When I log into WorldShare the page does not fully load.

Last updated: Wed, 21 Nov 2018 16:14:38 GMT

Symptom
• The WorldShare page shows tabs at the top, but clicking on them does nothing.
• The page is just a blank white screen.

Applies to
• WorldShare Collection Manager
• WorldShare Interlibrary Loan
• WorldShare Acquisitions
• WorldShare Circulation
• WorldShare License Manager
• WorldShare Record Manager
• WorldShare Reports

Resolution
Please try these troubleshooting steps to see if you can get back into WorldShare:

1. First, clear your browser's cache and cookies. We often find that the web caching inside browsers can cause issues. Another way to troubleshoot is to open a private viewing session and try to log in to WorldShare without cookies set and cached browser memory.

2. If this fails, try logging in on a different browser to see if it gives you the same error. That could point us to a browser issue outside of caching.

3. If you are still having issues in a new browser, please try on a different computer. It could be a setting on your computer or network that is blocking access.

Additional information
If none of these steps work to clear the issue, contact OCLC Support.