Why can't I see the E-Resources reports in WorldShare Analytics?

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Symptom

- You're unable to see the Analytics tab or any of the E-Resources reports in WorldShare.

Applies to

- WorldShare Collection Manager
- WMS Analytics
- WMS Admin

Resolution

The E-resources reports under WorldShare > Analytics > Reports are only available to WMS libraries. If you don't have a WMS subscription, you won't be able to get to those reports. If you do have a WMS subscription, look in your WMS Admin account and make sure that you have the proper Reports and Report Designer roles assigned for that report.