Need help with Relais?

• Login for support

• Get started

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  Get started with Relais D2D.
  ◦ Overview
  ◦ Relais D2D and ILLiad integration

• Relais Portal

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  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

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  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

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  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
  - DiscoverItem- Record
  - 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

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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.
  ◦ 2020 Relais D2D release notes
  ◦ Relais D2D updates
  ◦ Relais Portal updates
  ◦ Known Issues