I am getting a 'not found in database' error when I try to login

Symptom

• When trying to login to the Digital Collection Gateway you get the error '[USERNAME] not found in database'.

Applies to

• Digital Collection Gateway

Resolution

Make sure you are entering your username and password correctly. They are case sensitive.

If you are still struggling to login, email OCLC Support.

Additional information

When you have registered, OCLC will provide you with login credentials via a welcome email. The Digital Collection Gateway uses the same authentication system as WorldCat.org, WebJunction, and the WorldCat Registry. If you do not already have user credentials already registered with one of these systems you will create a new username and password. The welcome email will also contain your Gateway KEY

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