Guidance:
NHS Athens Administration for HE Institutions

1. NHS Athens

1.1. Background

This guidance provides a background to Athens and the role of the Athens administrator. For more detailed help with the role, Eduserv (the Athens supplier) provide a guide to the system which can be accessed from the Help link on the Athens administration homepage. More information on the administration site is available in section 3.

1.2. About Athens

Athens is the access and identity management system used by the NHS. It enables eligible users to access licensed content, including databases, journals, and e-books, by logging on with a username and password. The system is provided by Eduserv and the product is called OpenAthens MD.

The NHS Athens service is maintained and managed by a network of Athens administrators in eligible organisations in and outside the NHS. The national administrator is based at the National Institute for Health and Clinical Excellence (NICE), and can be contacted at NHSAthens@nice.org.uk.

1.3. NHS resources

National NHS resources have been purchased by the Strategic Health Authorities and NICE for use by all eligible users who work in and with the NHS.

The national resources purchased by the SHAs are:

- Six bibliographic databases provided by Ovid
- One full-text e-journal database collection provided by EBSCO
- One full-text e-journal database collection provided by Proquest
- Full-text e-journals from BMJ Journals and the AMA Archives collection

NICE provides the Lancet from Elsevier.

A more detailed list is available in appendix 1.

NHS Athens accounts also give users access to NHS Evidence services, which include:

- Healthcare Databases Advanced Search – cross-database search with links to all available purchased and free full text articles
- My Journals – list of all available purchased and free journals

NHS Evidence services are available at: www.evidence.nhs.uk/nhs-evidence-content/journals-and-databases.

Links to other national resources are available at:
www.library.nhs.uk/mylibrary/default.aspx (login required).

1.4. Eligibility for NHS Athens accounts

NHS national resources are available to all students on NHS commissioned programmes. This is set out in point G of the NHS eligibility criteria (www.evidence.nhs.uk/nhs-evidence-content/journals-and-databases/nhs-athens-eligibility-criteria) which form part of the contracts with suppliers.

- Healthcare students, from the date of commencement of an NHS-commissioned education programme which involves practice and placement within NHS provider services, for the duration of their programme

Lecturers and library staff who support students on NHS commissioned programmes are also eligible, by virtue of point F:

- Individuals engaged to provide education, training or research for the NHS in England

As well as meeting the eligibility criteria, all users must agree to Eduserv's terms of service, which can be found at: www.eduserv.org.uk/help/general-terms-of-service. Please read these, and ensure that your users are aware of them.

1.5. Further help

Further guidance and FAQs for NHS Athens administrators in higher education institutions is available on a wiki maintained by the HE community, which can be found at http://nhs-hei-athens.wikispaces.com.

If you have a question that isn't answered either in this guidance or on the wiki, please contact the national administrator (NHSAthens@evidence.org.uk).

If you are having any problems with the Athens 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 (details in section 1).

1. Role and responsibilities of NHS Athens Administrators

1.1. Administrator role

The role of NHS Athens administrators is to look after all Athens accounts in their organisation, ensuring that only eligible users have accounts.

The tasks for NHS administrators in higher education institutions include:

- Bulk uploading student details
- Creating accounts for eligible staff members
- Monitoring accounts
- Responding to user enquiries

1.2. Administrator responsibilities

Eduserv's administrator responsibilities are available at: www.eduserv.org.uk/identity-access/support/terms-and-conditions/administrator-responsibilities. Please ensure that you have read, and understand them.

Please note in particular that accounts should only be created for eligible users and should not be shared, that user account details must be kept confidential and that the Data Protection Act is observed

NICE asks that every higher education institution assigns a member of staff as an Athens administrator so that their staff can access NHS resources. If an administrator leaves and no replacement is found, there is a risk that your institution's users will lose access to our resources. If you are having difficulty finding a replacement, please contact the national administrator.

If your organisation appoints a new administrator, please tell the national administrator (NHSAthens@nice.org.uk) as soon as possible.

