How can I get past an Unable to load YUI error?

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Symptom

- User logs into WorldShare successfully, but instead of seeing tabs they get an "Unable to load YUI" error.

Applies to

- WorldShare ILL

Resolution

Clear you cache and cookies, close the browser and try logging in again. If that fails, try logging in with the Firefox browser instead.

If problems persist, contact OCLC Support and give them your library symbol, WMS username and a short rundown of what you are seeing.