Why am I getting the message "We cannot reach your institution to verify your credentials. Try again later" when I try to log in?

Last updated: Tue, 02 Jul 2019 13:20:23 GMT

Symptom

- You get the message "We cannot reach your institution to verify your credentials. Try again later" when you try to log in to WMS

Applies to

- WorldShare Management Services using LDAP as their authentication method
- Tipasa

Resolution

This error indicates a network connection problem between WMS and your LDAP server.

First, check that the problem is not just in your browser:

1. Clear your browser’s cache and cookies, restart it, and try logging in again.
2. If you still cannot log in, try logging in via another browser.
3. If you still cannot log in, try logging in on other computers.
4. Check to see if other websites are down too, or if it's just WMS.
5. Record your results:
   - Take screenshots of any error messages you get
   - Note down which of the above steps worked and which didn't
   - If the problem is intermittent, make a note of the date and time it starts and finishes
6. Pass the results of your tests on to your IT department so they can check if there are any problems with your network.

If other websites are down, it's probably a problem with your network. Your IT department will need to fix this.

If it's only WMS, contact OCLC Support. Include the screenshots and troubleshooting information you collected in Step 5 in your email.
Additional information

For problems with your LDAP configuration, see:

- Why am I receiving the message "We cannot reach your site to verify your credentials. Try again later."?
- Why am I getting the message "OCLC has detected a problem with your institutions authorization credentials" when trying to login to WorldShare Management Services?

For problems with your SSL Certificate, see:

- Why am I seeing "OCLC has detected that your institution's encryption has changed" when I log into WorldShare?