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