I am unable to log in even after I have changed my password

Symptom

• Getting an error such as “We are unable to process your request at this moment” or unable to find the page you want.

Applies to

• WorldShare Management Services

Resolution

The issue is most likely being caused by a corrupt URL.

1. Call into the OCLC Customer Service Department at 1-800-848-5800, choose option 1.
2. Then select the WorldShare ILL option.
3. The representative then can give you your generic URL. Example https://(Your Institution Name).share.worldcat.org/wms/.