Please see the Digital Collection Gateway support pages for documentation and training.

- **Troubleshooting**

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  Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).
  
  - Can I run our Digital Collection records through a Data Sync Collection?
  - Can we create a collection for our Digital Collection Gateway records?
  - How can I remove duplicates from our digital collections?
  - How can we run a scan/delete of our WorldCat holdings without deleting all the digital collections' holdings for our symbol?
  - How do I add a repository to my Digital collection gateway account?
  - How do I add a user to our Digital Collection Gateway?
  - How do I cancel the email delivery of the Digital Collection Gateway monthly report?
  - How do I delete a collection from Digital Collection Gateway?
  - How do I edit the indicators in the 856 field?
  - How do I map the data from the 024 field into an 856 field?
  - How do we change our harvest URL inside the Digital Collection Gateway?
  - We are migrating our collections to a new repository. How do we delete the links to our old repository from WorldCat?
  - I am having trouble adding a user account to Digital Collection Gateway. I get an invalid key notification.
  - I would like to add myself as a user in Digital Collection Gateway but it asks for a key. Where do I get a key?
  - On the Collection Details screen there is an option to "Replace all". What does the "Replace all" option do?
  - Our institution has files web-hosted by a software provider. How can these records be uploaded to OCLC and made visible in WorldCat?
  - Where do I find my digital collection gateway key?
  - Where do I find my OAI-PMH base URL?
  - Why can we not change our collection to use the Qualified Dublin Core standard?
  - Why do I keep receiving a validation error related to the BLvl and the 773 field of our records?