

OpenAthens

Administrator Instructions

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1 Introduction to OpenAthens

1.1 Purpose of this document

The purpose of this document is to outline the role of NHS OpenAthens administrators in England and provide an overview of some of the key tasks and responsibilities.

For more detailed information on carrying out any of the tasks, Eduserv provide a guide to the system which can be accessed from the Help link in the top right hand corner of the [OpenAthens administration homepage](#).



1.2 OpenAthens

OpenAthens is a username and password authentication system provided by Eduserv. The NHS in England uses OpenAthens to protect access to electronic information resources which have been purchased for use by eligible users, nationally, regionally or locally.

NHS OpenAthens accounts only provide access to electronic resources procured by NHS national, regional or local organisations. A number of other institutions also use OpenAthens, and content providers therefore frequently offer an OpenAthens login option on their sites. Unless the content has been procured by the NHS, NHS users will not be able to use their OpenAthens username to access it.

In the NHS in England, the OpenAthens system is maintained by a network of OpenAthens administrators who work at national, regional, and local levels within the NHS, at national organisations and in higher education institutions which offer NHS commissioned programmes. The national administrator is the Service Manager at NICE.

1.3 Resources

Electronic resources for NHS health and social care staff in England are procured by the NHS at three levels:

- By NHS trusts and organisations for use by employees of that trust or organisation
- By regional Health Education England (HEE) Library and Knowledge Service leads and local consortia for use by eligible users in that region
- By the HEE Library and Knowledge Service leads nationally for use by all eligible users in the NHS. This is known as the National Core Content.

When users register for a personal OpenAthens account under a particular organisation/NHS Trust, they will gain access to all nationally procured resources and to any resources provided by their particular region and local trust.

Details of the National Core Content collection can be found at:
<http://www.libraryservices.nhs.uk/forlibrarystaff/information/eresources.html>.

2 Eligibility for NHS OpenAthens accounts

NICE is bound by the terms of the licence agreements it has with its suppliers and with Eduserv. The resources have been purchased to help ensure NHS patients are cared for by staff who can access a wide range of information sources wherever they might be working.

Personal accounts

The NHS itself is made up of thousands of organisations which provide or support patient care. Increasingly NHS care is being carried out by organisations which co-exist either in the voluntary or private sector or within local social service departments. Personal NHS OpenAthens accounts are available only to individuals who work for and with the NHS. OpenAthens eligibility criteria are available at:

<https://www.evidence.nhs.uk/about-evidence-services/journals-and-databases/openathens/eligibility-criteria-for-nhs-purchased-content>

Eligibility is a complex area. Local administrators who are unsure about an applicant's eligibility should contact their [regional NHS administrator](#) for advice in the first instance. Regional administrators can refer queries to the national administrator or discuss on the OpenAthens email forum.

2.1 Registration for an OpenAthens account

NHS OpenAthens accounts are available to all NHS health and social care staff and other members of the "NHS family". There is no requirement other than meeting the eligibility criteria at the link above (see Eligibility section).

No other conditions (for example that staff should belong to a physical NHS library) should be imposed at local level before assisting a user to set up an NHS OpenAthens account.

Self-registration

All applicants for NHS OpenAthens accounts should register online where possible. The registration page is available at: <https://openathens.nice.org.uk/>

For applicants who register with an NHS email address (i.e. @nhs.uk), or on a computer connected to N3, an account will be created automatically and immediately. They will receive an automatically generated activation email straight away (some organisations may also have granted auto eligibility to @nhs.net).

Applicants who register outside N3 with a non-NHS email address will receive an automatically generated activation email but will not be able to access NHS resources straight away. On activation, their application will be considered by an OpenAthens administrator who will approve/reject their eligibility. If the account is approved, the applicant receives an automatically generated email advising them that they can access the NHS resources.

Registration by administrators

Most registrations should take place via the self-registration pages. However, administrators may sometimes need to set up an account in the administration area.

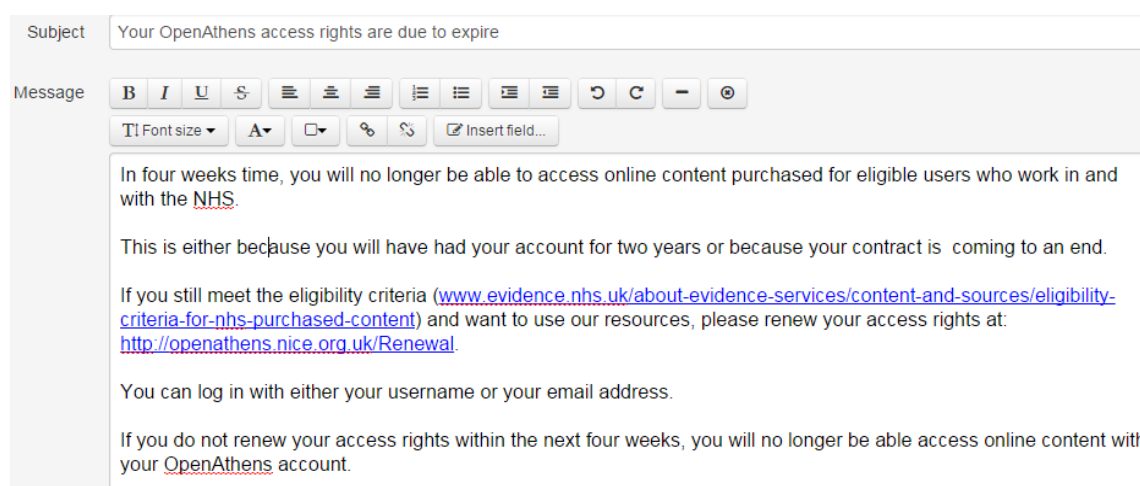
Administrators should gather all the necessary details about the applicant including: first name, surname, work address, work telephone number, email address, user group, job title/position, type of contract (temporary or permanent), and expected date of any change in this position. Students on clinical placement should state the name of their placement organisation, academic institution and home address.

