

IOE Library Guide

ATHENS FAQs

We have compiled a list of the more frequently asked questions and answers about ATHENS such as when and where to use it, how ATHENS relates to the Portal and how to report problems.

If you have forgotten your password you can reset it using this link - <https://auth.athensams.net/activation/activation.php?from=pswForgot>.

If you have any other questions please contact lib.enquiries@ioe.ac.uk.

Last updated **26/01/12**.

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1. What is ATHENS?

- ATHENS is simply an access management system that provides controlled access to the Library's subscribed online resources (eg. electronic journals, e-books and databases).
- It is **not** a database in itself although the **MyATHENS** site at <http://auth.athensams.net/my/> does provide a gateway to some of these resources and a space where users can manage their account details etc.

2. When do I use ATHENS?

- The vast majority of our subscribed resources are accessible at the IOE or via the Portal (see 7 below) **without** the need to use ATHENS at all.
- You currently have to use ATHENS both **on and off** campus to access **Dawsonera**.
- **Note** you can access **British Education Index, ERIC** and **Australian Education Index** via the new **ProQuest Platform** at the IOE or via the Portal **without** the need to use ATHENS.

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3. What are my ATHENS login details?

- All IOE students are provided with an ATHENS account when they enroll based upon their computing login with the default password being their student ID.
- So (examples only) –
 - Computing login – **iemdf003d**
 - Becomes ATHENS login – **ioeiemdf003d**
 - With **case sensitive** Password – **GON11087668**
- Where students are going into a 2nd or subsequent year their accounts are extended each year with their existing username and password retained. We strongly advise users to change the default password when they enrol.

4. What about staff ATHENS accounts?

- New and existing members of staff can create their own account online (**from within the Institute only or via the Portal**) by visiting –
<http://intranet.ioead/ISWebsiteDocs/zIPinIoE/pw/StaffATHENSAccount.pdf>.

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5. Where do I log into ATHENS?

- The important point for users **off campus** and **not using the Portal** is to ensure they look out for an **ATHENS specific** login box on any of the resources they are trying to access (see examples below). The positioning of the boxes will vary between resources but it is important to ignore any **non-ATHENS** login options.

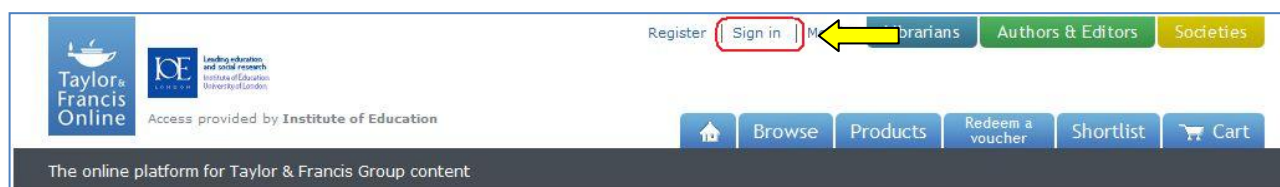


Figure 1 – Taylor & Francis

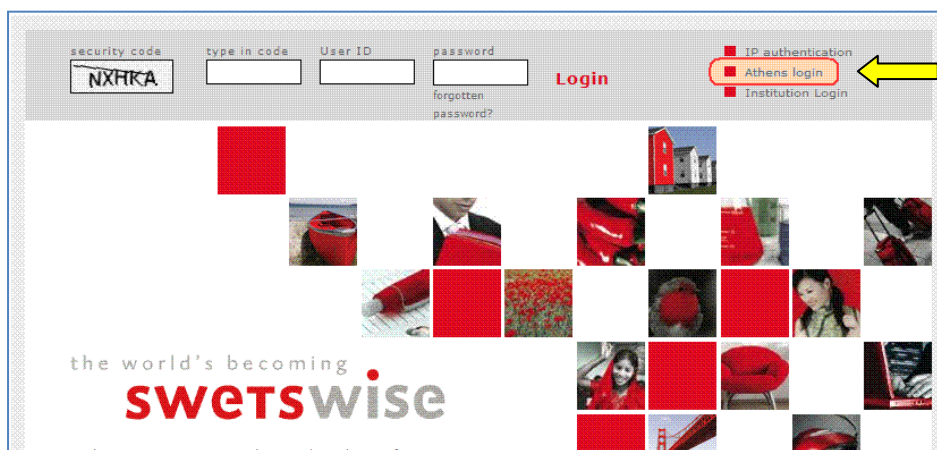


Figure 2 – SwetsWise

- The IOE is not as yet using Shibboleth so for a more limited number of resources such as the **JISC Media Hub**, **UK Data Archive** and **Zetoc** ATHENS acts as a **Shibboleth gateway** so users can login to what are Shibboleth-protected resources using their ATHENS credentials. These resources will present the **UK Federation interface** (see below) and IOE users should simply select the **Institute of Education, Athens Users** option.

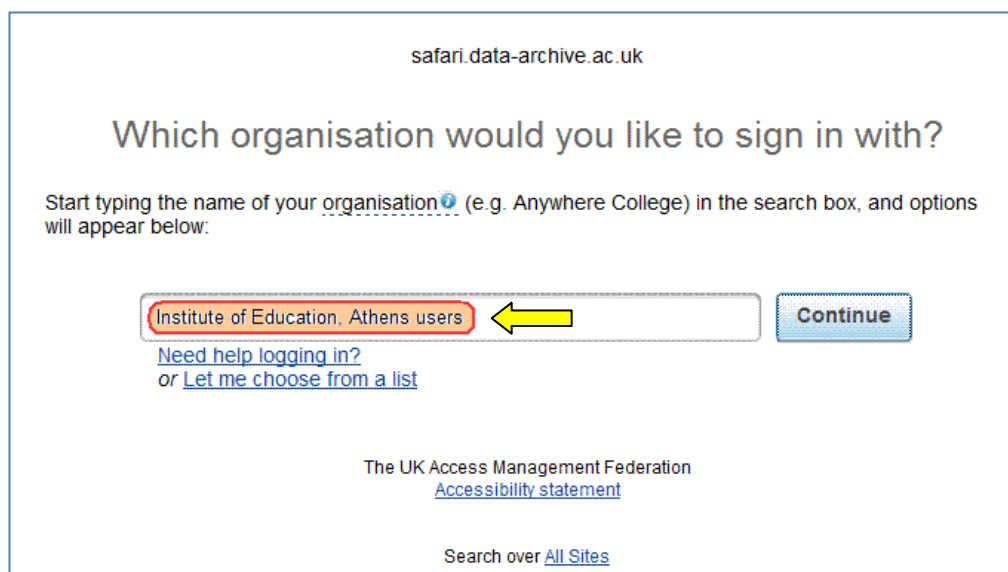


Figure 1 - UK Federation (Shibboleth)

6. What if I have problems logging into ATHENS?

- Contact the Library Enquiry desk via lib.enquiries@ioe.ac.uk or 0276126080.
- If you have forgotten your password you can reset it using this link - <https://auth.athensams.net/activation/activation.php?from=pswForgot>.

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7. What about the Portal?

- Students and staff can access the Portal using their normal network logins via <http://portal.ioe.ac.uk/>. See the [getting started](#) guide for more details.

- Staying within the Portal mimics access here at the IOE and so ATHENS is only required for those resources that always require this method of authentication (see **2** above).
- Access to the vast majority of eJournals and databases will **not** require you to login using ATHENS.

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8. Why can't I just use my computer username/password to access resources?

- **Very soon you will be able to!**
- [Shibboleth](#) authentication will hopefully be in place by the Spring which will allow seamless access to subscribed resources using just your computer username and password.

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