OpenAthens Authentication - FAQs

Q. What is OpenAthens Authentication in EBSCOadmin?

EBSCOadmin, the administrative component to EBSCOhost, offers authentication capability for OpenAthens Access Management. OpenAthens is produced by Eduserv.

OpenAthens allows users to access multiple electronic resources without needing separate usernames and passwords for each individual vendor. Instead, users have a common user-name and password that allows access to multiple vendors and resources.

When an institution registers with OpenAthens for the first time, the following process occurs:

1. OpenAthens provides the institution with an OpenAthens organization identifier and scope to use for access via the OpenAthens login.

2. The institution provides their OpenAthens organization identifier and scope to EBSCO for authentication updates in EBSCOadmin.

The EBSCOhost search interface maintains its functionality when accessed via OpenAthens. EBSCO databases are available to licensed sites with OpenAthens Authentication at one of the following URLs depending on how your OpenAthens usernames and passwords are created:

- If you create usernames and passwords directly within your OpenAthens Administrative portal:  

- If you have OpenAthens connected to an existing directory so that your patrons are re-using a username and password they already have in place:  

Further details are available at:

http://www.openathens.net/.

Q. How do I set up OpenAthens authentication in EBSCOadmin?

OpenAthens authentication is available to any customer with subscriptions to electronic resources. The user is prompted for a user name and password. Without this information—which must be obtained from library staff—access is not permitted.
To set up OpenAthens authentication if you create usernames and passwords directly within your OpenAthens Administrative portal:

1. Click the **Authentication** Tab.
2. Click the **Athens** Sub-Tab.
3. Click the **Add Athens Site** Link. The Add Athens Screen appears.
4. If you are administering a library consortium, from the **Site ID** drop-down list select the site name.
5. From the **Group ID** drop-down list, select the group name.
6. In the **Athens Organisation Number** field, enter your OpenAthens account site code.
7. Click **Submit**. The list of OpenAthens sites appears with your new OpenAthens site displayed.

To set up OpenAthens authentication if you have OpenAthens connected to an existing directory so that your patrons are re-using a UN and PW they already have in place:

1. Click the **Authentication** Tab.
2. Click the **Shibboleth/SAML** Sub-Tab.
3. Click the **Attributes mapping** link.
4. If you are administering a library consortium, from the **Site ID** drop-down list select the site name.
5. Map the selections to the options shown below:

![Attributes mapping](https://help.ebsco.com/interfaces/EBSCOadmin/Admin_User_Guide/OpenAthens_Authentication_FAQs)

6. Click **Submit**.
7. Click the **Add group mapping link**.
8. If you are administering a library consortium, from the **Site ID** drop-down list select the site name.
9. From the **Group Name** drop-down list, select the group name.

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10. In the **Federation** drop-down list, select **Open Athens Federation**.

11. In the **Institution** drop-down list, locate and select your institution.

12. In the **Scoped affiliation** field, enter member@{YOUOpenAthensSCOPE}

13. Click **Submit**. The list of OpenAthens sites appears with your new OpenAthens site displayed.


*See also:*

[How do I set up a preferred order of authentication?](https://help.ebsco.com/interfaces/EBSCOadmin/Admin_User_Guide/OpenAthens_Authentication_FAQs)

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**Q. Where can I find my OpenAthens Organisation Number?**

To obtain your OpenAthens Organisation number:

**Log into your OpenAthens Administrator portal:**

1. Go to [https://admin.openathens.net/](https://admin.openathens.net/).

2. Login using your OpenAthens admin login credentials.

3. Click on the **Organisations** icon in the upper right hand corner ( ![Organisations icon](https://help.ebsco.com/)

4. You will find your organization ID under **Unique ID** and your scope will be listed under **Scope**.

**Q. How do I contact OpenAthens support?**

If you purchase OpenAthens through EBSCO please contact EBSCO's technical support for any assistance:

- **Email:** support@ebsco.com
- **Telephone:** 1-800-758-5995
- **Support Site Contact us page:** [http://support.ebscohost.com/contact/askus.php](http://support.ebscohost.com/contact/askus.php)

If you purchase through any other vendor:

- If you are an OpenAthens administrator or a publisher in the OpenAthens Federation, Technical support for the operation of the service is available from our service desk via their support portal:
  - Please sign in with your administrator credentials at [https://www.eduserv.org.uk/support/openathens](https://www.eduserv.org.uk/support/openathens).
  - To check the service status, visit [http://status.openathens.net/](http://status.openathens.net/).
◦ To speak to the service desk call: (+44) (0)1225 474333. Our offices are open Monday-Friday 9:00-17:30 (UK time).

This information and more is provided on OpenAthens support site here: http://www.openathens.net/support.php