The administrator can then manually create an account for the user, triggering an activation code so that the user can complete the registration process. It is important to trigger an activation code rather than simply send the applicant a username and password, as users should set their own passwords where possible and it allows the user to review and accept the NICE terms and conditions and privacy notice.

All users must agree to Eduserv's [terms and conditions](#) at initial login.

2.2 Expired OpenAthens accounts

OpenAthens account holders receive an automatic email notice one month before the expiry date of their eligibility inviting them to renew their access rights. The email can be amended locally by administrators but the default is.



When a user logs in to renew their access rights the Registration process is repeated as if they were a new applicant and the same caveats apply as to computer/email address used and organization chosen.

2.3 Security

Sharing personal accounts

If you become aware of any user sharing their personal account with others, you should take immediate action to stop this. The compromised account should be suspended (you can do this by expiring it) and an appropriate formal warning should be issued to the owner of the account.

Misuse of accounts affects both the NHS relationship with Eduserv, and with resource suppliers, and it could have a detrimental effect on the ability of the NHS to continue providing resources. Eduserv and resource suppliers closely monitor the usage patterns of all accounts, and account holders should be made aware of the importance of keeping their username and password secure.

Sharing accounts with resource providers

From time to time, in the event of a system failure, resource providers may request the use of a username and password, to test the links within the system. If this becomes necessary administrators are advised to set up an account with a short expiry date that covers the period required to carry out the procedure, rather than providing their own personal account details.

3 Role of the NHS OpenAthens administrator

The role of all OpenAthens administrators is to control access to the electronic resources for their designated organisation(s). The responsibilities of OpenAthens administrators as set out by Eduserv are available at: <https://docs.openathens.net/display/public/MD/OpenAthens+MD>

Role of the national OpenAthens administrator:

- Liaise with Eduserv on day to day system performance
- Work in conjunction with Eduserv to develop the OpenAthens system, gaining consensus on requests for changes through consultation and making recommendations to the HEE LKSL-NICE Liaison Group
- Contribute to the work of NALROM, attending quarterly meetings. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and make recommendations to the HEE LKSL-NICE Liaison Group
- Liaise with national suppliers to add content to new OpenAthens organisations
- Configure attribute release policies in the administration system for content providers
- Set up access to new resources bought as part of the national core content collection and cascade as appropriate
- Undertake OpenAthens activities relating to resources including cascading of new resources, deletion of old resources and liaison with Eduserv and suppliers as required to resolve problems relating to access to resources
- View and extract content activity statistics for all users within any organisation
- Provide advice and support to regional and local NHS OpenAthens administrators
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Interpret and implement the nationally agreed NHS OpenAthens eligibility criteria, advising end users and OpenAthens administrators on eligibility issues as required.

Role of the regional OpenAthens administrator

- Report to and liaise with their regional HEE LKS Lead
- Contribute to the work of NALROM, attending quarterly meetings and acting as a conduit between this group and the local administrators. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and contributing to recommendations to the HEE LKSL-NICE Liaison Group, and cascading communications to local OA administrators and LKS service managers as required
- Maintain a list of local administrators for the region, enabling easy communication throughout the region

- Provide usernames and passwords, training, advice and support to local NHS OpenAthens administrators to enable them to manage their local resources and users
- Produce and make available statistics, including the agreed minimum dataset
- Undertake OpenAthens activities relating to resources including cascading of new resources, deletion of old resources and liaison with Eduserv and suppliers as required to resolve problems relating to access to resources
- Undertake OpenAthens activities relating to changes in local organisations, including organisation name changes and mergers
- Undertake OpenAthens activities relating to any changes in the system/interface
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Interpret and implement the nationally agreed NHS OpenAthens eligibility criteria, advising end users and OpenAthens administrators on eligibility issues as required.
- Contribute to discussions about e-resource authentication and feed back to regions on projects and initiatives in this area as required.

Role of the local OpenAthens administrator

Local administrators are responsible for the organisation(s) to whom they provide library services. For these organisations local administrators will:

- Verify and approve applications for NHS OpenAthens accounts containing non NHS net and non NHS email addresses, including determination of eligibility and the inward movement of account holders from other Trusts and organisations
- Manage ineligible applications, signposting users to other resources where applicable
- Cascade access to new resources
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Maintain up to date and complete information about account holders
- Ensure accounts under own administration are renewed if required.

Having time for the role

OpenAthens administration is important and organisations should recognise the need to allow administrators sufficient time to carry out the role efficiently and effectively. The amount of time required will vary considerably depending on the number of people being registered under the administrator, and the number of resources they look after. Some OpenAthens administrators are also expected to attend meetings.

