Why does the error "User record not found" appear when attempting to sign in to WMS?

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Applies to

- WorldShare Management Services
- Tipasa

Answer

This error message indicates that the idAtSource field in the patron account isn't matching with what is being sent from the third-party authentication system. Verify that the idAtSource field in the account matches what the patron is using to sign in.

If the idAtSource field matches, contact [OCLC Support](https://help.oclc.org) with your OCLC Symbol, contact information for your authentication administrator or IT department, and the username of the patron who is unable to sign in.

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