



Accessing NHS Knowledge Network content on an AU computer

Rebecca Hankinson/ Melanie Bickerton, June 2022

QG MED010 [<https://www.abdn.ac.uk/library/documents/guides/qgmed010.pdf>]

Users sometimes experience problems when attempting to access the full-text of electronic journals provided to the NHS Knowledge Network by various publishers when they are viewing from a computer on the University of Aberdeen network. This is because the identity of the University computer over-rides the NHS Knowledge Network OpenAthens username and password. To overcome this problem, try the following:

Deleting the cookies

As soon as you open the NHS Knowledge Network homepage, delete the computer cookies (instructions provided here are for Microsoft Edge but the principles are similar for other browsers):

1. Click on the **Tools** icon in the top right-hand corner.
2. Scroll down and click on **Settings**.
3. In the sub-menu which appears, select the option **Privacy, search and services**, then select **Choose what to clear** under the heading "Clear browsing data".
4. In the dialog box that appears ensure that **Cookies and other site data** is one of the boxes ticked.
5. Click **Clear now**. You have now deleted all of the cookies that were stored on your computer.
6. Now click on **Login** at the top right-hand side of the NHS Knowledge Network homepage.
7. Enter your **NHS OpenAthens** username and password in the login form and select **Login**.
8. Click on **A Journal** (under the **Narrow your search** subheading in the **Search** box).
9. Enter the journal title in the search box and click **Go**.
10. In the **Results** list, click on the journal title to take you to the journal contents.

Deleting the cookies may be enough to allow access to the required full-text.

If the full-text does not open:

1. Return to the journal details on the NHS Knowledge Network linking service page.
2. Identify the name of the supplier (i.e. **Full text available via [supplier name here]**).
3. Follow the instructions below for the relevant supplier:

ScienceDirect

If the journal is supplied by ScienceDirect and on opening the page you see at the top **Brought to you by: Library, Special Collections and Museums, University of Aberdeen** then do the following:

1. At the very top of the page, on the right-hand side click on **Sign in**.
2. Click on **OpenAthens login**. Input your OpenAthens details when prompted and click the **Login** button.
3. If you have not accessed ScienceDirect through the NHS Knowledge Network before, a window will now open requesting that you **Activate OpenAthens Username**. Complete this form. Click **Done**. A window will now open stating **OpenAthens Username Activation – successful**. Click **Continue**.
4. A page entitled **Choose Organization** will open. Select **NHS Trust Development Authority, Library Athens** and click **Continue**.
5. You will be returned to the journal's homepage and should now be able to access the articles you require.

EBSCOhost

1. Go to the [EBSCOhost login page](#).
2. Click on **OpenAthens login** and enter your log-in details in the window that opens. You should now see that EBSCOhost recognises your log-in as **NHS SCOTLAND**.
3. Open a new tab in the same browser window and go to the Knowledge Network homepage.
4. Search for your journal as normal. You should now be granted access when selecting it.



Don't use the back button on your browser after gaining access. It can confuse EBSCOhost and you may find that you have to begin this process all over again!

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1. Open a new window in Microsoft Edge and log on to [OpenAthens](#).
2. Choose **Login to MyAthens** from the **What Would You Like To Do?** menu.
3. Enter your NHS Knowledge Network username and password when prompted.
4. Click on the **Resources** tab to view a list of platforms you can access through your Athens account.
5. Scroll down, and select **Ovid Online** from the list.
6. From the Ovid home page select **Journals@Ovid Full Text**.
7. Select the **Journals** tab. Enter the journal title in the text box.
8. Click **Search**.

ProQuest

1. Open a new window in Microsoft Edge and log on to [OpenAthens](#).
2. Choose **Login to MyAthens** from the **What Would You Like To Do?** menu.
3. Enter your NHS Knowledge Network username and password when prompted.
4. Click on the **Resources** tab to view a list of platforms you can access through your Athens account.
5. Scroll down, and select **ProQuest New Platform** from the list.
6. Select **NHS Scotland** from the drop down menu, click **Login** and enter your Athens details if prompted.
7. From the ProQuest home page select the **Publications** tab to view an A-Z list of full-text journals.

If all else fails... try another computer! Strange though it may sound, this can work.

And finally...

If you don't have an NHS Athens password you will need to [register for the NHS Knowledge Network](#).

If you experience any problems with the NHS Knowledge Network website please contact:

Cornhill Library and Knowledge Services. Tel: 01224-557485 (External) or 57485 (Internal)

OR

Lyn Mair (NHS Clinical Librarian). Tel: 01224-437873 (External) or 7873 (Internal)

Email: lyn.mair@nhs.scot.