1.3. Athens terms and conditions

The contract with Athens is between NICE and Eduserv. However, all administrators are bound by the Eduserv / NHS England terms and conditions of use, which can be accessed at: www.eduserv.org.uk/identity-access/support/terms-and-conditions/nhs-terms.

Please ensure that you have read, and understand these terms and conditions. You may ignore section 9, which is not relevant to any national organisation using NHS Athens.
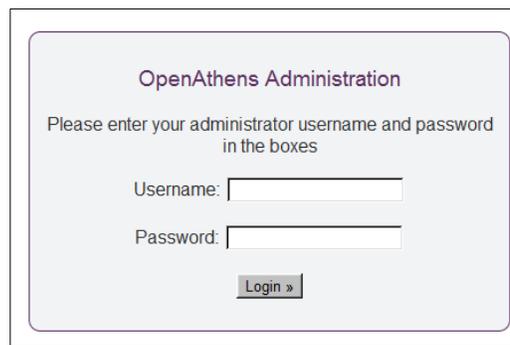
2. The administration system

2.1.   Accessing the administration system

All administrators have their own individual administration username and password. You will need to give your IP address/range to the national administrator, who will add it to the administration system so you can access it.

The administration site can be found at:
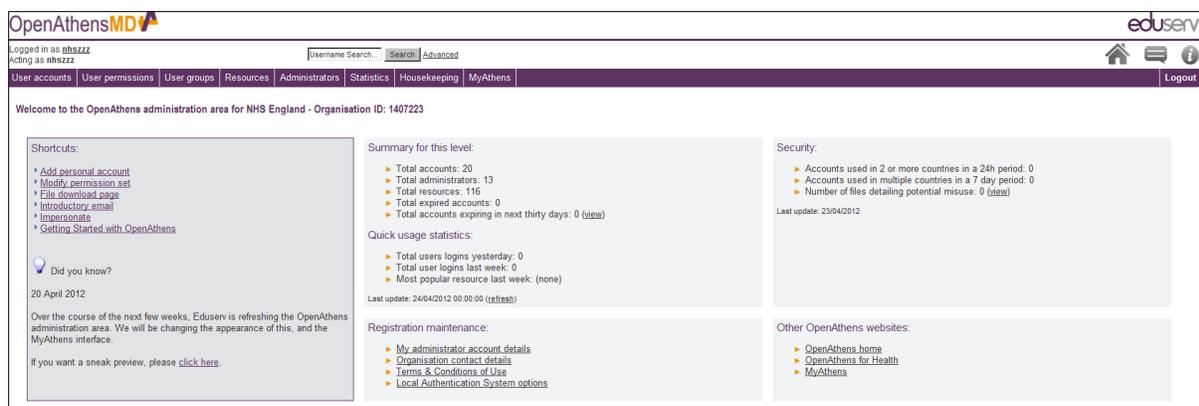https://auth.athensams.net/?ath_returl=https%3A%2F%2Fadmin.athens.ac.uk%2Fauth%2Frcv&ath_dspid=ATHENS.ADMIN.

2.2.   How the administration site works

The administration site enables you to manage accounts (section 4) and resources (section 5). You can also run statistical reports on resource usage and download information on your users (section 5).

The menu which runs across the top of the page takes you to the main functions of the site. Hovering over any of the headings in this menu reveals a drop-down menu of options within that area.

The homepage shows a summary of user activity, and provides links to commonly used pages. The basic search function and links to the Help pages and Eduserv's service desk are available on every page.

The national administrator has access to the whole system and is able to "impersonate" all other administrators.

2.3. Administrator details

Administrators should ensure that the details for both their organisation and their administrator account are correct and up to date. New administrators should amend their details as soon as possible.

To modify account details, go to the homepage and click on "My administrator account details" under "Registration Maintenance".

To modify organisation details, click on "Organisation contact details".

