Overview

The My QuestionPoint screen is:

- The starting point for every QuestionPoint session
- Your access point to the QuestionPoint areas that you use most often
- The place for the latest QuestionPoint announcements and information
- Located in the My QuestionPoint/Home module

The work area of the My QuestionPoint screen contains the following elements:

### My QuestionPoint work area elements - Table

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>Your account name.</td>
</tr>
<tr>
<td>Institution</td>
<td>Your library and its QuestionPoint ID number.</td>
</tr>
<tr>
<td>Select Language</td>
<td>Select the language in which to use QuestionPoint in the drop-down list and click the arrow.</td>
</tr>
<tr>
<td>My Questions</td>
<td>Links to lists of questions that are assigned to you. The number of questions* appears next to each link. New link leads to the My New Questions page that lists:</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| ![Question Point Logo](https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Home_module_and_My_QuestionPoint_page/Get…)

• **Answered questions** for which an answer has been sent to the patron (✓).

Links to lists of your library's questions, including questions that are unassigned, assigned to you or assigned to others. The number of questions* appears next to each link.

New link leads to the New Questions page that lists:

• **New questions** that your library needs to answer or act upon (❓).

Unassigned link also leads to the New Questions page; however, it lists only:

• **New questions** that are not yet assigned to anyone at your library (❓).

**Question Lists**

Active link leads to the Active Questions page that lists:

• **New questions** that your library needs to answer or act upon (❓).

• **Pending questions** that your library is waiting for someone else to act upon: the patron or a library or expert who is answering the question for your library (✍).

• **Answered questions** for which an answer has been sent to the patron (✓).

Shared Followup link leads to the Shared Followup Questions page that lists questions and chat transcripts for librarians in your group to follow up.

**Quick Links**

Links and search boxes for quick access to frequently used areas of QuestionPoint. The links and boxes that you see are appropriate to your account privileges.

**QuestionPoint Announcements**

Announcements from the QuestionPoint team at OCLC.

**Subscription Group Announcements**

Announcements from your Subscription Group's QuestionPoint administrator.
Institution Announcements
Announcements from your library's QuestionPoint institution administrator.

Information and Resources
Links to the QuestionPoint blog, information, resources, support forms, etc.

*The number may include transcripts of chat sessions that your library handles for other libraries even if those transcripts do not appear in your question lists because your QuestionPoint administrator excluded them.

Home tab

**LINK** | **DEFINITION**
---|---
Home | Click to go to the My QuestionPoint screen.
My Password | Click to go to Change Password, where you can change your password.
My Settings | Click to go to View/Change My Settings, where you can:
• View your account privileges and personal settings
• Change your account name
• Change your email address
• Truncate questions in lists
• Change the timeout length
My Library's Webform Coverage | Click to view cooperative coverage information.
Chat Monitoring Tool | Click to view current chat monitoring information for all queues that you and your library can monitor.
Cooperative Resources | Click to view information and resources for participants in the 24/7 Reference Cooperative.
Note: This link is available for participants only.
Terms and Conditions | Click to view the Terms and Conditions for the QuestionPoint Service.
# Reports tab

For more information about the links and pages under this tab, see [Reports](#).

<table>
<thead>
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<th>LINK</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Librarian</strong></td>
<td>Click to go to Reports for the Librarian, where you can view statistics about the QuestionPoint activity of you and your library. This link is available to all QuestionPoint librarians and administrators.</td>
</tr>
<tr>
<td><strong>Institution</strong></td>
<td>Click to go to Reports for the Institution Administrator, where you can view statistics about the QuestionPoint activity of your library and its librarians. This link is available to QuestionPoint Institution administrators and Group (Subscription Group) administrators.</td>
</tr>
<tr>
<td><strong>Group</strong></td>
<td>Click to go to Reports for the Group Administrator, where you can view statistics about the QuestionPoint activity of your group and the libraries in it. This link is available to QuestionPoint Group (Subscription Group) administrators.</td>
</tr>
<tr>
<td><strong>Virtual Group</strong></td>
<td>Click to go to Reports for the Administrator of Virtual Group(s), where you can view statistics about the QuestionPoint activity of any Virtual Group that you administer. This link is available to QuestionPoint Institution administrators and Group (Subscription Group) administrators who are eligible to be Virtual Group administrators.</td>
</tr>
<tr>
<td><strong>QP Usage</strong></td>
<td>Click to go to QuestionPoint Usage Report, where you can view summary statistics about QuestionPoint system-wide activity. This link is available to all QuestionPoint librarians and administrators.</td>
</tr>
<tr>
<td><strong>Suggest A Report</strong></td>
<td>Click to go to Suggest a Report. This link is available to QuestionPoint administrators.</td>
</tr>
</tbody>
</table>