1. Go to the Full Question.
2. Click Answer to view the Answer Question page.
3. (Optional) To view all information about the question:
   ◦ Scroll to the bottom of the page to view it in the same window.
   Or
   ◦ Click Full Question View to view it in a separate window. Resize and position the window as needed.
4. Do one or more of the following to prepare your message:
   ◦ Include text
   ◦ Include scripts
   ◦ Attach files
5. Click Request Clarification.

QuestionPoint:

• Displays a confirmation message.
• Redisplays the Full Question with the clarification request in the Question History.
• Changes the question status to "pending".
• Sends the clarification request in an e-mail message. The message goes to the patron's e-mail address unless you received the question from the Global Network and the referring library specified that the answer go to the requestor only. In that case, the referring library receives the message.