When we reset the password for WorldShare ILL, we do not get an email

Symptom

• The site tries to reset their password, but they never get an email.

Applies to

• WorldShare ILL.

Resolution

If you have someone who has Administrative Privileges and you are able to logon, then you should verify the account and make sure the email address is up to date. There have been changes to contacts or emails and once the information is up to date, you can reset the password and you will receive the email. If you do not have anyone who can access WorldShare ILL as an administrator, please contact support at <support@oclc.org> or call us at 800-848-5800 and we can help you with your issue.