KnowledgeShare

News from KnowledgeShare - June 2025

Teams using KnowledgeShare for:

Evidence Updates
139

Evidence Searching
49

Skills Teaching
12

Members receiving updates:
71,864

Support requests from LKS teams:
78

Multiple KnowledgeShare accounts: how to avoid login issues

Many LKS Staff create a 'dummy' Member account so they can receive additional update emails and observe different aspects of system output. However, if the dummy account shares the same primary email address as your main LKS Staff account, it can trigger an account validation loop.

If KnowledgeShare 'forgets' your OpenAthens credentials (due to inactivity, a new device or browser, cookie expiry, etc.) it treats your login as a first-time access attempt, using your email address as an identifier.

If your dummy account shares an email address with your main account, the system can't identify a unique account to connect to and may send repeated requests to revalidate.

In some cases, the OpenAthens details become linked to the dummy account, preventing access to your main account.

In order to login into KnowledgeShare, please validate your credentials | Log out

KnowledgeShare | Search | Advanced Search

Home | ? Help

Home > Connecting your account on KnowledgeShare

Connecting your account on KnowledgeShare

Enter your email address:
(Required)

Submit

We recommend that dummy accounts use a unique email address that is not in use elsewhere on the system. If this isn't feasible, changing the email temporarily can usually resolve login issues. Do not try to log in to dummy member accounts, and if you have more than one OpenAthens account, ensure you are not logged into the wrong one before accessing KnowledgeShare.

For further information: https://www.uhsussex.nhs.uk/knowledgeshare-web/

Questions or comments about KnowledgeShare? Email **uhsussex.knowledgeshare@nhs.net**

KnowledgeShare

Multi-factor authentication is coming to KnowledgeShare

NHS Trusts and other organisations increasingly require additional levels of security when approving the digital services used by their staff. To comply with these requirements, we will be introducing multi-factor authentication (MFA) to LKS Staff accounts in KnowledgeShare.

This means that when you log in to KnowledgeShare with your OpenAthens or institutional credentials, you will also be asked to confirm your login with a code sent to a secondary device (via SMS or authenticator app). There will be an option to 'trust this device' for a certain period of time, meaning that you do not have to go through MFA every time.

We will have more details soon.

Bounce reports

It is the responsibility of LKS teams to keep your Member records on KnowledgeShare up to date, to comply with GDPR. To support this, we email you regularly with lists of members whose emails bounce back - indicating that you need to investigate and potentially delete them from the system.

We are currently working on a new way of reporting undelivered emails, but this will take some time. In the meantime, please email our support team to receive your most recent bounce report.

Forthcoming training and events

Skills

To help manage information skills teaching, including *ad hoc* or scheduled sessions.

Thursday 7 Aug 2025, 2.00pm– 3.30pm

Adding local resources

This session will help you add local events, guidelines and books to your Members' updates.

Tuesday 1 July 2025, 10.30am– 12.00pm

Evidence Search

This session will help you manage evidence searching with KnowledgeShare.

Monday 14 July 2025, 10am– 12.00pm

Monday 11 Aug 2025, 1.00pm– 3.00pm

Member Categorising

This session is a repeat of your initial updates training, for new staff or as a refresher.

Thursday 24 July 2025, 1.00pm– 3.00pm

Wednesday 10 Sep 2025, 10am– 12.00pm

Sessions are run via MS Teams.
Book at: uhsussex.knowledgeshare@nhs.net

"I sent out a new "AI Update", created using KnowledgeShare, to our informatics team this morning and they were delighted with it!"

"This is excellent, I'll share with the Team now!" Head of Info Governance.

Library & Knowledge Service Manager, Mersey & West Lancashire.