QuestionPoint

Useful links

• QuestionPoint Librarian sign in
• QuestionPoint feedback, questions, and enhancement requests

• Home module and My QuestionPoint page

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  Find information about how to set up your QuestionPoint account and navigate your QuestionPoint interface.
  ◦ Get started
  ◦ QuestionPoint overview
  ◦ Start up your QuestionPoint account

• Administration module

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  Find information about how to manage librarian accounts, customize patron forms and communications, create patron surveys, and view survey reports.
  ◦ Get started
  ◦ Administrator setup guide
  ◦ Institution administration
  ◦ Group administration
  ◦ Administrator collaboration in a Subscription Group
  ◦ Chat forms and queue management
  ◦ QuestionPoint widget (Qwidget)

• 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

• 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

• Knowledge Base module

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Find information about how to search for information to answer patrons' questions, add records to the Global KB or a local KB, and edit and activate KB records to make them searchable.
  ◦ Get started
  ◦ Search and browse knowledge bases
  ◦ Work with KB records

• Profile module

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Find information about how to provide or view library profile information and Policy Pages as well as search for referral partners.
  ◦ Get started
Tasks and information for institution administrators
  ◦ Sections of the Profile module
  ◦ Tasks and information for group administrators
  ◦ Collection Strengths
  ◦ Institution Services

• Reports module
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Find information about how to view statistical reports for yourself, your library, your group, or all of QuestionPoint.
  ◦ About QuestionPoint reports
  ◦ Glossary for statistical reports

• Community
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Join, participate, and share your ideas on the latest developments in virtual reference.
  ◦ Community overview
  ◦ Community highlights
  ◦ Promote QuestionPoint in your community
  ◦ QuestionPoint Listserv

• 24/7 Reference Cooperative
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The 24/7 Reference Cooperative (the Cooperative) provides an around-the-clock reference service, built by a cooperative of participating libraries. Libraries agree to answer questions for each other in real time using QuestionPoint software. The Cooperative helps supplement libraries' hours of service by being available to library communities 24 hours a day, 7 a week, including holidays.

• QuestionPoint release notes and known issues
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Find QuestionPoint release notes and known issues. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.
  ◦ 2019 QuestionPoint release notes
  ◦ 2017 QuestionPoint release notes
  ◦ Known issues

• QuestionPoint training
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Find training on QuestionPoint.

- Live classes
  - QuestionPoint Librarian 1: QuestionPoint overview and E-mail reference
  - QuestionPoint Librarian 2: Use chat in QuestionPoint
  - QuestionPoint Librarian 3: Chat follow-up, referrals, and manage questions
  - QuestionPoint Administration 1: Start your QuestionPoint service
  - QuestionPoint Administration 2: Define your institution Profile and Policy page
  - QuestionPoint Administration 3: Generate and interpret reports
- Videos

**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 change the name listed on my QuestionPoint account?
- 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 am creating an offline review and I do not see a button to submit the report
- 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?
- My institution would like a quote on a QuestionPoint subscription. Who do I need to contact?
- Our patrons are getting an error message when they submit an email question
- QuestionPoint still lists previous staff members as contacts. How do we update this?
- 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
- What IP addresses are QuestionPoint notifications coming from so our institution can whitelist them?
- What is the referer in the full question view?
- 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 sometimes seeing strikethru text at the end of my chats?

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?