When logging into WorldShare, I am unable to get past the branch screen because the ok button is grayed out

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Symptom

- WorldShare users are unable to login to WorldShare. They cannot get past the select branch screen and the OK button is grayed out.

Applies to

- WorldShare ILL
- WorldShare Management Services

Resolution

Select the branch name and click **OK**.

1. Select the branch you want to use.
2. Make sure it is highlighted. Note the OK button is now blue.
3. Click the **OK** button.

If this does not fix the issue, try refreshing the browser page as a whole. That should reset the page allowing you to reselect the branch and click an active OK button. If refreshing does not fix the issue, contact [OCLC Support](https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting/I_am_unable_to_get_past...).