

FAQs: BMJ Best Practice - OpenAthens user journey

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 login.

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/company/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.



The screenshot shows a web interface for signing in to BMJ via an institution. The main heading is "Sign in to BMJ via your institution". Below this is a search bar with the placeholder text "Find your organisation". The search bar contains the text "NHS in England". Below the search bar, there are examples: "Examples: Science Academy, sue@uni.ac.uk, London". At the bottom of the search results, there is a button with the NHS logo and the text "NHS in England" followed by a right-pointing chevron.

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?

No, we would recommend that all users log in to BMJ Best Practice by visiting bestpractice.bmj.com. Do **NOT** use the link bestpractice.bmj.com/oafed. This has been made redundant. BMJ is currently working with OpenAthens to provide a shorter, direct link.

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 <https://bmj.com/company/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?

At the moment, a WAYFless link to BMJ Best Practice is not possible. The BMJ Best Practice team are currently looking into this and will provide an update when possible.

Feedback and support

If you have any feedback on BMJ Best Practice or need support accessing BMJ Best Practice, please contact support.bmj.com.

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>