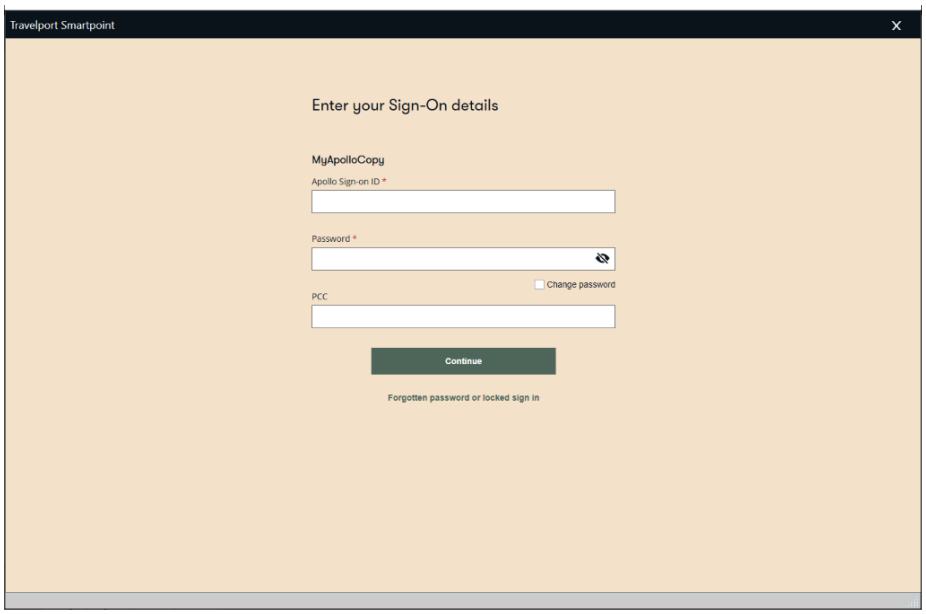
   Note that the Sign On window differs in Smartpoint 12.1 for Travelport+ and Apollo sign on.

SIGNING ON FOR THE FIRST TIME

The initial sign on process for Smartpoint 12.1 differs between Travelport+ (1G) and Apollo (1V).

Signing On with Apollo

After launch Smartpoint Desktop, the sign on screen is displayed.



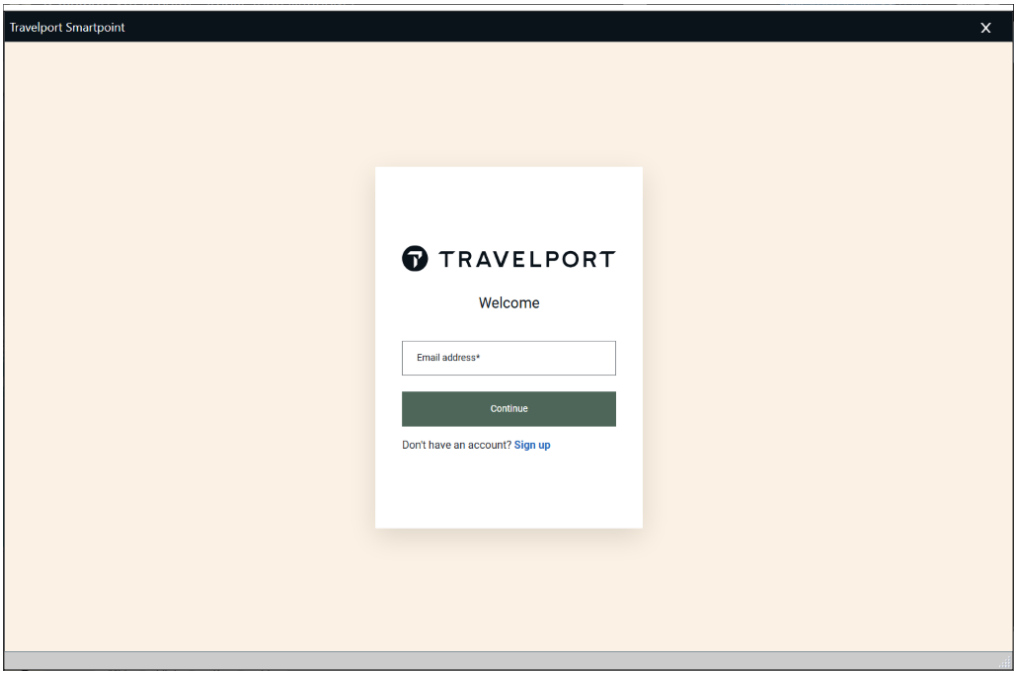
When you sign on for the first time, you need to enter additional information, such as your email address and a permanent password.

