Find information about how to set up your QuestionPoint account and navigate your QuestionPoint interface.

• Get started

Get started with QuestionPoint.

◦ About the My QuestionPoint screen
◦ Access QuestionPoint
◦ Best practices for effective link placement
◦ Change your password
◦ Get assistance
◦ Help for library patrons
◦ Manage your account
◦ Provide staff announcements
◦ QuestionPoint 24/7 reference service cookie policy
◦ QuestionPoint system navigation
◦ Receive questions
◦ Reset the timeout
◦ Section 508 accessibility standards
◦ System requirements
◦ Terms of Service
◦ View weekly web-form coverage information for your group
◦ What your library's patrons see

• QuestionPoint overview

Find information about key QuestionPoint concepts, features, and tools.

◦ Introduction
◦ Key QuestionPoint concepts
◦ QuestionPoint system and websites
◦ Question form for questions to be answered via email
◦ Chat
Question lists
  ◦ Full question
  ◦ Service History
  ◦ Knowledge bases

- **Start up your QuestionPoint account**

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Find information about setting up your QuestionPoint account.

  ◦ Overview
  ◦ What you need to log on to the QuestionPoint system
  ◦ Start your session on the My QuestionPoint page
  ◦ Learn about your QuestionPoint account
  ◦ Adjust your system timeout length
  ◦ Access the QuestionPoint website