Symptom

- In Check In, there is a dropdown menu which normally includes **Delete Hold** as the final option. However, one of our PCs displays this correctly and one does not display it, even when the same member of staff is logged in.

Applies to

- WorldShare Circulation

Resolution

1. Make sure that you are accessing WorldShare via the standard URL (as supplied in your Welcome email) i.e. https://[prefix].share.worldcat.org/wms, at all times when logging into WorldShare.

2. The **Delete Hold** check-in mode should always be visible to users who have any of the following roles:

   - CIRCULATION_ADMIN
   - CIRCULATION_DESK
   - CIRCULATION_DESK_PRIVACY
   - CIRCULATION_OCLC_OWNER
   - STUDENT_WORKER
   - STUDENT_WORKER_CIRCULATION

Additional information

[Circulation Roles](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/One_of_our_PCs_is_displaying_different_menu_options_in_Check_In)

Page ID

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