I am unable to sign in to Service Configuration using my OCLC Services Account

Symptom

• When signing in to Service Configuration using my OCLC Services Account I get the message **We are unable to process your request at this moment.**

Applies to

• Service Configuration

Resolution

This usually indicates that you do not have the correct permissions to access Service Configuration.

1. Ask an administrator to assign administration roles in your account for the required module. For instance, the role for Circulation is **CIRCULATION_ADMIN**.
2. If you are still unable to access, please contact [OCLC Support](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/I_am_unable_to_sign_in_to_S...) with your WorldShare URL and username.

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