Accessing the administration system

All administrators require an individual administration username and password. The NHS OpenAthens administration system is only accessible on the NHS network or specifically authorised computers. The administration site can be found at: <https://admin.openathens.net/>.

Administrator details

Administrators should ensure that the details for both their organisation and administrator account are correct and up to date. To modify both administrator and organisation account details click on “My account”:



Amend as necessary and click “save changes”

Changing administrators

New administrators should amend their details as soon as possible and tell their [regional NHS administrator](#).

If training is not available locally, new administrators who need help can go to their regional administrator, the OpenAthens Helpdesk at: athenshelp@eduserv.org.uk or to the OpenAthens web interface.

Data Protection

The administration and recording of NHS OpenAthens accounts must be carried out with due regard to the [General Data Protection Regulation](#). As an OpenAthens administrator, you will be able to see the personal data of people within your administration(s) who have an OpenAthens account. This data can only be used in relation to their OpenAthens account. For example, this means that you can use their email addresses to send out alerts about OpenAthens downtime or issues, or to make them aware of services and resources that they are entitled to access using OpenAthens. You cannot use their email addresses for any other purpose.

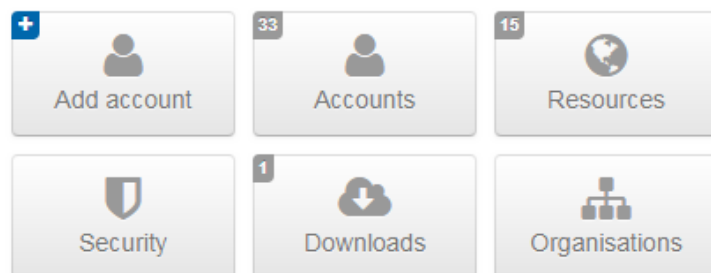
In addition, you must keep any personal details of users secure. For example, when dealing with bulk upload files that list the personal details of users: the files must not be shared with anyone who is not authorised to see the data and must not be saved to a shared network drive; the data must be deleted from an administrator’s computer once the upload is completed.

4 IP addresses in administrator areas

Some administrators add IP addresses into their administration area to allow them to administrate when they are not using computers connected to N3. Even if you have saved an IP address previously, always check that it is correct before working off the network, as they can change. Those not being used should be deleted.

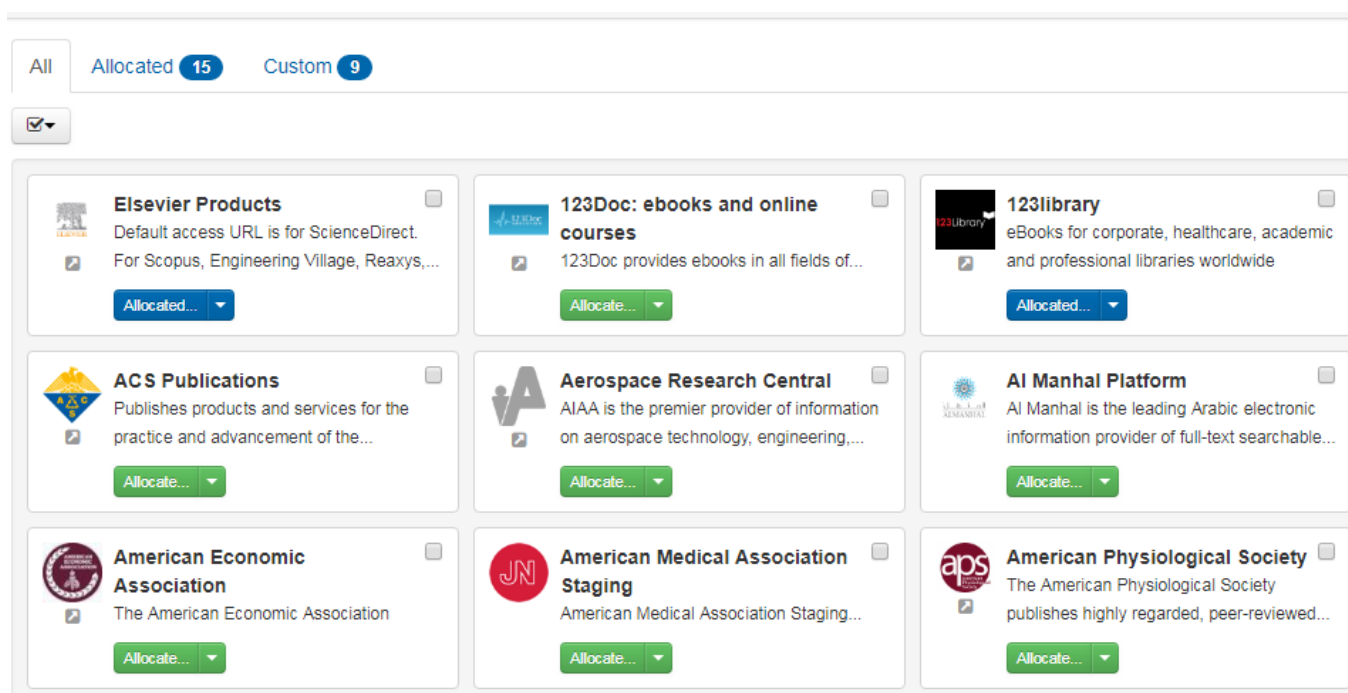
5 Managing resources

A catalogue of all resources available to each administrator's organisation can be seen by going to the Resources tab on the dashboard.

