How can I get past an Unable to load YUI error?

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**Symptom**

- User logs into WorldShare successfully, but instead of seeing tabs they get an "Unable to load YUI" error.

**Applies to**

- WorldShare ILL

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**Resolution**

Clear you cache and cookies, close the browser and try logging in again. If that fails, try logging in with the Firefox browser instead.

If problems persist, contact [OCLC Support](https://help.oclc.org) and give them your library symbol, WMS username and a short rundown of what you are seeing.