- For a tutorial, see *Enhanced sign-on for Smartpoint 9* in LEARNING Smartpoint Snippets in the Travelport Knowledge Base. Log on to the Knowledge Base with a MyTravelport username, password, and multi-factor authentication code (MFA).
- For instructions, see Signing On for the First Time in the Smartpoint Help.

Signing On with Travelport+

For Travelport+, the initial sign-on workflow accommodates MyTravelport credential requirements for multi-factor authentication (MFA).

1. After you launch Smartpoint 12.1 for the first time after installation, the Welcome screen is displayed.



2. In **Email address**, enter the email address associated with your MyTravelport account.

   You must have a unique email address that is a work address, typically with your agency's domain name.

3. *If applicable.* If you do not already have a MyTravelport account, can click **Sign up** to register.

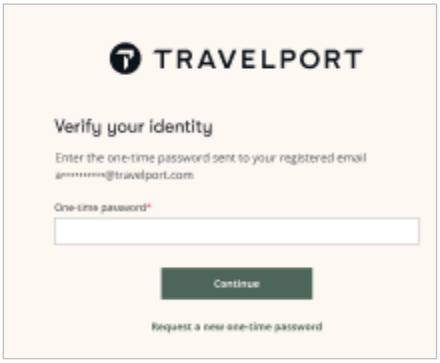
   Tip! You can complete the installation without a MyTravelport account. However, you will not be able to sign on until your registration is complete. Because of the time required for account approval, it is strongly recommended to pre-register to avoid interruption in access. See "Creating a MyTravelport Account" on page 7.

4. Click **Continue** to send a one-time password (OTP) to your email address.

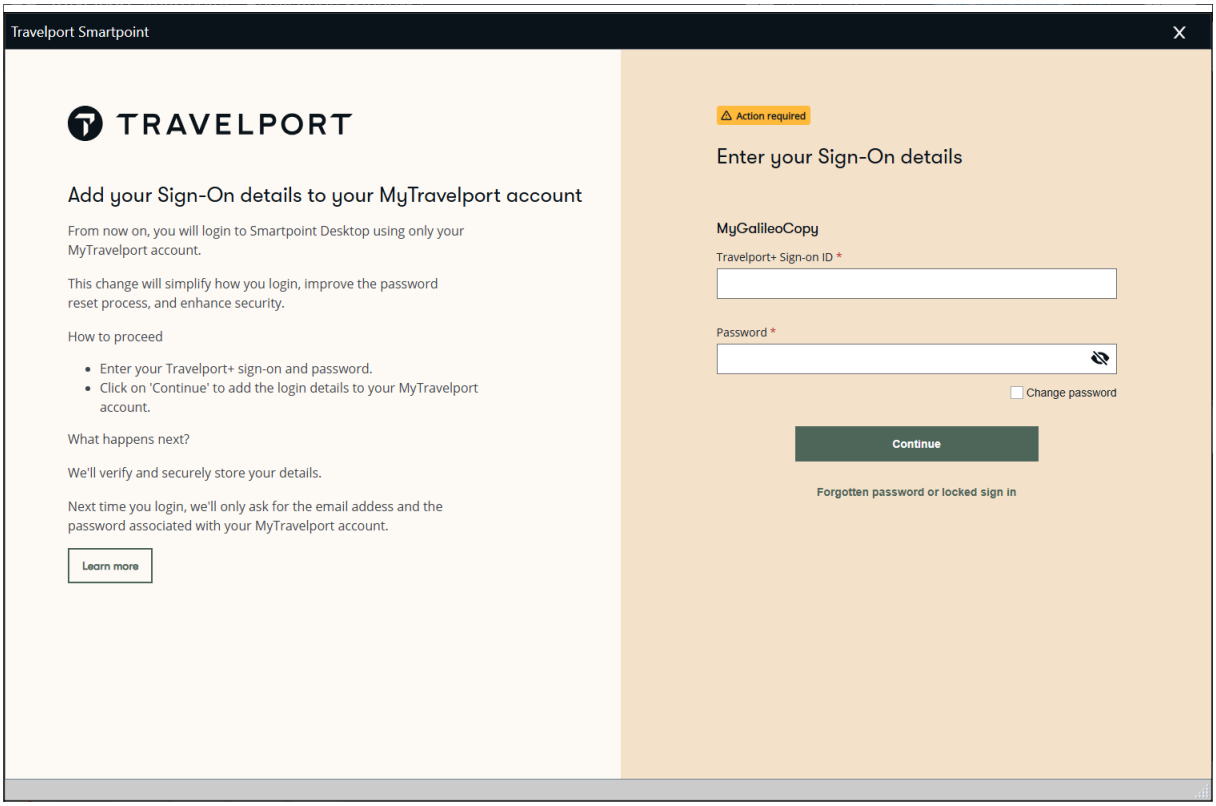
   Currently, an email OTP is the only authentication method offered for Smartpoint 12.1, although additional authentication methods are planned for future releases.