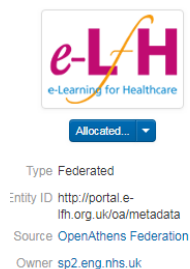


Click "All" to see resources available to your organization, click "Allocated" to see which

ones have been allocated.



Resource names and descriptions can also be modified by clicking the name of the resource, amending the details and saving the changes.



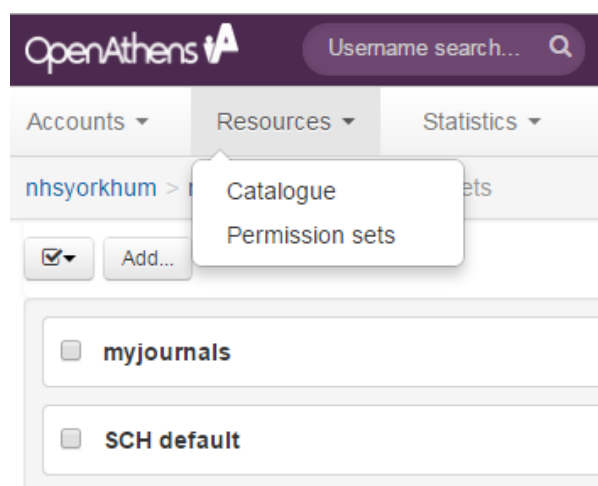
Permission sets

Resources should always be allocated through permission sets. These are collections of resources that can be assigned to accounts. Modifying the resources in a permission set instantly changes the resources that any accounts that use that set can access.

Permission sets must be created at each administrative level and then allocated to user accounts. Administrators can allocate permission sets to individual users, user groups, or to all users. The default permission set will automatically be allocated to all new users.

All local OpenAthens organisations should have a “default permission set”. Other permission sets are only needed if certain resources have to be limited to certain individuals within the organisation.

Permission sets are found by clicking Resources / Permission sets



Resources can be added to or removed from permission sets using the menu bar at the top

The screenshot shows the OpenAthens administration interface for a permission set named 'SCH default'. The interface includes a sidebar with the permission set name, a top navigation bar with 'Settings', 'Attributes', 'Notes', and a circled area containing user and resource counts (667, 26) and buttons for 'Add' and 'Save changes'. The main area shows the 'Permission set settings' with fields for 'Description*' (SCH default), 'Expires on' (Never expire), and a 'Default' checkbox.

Further guidance is available in OpenAthens Help in the administration site.

Administrators should ensure that their permission sets are up to date, promptly removing resources that their organisation no longer has access to.

Additional resources

If your organisation has purchased additional resources in addition to those purchased nationally, you can make these available through OpenAthens. It is your responsibility to contact local suppliers so that access through OpenAthens is enabled.

When access has been enabled to a new resource, add it to the relevant permission set. When the supplier has made the resource available you will receive a notification from Eduserv.

Local administrators who are involved in making content purchased by their organisation available should let their regional administrator know about new resources as a courtesy.

6 Statistics

Statistics can be obtained from the OpenAthens administration site either on demand or within scheduled reports which you can set up to meet your own needs. These arrive by email, via an email alert, or by direct download. It is also possible to have the report emailed to a colleague.

Statistics can be defined by individual user, user group, permission set and accounts owned by sub-administrators for either individual or groups of resources.

Note that OpenAthens statistics are transfers to OpenAthens protected resources. Statistics measuring number of searches run, full text downloads and so on are available from resource providers. Contact the NICE enquiries team at: nice@nice.org.uk for more details on obtaining statistics on national resources, or contact your resource providers directly for regional and local resources.

7 Help and Support

If you need further help contact:

- Your regional OpenAthens administrator, whose email address can be found at:

<https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-support>

If you are having any problems with the OpenAthens system, you should first go to Eduserv's current service health page (<http://status.openathens.net/>) to check whether the problem has already been reported. If it has not, report it to Eduserv's service desk:

- via email at: athenshelp@eduserv.org.uk or
- via the web interface at <https://www.eduserv.org.uk/support/openathens/portal.php>

If you need help relating to registration for OpenAthens, NHS National Core Content or NICE Evidence, contact the NICE enquiries team at: nice@nice.org.uk.

8 Troubleshooting resource access problems

When users contact you as an Administrator, you should ask for a minimum set of information before investigating:

- An example of a username that has failed. Never ask for the password.
- The date and time that the username failed (within a few minutes is close enough) rather than 'every time' or 'always' as a time indication allows us to investigate.
- The name of the resource the user is accessing
- The URL and text of any error message, or ideally a screenshot of the error message.

You also need to work out which admin account owns the user account so you can be sure the appropriate administrator is informed and the account can be moved if needed.

If the user is successfully logging into OpenAthens but then encountering difficulties when searching, you can verify this by checking the Audit trail (Statistics > Auditing in the OpenAthens MD interface).

If that is the case, we can't help as the OpenAthens account is clearly working, but something is going wrong further down the line. And that's where you need more information, because although it could be an issue related to the HDAS infrastructure (such as a resource provider or the link resolver), you need more information from the user to make that decision. Some users might not know what/where they're searching, so ask them to copy the URL of the page where they're having the problem, and ask for a screenshot too.

