I am using the ILLiad 9.1 Web pages and when I use the Forgot Password on the logon page, I do not get a confirmation message

Symptom

• After putting in the username for the Forgot Password link on the logon page, you are not seeing a confirmation message.

Applies to

• ILLiad

Resolution

For the confirmation message to show up, you need to make sure that you have followed these steps:

1. Make sure the <#STATUS> coding is on the Logon2.html page. ILLiad uses the STATUS field to send messages such as an Email Confirmation.

2. In the Customization Manager, make sure the SLPasswordResetEmailConfirmation key has the message you want the patron to see as the Email Confirmation.