When I log into WorldShare the page does not fully load.

Symptom

- The WorldShare page shows tabs at the top, but clicking on them does nothing.
- The page is just a blank white screen.

Applies to

- WorldShare Collection Manager
- WorldShare Interlibrary Loan
- WorldShare Acquisitions
- WorldShare Circulation
- WorldShare License Manager
- WorldShare Record Manager
- WorldShare Reports

Resolution

Please try these troubleshooting steps to see if you can get back into WorldShare:

1. First, clear your browser's cache and cookies. We often find that the web caching inside browsers can cause issues. Another way to troubleshoot is to open a private viewing session and try to log in to WorldShare without cookies set and cached browser memory.

2. If you are using a bookmark to access the page, the bookmark URL may be faulty. The WorldShare URL structure is https://[Your RegID].share.worldcat.org/wms

3. Turn off any extensions you've added to your browser, then restart to see if it changes the behavior.

4. If this fails, try logging in on a different browser to see if it gives you the same error. That could point us to a browser issue outside of caching.

5. If you are still having issues in a new browser, please try on a different computer. It could be a setting on your computer or network that is blocking access.
Additional information

If none of these steps work to clear the issue, contact OCLC Support.

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