When you subscribe to a WorldShare service, you can manage your user accounts and alert messages using the Admin module. You must have one of the Administrative roles assigned to your account in order to access the Admin module. See how to Add services and manage staff accounts.

- **Get started**
  
  Get started with the WorldShare Admin tab.
  
  - Roles to access WorldShare Admin
  - Set or reset your password
  - Sign in to Admin

- **Account Info**
  
  The Account Info section contains information related to your WMS or third-party authentication method. Account Info is updated every time you ingest user data.
  
  - Account Info

- **Additional Info**
  
  The Additional Info section contains information about the user that was entered in the additionalInfo attribute of the XML file that was created as part of the data ingest process.
  
  - Additional Info

- **Alerts Management**
  
  Alerts are messages that can be sent to users within the WorldShare interface. If you use WorldShare Circulation or WorldShare License Manager, you can configure predefined alerts to be sent to users when a specific action occurs within the system.
  
  - Configure Alerts
• Basic User Data

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In the Basic User Data section, you can enter personal, contact, and circulation information about your users.

◦ Basic User Data

• Custom Data

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The Custom Data section contains four fields that can be used to store additional institution-specific information about the user. If you use WorldShare Circulation, the Custom Data fields will also appear in the patron's account in the Custom Data section of the Profile tab.

◦ Custom Data

• Diagnostics

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The Diagnostics section contains old barcodes and information about the staff member who created the user account and the staff member who last modified the user account.

◦ Diagnostics

• Notes

No image available

You can use the Notes section to add public or staff notes about a user. Note: This section will appear empty if no notes have been added.

◦ Notes

• Roles

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Find descriptions of available roles. Roles determine what actions users can perform in the system. The roles that you see in your Admin module may vary according to your own roles or the products your library subscribes to.

◦ Acquisitions roles
◦ Alert roles
◦ Record Manager roles
◦ Circulation roles
◦ Collection Evaluation roles
◦ Collection Manager roles
◦ Course Reserves roles
◦ WorldCat Discovery roles
Everyone role
- Interlibrary Loan roles
- License Manager roles
- Platform Management roles
- Reports and Report Designer roles
- User Management roles
- Web Service Keys Admin role

- Proxies

Proxies allow you to create a relationship between two user accounts. In the Proxies section of an account, you can add another user to be the primary user's proxy.

- User Management

Use the Admin module to manage user accounts. Users may consist of staff, patrons, or both. If you use WorldShare Circulation, you will see both patron and staff accounts in the Admin module. Any patron accounts that you create in the Circulation module can also be accessed in the Admin module.

- Troubleshooting

Find frequently asked questions (FAQ), instructions on how to complete specific tasks (How-to), and troubleshooting steps (Troubleshooting).

- Are WorldShare accounts specific to one machine or can you use them on more than one?
- How can I get past the Your account has expired error message I get when logging in?
- How do I change my account details?
- How do I change my OCLC Community Center email address?
- How do I get a list of my library's holding codes?
- How do I stop emails from the Community Center from coming to my inbox?
- I am getting an "email address invalid" error message when trying to log into WorldShare.
- I am getting an error stating "OCLC has detected a problem with your institution's authorization credentials. Contact your institution representative for further assistance."
- I'm not receiving the System Alert emails that I subscribed to. What's wrong with my subscription?
- I am trying to remove the Cataloging Full role from a user, but the check box is appearing as greyed out.
- I can't log in to WMS. The error message is "One of more signatures could not be validated on the SAML response from the identity provider".
- I don't have access to WorldShare. How can I create a WorldShare account?
- I forgot my WorldShare URL.
- I have taken over OCLC accounts, how do I get Admin access?
- The Course Reserves Manager role is not available as an option. How do I assign this to a user?
- The Identity Management section is missing in WorldShare Admin. Where did it go?
- What file type should I upload for patron load?
- What search can bring up all users under User Management?
- What to do if you discover you have two patron records for the same patron including the same barcode?
- What values are acceptable in the gender field in a patron load file?
- When I try to login into WorldShare, I get an error that the page is not working.
- When I try to log into WorldShare I get an error message that says "We're sorry. We are unable to process your request at this moment. Please try again later."
- Where can I find our production principal_idns?
- Which characters are not permitted in a WorldShare username?
- Why am I getting an "Username or password is invalid. Authentication failed." error when logging in?
- Why am I getting a "There is a problem with the email address in your user account" error when logging into WorldShare?
- Why am I receiving a "there is a problem with your email address" error when logging into the Community Center?
- Why can't I create new user accounts in WorldShare?
- Why does clicking the Password Reset Link sent in an email lead to a blank page?
- Why don't I see the set/reset password option in WorldShare?
- WorldShare is telling me there is a problem with my email. How can this be fixed?

**Frequently asked questions**

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