Why can I not log into Service Configuration using my Worldcat.org account?

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Symptom

• Invalid username/password when logging into Service Configuration using a WorldCat.org account.

Applies to

• WorldCat.org
• Service Configuration

Resolution

1. Check to make sure you are clicking on the top option titled: **Use Your WorldCat Account**.
2. Clear your browsers cache and cookies, as well as forget any saved passwords for Service Configuration, then try again.
3. If you still cannot log into Service Configuration using your Worldcat.org account, reset the password. You may do this from the profile screen in WorldCat.org. Service Configuration requires a password to be 9-characters, made up of letters and numbers, with at least one upper-case letter.

Additional information

If you are still unable to login, please contact [OCLC Support](https://www.oclc.org/en-us/services/products/support-center.html).  
If you have forgotten your WorldCat password, please [enter your email into this site](https://www.oclc.org).