When a patron is trying to submit a request in the ILLiad Web Pages, they are getting a message about a required field that is not on the request form

Symptom

• Your patrons are trying to submit requests, but they are getting an error message about a filed that is not on the request form

Applies to

• ILLiad

Resolution

When patrons are submitting requests, there are two parts for setting up the required fields.

1. You mark the field as required on the Web page.
2. You add the field as required in the WebValidation table.

If you have a field that is in the WebValidation table, but not on the Web page, then the patron will not be able to submit the request because the Web Validation table will require the field and the patron cannot update the field. So you will need to delete the Web Validation field or do not require the field anymore in the WebValidation table. More information about this is found in the Changing Required Fields - ILLiad documentation.