Why am I not receiving a password reset email?

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Applies to

- WorldShare Management Services
- WorldShare ILL
- Tipasa

Answer

Check your spam folder to make sure they are not being misdirected. If they are not appearing in your spam folder, OCLC emails may be blocked by your email provider. Contact your IT department or email administrator and ask them to whitelist the IP address 208.73.7.73.

Additionally, have another staff member double-check the email address on your account (in the Library Record section of the user record), or, if there is no such staff member, contact OCLC Support.