Username undefined error when signing into Digital Collection Gateway

Symptom

• Unable to sign into Digital Collection Gateway due to error "username : undefined sessionID: undefined " appearing when logging in

Applies to

• Digital Collection Gateway

Resolution

Clear cache and worldcat.org cookies, then avoid using a bookmark when you next try to sign into the Digital Collection Gateway in case your bookmark has become corrupted. You can also try signing in with other browsers as well.

Additional information

There is documentation for signing into Digital Collection Gateway.