Not authorized to use ILL error upon sign in

Symptom
• You get a message saying "You are not authorized to use ILL" when logging in to WorldShare.

Applies to
• WorldShare ILL

Resolution
Confirm that the user has at least the Everyone and WORLDSHARE_ILL_USER roles under WorldShare > Admin > Search for User > Roles. If they don't, you will want to add this role to user's account and have them sign out and sign back in to WorldShare.

If they already have that access, have them clear cache and their WorldCat cookies then restart their browser. When they go to log back in to WorldShare make sure that they type in the URL for your WorldShare address rather than using a bookmark too.