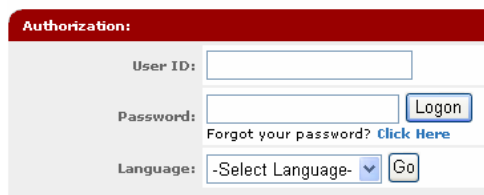


Launching Chat Cheat Sheet

1. Open up your Internet browser.
2. Go to <http://www.questionpoint.org>
3. Click Librarian Logon
4. Type in your User ID and password and press enter or click Logon. (Hint: You can bookmark this page and be able to skip steps 2 and 3 in the future.)

QuestionPoint Logon

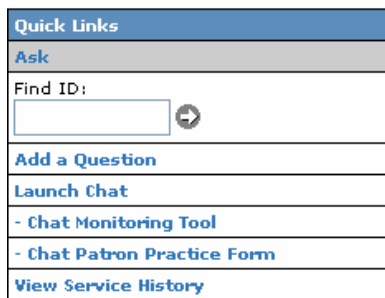
Library patrons click here to log in



The screenshot shows the 'Authorization:' form with the following fields and buttons:

- User ID:
- Password:
- Forgot your password? [Click Here](#)
- Language:

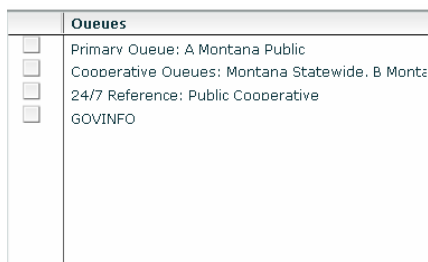
5. Scroll down the page and click “Launch Chat” under Quick Links. Here’s what the section looks like:



The screenshot shows the 'Quick Links' section with the following items:

- Ask
- Find ID:
- Add a Question
- Launch Chat
- Chat Monitoring Tool
- Chat Patron Practice Form
- View Service History

6. When the new window opens, it will remind you that you have to select queues. Click OK.
7. Click in the box beside the queues that you want to monitor. Here’s what this section looks like:



The screenshot shows the 'Queues' section with the following items:

Queues	
<input type="checkbox"/>	Primary Queue: A Montana Public
<input type="checkbox"/>	Cooperative Queues: Montana Statewide, B Mont
<input type="checkbox"/>	24/7 Reference: Public Cooperative
<input type="checkbox"/>	GOVINFO

Monitor 'Practice Queue' Only

8. Click Save.
9. A message confirming your selection will pop up. Click OK.