Why is the ILL Request button showing up in Discovery on one computer but not another?

Last updated: Tue, 17 Sep 2019 14:05:12 GMT

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Symptom

• ILL Request button missing from one computer's Discovery search

Applies to

• WorldCat Discovery

Resolution

This is likely a caching issue with the computer's web browser:

1. Clear the cache and cookies and restart the web browser to see if the ILL button is now surfacing
2. If it still is not surfacing, check with your IT to ensure the computer's [IP range is included in the Service Configuration](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Why_is_the_ILL_Request_b...).  

Additional information

If the computer is within your listed IP ranges and clearing the cache and cookies did not fix this, please contact [OCLC Support](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Why_is_the_ILL_Request_b...).

Page ID

24005