QuestionPoint

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Please see the QuestionPoint support pages for documentation and training.

• Home module and My QuestionPoint page

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

  ◦ QuestionPoint overview
  ◦ Start up your QuestionPoint account

• Ask module

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  Find information about 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
  ◦ Review transcripts and service history search
  ◦ Question follow-up and referral

• 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?
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 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 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?