WorldShare is telling me there is a problem with my email. How can this be fixed?


Symptom

• Error message that something is wrong with the email when trying to log into WorldShare.

Applies to

• WorldShare Admin
• WorldShare Interlibrary Loan

Resolution

WorldShare pulls your email address from the email provided in the Library Record field in WorldShare Admin > Basic User Data:

1. If email is not currently in the Library Record field, add it there.
2. WorldShare will not pull email information from the Delivery Notification field.

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