I am getting an "email address invalid" error message when trying to log into WorldShare.

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Applies to

- WorldShare Interlibrary Loan
- WorldShare Circulation
- WorldShare Collection Manager
- WorldShare Record Manager

Answer

Check that the email address for the account you are using is entered into the correct field. Inside the Admin tab, search for the user account. After selecting the account, click on Edit in the top right corner of the Basic User Data menu. Check to see that the email address is entered into the Library Record portion of the settings.

Additional information

There are two places to enter an email address on this menu, and it can get confusing. You may have already entered an email address into the Delivery Notification portion of the settings. If this is the case, just copy and paste it into the Library Record email address box too.