Why does the error "User record not found" appear when attempting to sign in to WMS?

Applies to

- WorldShare Management Services
- Tipasa

Answer

This error message indicates that the idAtSource field in the patron account isn't matching with what is being sent from the third-party authentication system. Verify that the idAtSource field in the account matches what the patron is using to sign in.

If the idAtSource field matches, contact OCLC Support with your OCLC Symbol, contact information for your authentication administrator or IT department, and the username of the patron who is unable to sign in.