Registration maintenance:

► My administrator account details
► Organisation contact details
► Terms & Conditions of Use
► Local Authentication System options
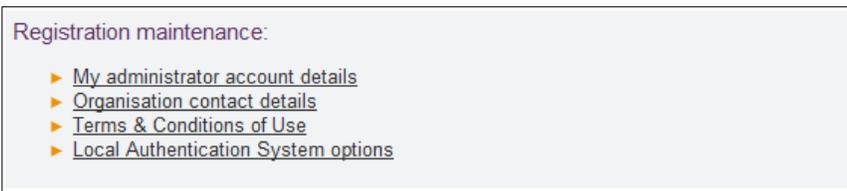
3. Managing users

3.1. Registering new users

All students should be registered through by bulk upload. Separate guidance on bulk upload is available in the wiki for NHS Athens administrators in HE/FE institutions (http://nhs-hei-athens.wikispaces.com).

Staff can be added by bulk upload or manually. To add an account manually, go to: "User accounts" / "Add" / "Personal account".
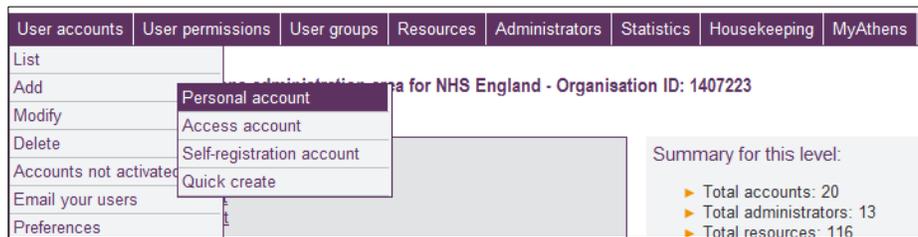
The account activation method must always be: "Account to be activated by user".

Usernames should take the following form: first initial; last name; lowest available three digit number (such as wharvey001).
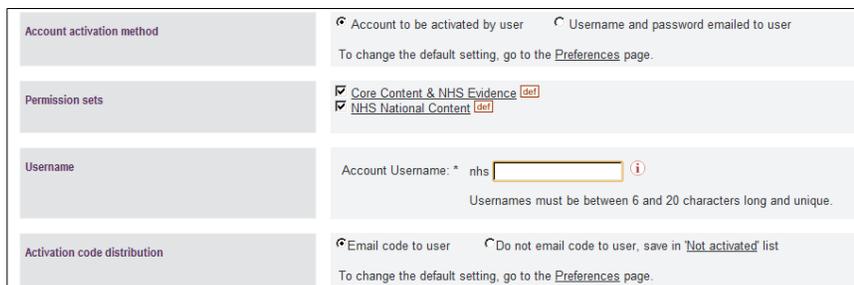
Please do not set up accounts for ineligible users. All accounts are monitored by the national administrator who will contact you if there are users in your institution who do not appear to be eligible.

After the account has been created (either automatically or by an administrator), the applicant receives an automatically generated email with an activation code to allow them to create their account. The default activation email is in appendix 2.

This email text can be edited by the administrator within the administration area. Guidance on editing emails is available in section 5.6.

3.2. Viewing and searching for users

To view all the accounts at your organisation, go to "User accounts" / "List".

| User accounts | User permissions | User groups | Resources | Administrators | Statistics | Housekeeping | MyAthens |

List
Add ► ens administration area for NHS England - Organisation ID: 1407223
Modify
Delete   Summary for this level:
Accounts not activated   ► Total accounts: 20
Email your users   ► Total administrators: 13
Preferences   ► Total resources: 116

If you know the username of an account you're looking for, you can use the search box above the menu. Click the magnifying glass to search.