   Note: There is an exception to an email (OTP) as the method for authentication. If your agency shares the same identity provider as Travelport, and you have the same email address for both Travelport and your agency, your agency's default authentication method may override.

The Verify your identity screen is displayed.

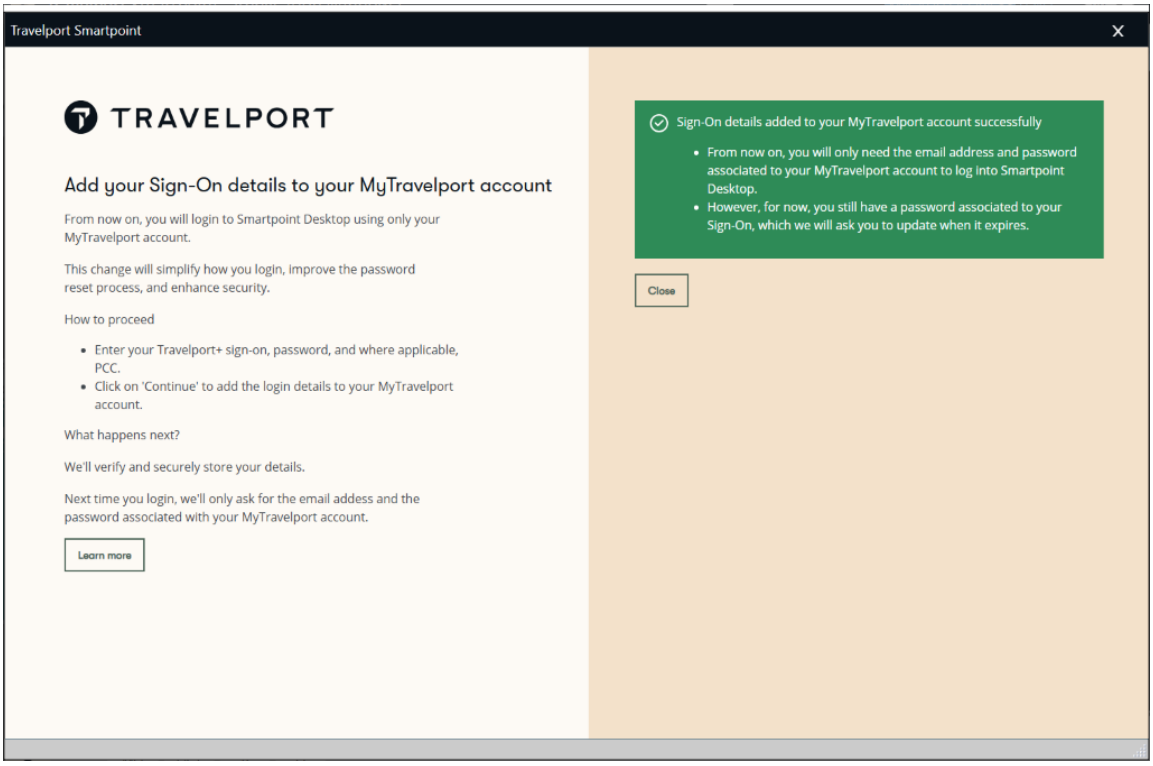


5. In **One time password**, enter the six-digit passcode from the email.
6. Click Continue to display the *Enter your Sign-On details* screen.



