I receive a "Failed to send authorization email" error when attempting to add an Authorized User in Service Configuration

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Symptom

• You receive a "Failed to send authorization email" error when attempting to send a request to add an Authorized User in the Service Configuration

Applies to

• OCLC Service Configuration

Resolution

If you are using your WorldShare account to sign in to the Service Configuration, please make sure that you have an email address in the Library Record field and that the email address is marked as "Primary."

If this does not resolve the issue, please try clearing your browser's cache and cookies. Another way to test this would be to attempt sending the request in a different browser, on a different computer, or on a different network.

If none of the above steps resolve the issue, or if you are not able to access your WorldShare account to check the Library Record, please contact OCLC Support with your OCLC Symbol, the email address of your WorldShare account, and the steps you've already tried.

Additional information

Authorized Users

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