

Rialto Service Page

The **Requests & Services** page (**Collection Development > Market > Requests & Services**) provides users with direct access to specific services. Each option on the page includes a brief description of the associated service in the **Description** column, and the links in the last column are personalized to ensure requests are routed to the appropriate recipients and that the requester is properly identified.

The **Requests & Services** page includes the following options:

- Activate a new purchasing model using the DDA/Selection Plan/EBA Activation form
- Suggest a new idea or feature for Rialto and provide feedback directly to the product team via the Idea Exchange
- Request activation of a new publisher-direct ebook platform for ordering within Rialto
- Request technical support from the Ex Libris Technical Support team by opening a support ticket
- Request a report from Title Matching Fast (TMF) to match ISBNs of print and electronic books to ProQuest's catalog of electronic content.

Access a form or service by selecting its corresponding link in the **Link** column.

Name	Description	Link
1 DDA/Selection Plan/EBA Activation	Activate a new purchasing model including Demand Driven Acquisition plan, Selection Plan, and/or Evidence Based Acquisition plans.	https://proquest.formstack.com/forms/rialto_cycle_request
2 Idea Exchange	Suggest an idea or new feature for Rialto.	https://ideas.exlibrisgroup.com/forums/940011-rialto
3 New Platform Activation	Request activation of a new publisher direct ebook platform for ordering in Rialto.	https://proquest.formstack.com/forms/rialto_ebook_profile
4 Technical Support	Request assistance from our Technical Support team.	https://support.proquest.com/s/rialto?language=en_US
5 Title Matching Fast Report	Title Matching Fast (TMF) helps you quickly and accurately match print and electronic book ISBNs to ProQuest's catalog of electronic content.	https://about.proquest.com/en/promotions/title-matching-fast/

Requests & Services page

To configure access to the **Requests & Services** page:

1. Navigate to the Rialto Customer Parameters page (**Configuration Menu > Collection Development > General > Other Settings**).
2. Set the **rialto_service_page_admin_only_access** parameter to one of the following:
 - `true` – The **Requests and Services** page is visible to administrators only.
 - `false` – The **Requests and Services** page is visible to all users.
3. Select **Save** to apply the setting.