Institution administration

Last updated: Fri, 02 Nov 2018 17:59:18 GMT

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

• Accounts

   No image available

   Find information about how to create and manage librarian accounts in QuestionPoint.

   ◦ Create librarian accounts
   ◦ Edit librarian accounts
   ◦ Remove librarian accounts

• Forms management

   No image available

   Find information about how to create and manage forms.

   ◦ About forms management
   ◦ Create your library's email question form and/or customize your Walkup (Add question) form
   ◦ Customize the Librarian-is-Typing message
   ◦ Customize your Add Question (WalkUp) form
   ◦ Display links to your reference service
   ◦ Set up access to text messages
   ◦ Set up spam filters for your email question form
   ◦ Set up web form assignment
   ◦ Specify the initial web page for the Viewport

• Settings

   No image available

   Find information about institution administration settings in QuestionPoint.

   ◦ Custom messages
   ◦ Descriptive codes
   ◦ General settings
   ◦ Include/exclude transcripts of chat sessions with other libraries' patrons
   ◦ Set up web form assignment
• Surveys

No image available

Find information about how to create and manage patron surveys.

◦ Create/manage patron survey forms
◦ Patron surveys
◦ View patron survey reports