Find information about how to set up and manage your library's use of QuestionPoint.

- **Accounts**
  
  [No image available](#)
  
  Find information about how to create and manage librarian accounts in QuestionPoint.
  
  - Create librarian accounts
  - Edit librarian accounts
  - Remove librarian accounts

- **Forms management**
  
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  Find information about how to create and manage forms.
  
  - About forms management
  - Create your library's email question form and/or customize your Walkup (Add question) form
  - Customize the Librarian-is-Typing message
  - Customize your Add Question (WalkUp) form
  - Display links to your reference service
  - Set up access to text messages
  - Set up spam filters for your email question form
  - Set up web form assignment
  - Specify the initial web page for the Viewport

- **Settings**
  
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  Find information about institution administration settings in QuestionPoint.
  
  - Custom messages
  - Descriptive codes
  - General settings
  - Include/exclude transcripts of chat sessions with other libraries’ patrons
  - Set up web form assignment
• Surveys

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Find information about how to create and manage patron surveys.

◦ Create/manage patron survey forms
◦ Patron surveys
◦ View patron survey reports