Why am I getting an "Username or password is invalid. Authentication failed." error when logging in?

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Symptom

• User gets a "User name or password is invalid. Authentication failed" error when logging into WorldShare environment.

Applies to

• WorldShare Management Services
• WorldShare ILL

Resolution

This is the error that appears when a user tries to login to WorldShare Management Services (WMS) with an incorrect user name or password. Consider and/or trying the following potential fixes:

• Do you have the Caps lock turned on? If so, turn it off and try again
• Try resetting your password. This may be needed if your password does not meet current security requirements of 9 characters including one non-alphabetic character
• If you are getting to the login page via a bookmark, type the URL into the address bar instead and try again. If it works, your bookmark has become corrupted. Delete and recreate it
• You could have cached an error page. Clear your browser's cache and cookies, restart the browser and try again

WorldShare Password Requirements

Your WorldShare password:

• Is case-sensitive
• Must contain at least nine characters
• Must contain at least one non-alphabetic character
  • Note: Semicolons (;), colons (:), apostrophes ('), and periods (.) are not allowed.

If problems persist, call OCLC Support.