The 'From' email address is not automatically filled in the email form

Last updated: Fri, 22 Nov 2019 14:01:22 GMT

Symptom

• As a borrower, it can happen that the email address of your library is not automatically filled when you want to use the email functionality or the 'email doc to patron' functionality in the request form.

Applies to

• WorldShare ILL
• Tipasa

Resolution

The "From" email line in the form will be empty when the email address line in the borrower data is not filled. You can manually fill your email address in the specific request, or add the email address to your Borrower Constant Data in OCLC Service Configuration. Doing the latter will ensure that selecting a Constant Data template in the future will also fill the correct email address for sending the requested material to your patrons.

Additional information

Configure Borrower Data

Page ID

25936