To search on other fields you can use the advanced search, which enables you to search for single or multiple accounts by username, name, email address or expiry date, or according to whether they are expired or not activated.
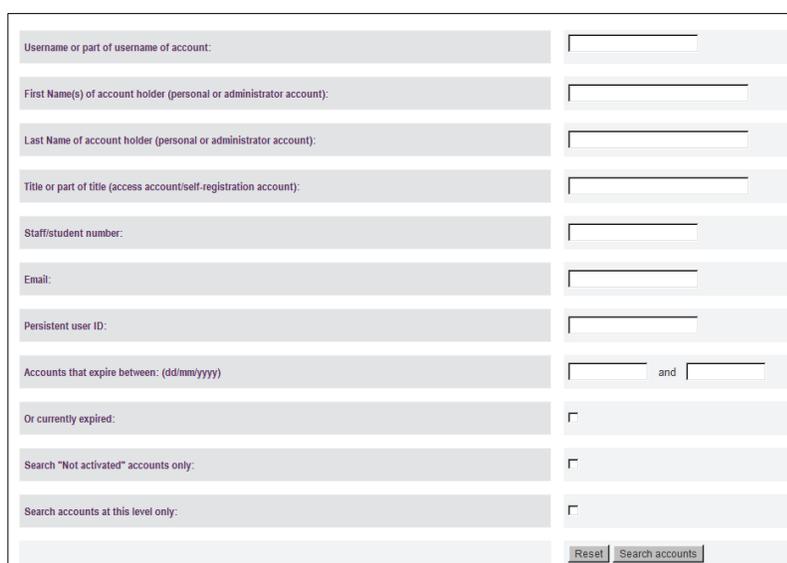
Username or part of username of account:

First Name(s) of account holder (personal or administrator account):

Last Name of account holder (personal or administrator account):

Title or part of title (access account/self-registration account):

Staff/student number:

Email:

Persistent user ID:

Accounts that expire between: (dd/mm/yyyy)   and

Or currently expired:

Search "Not activated" accounts only:

Search accounts at this level only:

Reset   Search accounts

3.3. Monitoring accounts

Administrators should monitor non-activated accounts and, if possible, contact users to see if they still require them, generating another activation code. A list of non-activated accounts can be found at "User Accounts" / "Activation" / "List accounts not activated".

If a user is having trouble activating their account, you can give them their unique activation code, which is listed next to their name on the page referred to above. You can then direct them to https://auth.athensams.net/nhs_activation, where they can enter their username and code before choosing their password on the next page.

When a staff member leaves your organisation, you should amend the expiry date of their account to the last day of their employment in your organisation.

3.4. 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. You can generate lists of addresses in two ways, either from the menu, or from an advanced search.

From the menu, go to "User accounts" / "Email your users".

On the next page you can chose to email all your users, or all users with expired accounts. If you need to email other groups of users, search for the group you want using the advanced search screen. All searches generate a list of email addresses.

Emails cannot be sent from within the Athens administration site. To email your users, you need to copy and paste the email addresses into an email application.

3.5. Responding to enquiries

Athens administrators are asked to respond to basic enquiries from users at their organisation about forgotten usernames and passwords, registration, and logging in. Answers to these questions are provided in appendix 3. Frequently asked questions are also available on the NHS Evidence site.

# 4. Other administration functions and tasks

4.1. Resources

Resources are made available to users in Athens through "permission sets". The national Athens administrator will set up a permission set for you when your administration account is created, which will include all national resources.

This permission set will be allocated to all accounts automatically on creation. You do not need to create additional permission sets.

4.2. Account totals

If you have a large number of users and cannot easily determine how many from your list of users, you can also check the total by going to "Housekeeping" / "Account totals".
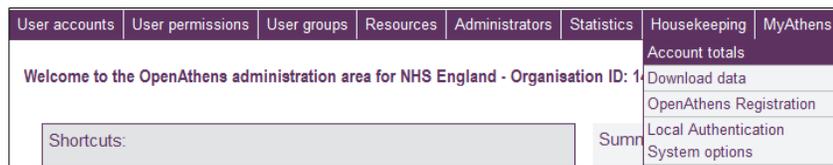
4.3. Downloading data

The download data function ("Housekeeping" / "Download data") allows you to download information about individual accounts or groups of accounts. The information can be viewed in a spreadsheet.

