Frequently Asked Questions: BMJ Best Practice - OpenAthens user journey

Funded by Health Education England, the tool is free to all NHS staff.
bmj.com/hee

1. Why has OpenAthens moved to a cloud-based solution with embedded organisation discovery service ‘Wayfinder’?

Wayfinder enables users to rely on a single secure login to access all the online resources their organisation subscribes to – they simply enter their home organisation or email address into the search bar to log in.

The organisation discovery service encompasses many of the recommendations from the Resource Access for the 21st Century (RA21) initiative, a two-year project looking at how to create a seamless user experience for access to online resources.

Publishers typically offer a variety of access routes to their content, and 'Wayfinder' directs users to the correct log in page for their access route. Most end users won't know if their access is via OpenAthens, Shibboleth, or another method, but should know their institution. By entering their institution, they are routed to the correct log in point.

Read more

2. Why has BMJ Best Practice moved over to OpenAthens cloud with Wayfinder tool?

BMJ Best Practice was required to migrate to the OpenAthens Cloud to ensure that access was maintained for healthcare professionals in England and that the platform was stable.

This latest version of the OpenAthens software includes the 'Wayfinder' tool. Following your feedback, we have worked closely with Health Education England, NICE and OpenAthens to improve the access journey for BMJ Best Practice users.

This product change only affects how users access via OpenAthens and Shibboleth. All other access routes such as via your organisation’s network (IP) or referral link are unaffected by this change.

3. What does this mean for BMJ Best Practice users?

Instead of selecting an “OpenAthens” or “Shibboleth” button on the BMJ Best Practice login page, users are now presented with an “Access through your institution” button.

When selected, they will be asked to search for their institution. Users need to type and select “NHS in England”, and then log in using their OpenAthens username and password.
As part of this change, users will need to create a personal BMJ Best Practice account on their first login. This is a one-time task, and this personal account can then be used to download the award-winning app and track CME/CPD activity. These changes have been reflected in the “Getting Started” user guide and app leaflet which are available to download and share on the HEE landing page: bmj.com/hee

4. **What should users enter when they are prompted to search for their institution?**

   We advise all NHS users to enter and select **NHS in England**. This applies to everyone eligible for an NHS OpenAthens account, so primary care staff, public health staff, and healthcare students should use this too.

   At this point in time, it isn't necessary to enter a specific organisation. This will become important as more NHS organisations move to single sign-on. OpenAthens is working with NICE, HEE and publishers to make it easier to identify and select individual NHS institutions in future.

5. **Will these changes be rolled out to all BMJ resources?**

   This change only applies to BMJ Best Practice at this time. There are future plans to move BMJ Learning to the latest OpenAthens service.

6. **Will all publishers adopt the OpenAthens changes and will they all require personal accounts for all resources?**

   All publisher suppliers using OpenAthens as a means of access will incorporate the 'enter your institution' (Wayfinder) step when they upgrade to the new OpenAthens service.
Publishers typically only ask users to set up an additional personal account where the resource includes an app with personalisation features. This includes BMJ for Best Practice and other point of care/decision support tool publishers.

7. **What are the implications for users when they switch trusts - move OpenAthens accounts, change email address or change institution?**

As long as the user searches for "NHS in England", there are no obvious implications.

8. **What is the benefit of users being required to create an individual personal account?**

This enables users to access BMJ Best Practice off-site without logging in to OpenAthens. The same personal account username and password can be used to sign-in to the BMJ Best Practice app and to track CME/CPD activities.

9. **Can users log in directly through OpenAthens sign-in page?**

BMJ has worked with OpenAthens to provide a shorter, direct link: bestpractice.bmj.com/nhsinengland.

Users can also log in to BMJ Best Practice by visiting bestpractice.bmj.com and selecting the button to ‘Access via institution’ before searching for ‘NHS in England’. Please do **NOT** use the link bestpractice.bmj.com/oafed, this has been made redundant.

10. **Can users still access BMJ Best Practice off-site?**

Yes, off-site access is available to users via portal (referral link access), OpenAthens or via their BMJ Best Practice personal account.

11. **Does this change affect IP or referral link access?**

No, the change made to accessing BMJ Best Practice via OpenAthens/Shibboleth does not impact any other access routes such as IP or referral link access.

12. **Where do I get user guides and helpful resources?**

These are available to download from bmj.com/hee

13. **What BMJ Best Practice URL should I add to my library page?**

We recommend adding a referral link to your library page to simplify access to BMJ Best Practice. This means that users, clicking on this link, are automatically authenticated and taken straight to BMJ Best Practice without having to log in.
If you would like to add a referral link to your secure intranet page, please provide support.bmj.com with your intranet page URL and they will help you set this up in one simple step.

14. **Do BMJ Best Practice users who have already created their OpenAthens account need to do anything?**

Yes, BMJ will contact current OpenAthens users via email to inform them to follow the following steps:
- Visit bestpractice.bmj.com and click 'Log in'.
- You will be presented with an ‘Access through your institution’ button.
- When selected, you will be asked to search for your institution. Please type and select 'NHS in England', and then log in using your OpenAthens username and password.
- Follow the steps to create a personal account. If you already have an account, click 'continue' to link your OpenAthens account with your BMJ Best Practice personal account.

15. **Is a WAYFless link to BMJ Best Practice available?**

There is a wayfless link available for HEE and librarians to use to log in via OpenAthens. This link enables users to access BMJ Best Practice via OpenAthens quickly, as it bypasses the need to select which institution they are from.

Librarians can now add this link in their user guides, promotions and via their portal as a quick access link to BMJ Best Practice.

**Steps to access BMJ Best Practice using the wayfless URL**

1. Visit https://bestpractice.bmj.com/nhsinengland
2. Enter your OpenAthens username and password
3. If you are a new user, you will need to now register for a BMJ Best Practice personal account*

*By creating a personal account you will be able to track CME/CPD activity and use these personal account credentials to log in to the BMJ Best Practice app on your mobile. This is a quick one-off registration that will link your two accounts together and going forward you can then use your personal account to log in directly to BMJ Best Practice website and app.

Please note that this link **only works for OpenAthens login** so librarians in institutions that use Shibboleth shouldn't provide this URL to their users as they will still need to go via the normal route: bestpractice.bmj.com/oac.

Feedback and support

If you have any feedback on BMJ Best Practice or need support accessing BMJ Best

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Practice, please contact support.bmj.com. Detailed user guides and resources are also available at bmj.com/hee.

For tips and advice on how to troubleshoot resource OpenAthens access issues, please take a look at the OpenAthens troubleshooting guide for administrators: https://docs.openathens.net/display/public/MD/Troubleshooting+resource+access+problems