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