• UnityUK user guides

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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

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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)

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

• Regional offices and help desk
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  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
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  Find statistics from UnityUK usage.

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

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  Troubleshooting
  
  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 ARTEmail Replies Intray?

- **UnityUK media repository**

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