Tipasa release notes for My Account, November 2020

Last updated: Thu, 02 Sep 2021 15:13:08 GMT

Release Date: November 11, 2020

Introduction

This release of My Account provides two key bug fixes:

- Border added around search box (for WorldCat Discovery libraries)
- "Cannot retrieve your requests" errors fixed (for WorldShare Circulation libraries)

These fixes are the direct result of your feedback.

Recommended actions

For this release, we recommend that you review the following checklists and complete the relevant tasks so that you can adjust your policies and workflows and train your staff. These checklists identify updates that we have determined as significant for most institutions. We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate action or decisions.

<table>
<thead>
<tr>
<th>ACTION</th>
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<tbody>
<tr>
<td>If your library uses WorldShare Management Services (WMS), we encourage you to verify that your integration with WorldShare Circulation is set up to best meet your needs.</td>
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<tr>
<td>For details, see Set up integration.</td>
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Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.
ACTION

Share these release notes with your colleagues.

Have you signed up for email alerts for News in the Community Center? This ensures that release notes and events come straight to your inbox.

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**Include Request ID with problem reports**

When reporting an issue with My Account or WorldCat Discovery, it's very helpful to include the Request ID. It can be found at the bottom of the screen on which the issue occurred. Including this information allows us to directly trace what happened on the request we are troubleshooting.

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**Fixed issues**
Border added around search box

*For libraries with WorldCat Discovery*

A light color that reflects your institution's main brand color is recommended for your secondary (banner and footer) color. However, when a light color or white was selected, no border appeared around the search box. This has been fixed with this release. For example, see the red box around the search entry box in the screen below.

![Border added around search box](image)

"Cannot retrieve your requests" errors fixed

*For libraries with WorldShare Circulation*

When an item-level Circulation hold contains unexpected enumeration or chronology information, library users have been receiving an error when loading the Requested tab: "We cannot retrieve your requests at this time." This has been fixed, and the Requested page now displays as expected.

Bug fixes and known issues

For a full list of current and recently fixed issues, see [Known issues](https://help.oclc.org/Resource_Sharing/Tipasa/Release_notes_and_known_issues/2020_release_notes/060Tipas...).

Important links

**Post-release sessions**

To help you become familiar with the new features, enhancements, and improvements included in this release, update sessions are scheduled. Please note the session time zones when registering. The sessions will be recorded and archived for future viewing on the [OCLC Community Center](https://www.oclc.org). Please register, even if you are unable to attend, to receive a link to the recorded session.
Support websites

Support information for this product and related products can be found at:

- Tipasa
- WorldCat Discovery
- WorldShare Circulation
- OCLC Community Center
- OCLC Support
- Browser compatibility chart