Every time I sign into WorldShare, the "Select branch for current location" box appears.

Symptom

- Recently, the dialog box that allows you to select your branch has appeared upon every sign-in, when before it would only happen the first time on one machine.

Applies to

- WorldShare Management Services

Resolution

The browser is no longer storing the cookies that remember your selection. It must be told to keep those cookies.

For Firefox:

1. Go to "Options" (the gear icon).
2. Select "Privacy & Security".
3. Scroll down to "Cookies and Site Data".
4. Confirm "Delete cookies and site data when Firefox is closed" is unchecked.
5. Scroll down to "History".
6. Confirm that you are not using custom settings for history that need to be altered.

For Chrome:

1. Go to "Settings" (the gear icon).
2. Select "Privacy and security" in the left navigation.
3. Select "Site Settings".
4. Under "Permissions," select "Cookies and site data".
5. Confirm "Clear cookies and site data when you quit Chrome" is turned off.

Additional information

If this issue persists, please contact OCLC Support