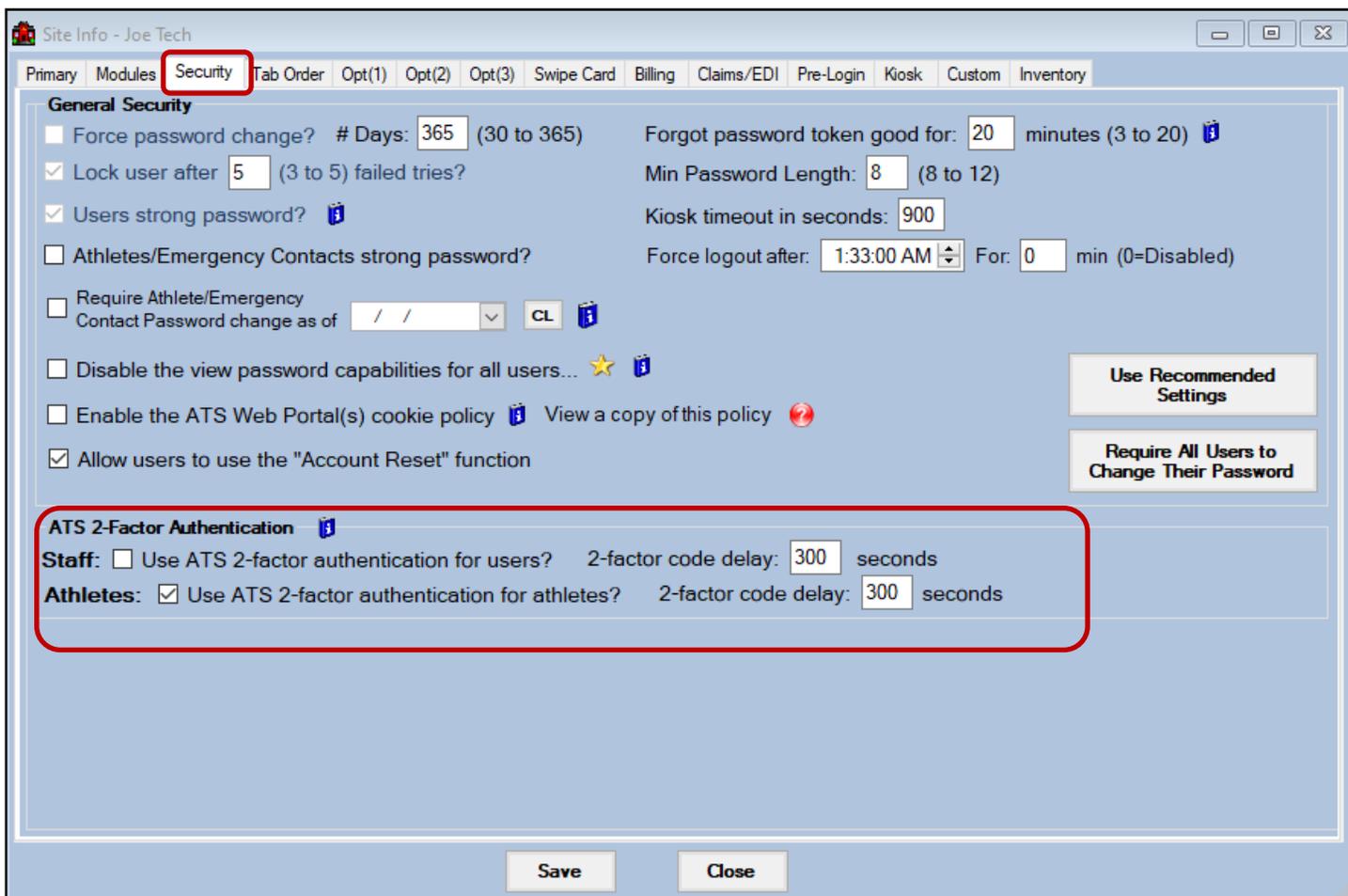
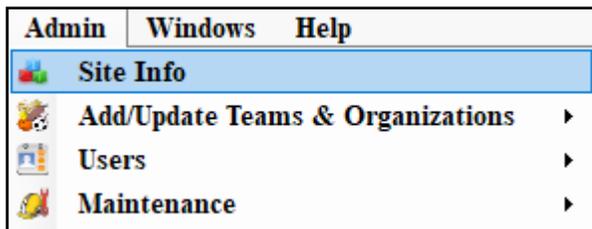


ATS - 2 Factor Authentication

ATS has 2 Factor Authentication built into the system for use. You must first turn this feature on in the Site Info area. Go to Admin—> Site Info—> security tab.



