Query Search

Please see the QuestionPoint support pages for documentation and training.

- **Ask module**
  
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  Discover how to access current email questions, text messages, and chat transcripts, send answers to questions received by your library, review transcripts and questions, and more.
  
  - Get started
  - Answer questions
  - Assign, claim, or reject questions
  - File questions
  - Receive questions
  - Refer questions

- **Troubleshooting**
  
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  Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).
  
  - Can I create additional administrator accounts in QuestionPoint?
  - How do I edit our web message for when we are not online?
  - I'm getting an error that there was a problem with the question form and my question was not sent
  - Is it possible to change our institutional name as it displays on QuestionPoint?
  - Is there a way to email a patron a chat transcript if they provide an email in the conversation, but did not provide one when beginning the chat?
  - I can't see the patrons email address even though it appears they typed it
  - I forgot my QuestionPoint user ID. How do I look it up?
  - I need to get stats for our QuestionPoint service for the past few years. How I can access these stats?
  - Our patrons are getting an error message when they submit an email question
  - We are experiencing issues with the chat services
  - We’re using the Viewport chat option, but we see a blank screen where our website should show
  - When trying to contact us through chat, patrons encounter an error stating our institution is no longer a participant of QuestionPoint
  - Why am I getting a message to install Flash in Chrome when launching QuestionPoint chat?
Why is my QuestionPoint not working when my colleague's is?
Why is QuestionPoint no longer alerting librarians of patrons with undeliverable emails?
Will QuestionPoint automatically log a librarian out of chat after a given time?