

Unable to add an Alma Service Unit to user Role

- **Product:** Alma
-

Description

Trying to add an **Acquisitions Department** service unit to a staff's **Receiving Operator Role** gives an "Oops, Unique Tracking ID" error.

Resolution

In this Alma Institution, the Role was scoped at the Institution level, while the Acquisition Department was defined on the Library level.

An easy way to add this role is from: Configuration > The Library (rather than the Institution) > General > Work Order Departments > Acquisitions Department (AcqDept) > Edit > Operators (tab).

Additional Information

For more information refer to:

[Configuring Work Orders and Departments](#)

[Creating a New Acquisitions Department](#)

[Managing User Roles](#)

- **Article last edited:** 20-Feb-2020