After you have generated the download, you will receive an email notifying you when it has been produced. It will be made be available on your "File download" page.

Detailed guidance on downloading data is available on Eduserv's website at: https://docs.openathens.net/display/public/OAMD/OpenAthens+Data+Download+Guide%3bjsessionid=47320A41F448B0AF77241F5652AD03A0

4.4. Statistics

The Athens system records the number of user logins to all your organisations resources. A summary of usage is available at "Statistics" / "Summary".
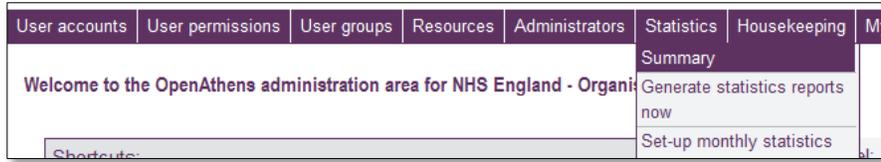
You can also generate specific statistic reports to run either immediately or every month. Reports are defined by username, user group, administrator or permission set, and by resources and date range. Monthly reports can be sent to any email address.

4.5. User groups

All users should be assigned to a user group. The national administrator will set up standard groups for you ("Students", "Academic Staff" and "Library Staff"). You are welcome to set up new user groups, but please ensure that they all begin with a standard name (for example, if you want to set up a group for first year medical students, you should name it "Students – Year One Medical")

To set up a new user group, go to "User Groups" / "Add".

4.6. Customising emails

To customise any of the emails set up within Athens, go to the page identified in the section above and click on the description of the email you want to amend.
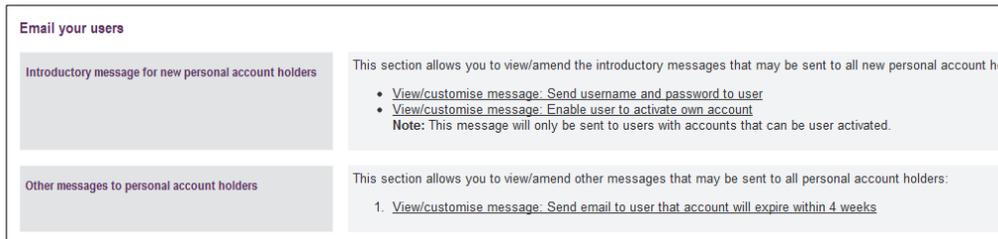
Amend the email in the "Body" box and click "Submit changes". Note the variables used.

4.7. IP addresses in administrator area

If you know that you will need to access the Athens administration site from a different location to normal, you will need to add the relevant IP address/range to your own administrator account details at your normal location before you do.

Even if you have saved another IP address previously, always check that it is correct before working from that location, as they sometimes change. Those not being used should be deleted.

If your IP address/range changes at your place of work without warning and you cannot log in, let the national administrator know and they will update the details for you.

Appendix 1:
NHS National Content

DATABASES		
SUPPLIER	**DATABASE**	**FULL TEXT JOURNALS**
Ovid	AMED Embase HMIC Medline PsycINFO	Bibliographic database only: *No full text available*
ProQuest	BNI	As above
EBSCO	CINAHL Health Business Elite	www.ebscohost.com/titleLists/rnh-coverage.htm www.ebscohost.com/titleLists/heh-coverage.htm

