

About Organisation accounts

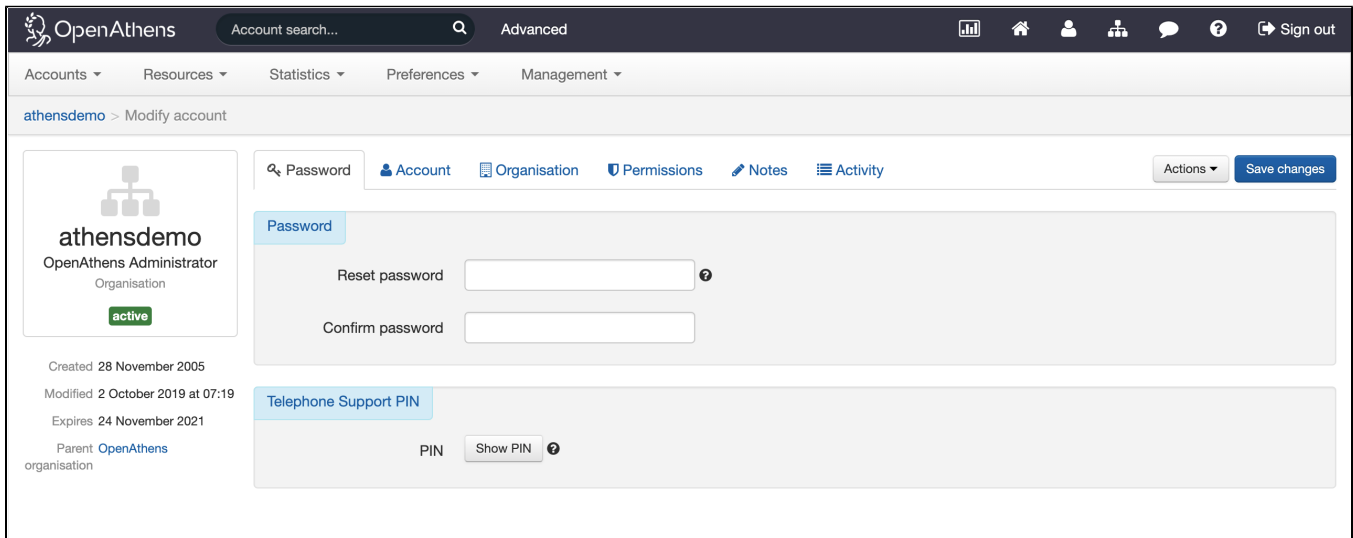
Path to function: *Any page > My account icon in toolbar* also *Search result > Organisation > Username*

Organisation accounts exist one per [organisation](#) and allow you to access the administration interface, but not resources. There are some tighter controls over where the accounts will work and how they can be changed because they have the ability to not only create, but modify and delete other users' accounts.

As with the other account pages, this is split into sections for the password, account details and permissions, and there is also a tab for organisation details. When you save changes you are asked for your password - if changing your password on this page, you need to enter your old password here one last time.

Password tab

An expiry date will only appear here if you are editing a sub-organisation's account. You cannot edit your own expiry date but it is displayed in the Permissions tab.



The screenshot shows the 'Modify account' page for 'athensdemo' in the OpenAthens system. The page is divided into several sections:

- Header:** OpenAthens logo, search bar, and navigation menu (Accounts, Resources, Statistics, Preferences, Management).
- Breadcrumbs:** athensdemo > Modify account
- Account Summary:** Profile icon, name 'athensdemo', role 'OpenAthens Administrator', status 'active', creation date '28 November 2005', modification date '2 October 2019 at 07:19', expiry date '24 November 2021', and parent organisation 'OpenAthens organisation'.
- Navigation Tabs:** Password, Account, Organisation, Permissions, Notes, Activity.
- Password Section:** Includes 'Reset password' and 'Confirm password' input fields.
- Telephone Support PIN Section:** Includes a 'PIN' input field and a 'Show PIN' button.
- Actions:** 'Actions' dropdown menu and 'Save changes' button.

If you are editing the account of a sub-organisation, you can set the password manually, or send them an activation link via the Actions button in the same way as you can with a personal account. Using activation for this means they can select a password that no-one else knows.

This is also where you will find your telephone support PIN. The PIN is used by our service desk to make sure that the person on the telephone is really you - you may like to make a note of it in case the reason you're calling is that you can't access the admin area. There's also a button to generate a new pin for when colleagues leave.

Account details tab

The account details section contains the name and contact information we will use to contact the organisation administrator about the service when necessary. Some details here can be used in [email templates](#).

