• Get started

Get started with Relais D2D.

◦ Overview
◦ Relais D2D and ILLiad integration

• Relais Portal

Find information about the Relais Portal.

◦ Relais Portal for patrons and other libraries
◦ OpenURL
◦ Multilingual options
◦ User Authentication web service
◦ Relais Portal FAQ

• For Staff

Find information for staff about logging in, searching for requests, requesting library actions and supplying library actions.

◦ Login
◦ Bookbands
◦ Supplying library
◦ Requesting library
◦ Inactive library and locations
◦ Search for requests
◦ Query results
◦ Messages to patrons
◦ My Account

• Discovery

https://help.oclc.org/Resource_Sharing/Relais_D2D
Find information on configuring and using your Discovery interface.

- Discovery overview
- Configure Discovery
- Discovery 3.0 switchover
- Use other discovery tools
- Z39.50 Attributes

**Authentication**

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Find information about authenticating and authorizing users.

- Authentication and authorization
- Encryption
- NCIP generated patron records
- Patron access and authentication
- Patron authentication using a third party system
- Security in Relais

**Relais Discovery web services**

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Find information about Relais web services which are available for a number of Relais features and functions.

- Web services overview
- Add Request
- Authentication
- DiscoverItem
- Request Query
- Sandbox

**Requestability and fulfillment options**

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Find information about requestability and fulfillment options as well as deep linking configuration.

- Deep linking
- Fulfillment options
- Requestability options for patrons

**NCIP**

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NCIP (NISO Circulation Interchange Protocol) is a North American standard which allows disparate library systems to talk to each other. Find information about configuring Relais to communicate with your institution's library system via your NCIP server.

- NCIP Overview
- Alma interoperability with Relais ILL and D2D
- Configure your library system
- Generic NCIP Testing
- NCIP AcceptItem message
- NCIP CheckinItem message
- NCIP Checkout Item message
- NCIP Implementation Checklist

- Relais D2D release notes and known issues

  Find Relais D2D release notes and known issues. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.

  - 2022 Relais D2D release notes
  - 2021 Relais D2D release notes
  - 2020 Relais D2D release notes
  - Relais D2D updates
  - Relais Portal updates
  - Known Issues

- Troubleshooting

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

  - How can I search for a specific supplier code from the list of suppliers presented within the Staff Portal - Request Routing function without having to scroll through the entire list?
  - Why am I seeing unspecified in OCLC statistics reason for no report on items where Relais has a corresponding code