Introduction to Primo VE

Primo VE is a new deployment model of Primo, which is aimed at simplifying Primo's back-end processes and further optimizing the management of Primo with Alma by utilizing the Alma platform.

Primo VE, coupled with the new Primo UI, enables libraries to benefit from the following:

- Unified back office management of Primo and Alma
- Reduction of duplicate admin efforts and processes
- Real-time discovery of records managed in Alma. Updates to records are indexed automatically and are discoverable in about 15 minutes.
- Major operational improvements and the streamlining of publishing processes
- Streamlined easy configuration and setup. Unless noted in the documentation, most configuration changes are automatic and appear immediately in Primo VE.
- Intuitive and enhanced new Primo user experience

The Primo VE documentation replaces much of the existing Primo administration guides since the back office administration is performed under the Discovery menus in Alma.

Refer to the following sections if you are starting a new configuration:

- Configuring Search Profiles for Primo VE
- Configuring Discovery Views for Primo VE

To configure discovery options (Configuration Menu > Discovery) for Primo VE, you must be assigned the following role: Discovery - Admin. Additional roles may be required to perform some Alma configuration.

Getting Help

Staff users who have chat permissions can chat with our Support team regarding the following types of Primo VE issues directly from within the Alma management interface:

- Simple how-to questions and configurations
- Behavior and general inquiries
- Known issues

This functionality is disabled by default. Only staff users who have been assigned the Chat with Support role can open a
chat session with our Support team. For more details, see Managing User Roles.

For more details, see FAQ.

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**Note**

Beginning on November 1, 2020, this functionality will be available only for Primo VE institutions that have gone live with Primo VE on European Alma instances. For all other Alma instances, this functionality will be rolled out gradually.

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To begin a chat session, select the **Chat** icon on Alma’s persistent menu in your production environment:

![Chat Icon in Alma's Persistent Menu](image)

**Training and Webinars**

For additional information, refer to the following Training videos and Webinars:

- [Intro to Primo VE](#)
- [Primo VE - Become an Expert Series: Introduction to Discovery - PPT](#)
- [Primo VE - Become an Expert Series: How Primo Works - PPT, Q&A](#)