• Get started

Get started with Relais D2D.

◦ Overview
◦ Relais D2D and ILLiad integration

• Relais Portal

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

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


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