

Question Asked	Answer Given	Answerer
In regards to the BLUEcloud Mobile App Self Checkout - what do you mean by 'each library will have their own Sip2 ports and users? I'm questioning the users portion.	There will be a seperate WorkFlows "login" in order to track statistics. The patron will not need to login, it is done in the background.	Vickie Totton
Who do the failed call emails go to?	These reports go to your aliased email address. https://support.swanlibraries.net/alias-emails Your library director and staff with L2 permissions can edit the aliased emails	Vickie Totton
Can patrons use at another SWAN library that also has the self-checkout available?	The BLUEcloud Mobile App requires patrons to log in to use the self check. When patrons log in, they are automatically scoped to their home library's mobile app interface. Self check through the mobile app requires 1) the library has activated self-check in the app 2) patron is within geolocation of the library as configured in the app, and 3) patron is associated with the library that has self-checkout activated.	Dawne Tortorella
What about RFID checkouts? Will the mobile checkout diable the RFID tags?	Mobile Checkout is not currently working with RFID; once it is able to work with RFID this feature is an add-on cost to libraries wishing to activate. We do not yet have pricing on this added functionality.	Vickie Totton