Why are we getting a "Missing or invalid Status" error in the Tipasa User Portal?

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Symptom


Applies to

- Tipasa

Resolution

This problem is caused when the status you have listed on the Patron Request Workform does not match the patron type on user accounts (ex. Undergraduate versus Undergrad). To resolve this you will want to note the patron types on your user's accounts and ensure they match the status field in the Patron Request Workform:

1. Log into the OCLC Service Configuration
2. Navigate to WorldShare ILL > Patron Request Workforms
3. Open the request form that users are getting the error on
4. Locate the Status field
5. Click on the drop-down and edit the status' to match what is on the user's account

Additional information

For further information see Patron Request Workform

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