More information can be found regarding trouble shooting resource access problems at the Eduserv website:

<https://docs.openathens.net/display/public/MD/Troubleshooting+resource+access+problems;jsessionid=4422189CE6AF24F483146CECDC2365E6>

9 Support

Product or Service Name	Product or Service URL	Contact Point
OpenAthens self-registration	https://openathens.nice.org.uk/	NICE enquiries: nice@nice.org.uk
HDAS	https://hdas.nice.org.uk	NICE enquiries: nice@nice.org.uk
My OpenAthens Account	https://openathens.nice.org.uk/Hub	NICE enquiries: nice@nice.org.uk
Link Resolver	https://admin.odslr.com	http://tools.ovid.com/nhs/knowledgebase/contact.html
OpenAthens admin system	https://admin.openathens.net	OpenAthens Service Desk https://www.eduserv.org.uk/support/openathens
MyAthens	https://login.openathens.net	OpenAthens Service Desk https://www.eduserv.org.uk/support/openathens

10 Acknowledgements

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Appendix A – OpenAthens Practical Instructions

1 Logging in

Go to <https://admin.openathens.net/> and login with your administrator username and password.

1. click on accounts
2. click on organisations – from here you can choose which of your local level organisations you want to work on
3. click on appropriate organisation
4. click on impersonate

2 Regular tasks

There are certain tasks which need to be performed on a regular basis for all of the accounts that you administer at a local level.

These are:

1. Join requests
2. Checking accounts created

Refer to section **3. Procedures** for further instruction on how to carry out these actions:

- Move to another administrator
- Approve
- Reject and delete
- Send an email query to user.

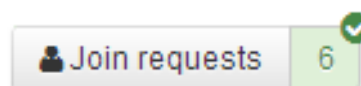
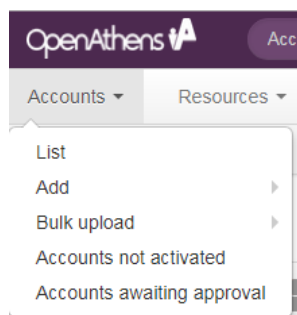
2.1 Join requests

Click Accounts then Accounts awaiting approval

OR

Go to the Open Athens dashboard

Click Join requests on right of screen



Doing either of these will take you to the same information.

The join requests need to be assessed and the correct action taken.

Refer to [Procedures](#) for further instruction.

2.2 Accounts created / Users joined

You need to check that users who have created accounts or joined your organisation have not been allowed through when they are ineligible or have registered under the wrong administration.

Accounts created

Go to the Open Athens dashboard then choose **Advanced search** at the top of the page.

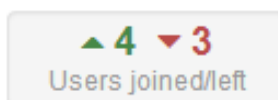
Carry out a search as in the screenshot where creation date is the last week or period for checking:

The screenshot shows the 'Advanced search' interface for accounts. It includes several filter sections:

- Search:** Radio buttons for 'all accounts' (selected), 'live accounts', 'currently expired accounts', and 'accounts expiring between' (with date pickers for 2018-05-25 and 2018-05-25).
- Include:** Checkboxes for 'activated accounts' (checked) and 'non-activated accounts'.
- Belonging to:** Radio buttons for 'just me' (selected), 'me and all my sub-organisations', and 'any organisation'.
- Only show results:** A section with two rows. The first row has 'where' followed by a dropdown set to 'Creation date', 'is between' with date pickers for 2018-05-18 and 2018-05-25, and a minus icon. The second row has 'and where' followed by a dropdown set to 'Select an attribute...'. Below this are 'Search accounts' and 'Reset' buttons.

Users joined

- Go to the Open Athens dashboard
- From the dashboard click users joined.



Check the accounts to see if any actions are needed. Refer to [Procedures](#) for further instructions.

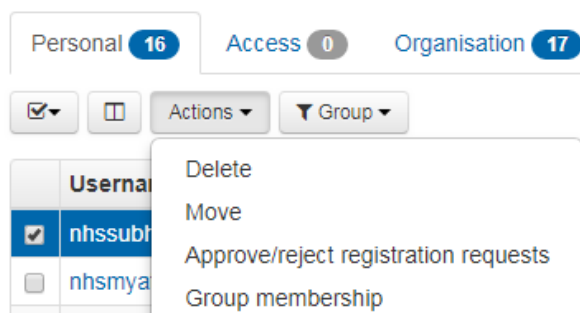
3 Procedures

3.1 Move to another administrator

From your list of users:

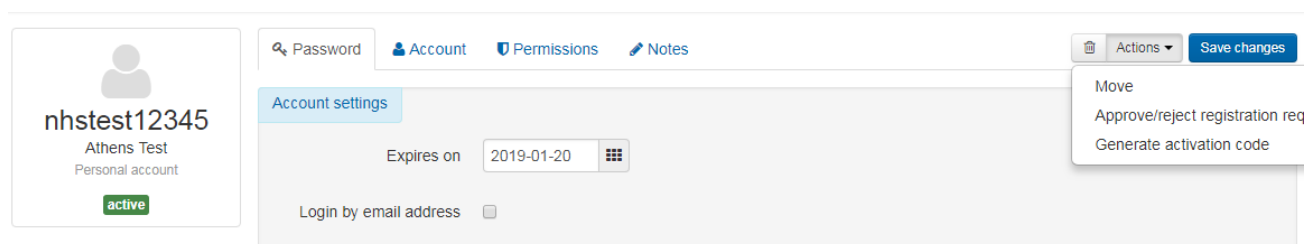
EITHER

- Tick in the box next to the user name
- Click the down arrow next to actions, choose move.

