You are already logged into another institution error

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Symptom

User gets the error “You are already logged into another institution...” when logging into WorldShare.

Applies to

• WMS Admin
• WMS Circulation
• WMS Acquisitions
• WorldShare ILL
• Record Manager
• Collection Manager
• Patron My Account

Resolution

This means that WorldShare sees you as already logged into another secure connection. Services that commonly cause this are Service Configuration or MyAccount screens. To resolve it you have to either close the original connection or open your second connection in a different browser. Try the following:

• Open the second service in a different browser.
• Close the browser window of the original secure connection.
• Close and reopen your browser.

If problems persist, contact OCLC Support with your OCLC symbol, the error and let us know what you have open on your machine.

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