Known issues for My Account

Last updated: Wed, 12 Aug 2020 15:44:14 GMT

This page lists known issues for My Account. Availability dates are subject to change. See also Known issues for Tipasa, WorldShare Circulation, or WorldCat Discovery.

Please see the OCLC System Status Dashboard for active issues.

## Current issues

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buttons or list headings are difficult to read on the page.</td>
<td>Selecting a dark color for your institution’s primary (search and fullfillment buttons) color will help in most cases. For additional instructions and tips on color selections, see these <a href="https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_%E2%80%A6">Release Notes</a> or the documentation for <a href="https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_%E2%80%A6">My Account</a>.</td>
</tr>
<tr>
<td>Chat widget is not displaying in My Account.</td>
<td>The Chat widget is not currently included within the new My Account interface, but we expect to add it in an upcoming release. To make Chat available to your library users in the meantime, you can add your Chat link to the Resources menu. See these <a href="https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_%E2%80%A6">Release Notes for My Account</a>.</td>
</tr>
<tr>
<td>For libraries with Tipasa: Some older closed ILL requests that were listed in the former user portal are no longer listed in My Account.</td>
<td>In My Account, closed ILL requests are available back to August 2018 (or a shorter time based on your library’s retention settings). ILL staff can retrieve requests up to 5 years old by searching by keyword, author, or Request ID in the Tipasa staff interface. See these <a href="https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_%E2%80%A6">Release Notes for My Account</a>.</td>
</tr>
<tr>
<td>For libraries with WorldCat Discovery, searches initiated in My Account that include diacritics currently fail.</td>
<td>This will be fixed with the August 2020 release of WorldCat Discovery.</td>
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<tr>
<td>For libraries with Tipasa: In View Profile, library users</td>
<td>Users at libraries with Tipasa currently control opt in/out of email. For details, see <a href="https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_%E2%80%A6">Notifications</a>.</td>
</tr>
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<td>ISSUE</td>
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<tr>
<td>can opt out of email notifications, but we do not want them to.</td>
<td>In an upcoming release, we intend to add an enhancement that allow you to hide email options.</td>
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<tr>
<td>For libraries with WorldCat Discovery: Features within My Account take library users to WorldCat Discovery pages that we do not want them to use and/or are not yet configured.</td>
<td>Currently, all WorldCat Discovery features are accessible to users if your library has a subscription for WorldCat Discovery. In an upcoming release, we intend to add a configuration option that will allow you to hide WorldCat Discovery functionality within My Account.</td>
</tr>
<tr>
<td>Examples: Search box, saved searches/items/links</td>
<td>Research by OCLC’s user experience team with library users indicated:</td>
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<tr>
<td></td>
<td>• Users preferred a single list of their requests, whether the item is from the local collection or borrowed via ILL.</td>
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<td></td>
<td>• Users desired clear indications of time to fulfill as key information in the combined list.</td>
</tr>
<tr>
<td>For libraries with Tipasa: With the integrated interface, circulation and ILL requests look similar.</td>
<td>When you are assisting library users, you can identify ILL requests by the presence of the Request Details link and the Duplicate Request button. Looking forward, OCLC is investigating ways to provide better indications of how long it may take for a request to be fulfilled and when it is likely to arrive. Please watch product roadmaps and other communications for updates.</td>
</tr>
<tr>
<td>For libraries with Tipasa: The Create Request and Duplicate Request options can be confusing to users.</td>
<td>OCLC’s user experience team is gathering input on these and other potential user interface enhancements, which will be targeted for future releases. Please watch for updates.</td>
</tr>
<tr>
<td>The date format does not reflect my browser preference.</td>
<td>To correct this issue, please ensure that your preferred language is correct in your browser and refresh your browser. In Chrome, your preferred language will need to be at the top of your list. If you have changed your language and if your currently set language on top of your language list is not reflecting the date formats, then try clearing browser history/cache and restarting your browser.</td>
</tr>
</tbody>
</table>
For libraries with Tipasa: In Safari or IE 11, the "Need by date" field in the ILL request form does not offer a date picker and does not indicate the required format.

Safari and IE 11 require the format yyyy-mm-dd (including the hyphens). If you have a number of users with these browsers, consider editing the Field Label to include information on the required format. For example:

- Needed before (yyyy-mm-dd)
- Needed before (in Safari, use yyyy-mm-dd)

Note that users with Chrome and Firefox are presented with date pickers and format instructions.

For libraries using IE 11: New ILL requests and status updates do not appear as quickly as expected.

We have identified a few issues with using My Account in IE 11. If you encounter an issue with IE 11, please report details about the issue to OCLC Support.

Fixed issues

For libraries with Tipasa: In View Profile, library users see text options even though our institution has texting enabled in Service Configuration, users see text options in View Profile, but when texting is disabled for your institution, users no longer see text options.
institution has disabled texting.

For libraries with WorldShare Circulation, the list of pickup locations provided when placing a hold in August 2020 is different than the list displayed when editing a hold in My Account. These lists now match.

July 8, 2020

For libraries with WorldShare Circulation, although library users can change these options in My Account, changes do not have any effect on notifications. After the release, these email and text options will no longer be displayed for users at libraries that do not have Tipasa.

https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/Known_issues/Known_issues_…
or WorldCat Discovery, but without Tipasa: Library users see email and text options that were not present in the past.

For libraries with Tipasa:

- For some ILL requests, no status is displayed on the Requested tab. This occurs for some "Complete" (closed) requests.

After the release, the status will display for all ILL requests.
For libraries with Tipasa:

When the patron status or department field is required and it includes a blank default value, the request form does not default to the blank value as expected.

After the release, the blank default will display as expected.

In the meantime, you may want to make one or more of these changes:

- Edit the Field Label to include a note that alerts users to check that the correct value is selected.
- Edit the first/blank line to include a note that alerts users to select the correct value.
- Make the field not required - this will allow the blank line to display, but it will also allow the form to be submitted with a blank value.

For libraries with Tipasa:

When the Create Request button is clicked, disabled request forms display. Disabled forms should not be accessible in My Account. After the release, disabled forms will not display.

In the meantime:

- If your library has disabled all three request forms (e.g., because you currently do not want to receive borrowing requests), the Article form displays. As a workaround, you can edit the Article form to include a note that you are not currently taking requests. Consider using first section header, patron notes field, or copyright declaration field, depending on where you’d like the note to appear.
- If your library has disabled the Article form, article fields display on the Book form. Consider updating your Article form to serve as your Book form.

Please contact OCLC Support for assistance with making these updates.

For libraries with WorldShare Circulation:

Users can edit hold-related dates, although these are disabled in the ability to edit dates should not be provided when this has been disabled in Service Configuration.

After the release, disabled hold date fields will not display.
For libraries with WorldCat Discovery:

"Import My Lists" is missing from the navigation menu.

After the release, "Import My Lists" will display as expected.

The word "Profile" is overused and confusing.

After the release, the navigation menu will be updated to use the terms "My Account" and "Profile" more appropriately. My Account refers to the user interface, and Profile is specific to the Profile page/tab.

Errors occur when displaying tabs and lists (e.g., Saved Searches).

This issue occurs for some browser languages. After the release, tabs and lists will display as expected.

NVDA screen reader does not read the Resources or Profile menu.

After the release, the Resources and Profile menu will be readable. In the meantime, please use the Resources or Profile links in the footer.