

## Welcome to Talis Aspire Support

[edit](#)

Stay updated with announcements, check the service status, search our knowledge base or interact with the customer community! Whatever you need for Talis Aspire support, you'll find it here.

If you can't find the answer to your support query via this site, we're here to help. Click 'Submit a request' from the menu bar above and tell us about your support request, we'll get right back to you.

You can also submit a request or send us an email at [support@talisaspire.zendesk.com](mailto:support@talisaspire.zendesk.com).

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## New feature idea?

Got a product feature idea or suggestion for an enhancement?

Post it on our ideas forum and vote for ideas posted by other customers

[Launch Aspire Ideas](#)

## Agents Only: My tickets

- My unsolved tickets (2)
- Unassigned tickets (0)
- All unsolved tickets (13)
- Recently updated tickets (~3)
- 1st line support queue (2)
- 2nd line support queue (1)
- 3rd line support queue (6)
- Awaiting release queue (2)
- Defect queue (3)
- Recently solved tickets (0)
- Waiting for customer response (2)
- Suspended tickets (1)

[Add view »](#)

## Knowledge Base



Search

## Talis Aspire Support

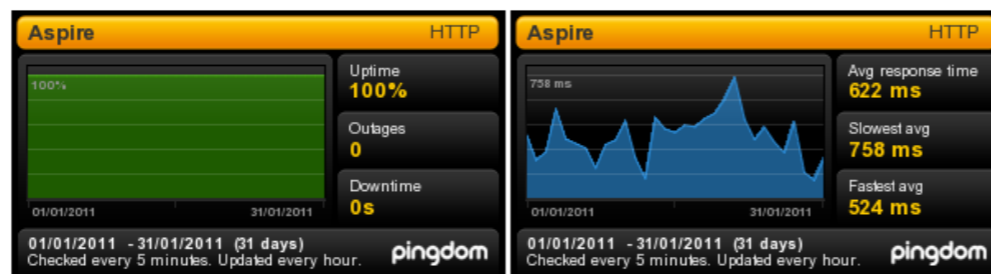
[RSS](#)

### Service status

Chris Clarke Jan-19 • [Official Talis Aspire Support / Announcements \(unpin\)](#)

### Talis Aspire uptime and response time

How are we doing? Below are the metrics for Talis Aspire uptime and response times in the last rolling month. You can find historical uptime and response time reports since we launched Talis Aspire [here](#).



## Hot Topics

- Why do I get "unable to look up library availability"?
- How do we enable Google Books Preview?
- Are there any issues with changign devolved authentication mechanisms?
- What is the impact of moving