How do I update messages that are sent to the patron when they are using the ILLiad Web pages?

Symptom

- You want to know where you update the messages that are sent to patrons

Applies to

- ILLiad

Resolution

What you are asking about are the Status Lines that you customize in the ILLiad Customization Manager. Here is some information about how the Status Lines work:

1. On the page, you have a code for `<#Status>`. This functionality allows ILLiad to put in the status line required for the different situations.

2. The list of Customization Keys for Status lines is in the ILLiad Customization Keys under Status Lines.

3. You edit the Customization key and for example, when the patron tries to sign on and the password has expired, the Key is `SLUserPasswordExpired`. If you update the key value, then that new message is what the patron receives when the patron tries to logon with an expired password.