Why am I receiving the message "We cannot reach your institution to verify your credentials. Try again later."?

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Symptom

- You receive the error "We cannot reach your institution to verify your credentials. Try again later."

Applies to

- WorldShare Management sites using LDAP as their authentication method.

Resolution

A WMS site using LDAP as their authentication method has changed or updated their LDAP server domain and/or port number.

1. Take a screen shot of the error message. Include the URL and your clock to help us troubleshoot.
2. Verify with your IT department the domain name and the port of your LDAP server.
3. Ask your IT department if they can send you the LDAP connection logs from the time you had the problem.
4. Contact OCLC Support with this information.