• **UnityUK user guides**

[No image available](#)

Find user's manuals for UnityUK.

- Get started
- Search UnityUK
- Request an item
- Request items from non-users of UnityUK
- Manage and review requests
- Manage requests as a borrower
- Manage requests as a lender
- Bulk action
- Bulk action as a lender
- User data
- Location data
- Reports
- Table of actions and statuses

• **Contributing data**

[No image available](#)

Learn about contributing data to UnityUK.

- Data contributions
- How to contribute data to UnityUK
- UnityUK data upload
- Who to contact to contribute data to UnityUK

• **Interlibrary Loan Fee Management (IFM)**

[No image available](#)

Learn about using IFM with UnityUK.

- IFM Frequently asked questions
- IFM Participants’ pricing grid
IFM Participants list with payment groups
  ◦ Non-IFM participants list with payment groups

• Music, playset and language requests
  
  No image available

  Learn best practices for managing music playset, and language requests in UnityUK.
  ◦ Music requests
  ◦ Drama requests
  ◦ Languages requests

• Regional offices and help desk
  
  No image available

  Find information about the help desk and regional offices for UnityUK.
  ◦ All regional offices
    ◦ East Midlands
    ◦ East of England
    ◦ Greater London
    ◦ North East
    ◦ North West
    ◦ Scotland
    ◦ South East
    ◦ South West
    ◦ Wales
    ◦ West Midlands
    ◦ Yorkshire and Humberside

• Statistics
  
  No image available

  Find statistics from UnityUK usage.

• Mailing list
  
  No image available

  Find information about how to sign up for, send and use commands in the UnityUK listserv.
  ◦ Commands
  ◦ Send messages
• **Troubleshooting**

*No image available*

Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

- An email responder has marked an item as shipped by accident
- An ILL responder has marked an item as shipped but the user no longer requires the item
- Can I have multiple delivery addresses to choose from when requesting items from the British Library on UnityUK?
- Can I include a world wide search in a UnityUK request?
- Can my holdings be removed from Unity UK?
- How can I find out my UnityUK password?
- How do I change my library’s music, play set and language requests details in the UnityUK Help Pages?
- How do I change my region’s contact details on the UnityUK Help Pages?
- How do I update my Local Holidays?
- How do I update my UnityUK mailing list details?
- How do receive an an item when the request status is not supplied?
- I get an error when trying to retrieve my IFM Report
- I have a query about my invoice. Who do I contact?
- My message to the UnityUK mailing list cannot be sent as it ‘exceeds the maximum message size of 16,000 lines’. How do I fix this?
- Our finance department cannot process UnityUK invoices with both credit and debit lines. Could these be separated into 2 documents?
- Our local IP address has changed, will this affect our access for UnityUK?
- We are moving to new premises, how do we change our address and when?
- What is our UnityUK symbol?
- When we receive a request on UnityUK, has that request gone out to other possible suppliers as well, or just us?
- When will requests entered by my library users appear in UnityUK?
- Which version of UnityUK are we currently using?
- Why are some locations listed in the catalogue as ‘Not an ILL participant’?
- Why has OCLC sent me a copy of a BLDSS AREmail Replies Inrtray?

• **UnityUK media repository**

*No image available*