All my patrons are signing in with the username Shibboleth in EZproxy, what should I do to possibly fix this?

Symptom

- All your patrons are signing into EZproxy with the username Shibboleth and you want this fixed.

Applies to

- ILLiad

Resolution

Here are some possible solutions to fix the issue with all the patrons signing into EZproxy with the username of Shibboleth:

1. Edit your shibuser.txt:
   
   ```
   If auth:NameID ne "";
   Set login:loguser = auth:NameID
   If auth:NameID ne "";
   Set login:user = auth:NameID
   ```

2. See if the [Why is my username showing as shibboleth after upgrading EZproxy](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/Why_is_my_username_showing_as_shibboleth_after_upgrading_EZproxy) help article fixes the issue.

Please contact [OCLC Support](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/OCLC_Support) for any questions.