When I try to logon to WorldShare, it says password or username is invalid, how do I fix this?

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Symptom

• When trying to logon to WorldShare ILL, you get an error message that the username or password is invalid.

Applies to

• WorldShare ILL.

Resolution

You need to reset your password.

1. On the Logon screen, you will have an option for Set/reset password, click on that.
2. You will see a box for your username. Put that in and click on "Request new password."
3. You will be sent an email that you click on the link and change your password. The new password must be nine or more alphanumeric characters.
4. After changing your password, logon again and you should be able to get into WorldShare ILL.