Site Info - Joe Tech

Primary Modules **Security** Tab Order Opt(1) Opt(2) Opt(3) Swipe Card Billing Claims/EDI Pre-Login Kiosk Custom Inventory

General Security

- Force password change? # Days: 365 (30 to 365) Forgot password token good for: 20 minutes (3 to 20) ⓘ
- Lock user after 5 (3 to 5) failed tries? Min Password Length: 8 (8 to 12)
- Users strong password? ⓘ Kiosk timeout in seconds: 900
- Athletes/Emergency Contacts strong password? Force logout after: 1:33:00 AM For: 0 min (0=Disabled)
- Require Athlete/Emergency Contact Password change as of / / CL ⓘ
- Disable the view password capabilities for all users... ☆ ⓘ
- Enable the ATS Web Portal(s) cookie policy ⓘ View a copy of this policy ⓘ
- Allow users to use the "Account Reset" function

ATS 2-Factor Authentication ⓘ

Staff: Use ATS 2-factor authentication for users? 2-factor code delay: 300 seconds

Athletes: Use ATS 2-factor authentication for athletes? 2-factor code delay: 300 seconds

Use Recommended Settings

Require All Users to Change Their Password

Save Close

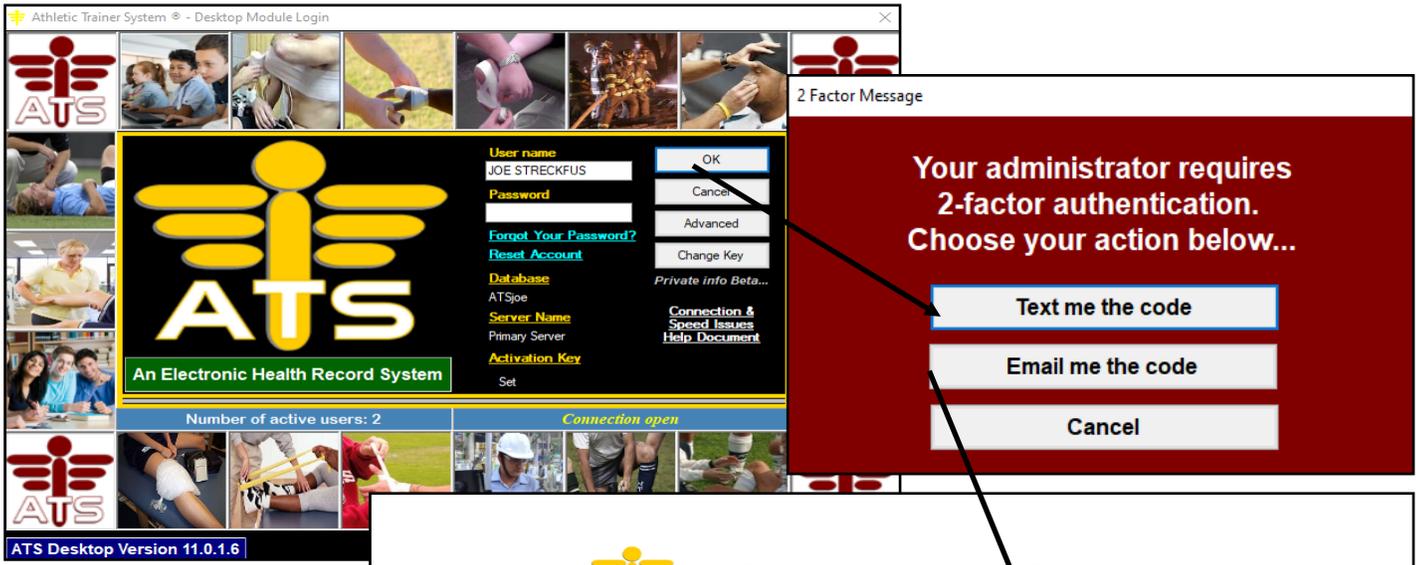
In the middle of the Security tab you will see the 2 Factor Authentication area. You are able to use that for staff members logging in to ATS. You must turn the feature on by checking off the box to the left. The **2 factor code delay** controls how long the email code sent is valid for.

The 2 Factor for Athlete/patient/emergency contacts is live and working. They will need to have email or text address in order to be able to utilize and access the portal

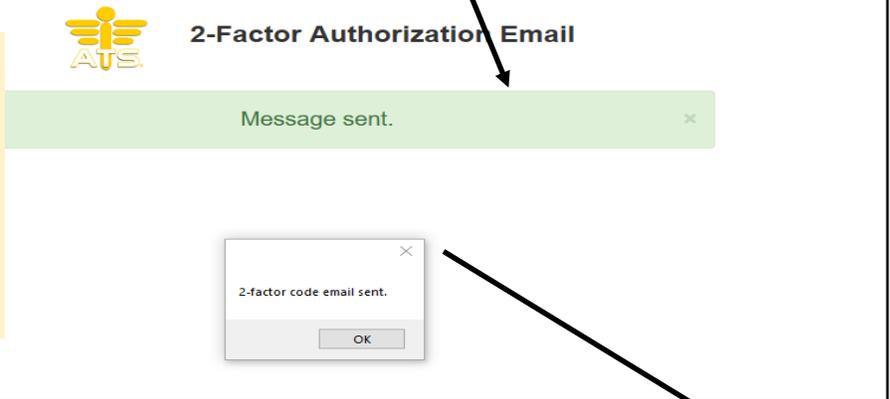
Be sure to save your changes. In testing it can take between 1-3 minutes to get the email. Be sure to provide time to allow staff and patient/athletes time to get the code and log in.

