Institutional access to Social Explorer

An institutional subscription gives everyone at your organization full access, usually without anyone creating an account. This page lists the ways we can recognize your users, what each one needs from you, and which combination tends to work for schools, universities, libraries and companies. Most institutions use two or three methods together.

1 Access methods
2 Which methods fit your organization
3 Single sign-on
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5 Your admin panel
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SECTION 1

Access methods

MOST COMMON

IP authentication

Anyone on your network (on-site computers, campus or school Wi-Fi) gets full access the moment they open Social Explorer. No sign-in, no account.

What we need from you: your public IPv4 address ranges, in any common notation (single addresses, ranges or CIDR blocks).

REMOTE ACCESS

EZproxy

Your users sign in once with their existing library or campus credentials, and EZproxy passes them to Social Explorer from anywhere.

What we need from you: the public IP address of your EZproxy server, and the Social Explorer stanza added to your ezproxy.cfg file. We send you the stanza.

SINGLE SIGN-ON

OpenAthens

Users choose their institution and sign in with their usual organizational login. OpenAthens can connect to your existing identity provider, including SAML and Shibboleth federations, Microsoft Entra ID or Google.

What we need from you: your OpenAthens Organization ID and Entity ID. Your institution needs an OpenAthens subscription.

LINK FROM YOUR SITE

Referring URL

Users get access by following the Social Explorer link on a password-protected page you control, such as a library database list, intranet or portal.

What we need from you: the exact address of the page that holds the link. We match it exactly, so tell us about every page you link from.

SELF-SERVICE

Institutional email

A user creates a Social Explorer account with any email, then confirms an address at your domain. Access starts as soon as they click the link we send.

What we need from you: the email domains you want to include (for example, school.edu and students.school.edu).

NAMED USERS

Members

Your administrators add specific people by email. Members keep access permanently, from anywhere, without re-confirming every three months.

What we need from you: the people to add. Your subscription sets how many member seats you have.

Access that renews: when a user with a personal account is recognized by IP, EZproxy, OpenAthens, a referring URL or an institutional email, their account carries your license for three months, including off-site. Coming back through any of those methods renews it. Members do not need to renew.

SECTION 2

Which methods fit your organization

ORGANIZATION	USUALLY WORKS BEST	GOOD TO ADD
K-12 school or district	IP authentication for every school building, plus a link from the district or library portal (referring URL)	Members for teachers and staff who work from home. Institutional email where student accounts can receive outside email.
College or university	IP authentication for campus, plus EZproxy or OpenAthens for remote users	Institutional email for students and faculty. Members for heavy users and librarians.
Public or state library	IP authentication for branches, plus EZproxy (library card login) or a referring URL from the patron portal	Members for staff.
Government agency, nonprofit or company	Members, added by your administrator	Institutional email on your work domain, within your seat count.

SECTION 3

Single sign-on

Social Explorer supports single sign-on through **OpenAthens**. If your organization already uses OpenAthens, send us your Organization ID and Entity ID and we connect it. Because OpenAthens works as a bridge to your own identity provider, users sign in with the same username and password they use for email and other systems.

If your organization does not use OpenAthens, we recommend IP authentication together with a referring URL from a page your users already sign in to. Together they give the same everyday experience: users sign in to your portal once and reach Social Explorer without a separate login. We are happy to talk through your setup with your IT team.

SECTION 4

Personal accounts and remote access

- **No account needed on site.** Anyone recognized by your network or portal can use the full product right away.
- **An account to save work.** Users who want to save, share and collaborate on maps and projects can create a personal account with any email address, or sign in with Google.
- **Off-site use.** An account created or used while recognized by your institution carries your license for three months from anywhere. Users renew it by visiting Social Explorer from your network, your library site, OpenAthens or their institutional email.

SECTION 5

Your admin panel

Every subscribing institution can have one or more administrators. In the admin panel they can see the access methods on file, add and remove administrators and members, see available seats, view subscriptions, and download COUNTER Release 5 usage reports or connect through the SUSHI API. Access methods are view-only for now; to add or change one, write to support.

SECTION 6

Getting set up

1. **Tell us who your users are** and where they work: on site, at home, or both.
2. **Send the details** for the methods you choose (see Section 1). Your IT or library systems team usually has them.
3. **We configure your access** and confirm when it is live. For OpenAthens and EZproxy, both sides test before go-live.
4. **Test it together.** We check one login of each kind with you before you announce it.

> **Questions or changes:** support@socialexplorer.com. Help articles for administrators and users are in the Academic and Library Resources section of help.socialexplorer.com.