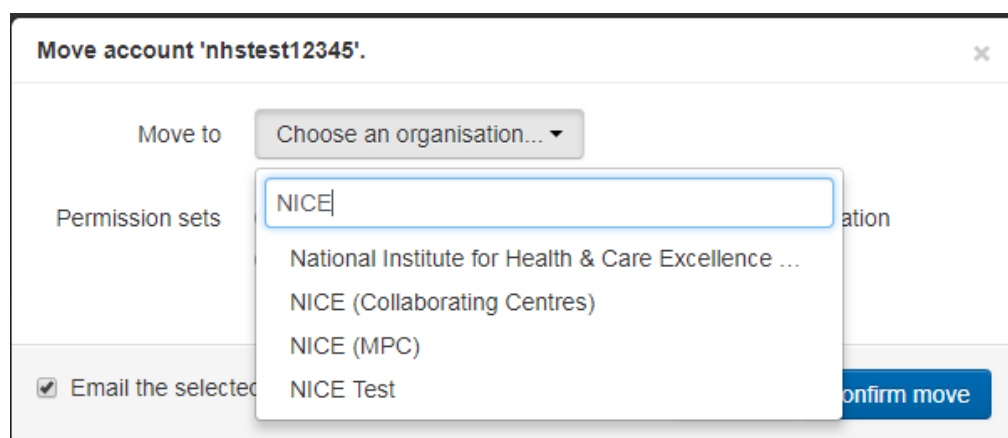


OR

- Right click on a username to open tab in a new window
- Go to the account and click the down arrow next to actions, choose move.



You can then select or type an organisation name and click confirm move.

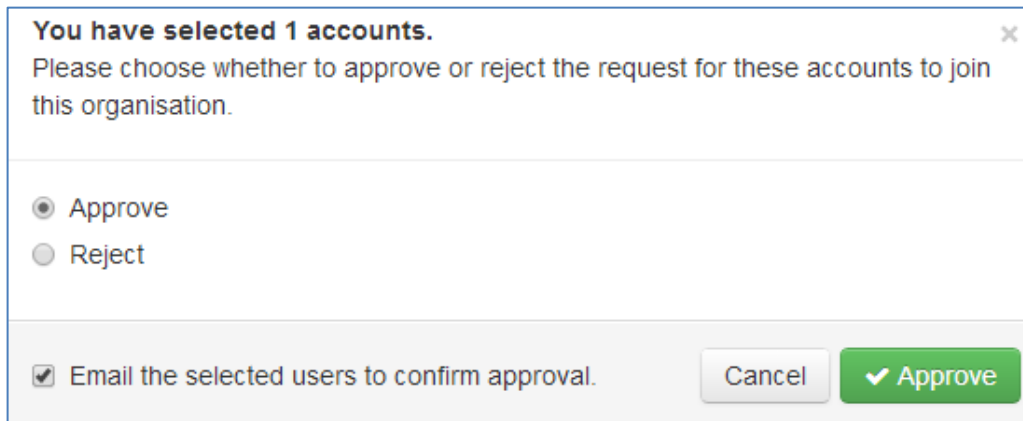


If you do not wish an email to go to the user informing them of the move, untick the box.

3.2 Approve an account

From your list of users:

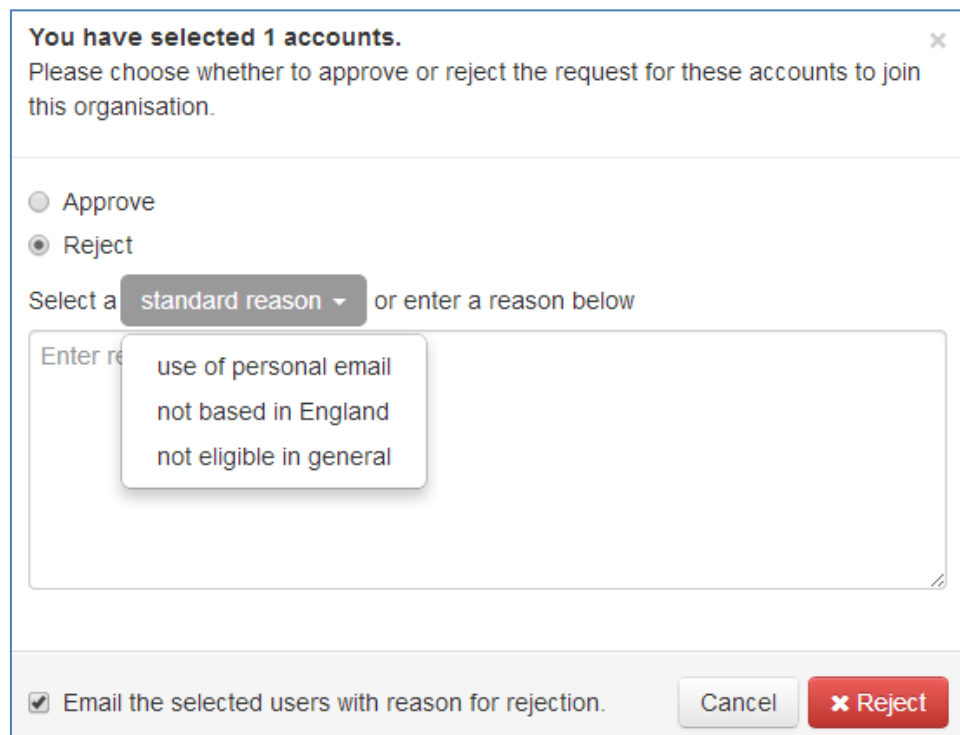
- Right click on a username to open tab in a new window
- Check they are eligible by looking at details on the account tab
- Click the down arrow next to actions on the right of the screen. Choose Approve/reject registration requests
- Click **Approve**. An email will be sent to the user **unless you untick the box**.



