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)

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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