I’m trying to make changes to my loan policy. When I select WMS circulation it takes me to a blank page

Symptom

• When logged into the OCLC Service Configuration with a WorldShare account, a blank page appears when trying to edit policies under WMS Circulation

Applies to

• WorldShare Circulation

Resolution

If a blank page is appearing when trying to edit WMS Circulation policies, ensure that you have selected your main institution rather than a branch in the OCLC Service Configuration. You may have multiple options if you are logged in using a WorldCat.org account. To check this, follow these steps:

1. Log into the OCLC Service Configuration using the option to Sign in to Service Configuration.
2. In the upper left corner of the page, select your main branch from the drop-down list. This option will display the registry ID associated with your OCLC symbol.
3. Click WMS Circulation and the policy you wish to edit. You should now see your library's circulation policies.

If you are still encountering an error after selecting your main institution or you are not using a WorldCat.org account, please OCLC Support.

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