Why does clicking the Password Reset Link sent in an email lead to a blank page?

Symptom

• Password Reset Link leads to a blank page

Applies to

• WorldShare Management Services

Resolution

This problem can be caused by a caching issues in your browser, or your institutions settings are not set correctly:

1. Clear your cache and cookies of your web browser and attempt to open the link again

2. If it continues to lead to a blank page, please contact OCLC Support with an example of the link, and also a link to this help article.