Why am I unable to create librarian accounts with permissions to contribute to my Knowledge Base?

Last updated: Thu, 20 Dec 2018 01:02:51 GMT

Symptom

- I am unable to create librarian accounts

Applies to

- QuestionPoint

Resolution

- In order to have permission to create librarian accounts you must be signed in as the BME (Base Management Environment), which provides access to the entire suite of tools in the Reference Management Service of QuestionPoint
- SUP (Service Unit Profile) accounts do not have the same administrative privileges as BME accounts. If you do not have access to the BME account you will need to ask your QuestionPoint administrator to create a librarian account for you