When I log into WorldShare the page does not fully load

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Symptom

• The WorldShare page shows tabs at the top, but clicking on them does nothing.
• The page is just a blank white screen.

Applies to

• WorldShare Collection Manager
• WorldShare Interlibrary Loan
• WorldShare Acquisitions
• WorldShare Circulation
• WorldShare License Manager
• WorldShare Record Manager
• WorldShare Reports

Resolution

Please try these troubleshooting steps to see if you can get back into WorldShare:

1. First, clear your browser's cache and cookies. We often find that the web caching inside browsers can cause issues. Another way to troubleshoot is to open a private viewing session and try to log in to WorldShare without cookies set and cached browser memory.

2. If you are using a bookmark to access the page, the bookmark URL may be faulty. The WorldShare URL structure is https://[Your RegID].share.worldcat.org/wms

3. Turn off any extensions or add blockers that you've added to your browser, then restart to see if it changes the behavior.

4. If this fails, try logging in on a different browser to see if it gives you the same error. That could point us to a browser issue outside of caching.

5. If you are still having issues in a new browser, please try on a different computer. It could be a setting on your computer or network that is blocking access.
Additional information

If none of these steps work to clear the issue, contact OCLC Support.

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