When we reset the password for WorldShare ILL, we do not get an email

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Symptom

- The site tries to reset their password, but they never get an email.

Applies to

- WorldShare ILL

Resolution

A staff member with Administrative Privileges needs to logon to the WorldShare Administrative Module and verify the account information with particular focus on the email address being used. Once the information is up to date, the administrator can reset the password and the staff member will receive the email if it is not blocked by a spam filter. If you do not have a staff member who can access WorldShare ILL as an administrator or the above steps do not work for your library, please contact OCLC Support.