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.