Patron photos were previously on our circulation patron accounts but they are not showing up anymore

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Symptom

- Your library filled in the Photo URL field in Basic User Data, but you aren't seeing the photos when opening patron records in WorldShare.

Applies to

- WMS Admin
- WMS Circulation

Resolution

All photos must be coming from an https:// location. If yours are located in an https:// accessible location, grab the link out of a couple sample records and paste them into your browser. Do the images come up? If not, that suggests that local staff moved the images to another folder and the URLs need to be updated to that new folder or they need to return the images to the original one. If so, contact [OCLC Support](https://help.oclc.org/WorldShare/WorldShare_Admin/Troubleshooting/Patron_photos_were_previously_on_our_circ...) with your library symbol and a couple sample records that are failing to display.

Additional information

There is more information about [Basic User Data](https://help.oclc.org/WorldShare/WorldShare_Admin/Troubleshooting/Patron_photos_were_previously_on_our_circ...).