I'm getting an error "You are not authorized to access User Portal for (library name). You are logged into My Account in the United States Data Center. Log out before logging into another institution."

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Symptom

• You are trying to log in to your library and you see an error message that states:"Not Authorized You are not authorized to access User Portal for (library name). You are logged into My Account in the United States Data Center. Log out before logging into another institution."

Applies to

• WorldCat.org
• Tipasa
• WMS

Resolution

This message is displaying because you are logged into WorldCat.org. Please log out of WorldCat.org before trying to log in to your library. If that doesn't work, please clear your browser's cache and cookies before trying again, OR try to log in to your library in an incognito/private window, or a different browser.

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