Learn how to configure a feedback e-mail address in WorldCat Discovery.

To access this screen, sign in Service Configuration, open the WorldCat Discovery and WorldCat Local left navigation, select ILS Support and Maintenance.

Use this screen to supply a feedback e-mail address, and describe the level of system support you provide (if available).

When you are finished, click Cancel to start over, or Save Changes to save and continue.

User Support

To receive library user and patron feedback and/or broken link reports, enable the following settings and provide an email address.

- **Receive "send feedback" emails:**
  - Enable
    - Enter an email address to receive feedback from patrons, students, and library users.
      - If a user selects I am a patron, student, or library user when the form is submitted, the information will be sent to the configured email address. If no email address is configured, the information is submitted to OCLC Support.
      - If a user selects I am a librarian or library employee when the form is submitted, the information will be sent to OCLC Support.
  - Provide the following information relating to your privacy policy:
    - **Customized privacy policy heading**
      - Optional. To include translated display text:
        1. Click Add Translations. The text is expanded to display additional fields.
        2. Select a Language from the drop-down list and enter Custom Text in the text field.
        3. Optional. Click Add Translations to add additional translations.
          - Translated language options include Czech, Dutch, English, French, German, Italian, Japanese, Korean, Maori, Portuguese, Simplified Chinese, Spanish, Swedish, Thai and Traditional Chinese.
    - **Customized privacy policy** We recommend a summary of your privacy policy with a link out to view your entire policy. 500 character limit.
      - Optional. To include translated display text:
        1. Click Add Translations. The text is expanded to display additional fields.
        2. Select a Language from the drop-down list and enter Custom Text in the text field.
        3. Optional. Click Add Translations to add additional translations.
          - Translated language options include Czech, Dutch, English, French, German, Italian,
Japanese, Korean, Maori, Portuguese, Simplified Chinese, Spanish, Swedish, Thai and Traditional Chinese.

- Customized privacy policy link display text
- Customized privacy policy link URL Only properly formatted URLs will be accepted.

- **Receive broken link reports from WorldCat Discovery:**
  - Disable
  - Enable
    - Enter an Email address to receive broken link reports
    - Provide a Customized broken link report confirmation message. This message displays to users when they submit a broken link, whether or not feedback is requested. If no message is entered, the system will supply a default message. Limit 1000 characters.
      - Optional. To include translated display text:
        1. Click Add Translations. The text is expanded to display additional fields.
        2. Select a Language from the drop-down list and enter Custom Text in the text field.
        3. Optional. Click Add Translations to add additional translations.
          - Translated language options include Czech, Dutch, English, French, German, Italian, Japanese, Korean, Maori, Portuguese, Simplified Chinese, Spanish, Swedish, Thai and Traditional Chinese.
  - Disable

See Full-text link display in WorldCat Discovery for more information.

### System Support and Maintenance (if available)

Available fields include:

- **Select your time zone:** Choose a time zone from the drop-down list.
- **Regular support hours:** Choose 24 x 7 or click Add another regular support hours timeframe to add your hours.
- **After-hours support:** Click Add another after-hours support timeframe to add your hours.
- **Do you have a standard, scheduled downtime for your system?** Click Add another scheduled downtime timeframe to add your hours.
- **Do you have a service unavailable page during downtime?** Supply the URL for your service unavailable Web page, if applicable. For example, http://www.lib.edu/nopagefound.html.
- **Do you have a webpage for status updates during downtime?** Supply the URL for your status updates Web page, if applicable. For example, http://www.lib.edu/nopagefound.html.
- **Search URL that OCLC may use to test to the OPAC:** Supply the URL that OCLC may use to test your OPAC. Must include a valid OCLC search (for example, http://www.lib.edu/search/o70176934).
- **Additional notes:** Any additional information you wish to supply.