E-resource access issues and solutions

	Problem	Possible causes	Solutions / workarounds and further information	Recommended contact(s)
1	**Cannot access the website: '*page cannot be displayed*' or similar**	1. Internet down	Check other websites to see if it is a wider issue with your internet connection. If all websites are affected, contact your local IT department.	Local IT department
		2. Specific service(s) down	Check email lists such as Core Content, NICE service information page, OpenAthens service page or Ovid's Link Resolver service status page to see if any problems have been reported or there are known issues with specific services. The Journals A-Z website is down. The A-Z list is produced by NICE and therefore this problem should be reported to NICE by the customer (see **Appendix** for useful contacts).	Email lists NICE
		3. Website blocked by your organisation	Ask your IT department to check if the website is blocked locally. See also a list of websites that should not be blocked In a small number of cases, firewalls block access on the basis of IP address as well as URL. In this case, changes in supplier/publishers' IP addresses should be forwarded to the local IT Department.	Local IT department
2	**Resource will not authenticate saying '*you do not have rights to access the material*' or similar**	This resource has not been activated for your OpenAthens org ID	This message is usually generated when a supplier has not enabled Openathens access to the resource for your organisation. There may be a number of reasons for this but normally it is because your subscription has lapsed or your subscription has not been set up correctly. If you are sure that you should have access rights to this material and / or have placed the order for the resource contact the supplier/publisher to activate your access. They will need details of your OpenAthens org ID. A list of OpenAthens org IDs with names is available.	Local OpenAthens administrator / supplier/publisher
3	**Resource authenticates to another NHS organisation name**	Supplier/publisher is using IP authentication rather than OpenAthens	Check to make sure that the resource is not one of the national collections made available using IP authentication. If it is, contact the publisher/supplier direct to query your access. Where the resource is not designed to be IP authenticated, contact the supplier/publisher to switch off IP authentication and ensure that OpenAthens access is enabled.	Supplier/publisher / IT department

			Note: the use of IP authentication in the NHS below NHS England level can be problematic. However, some NHS organisations do employ IP authentication. It is possible to obtain a fixed IP address. Check with your local IT department to see if this possible. Note: IP authentication does not work for off-site access unless EZProxy has been implemented.	
4	**Unexpected functionality or message about browser support**	Browser issues or browser plug-in issues	Most supplier/publishers no longer support older versions of IE and sometimes not even IE at all. Check with the supplier/publisher. Ask the IT department to upgrade your browser or browser plug-ins, or give you access to alternative browsers such as Firefox and / or Chrome.	Supplier/publisher / local IT department
5	**The A-Z is displaying data incorrectly, eg issues such as HTML tags displaying on the page.**		While NICE produce the A-Z list, they populate the website with data taken from Wolters Kluwer. Therefore, initially we should log this job with Wolters Kluwer.	Wolters Kluwer
6	**Links from HDAS and NICE Journals A-Z Search results say that the resource cannot be accessed**	Content is selected on the link resolver but shouldn't be, or the supplier hasn't activated the resource correctly for you	Check your subscription. If you are entitled to this content, ask the publisher to check that they have activated it. If you aren't entitled to this content, then ask the local link resolver administrator to deselect the relevant collection / title(s).	Local link resolver administrator
7	**Link for a collection or title should appear against HDAS and NICE Journals A-Z Search results but does not**	Content not selected on link resolver	Ask the local link resolver administrator to check that the collection / title is selected in the link resolver and if not, select it.	Local link resolver administrator
8	**Link authenticates and goes to supplier/publisher's platform but doesn't**	Link resolution not working correctly	Contact Wolters Kluwer	Wolters Kluwer

