The sidebar is missing in WorldShare ILL

Last updated: Mon, 22 Jul 2019 20:04:57 GMT

Symptom

- You log on to WorldShare ILL and you do not see the sidebar

Applies to

- WorldShare ILL, Tipasa

Resolution

When you are logged into WorldShare ILL or Tipasa, on the top left is the Sidebar control. You can have it showing the sidebar or hide the sidebar. Here are some steps to fix the issue.

1. Click on the Show/Hide sidebar a couple of times and see if the sidebar shows and then disappears.
2. If that does not work, clear your cache, close the browser and log on again.
3. If that does not work, then try a different browser and see if it works.
4. You can also try logging on from a different computer and see if you get the same results.