• Get started
   
   [No image available]
   
   Get started with Relais D2D.
   
   ◦ Overview
   ◦ Relais D2D and ILLiad integration

• Relais Portal
   
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   Find information about the Relais Portal.
   
   ◦ Relais Portal for patrons and other libraries
   ◦ OpenURL
   ◦ Multilingual options
   ◦ User Authentication web service
   ◦ Relais Portal FAQ

• For Staff
   
   [No image available]
   
   Find information for staff about logging in, searching for requests, requesting library actions and supplying library actions.
   
   ◦ Login
   ◦ Bookbands
   ◦ Supplying library
   ◦ Requesting library
   ◦ Inactive library and locations
   ◦ Search for requests
   ◦ Query results
   ◦ Messages to patrons
   ◦ My Account

• Discovery
   
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Find information on configuring and using your Discovery interface.

- Discovery overview
- Configure Discovery
- Discovery 3.0 switchover
- Use other discovery tools
- Z39.50 Attributes

**Authentication**

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Find information about authenticating and authorizing users.

- Authentication and authorization
- Encryption
- NCIP generated patron records
- Patron access and authentication
- Patron authentication using a third party system
- Security in Relais

**Relais Discovery web services**

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Find information about Relais web services which are available for a number of Relais features and functions.

- Web services overview
- Add Request
- Authentication
- DiscoverItem
- Request Query
- Sandbox

**Requestability and fulfillment options**

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Find information about requestability and fulfillment options as well as deep linking configuration.

- Deep linking
- Fulfillment options
- Requestability options for patrons

**NCIP**

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NCIP (NISO Circulation Interchange Protocol) is a North American standard which allows disparate library systems to talk to each other. Find information about configuring Relais to communicate with your institution's library system via your NCIP server.

- NCIP Overview
- Alma interoperability with Relais ILL and D2D
- Configure your library system
- Generic NCIP Testing
- NCIP AcceptItem message
- NCIP CheckinItem message
- NCIP Checkout Item message
- NCIP Implementation Checklist

**Relais D2D release notes and known issues**

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Find Relais D2D release notes and known issues. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.

- 2021 Relais D2D release notes
- 2020 Relais D2D release notes
- Relais D2D updates
- Relais Portal updates
- Known Issues

**Troubleshooting**

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Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

- How can I search for a specific supplier code from the list of suppliers presented within the Staff Portal - Request Routing function without having to scroll through the entire list?
- Why am I seeing unspecified in OCLC statistics reason for no report on items where Relais has a corresponding code