	resolve directly to full text, e.g. resolves to journal title page, table of contents, or search page			
9	**Link goes to an authentication page or a paywall and you need to click an OpenAthens login link where you may or may not need to re-enter OpenAthens credentials**	Link resolution not working seamlessly	Contact Wolters Kluwer It may be helpful until resolved to add a collection-level note against the collection to assist users to navigate to the full text	Wolters Kluwer / local link resolver administrator
10	**Links from HDAS or NICE Journals A-Z Search are not WAYFless, i.e. further requirement to select NHS England or institution name before accessing the article**	1. Wrong collection has been selected on ODS	Contact Wolters Kluwer for additional advice on the appropriate WAYFless collection.	Wolters Kluwer
		2. WAYFless URLs are not supported by the supplier/ publisher	Not all supplier/publishers support WAYFless linking and so users are necessarily required to select NHS England as their organisation before going through to the article. Check with the supplier/publisher to see if WAYFless linking is supported. There is a list of service providers with WAYFless URLs Where WAYFless is not supported, consider adding a collection-level note against the collection to assist users to navigate to the full text	Local link resolver administrator
11	**The holding details are wrong on the A-Z list and/or HDAS**		If it is a nationally-shared collection, contact NICE for investigation and resolution. If it is purchased locally and is part of a package, managed as part of a single collection, contact Wolters Kluwer. If it is a journal added by a local administrator, then ask the local administrator to correct the holdings.	NICE Wolters Kluwer Local admin

12	**The holding details are correct but the link(s) in the A-Z list and/or HDAS are not working.**		This is likely to be a problem with Link Resolver and the job should be logged with Wolters Kluwer support • Typical problems occur when there is an ampersand in the title: e.g. Diabetes & Diet (not a real journal name). • The journal issue is a supplement. **Warning**. Problems may also occur when the publisher is slow to upload a journal to their website. This is most likely to occur in aggregators such as ProQuest and EBSCO. This is not a problem with the link resolver and the customer should report the problem with the publisher/aggregator (see **Appendix B** for useful contacts).	WK Publisher/ aggregrator
13	**Link Resolver is being very slow.**	This is perhaps the most difficult problem to diagnose as the problem may be with Link Resolver, OpenAthens, publisher/ aggregator, or a local issue.	Is the problem with one particular publisher? If so, check to see if you can determine any issues with the publisher's website. If so, then the problem is more likely to be with the publisher and so ask the customer to report the problem with the publisher. If no, then log the job with Wolters Kluwer's help desk If there is a problem across multiple publishers then try to establish if there are any current issues with OpenAthens. If so, the problem could be with OpenAthens and not Link Resolver There seems to be no issue with the publisher or OpenAthens, then log a job with Wolters Kluwer's NHS Support If you are unable to replicate the problem, try to see if anyone else is experiencing similar problems. If yes, then go back to the beginning, checking publisher/OA, etc. If no, then the problem may be a local issue. Ask the customer to contact their IT department.	Publisher Wolters Kluwer OpenAthens Wolters Kluwer Discussion lists Local IT department

Appendix A

National collections purchased by the NHS

American Medical Association Athens – NHS
BMJ Journals – NHS
EBSCO (Psychology & Behavioral Sciences Collection)
ProQuest (Health Research Premium Collection) – NHS Version
ProQuest PsychARTICLES – NHS
ProQuest Medline with Full Text

Open access switched on nationally

BioMed Central
BioOne
Cochrane Database of Systematic Reviews
European PubMed Central
HighWire – Free Full Text
Hindawi Open Access Journals
IngentaConnect – OpenAccess
National Institute for Health Research (NIHR)
Nature Publishing Group – Open Access
Oxford Journals – Open Access
Public Library of Science (PLoS)
Wiley Online Library Free Content – NHS

Appendix B

Other useful contacts

NICE Contact Us Page

https://www.nice.org.uk/get-involved/contact-us

Email: nice@nice.org.uk

EBSCO support

http://support.ebscohost.com/contact/askus.php

Wiley Support

eal@wiley.com

WoltersKluwer support

https://tools.ovid.com/nhs/linkresolverhelp/

Email: nhs_support@wolterskluwer.com