When I am in the Borrowing Work Form tab in ILLiad, I am unable to see the clear and delete buttons

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Symptom

• You are in the ILLiad Borrowing and under the OCLC Tab, you do not see the clear and delete buttons in the Work Form tab

Applies to

• ILLiad

Resolution

If you are not seeing the Clear and Delete buttons, it is because you searched for the request from the Home screen rather than opening up one of these two queues:

1.   Awaiting Request Processing.

Additional information

You must be in either the Awaiting Request Processing or Awaiting Unfilled Processing queues in order to see the Clear and Delete buttons. Also, you might not see the Holdings section at all.