7. In **Travelport Sign-on ID**, enter the Travelport+ host sign on ID.
8. In **Password**, enter the corresponding host password.
9. *Optional.* Click **Learn more** to display the Travelport log-in, account management and set-up help page for FAQs and troubleshooting information.
10. Click **Continue.**

The success message is displayed.



11. Click **Close** to exit the success screen.

    After your sign on is validated, your host sign-on credentials are associated to your MyTravelport login credentials and stored in your profile.

    Your sign on defaults to your assigned PCC. If your Client ID is associated to more than one PCC, your sign on defaults to your primary PCC, and you must manually emulate after sign on using **`SEM/PCC/AG`**.

12. *If applicable.* If you have more than one host connection, you can duplicate the host sign on details for additional connections using the same email address. However, whenever you open a new connection, you must log in again with your MyTravelport credentials.

For more information about signing on with MFA, see Sign on to Smartpoint Desktop with multi-factor authentication (MFA) in the Travelport Knowledge Base.

TESTING THE SMARTPOINT INSTALLATION FOR CONNECTIVITY

To test your Travelport Smartpoint installation for access to Travelport+ (1G) or Apollo (1V):

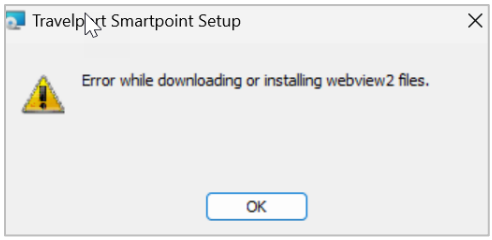
1. Sign on to Smartpoint.
2. Make sure you are emulated to a valid PCC (Pseudo City Code). Typically, agents are preset to a specific PCC. To confirm your PCC, type **`OP/W*`** to display the PCC.
3. Test point-and-click functionality.
   a. Type any air availability command such as: **`ABCNMAD`**.
   b. When air response is displayed, click on the airport codes to confirm that they are decoded properly.

COMMON WARNINGS AND ERRORS

The following warnings and errors may occur during Smartpoint installation, launch, or sign on.

WebView2 Installation Error

When installing, a limited number of agencies may receive an error messages for Webview2.



If error occurs, you can download the offline version of Smartpoint at Travelport Smartpoint 12.1-Offline in Travelport Marketplace.

Note: If your Travelport Marketplace permissions do not allow access to this page, please contact Travelport to request the offline installation.

Connectivity Errors

If you have issues with connectivity after installation, see APOLLO/GALILEO ERRORS - Communication and Connectivity in the Travelport Knowledge Base.

User Access Control Errors

The following errors may occur if your machine has User Access Control (UAC) enabled:

- While installing Travelport Smartpoint, this error message is displayed: *The volume C:\is currently unavailable. Please select another.*
- While signing on, Galileo Desktop or Travelport Smartpoint fails to connect to the Apollo (1V) or Travelport+ (1G) host system.

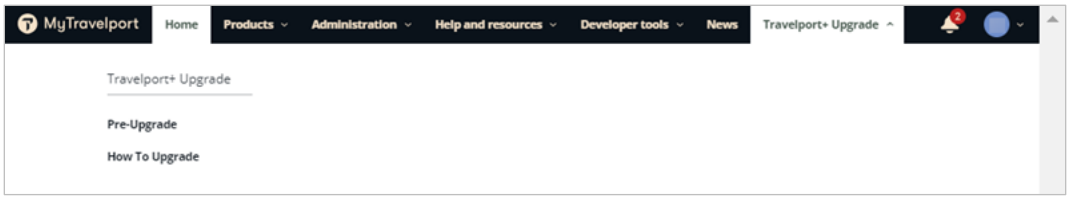
  A flashing message is displayed on the status bar in the bottom left corner of Galileo Desktop: *Error, Host Re-Connect Failed. Press CTRL+R to unlock keyboard.*

You will need to install Travelport Smartpoint manually as an administrator and/or disable User Access Control. See “Disabling User Access Controls” in the *Smartpoint Standard Desktop Installation Guide* for instructions.

