Unable to access ILL policies directory when you have the role as a WorldShare ILL Admin

Symptom

• You log into WorldShare, and you have a role set up to be a WorldShare ILL Admin, but you try to access ILL Policies Directory, and you do not get logged into the Policies Directory.

Applies to

• WorldShare ILL, Tipasa.

Resolution

Sometimes there may be an issue with your Cache giving you a bad cached page. Here is what you should do:

1. You should clear your cache in your browser that you are using.
2. Close your browser window.
3. Open up the browser window again and log on to WorldShare ILL.
4. Go to Interlibrary Loan Home and on the right side under "Other Links," and click on the Policies Directory link.

You will be in the Policies Directory now.