JOURNALS		
SUPPLIER	**RESOURCE**	**AVAILABILITY**
BMJ	BMJ	1840 – Dec 2013
	Archive of Disease in Childhood	1926 – Dec 2013
	Annals of the Rheumatic Diseases	1939 – Dec 2013
	British Journal of Ophthalmology	1917 – Dec 2013
	British Journal of Sports Medicine	1964 – Dec 2013
	Emergency Medicine Journal	1984 – Dec 2013
	Evidence Based Medicine	2000 – Dec 2013
	Evidence Based Mental Health	1998 – Dec 2013
	Evidence-Based Nursing	1998 – Dec 2013
	Gut	1960 – Dec 2013
	Heart	1939 – Dec 2013
	Injury Prevention	1995 – Mar 2011
	Journal of Clinical Pathology	1939 – Dec 2013
	Journal of Epidemiology and Community Health	1947 – Dec 2013
	Journal of Medical Ethics	1973 – Dec 2013
	Journal of Medical Genetics	1964 – Dec 2013
	Journal of Neurology, Neurosurgery, and Psychiatry	1920 – Dec 2013
	Occupational and Environmental Medicine	1944 – Dec 2013
	Postgraduate Medical Journal	1925 – Dec 2013
	Sexually Transmitted Infections	1925 – Dec 2013
	Thorax	1946 – Dec 2013
	Tobacco Control	1992 – Dec 2013
AMA	Archives of Dermatology	1998 – Dec 2013
	Archives of Facial Plastic Surgery	1998 – Dec 2011
	Archives of General Psychiatry	1998 – Dec 2013
	Archives of Internal Medicine	1998 – Dec 2013
	Archives of Neurology	1998 – Dec 2011
	Archives of Ophthalmology	1998 – Dec 2011
	Archives of Otolaryngology	1998 – Dec 2011
	Archives of Pediatrics & Adolescent Medicine	1998 – Dec 2011
	Archives of Surgery	1998 – Dec 2013
	JAMA	1883 – Dec 2011
Elsevier	The Lancet	2008 – Jan 2015

Appendix 2:
Default Athens emails

a. Activation email

A new Athens user account has been set up for you by your administrator.
Username: [username]

The following link should be used to activate your account: [link]

(If you cannot follow the link, please copy and paste it into your browser)

If you have any queries about your account please contact your local Athens administrator.

Administrator details:

[admin name]
Organisation: [org name]
Phone: [admin phone]
Email: [admin email]

Appendix 3:
NHS Athens user FAQs

How do I login?

Thank you for your email. You can log in to NHS Athens at: www.library.nhs.uk/login.aspx.
To get to this page in future, please take the following steps:
- Go to NHS Evidence (www.evidence.nhs.uk)
- Click "Journals and Databases"
- Click "Sign in to NHS Athens"

What's my username?

Check for username and confirm whether email login is enabled. Send relevant response below.

Thank you for your email. You username is: [username]. Please note that you can also login with your registered email address, which is [email address].

Thank you for your email. You username is: [username]. If you would like to also be able to log in with your registered email address in future, please login with your username, go to: https://auth.athensams.net/my/account, check the radio button next to "I want to login with email", and click "Submit".

Thank you for your email. Unfortunately I have no record of your account. If you are sure that you are administered by this organisation, this means that your account must have expired and been deleted. If you would like a new account please let me know.

What's my password?

Thank you for your email. If you've forgotten your password, you can reset it yourself at: https://auth.athensams.net/nhs_activation.php?from=pswForgot&ath_returl=http%3a%2f%2fwww.library.nhs.uk%2flogin.aspx&ath_err=loginHelp. If you need to find this page in future, please take the following steps:
- Go to NHS Evidence (www.evidence.nhs.uk)
- Click "Journals and Databases"
- Click" Sign in to NHS Athens"
- Click "Forgot your Password"

How do I change my email address?

Thank you for your email. You can change your email address at: https://auth.athensams.net/my/nhs_email. You will need to log in first. To get to this page in the future, please take the following steps:
- Go to NHS Evidence (www.evidence.nhs.uk)
- Click "Journals and Databases"

- Click "Sign in to NHS Athens"
- Enter your username and password
- Click "My Account" in the top right corner of the page
- Click "Change your email address"

How do I change my organisation?

Thank you for your email. Please do not change your organisation. If you are on placement would like to access additional resources purchased by your trust, please contact the trust library.