GETTING STARTED WITH SMARTPOINT 12.1

For more information about using Travelport Smartpoint, see:

- The Product Advisory, *PA 4632: Travelport Smartpoint 12.1,* in the Advisory List on MyTravelport for details about the latest enhancements.
- The Learning Portal in MyTravelport to find training demonstrations, tutorials, webinars, and other training information.
- If you are new or upgrading to Travelport+ (1G), see:
  - Travelport+ Format Guide, including format conversions.
  - Setting Keyboard Mapping in the Smartpoint Help.
  - Setting GDS Language to translate common formats.
  - The **Travelport+ Upgrade** menu in MyTravelport for steps, tutorials, and conversion information.



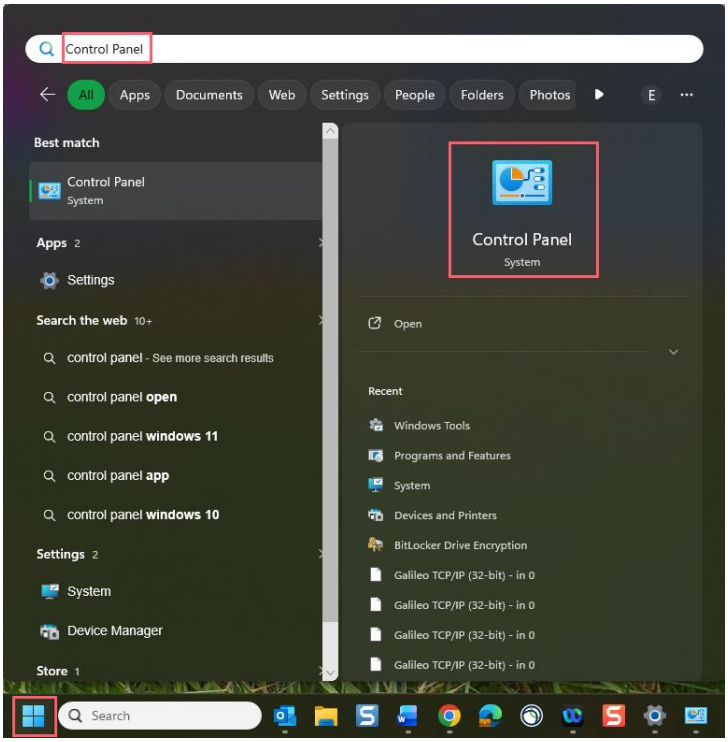
Tip! Be sure to log in to MyTravelport with your username, password, and multi-factor authentication (MFA) code. This code is sent to the email address associated with your MyTravelport profile.

UNINSTALLING SMARTPOINT

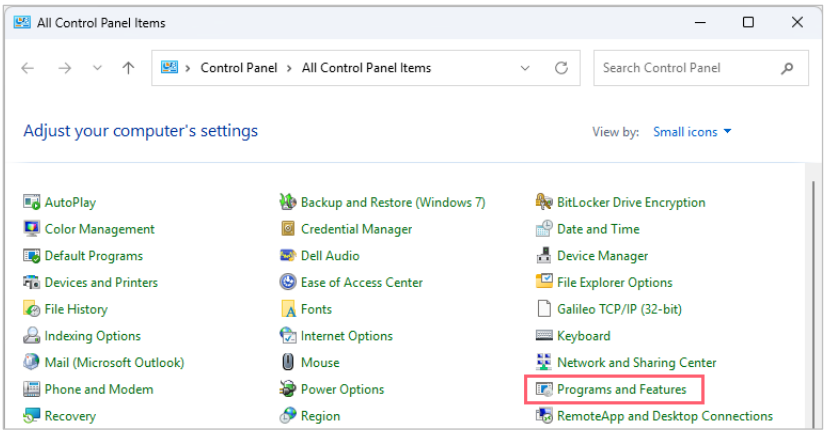
The process for uninstalling Travelport Smartpoint may vary depending on your operating system and specific system configuration. The following instructions apply to Microsoft Windows 11.

