requests, chat with patrons, and indicate when follow-up is needed for a chat session.

• **Warnings and alerts**
  
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  Find information about warning and alert messages that may appear in your Chat monitor.

  - **Alert:** QuestionPoint Session Exited
  - **Connection Lost**
  - **Fatal Error**
  - **Warning:** Duplicate Logins Detected

• **Symbols that appear in chat**
  
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  Find information about the symbols that appear in your active chat sessions.

• **Resolution codes, transcript status, question lists, and descriptive codes**
  
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  Find information about resolution codes and transcript status.

  - **Resolution code guidelines**
  - **Resolution codes and transcript status**
  - **Resolution codes and question lists when you chat with your library’s patrons**
  - **Resolution codes and question lists when you chat with another library’s patrons**
  - **Resolution codes and question lists when other libraries chat with your patron**
  - **Resolution codes and chat sessions that end unexpectedly**
  - **Resolution codes by question list**
  - **Tips about which question lists to use to follow up on chat sessions**
  - **Descriptive code guidelines**

• **Select queues to monitor**
  
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Select queues when you start to monitor chat.

- **Settings**
  
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  Find information about changing settings and settings options.

- **Accept a chat request from a patron**
  
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  Find information about accepting requests from a patron.
  
  - Accept a chat request
  - Patron view
  - Preview the question and patron information before you accept a request

- **Policy pages**
  
  No image available

  Find information about accessing and viewing policy pages.

- **Framebusting web pages and URLs**
  
  No image available

  Find information about viewing and reporting framebusting web pages.

- **Transcript and End Session tips**
  
  No image available

  Find tips to help ensure that a complete transcript is sent to the patron's e-mail address after a chat session.

- **IM and transfer in chat**
  
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  - View list of monitoring librarians
  - Send an Instant Message (IM) to another monitoring librarian
  - Respond to an IM from another librarian
  - Leave and return to an active IM session
  - End an IM session
  - Transfer an active patron session to another monitoring librarian
  - Receive a transferred patron session from another librarian
- **In Progress chat transcripts in question lists**
  
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  Find information about the In Progress label in front of a chat transcript.

- **QuestionPoint chat: Quick reference**
  
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