Home module and My QuestionPoint page

Find information about how to set up your QuestionPoint account and navigate your QuestionPoint interface.

• Get started

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Get started with QuestionPoint.

  ◦ About the My QuestionPoint screen
  ◦ Access QuestionPoint
  ◦ Best practices for effective link placement
  ◦ Change your password
  ◦ Get assistance
  ◦ Help for library patrons
  ◦ Manage your account
  ◦ Provide staff announcements
  ◦ QuestionPoint 24/7 reference service cookie policy
  ◦ QuestionPoint system navigation
  ◦ Receive questions
  ◦ Reset the timeout
  ◦ Section 508 accessibility standards
  ◦ System requirements
  ◦ Terms of Service
  ◦ View weekly web-form coverage information for your group
  ◦ What your library's patrons see

• QuestionPoint overview

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Find information about key QuestionPoint concepts, features, and tools.

  ◦ Introduction
  ◦ Key QuestionPoint concepts
  ◦ QuestionPoint system and websites
  ◦ Question form for questions to be answered via email
  ◦ Chat
• **Start up your QuestionPoint account**

  [No image available](https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Home_module_and_My_QuestionPoint_page)

Find information about setting up your QuestionPoint account.

  ◦ **Overview**
  ◦ What you need to log on to the QuestionPoint system
  ◦ Start your session on the My QuestionPoint page
  ◦ Learn about your QuestionPoint account
  ◦ Adjust your system timeout length
  ◦ Access the QuestionPoint website