I'm an ILL referral member user, why can't I access Service Configuration?


Applies to

- WorldShare ILL
- OCLC Service Configuration

Answer

Individual member accounts that are part of a referral center cannot have the WORLDSHARE_ILL_ADMIN role, which is needed to access Service Configuration through WorldShare. You will need to sign in with your WorldCat account, which requires an administrator at the management center to add you as an authorized user.

Additional information

See [ILL for Management Centers](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/ill_for_management_centers) for more information about referral centers. Also see how to add an [authorized user](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/authorized_user) and the different ways of [signing into Service Configuration](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/signing_into_service_configuration).

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