Need help with Relais?

- Login for support

**Get started**

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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**

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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
- DiscoverItem- Record
- 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.

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