When I am in ILLiad and going to the Policies Directory, I see the sign-on screen and it does not take me into the Policies Directory

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Symptom

• When clicking on the Policies Directory in ILLiad, it doesn't into the Policies Directory, but instead shows the sign-in screen.

Applies to

• ILLiad

Resolution

If the Sign-In Screen is showing whenever trying to get to the Policies Directory for any action in ILLiad, you need to click on the "Sign In" button and which will get into the Policies Directory. This is a change that has taken place with changes that OCLC made with the Policies Directory on 8/1/2019. OCLC is currently working on a solution in the update on the WorldShare ILL/Tipasa interfaces to fix this issue.

Update for 8/29/2019. The feature is now fixed.

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https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/When_I_am_in_ILLiad_and_going_to_the_Policies...