
Should my support ticket about resource sharing requests be opened under the Alma asset or the Rapido asset?

- **Product:** Rapido
 - **Keywords:** Rapido, Alma, support, case, asset, resource sharing request, ILL, borrowing, lending, task list, facet
-

Question

When deciding to open a ticket to the support team about resource sharing requests, institutions that use Alma and Rapido together may sometimes have a hard time telling if a question they have or an issue they're experiencing is best directed to the Alma support team, or the Rapido support team.

How can you make sure you're opening a support case to the correct team?

Answer

For institutions using Rapido and Alma together, the workflows can often be extremely intertwined, and it's hard to tell from the UI where Rapido and Alma begin and end.

To determine which asset to open your case under, we suggest using the following rules of thumb to check the affected resource sharing requests:

1. If all the **affected requests all have a Rapido Indicator facet of "no"**, or have non-Rapido/RapidILL partners - it's probably an Alma issue, and should be sent to the Alma team.
2. If all or some of the **affected requests all have a Rapido Indicator facet of "yes"** (or it's "no" but you think it should have been "yes") - it's probably a Rapido issue, and should be sent to the Rapido team.
3. If the **affected requests were RapidILL requests** (or weren't routed to RapidILL, but you think they should have been) - it's best to open the case to the Rapido or RapidILL teams.

In any case, all support teams consult with each other on a regular basis. If we find that the case you opened would be better handled elsewhere, it will be transferred to the appropriate team for you.

-
- **Article last edited:** 28-Sep-2023