ATS - 2 Factor Authentication

Once 2 Factor Authentication is enabled your users will see this prompt when they attempt to sign into the system. If the user's email & text information are entered both choices will be available. After the choice is made ATS will send the user code using the method chosen.



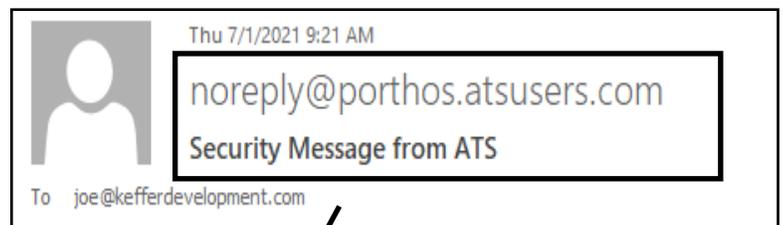
A new window will open after you make your choice. This will display that a message has been sent and how. Be sure to then check the email address/text address registered in your account for the 2-factor code.



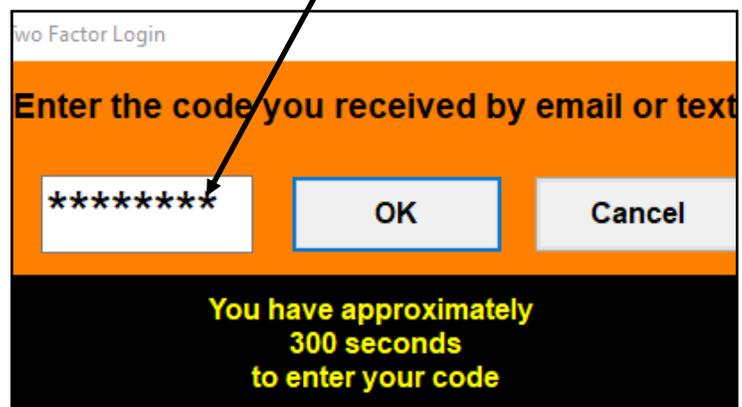
2 factor from the desktop, the emails will be sent from noreply@porthos.atsusers.com We made that change to hopefully help eliminate the 2-factor emails not getting sent/received by the staff members.

From the staff portal, they will be sent from the email defined in site info. If there is not an email address defined for more info on that see, [configuring SMTP](#), it will come from noreply@porthos.atsusers.com .

If you continue to have issues, make sure to speak with your IT department



On the new screen that opens, after you hit ok on the email sent box, the 2-factor entry box will show. Enter the code, and you will be logged into your ATS.



2-factor log in from Staff Portal:

The screenshot illustrates the login process on the ATS Staff Portal. At the top, the header reads "ATS Staff Portal:". Below this is a "Login" section with the ATS logo on the left. The login form includes fields for "User ID:" (containing "joe streckfus"), "Password:" (containing "Password"), and "Database:" (containing "atsjoe"). A "Login" button is positioned to the right of the password field. Below the password field are links for "Forgot your Password?" and "Reset your Login". At the bottom of the login form, it states "Number of active users: 2".

Below the login form, a modal window asks, "Which method do you want to use to complete the validation process?". It has a radio button selected for "Email" and displays the email address "joe@kefferdevelopment.com". There are "Send Code" and "Cancel Login" buttons at the bottom of this modal.

A second modal window, titled "Enter your authorization code.", is shown to the right. It contains a text input field for the code and "Validate Code" and "Cancel Login" buttons at the bottom. An arrow points from the "Send Code" button in the first modal to the "Validate Code" button in the second modal.

After entering your password, and selecting the pathway you would like your two factor code to be sent the authorization code box will automatically populate. The portal works differently from the desktop version, and essentially are already off of your schools network by being in the browser.

2-Factor for Patients/Emergency Contacts:

This does affect any avenue the patients or emergency contacts will be attempting to log in. The Patient Phone, Patient Portal, or Family Communication center.

The two factor codes for the athlete portal will also be coming from the email address defined in site info.

Athletic Trainer System ® Athlete Portal Login

Joe Tech
ATS

Thu 7/1/2021 9:58 AM
joe@kefferdevelopment.com
Security Message from ATS
To joe@kefferdevelopment.com

Your 2-factor security code is: 60156344

Login - Phase 2

Which method do you want to use to complete the validation process?

Send Email to joe@kefferdevelopment.com

Send Code

If you have ANY questions or problems you need to contact your sports medicine staff at your school. Passwords need to include a Capital Letter, Number and Special character

Database: ats_joe | ATS Athlete Portal Version 2.0.0.0
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Athletic Trainer System ® Athlete Portal Login

Joe Tech
ATS

Authorization Code Verification

Enter your authorization code.

Validate Code Send Another Code

If you have ANY questions or problems you need to contact your sports medicine staff at your school. Passwords need to include a Capital Letter, Number and Special character

Database: ats_joe | ATS Athlete Portal Version 2.0.0.0
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Enter the code from the email or text you received in the space. Hit validate to enter the portal.