Once you have logged into your bear tracks admissions portal and you have viewed your admissions decision letter, which should look something like this. You can start logging into your accounts. The first account you're going to login to is called banner self-service, formerly called Athens State online.

State online. So, to navigate there you'll click either Athens state online on your admission decision letter, or you can go to Athens.edu. And then you're going to scroll all the way down to the bottom of the webpage and click on banner self service So here you're going to use your student ID that's listed on your letter, as well as your default PIN or your temporary PIN. Once you've logged in this is what the screen should look like here. If you are a returning student, So you have attended Athens state previously either for another degree or come back to complete your previous degree or for a masters, that pin is not going to work for you, so you will need to contact the help desk. Our hours are Monday through Thursday at 8 AM to 6 PM. Friday, 8 AM to 4:30 PM and Sunday, 12 PM to 6 PM. Virtual support only. Send us an email, give us a call, we can reset that PIN for you so you can log in. Once you've logged in, we can view your student email address. So you'll scroll all the way down to the bottom here. Click on personal information and then click on the e-mail addresses. And this is where you can see it listed. A note about logging into your banner self-service: So you are allowed five attempts, after five unsuccessful login attempts, it disables your account. So you do have to put a ticket in with the help desk to re-enable your account and then we notify you that it's good for you to sign back in. You do have this forgot pin option. And then of course you can always give us a call and we can reset it for you over the phone as well.