To uninstall Travelport Smartpoint:

1. Click the **Start** icon to open the Windows Start menu.

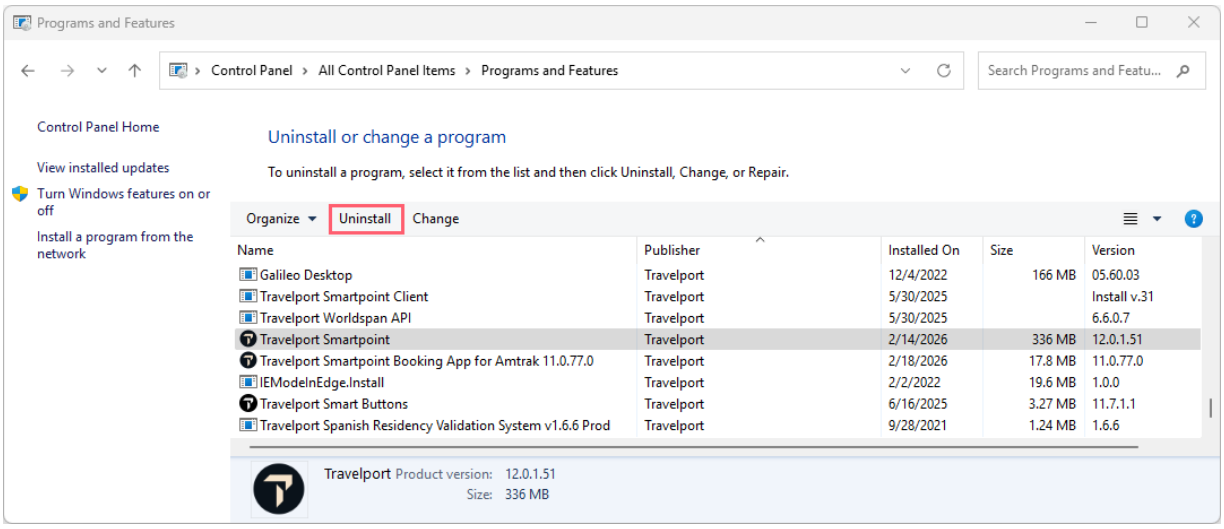


2. From the Start menu, search for or select **Control Panel** to display the Windows Control Panel. The Control Panel may display icons or categories, depending on your selected Control Panel view option.

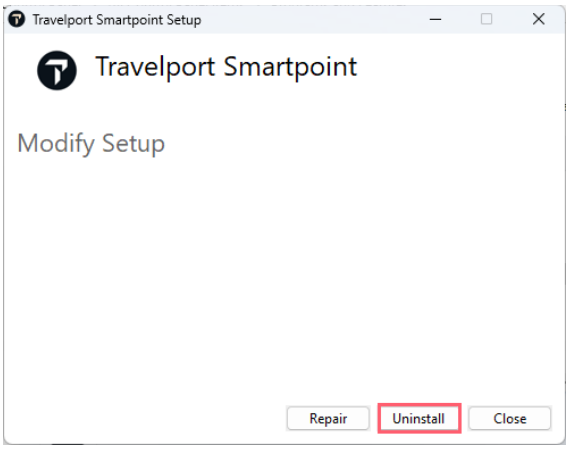


3. Click **Programs and Features**.

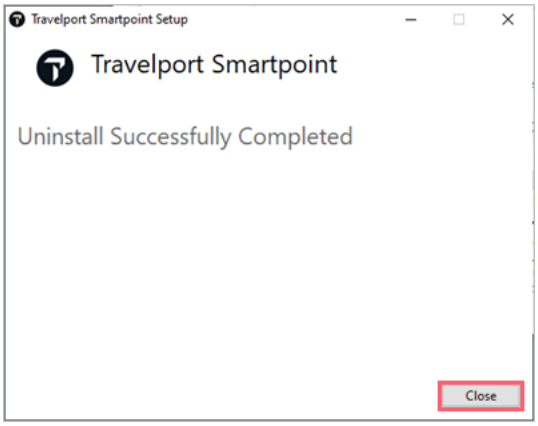
The Programs and Features window is displayed.



4. From the program list, select **Travelport Smartpoint.**
5. Click **Uninstall** to display the Modify Setup window.



6. Click **Uninstall**.



7. After Travelport Smartpoint is uninstalled, click **Close** to exit the Setup window.