This screenshot shows a modal dialog box titled "You have selected 1 accounts." with a close button (X) in the top right corner. The text inside says "Please choose whether to approve or reject the request for these accounts to join this organisation." Below this, there are two radio buttons: "Approve" (which is selected) and "Reject". At the bottom, there is a checkbox labeled "Email the selected users to confirm approval." which is checked. To the right of the checkbox are two buttons: "Cancel" and "Approve" (which is green and has a checkmark icon).

3.3 Reject an account

- Follow the same procedure as above but click **Reject**.
- Enter a standard reason from the choice of standard emails or your own text.
- An email will be sent to the user **unless you un-tick the box**.



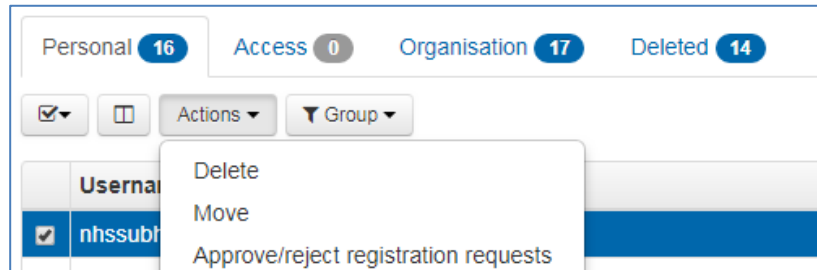
This screenshot shows a modal dialog box titled "You have selected 1 accounts." with a close button (X) in the top right corner. The text inside says "Please choose whether to approve or reject the request for these accounts to join this organisation." Below this, there are two radio buttons: "Approve" and "Reject" (which is selected). Below the radio buttons, there is a label "Select a" followed by a dropdown menu showing "standard reason" and the text "or enter a reason below". Below this is a text input area with the placeholder "Enter re...". A dropdown menu is open over the text input area, showing three options: "use of personal email", "not based in England", and "not eligible in general". At the bottom, there is a checkbox labeled "Email the selected users with reason for rejection." which is checked. To the right of the checkbox are two buttons: "Cancel" and "Reject" (which is red and has an X icon).

3.4 Delete an account

From a list of users or from a search for a single user.

EITHER

- Tick in the box next to the user name
- Click the down arrow next to actions, click **delete**:



OR

- Right click on a username to open tab in a new window
- Go to the account and click the bin symbol next to actions on the right of the screen.



4 Not Activated accounts

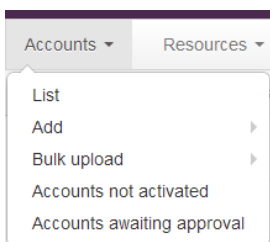
Note: You do not need to regularly do anything with these accounts.

To find **Not activated** accounts:

Click **Accounts** then Accounts not activated

OR

Click Not activated on right of screen



Not activated accounts are set to delete after a period of time according to your account preferences. If a not activated account is activated it becomes a join request and is dealt with by that process.

You may wish to send an activation email as a reminder to accounts that have been waiting activation for a period of time:

From your list of not activated accounts:

- Tick in the box next to the user name
- Click the down arrow next to actions, click generate activation code.

5 Ineligible accounts

An account is ineligible if:

- It has reached the end of its 2 year life or contract termination date
- It has just been registered and is awaiting approval as a join request
- It has been rejected
- It has moved to another organisation, does not meet the eligibility criteria and is awaiting approval as a join request
- It is a renewal that does not meet the eligibility criteria and is awaiting approval as a join request.

6 Searching ineligible accounts

Note: You do not need to do these searches regularly.

If you do a search using the criteria in the screenshot below, you will retrieve accounts that are ineligible because they are join requests or people who have submitted a renewal but are not automatically eligible for an account. These accounts will become eligible when the join requests have been approved.

The screenshot shows a search interface with the following sections:

- Search:** Radio buttons for ☒ all accounts, ☐ live accounts, ☐ currently expired accounts, and ☐ accounts expiring between 2018-05-25 and 2018-05-25.
- Include:** ☒ activated accounts and ☐ non-activated accounts.
- Belonging to:** Radio buttons for ☐ just me, ☒ me and all my sub-organisations, and ☐ any organisation.
- Only show results:** A series of filters:
 - where Eligibility status is Ineligible
 - and where Eligibility expiry date is between 2018-05-25 and [empty]
 - and where Creation date is between [empty] and 2018-04-25
 - and where Select an attribute...
- Buttons:** Search accounts (blue) and Reset (grey).

