Find information about how to manage librarian accounts, customize patron forms and communications, create patron surveys, and view survey reports.

- **Get started**

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  Get started with the QuestionPoint Administration module.

  - Account privileges and permissions
  - Create or update your library's policy page
  - Link to your question and/or chat forms within OCLC FirstSearch
  - Password management
  - Provide staff announcements

- **Administrator setup guide**

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  Find information about all of the activities and permissions of a QuestionPoint Account Administrator at both Institution (Service Unit Profile (SUP)) and Group (Base Management Environment (BME)) levels.

  - Overview
  - Setup checklist for chat, followup, and referral
  - Setup checklist for email (web form) reference and referral
  - Administrator accounts
  - Administrator collaboration in a group containing two or more libraries
  - Chat and followup
  - Referral of questions and transcripts

- **Institution administration**

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  Find information about how to set up and manage your library's use of QuestionPoint.

  - Accounts
  - Forms management
  - Settings
  - Surveys
Group administration

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Find information about how to set up and manage your subscription group's use of QuestionPoint as well as how to join or create virtual groups.

- Accounts
- Settings
- Virtual groups

- Administrator collaboration in a Subscription Group

No image available

Find information about administrator collaboration in a Subscription Group.

- Chat forms and queue management

No image available

Find information about how to create and manage chat forms and queues.

- Create your group's chat forms
- Manage your chat queue's characteristics
- Set up your library's chat form

- QuestionPoint widget (Qwidget)

No image available

Find information about the QuestionPoint widget (Qwidget). A Qwidget is a lightweight chat window that you can embed throughout your library's website and elsewhere.

- Add a QuestionPoint Qwidget to Facebook
- Chat with a librarian using the Qwidget
- Create your Qwidget (QuestionPoint widget)
- Embed your Qwidget using CMS
- Insert multiple Qwidgets on a web page
- Qwidget Custom Color Skin Instructions