

Additional OpenAthens Administrators

There are a number of advantages to this change:

- We know that many NHS/HEI organisations share the admin work between several colleagues. Up until now, this has meant having to share usernames and passwords, which isn't ideal practice. This change means that every colleague who carries out OpenAthens admin work can have their own login.
- With the two-step authentication system, access codes are sent to the email address specified in the admin account – this can cause problems when sharing admin details, as getting hold of those access codes can be more difficult. If each administrator has their own account, the access codes go directly to that person's email.
- When sharing the admin account, it's difficult to see who has done what, as all activity within the system is recorded against just one username. With individual admin accounts, the audit trail becomes clearer, meaning that issues or queries can be solved more quickly.

You don't need to do anything straight away! Your existing OpenAthens admin username and password will continue to work, and you can carry on in the same way until the end of May. But you will need to do this by Friday 28th May.

But, you can make the changes as soon as you like – the benefits outlined above may persuade you to make the change sooner rather than later.

How to set yourselves up:

1. You will need to create a new personal OpenAthens account under your organisation to use as your administrator account. You should be able to do this within your own admin area, and can choose your own username (eg fwilkieadmin). This personal admin account will not allow you to access resources, it is purely for accessing the admin website.
2. Login to the admin website with your current existing OA admin account
 - Click on **Preferences**, then **Organisation**
 - Click on the **Administrators** tab
 - Use the search box to search for your new personal admin account and click on it to add it to the list of administrators
 - Click on the **Add Role** button for your account
 - Select **Organisation administrator**, then click on the **Add** button
 - You will then see **Admin** displaying with your name

- Click on the **Save changes** button at the top right hand corner, enter your current admin account password, and wait for the green box confirming that the changes have been saved.
3. You can then log out of your existing admin account, and log back in with your personal account. You should now be able to do all the same things in the admin site, under your own personal account login.

You can follow the same process for any colleagues within your organisation that you share the admin work with.

Please note: administrators can use the same email address for each of their accounts, if they also have a personal account for accessing resources. When setting new accounts up, you should leave the “login by email address” box unchecked, so that you don’t get a message saying that the email address is already in use. You will then need to login with the username for these accounts (you won’t be able to login using your email address).

Removing administrator rights from an OpenAthens account

If you have an administrator account, you can remove admin rights from other people’s accounts – for instance, if colleagues change roles, or leave their job, or if admin rights are assigned by mistake.

- Click on **Preferences**, then **Organisation**
- Click on the **Administrators** tab
- Find the account listed
- Click on the cross next to the word Admin
- Click on the **Save Changes** button and enter your password.

Other things to note

- At no point should anyone be assigned as an **Owner** – we only have one owner for the entire NHS structure, and this sits with NICE.
- Administrator email addresses can be different from the public contact details for the organisation.
- OpenAthens have created demo videos which show you how to assign an administrator role to accounts: <https://www.youtube.com/watch?v=NA2-ztQWxAw>.
- OpenAthens have also created a frequently asked questions page: <https://openathens.org/multiple-administrator-faqs/>.