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.
- Relais D2D updates
- Relais Portal updates
- Known Issues