I forgot my ILLiad Password for signing into the Client

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Symptom

• You need to find out how to fix it so you can sign in to the ILLiad Client after forgetting your password

Applies to

• ILLiad

Resolution

If you need your password reset to sign into the ILLiad Client, here are the steps you need to take:

1. You need someone who has access to the ILLiad Staff Manager to sign into it and change your password by following the instructions under Adding Staff Users.
2. Have the person sign into the ILLiad Client to verify it is working.
3. If you do not have anyone who has access to the ILLiad Staff Manager and can sign in, please contact OCLC Support if you are hosted by OCLC.
4. If you are not hosted by OCLC, you will need to contact your SQL Administrator about it and that person should contact OCLC Support.