If you do a search using the criteria in the screenshot below, you will retrieve accounts that are ineligible because they have come to the end of their 2 year life or the contract termination date has been reached or they have been rejected. These accounts will automatically be deleted when the account expiry date is reached (30 days if that is what your preference has been set to).

The screenshot shows a search interface with the following sections:

- Search:**
 - ☒ all accounts
 - ☐ live accounts
 - ☐ currently expired accounts
 - ☐ accounts expiring between and
- Include:**
 - ☒ activated accounts
 - ☐ non-activated accounts
- Belonging to:**
 - ☐ just me
 - ☒ me and all my sub-organisations
 - ☐ any organisation
- Only show results:**
 - where is
 - and where is between and
 - and where

At the bottom are two buttons: **Search accounts** and **Reset**.

7 OpenAthens Account Renewal Process

Accounts that are coming towards the end of their 2 year life or their contract termination date will enter the renewal cycle:

1. Users receive automated “Eligibility due to expire email” 4 weeks before account’s eligibility date expires. Users can self-renew if they use matching credentials. Renewals not meeting registered credentials will go to “Join Requests/Awaiting for approval”.
2. The “Eligibility expired email” is received when the eligibility date expires. Again, the user is able to self-renew or if the credentials do not match, the account will go forward to “Join Requests/Awaiting for Approval”
3. 30 days before the account itself is due to expire the user receives the “Account expiring email”, with the renewal instructions.

Note: If manually amending the expiry dates, ensure that the account expiry date is set 31 days after the eligibility expiry date.

8 Automatic Approval of Accounts

To automatically approve applicants from either a specific email domain or from a specific IP address:

- Go to your organisation (e.g. nhsukt)
- My Account
- Permissions
- Add in the specific email domain or IP range you want to auto approve.

However, note that people from ineligible organisations, such as NHS Wales & Scotland may register with a *@nhs.net email address and will therefore be automatically eligible. This is particularly relevant for the nhsukt “Other eligible national organisations (England)” account as many people who can’t find their organisation will register under this.

The screenshot shows the 'Modify account' page for the 'nhsukt' organisation. The breadcrumb trail is 'nhszzz > nhsukt > Modify account'. The left sidebar shows the organisation's logo, name 'nhsukt', owner 'Fran Wilkie', status 'active', and creation/modification details. The main content area has tabs for 'Password', 'Account', 'Organisation' (selected), 'Permissions', and 'Notes'. Under the 'Organisation' tab, the 'Organisation permissions' section is active, showing two checked options: 'Assign unique identifier to this organisation' (OpenAthens ID: 5015565) and 'Assign unique scope to this organisation' (OpenAthens scope: 5015565.eng.nhs.uk). Below this, the 'Username prefix' is set to 'nhs'. The 'Authorised addresses*' field contains '*.nice.org.uk'. A note at the bottom states: 'Enter one value per line. Your current IP address is 217.196.247.196'.

nhszzz > nhsukt > Modify account

nhsukt
Fran Wilkie
Organisation
active

Created 15 October 2003
Modified 27 April 2016 at 12:49
Expires 10 February 2023
Parent National NHS organisation organisations (England)

Password Account Organisation Permissions Notes

Organisation permissions

☒ Assign unique identifier to this organisation. ?
OpenAthens organisation ID: 5015565

☒ Assign unique scope to this organisation. ?
OpenAthens organisation scope: 5015565.eng.nhs.uk

Username prefix nhs

Authorised addresses* *.nice.org.uk

Enter one value per line. Your current IP address is 217.196.247.196

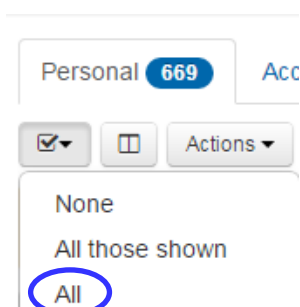
9 Emailing users

Emailing users

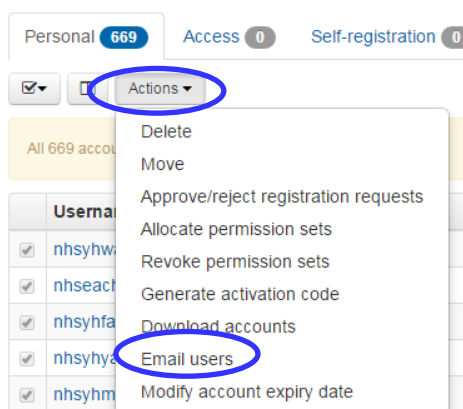
Emails can be sent to all account users or particular groups of users, using lists of email addresses which are available from the administration area.

To generate a list of addresses, go to **Accounts** then **List**.

Select **All**



Go to **Actions** then **Email users**



Emails cannot be sent from within the OpenAthens administration site. To email your users, you must cut and paste the email addresses into an email application. If there are a lot of accounts, it is advisable to send several emails with a limited number of email addresses each time, to prevent overloading your local IT set up.

Customising emails

Administrators can customise the introductory and expiry emails by going to **Preferences** then **Email**.

To customise any of the emails set up within OpenAthens, go to the page identified in the section above and click on the description of the email you want to amend.

Amend the email in the "Body" box and click "Save changes".