Please see the QuestionPoint support pages for documentation and training.

- **Chat module**

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  Find information about how to monitor chat requests, chat with patrons, and indicate when follow-up is needed for a chat session.

  - Warnings and alerts
  - Symbols that appear in chat
  - Resolution codes, transcript status, question lists, and descriptive codes
  - Select queues to monitor
  - Settings
  - Accept a chat request from a patron
  - Policy pages
  - Framebusting web pages and URLs
  - Transcript and End Session tips
  - IM and transfer in chat
  - In Progress chat transcripts in question lists
  - QuestionPoint chat: Quick reference

- **QuestionPoint training**

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  Find training on QuestionPoint.

- **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?
  - How do I update my Qwidget?
  - 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 am a QuestionPoint user and have forgotten my password.

◦ 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 have issues when in Chat what information do you need?

◦ 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 am I unable to create librarian accounts with permissions to contribute to my Knowledge Base?

◦ Why didn't QuestionPoint send an email transcript when the user provided an email?

◦ 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?