The citation information on my article resolved incorrectly

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Symptom

• Link resolves to a null page or to the provider webpage other than the actual article

Applies to

• WorldShare Collection Manager

Resolution

In the first instance report the issue to OCLC Support. Provide the following information:

• Your institution’s name
• OCLC symbol or Registry ID
• URL to the item
• OCLC number of the item, if available
• Proxy credentials to access your resources*

*If you are unable to provide test proxy credentials, OCLC might need to conduct a screen-sharing session with your library to troubleshoot.

Additional information

Once investigated there are two options:

1. OCLC may be able to amend the metadata to correct the linking.
2. OCLC may need to report this to the provider to be amended in a future data update.

Additionally, you may want to report this to the provider.

For further information, see Report errant knowledge base links

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