The screenshot shows the OpenAthens 'Modify account' interface. At the top, there's a navigation bar with 'OpenAthens' logo, a search bar, and 'Advanced' mode. Below that are menu items: 'Accounts', 'Resources', 'Statistics', 'Preferences', and 'Management'. The main header indicates the user is in the 'athensdemo' account, with a 'Modify account' link. A secondary navigation bar includes 'Password', 'Account', 'Organisation', 'Permissions', 'Notes', and 'Activity'. On the right, there are 'Actions' and 'Save changes' buttons. The 'Account details' section contains several form fields: Title, First name(s)* (filled with 'Bobby'), Last name* (filled with 'McBobface'), Position, Email address* (filled with 'bobby.mac@test.openathens.net'), Phone number, Fax number, and Staff/student number. A sidebar on the left shows the account name 'athensdemo', the user 'Bobby McBobface', an 'active' status, and creation/modification dates. It also lists the parent organisation as 'Athens Internal' and the user as a 'Customer (athens)'.

Organisation details

The organisation section contains information about your organisation rather than the administrator such as the domain or organisation name. If your account represents a domain or an organisation with a [unique identifier](#) (status shown on the permissions tab), the organisation name will be visible to users and service providers in various locations:

- MyAthens
- The organisation search on our authentication point
- Organisation contact details

Discovery domain hints help your end-users where discovery services (sometimes called WAYFs) allow them to enter their email address to find their home organisation. You should only enter the email domains that are unique to your organisation - e.g. `myuniversity.ac.uk` and not a webmail provider such as `gmail.com`. Enter the domains one per line.

The screenshot shows two form fields. The first is 'Discovery domain hints', which contains the text 'eduserg.org.uk' and 'openathens.net' on separate lines. Below the input area is the instruction 'Enter one value per line.' The second field is 'Geo location', which contains the coordinates '51.449490, -2.588707'. Below this input area is also the instruction 'Enter one value per line.'

Geo location is another helper for discovery services that support it and here you should enter the latitude and longitude of your organisation. If you have several locations you can enter them all, one per line. You do not have to list them on sub-organisations if you have listed them on the domain organisation. See also: [finding your latitude and logitude](#).

This is also where you set and maintain the publicly visible contact details for this organisation.

Public contact details

Name

Phone number

Email address

Website

These are the details that can appear in MyAthens and the authentication point to help your users find the right person to help them; they are also used if your domain is large enough to require [searching across organisations / sub-organisations](#) in which case including the name and email address is usually desirable.

- If this account represents a domain or an organisation with a [unique identifier](#), the contact details appear in:
 - MyAthens
 - The organisation list mentioned above
 - Search results
- If this account represents any other organisation the contact details are only used in search results.

If your domain administrator has added fields in the schema for organisation, they appear on this tab - this is often used by sites who have set up their own self-registration process using the API for things such as:

- Organisation aliases - for alternative names for your organisation that may be used by your users
- Trusted email domains - e.g. myorg.com (not @myorg.com)
- Trusted IP addresses - e.g. 123.12.34.* or *.mydomain.net

Permissions

The permissions section lets you change the IP restrictions for your organisation account access. IP restrictions on your account are based on the external addresses the system can see, not what your computer will tell you about its IP configuration. Check yours with an external tool such as [typing 'IP address' into Google](#), or visiting a site such as www.whatismyip.com. This additional protection for your administration access is encouraged but not mandated - it is possible to remove all location blocks for an organisation account (you would enter 0-255.0-255.* as the 'restriction') but we do not recommend it unless there is no alternative.

This is also where you can specify that a sub-organisation has [unique identifiers](#) when you are viewing their account details from your login.

The screenshot shows the OpenAthens interface for managing an account. The top navigation bar includes 'OpenAthens', a search bar, and various utility icons. The main navigation menu has 'Accounts', 'Resources', 'Statistics', 'Preferences', and 'Management'. The current page is 'athensdemo > Modify account'. On the left, there's a profile card for 'athensdemo' (Bobby McBobface) with an 'active' status and creation/modification dates. The main content area has tabs for 'Password', 'Account', 'Organisation', 'Permissions', 'Notes', and 'Activity'. The 'Permissions' tab is active, showing 'Organisation permissions' and 'Administration permissions'. Under 'Organisation permissions', two options are checked: 'Assign unique identifier to this organisation' and 'Assign unique scope to this organisation'. The 'Username prefix' is 'ath' and 'Authorised addresses' is '0-255.0-255.*'. Below this is a text area for IP addresses with a note: 'Enter one value per line. Your current IP address is 84.13.186.100'. Under 'Administration permissions', one option is checked: 'This account can create other administrator accounts.'

Deleting organisations

If this account represents an organisation that does not itself own any sub-organisations, a delete button will appear between the impersonate and actions buttons:



This button will permanently and unrecoverably delete the organisation and all accounts, permission sets, settings and other items it controls. If you need to keep any accounts, you will need to [move](#) them before you delete the organisation as this operation cannot be undone. Consequently the confirmation box on this function makes you tick a box before continuing.

Delete organisation 'Example being deleted'. ✕

This organisation and its associated accounts, permission sets and other settings will be deleted. This operation cannot be undone.

I confirm I wish to continue

Cancel Delete