

# ATS: Setting Up the Forgot ID/Password Function

Athletes have a link on the web portal to use if they forget their password. However a few things have to be set up first for this link to work. This document will go over the set up and information that is required for these links to work. Users are also able to do a password reset. With the update in May of '21 we have included the ability to reset accounts after they have been locked due to incorrect password attempts.

Athletic Trainer System - Desktop Module Login

User name: JOE STRECKFUS

Password: [Redacted]

[Forgot Your Password?](#)

[Reset Account](#)

Database: ATSjoe

Server Name: Primary Server

ATS Staff Portal:

Password Reset Request

Email: Email address \*

Database: ATSjoe

Please contact your medical staff if you do not know all the information above to request your password.

Send Password Reset Email Go to Login

Athletic Trainer System - Athlete Portal Login

Joe Tech

Student ID number: Login ID

Password: Password

Database: atsjoe

Forgot your Password?

Forgot your Student ID number?

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 <http://www.athletictrainersystem.com/>

Forgot your Password?

Please enter your Email Address and Database and click Submit.

Email: [Input Field]

Database: atsjoe

Please contact your medical staff if you do not know all the information above to request a password reset.

Submit Cancel Close

Forgot your Student ID number?

Please enter your Email Address and Database and click Submit.

Email: [Input Field]

Database: atsjoe

Please contact your medical staff if you do not know all the information above to request a reset.

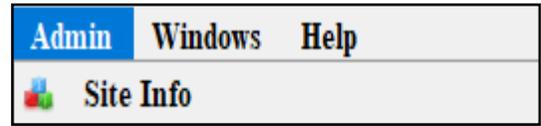
Submit Cancel Close

## Forgot Password Table of Contents:

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## Site Info Configuration:

The first step is to make sure your system is set up to be able to send emails. This is controlled in the Site Info area. Select Admin—> Site Info—> opt (1) tab.



A screenshot of the 'Site Info - Joe Tech' web application. The 'Opt(1)' tab is selected and circled. The main form contains fields for 'Primary user title' (Athletic Trainer), 'Athlete Identifier' (Student ID number), and address fields. There are checkboxes for 'Force injury screen display', 'Enable batch report processing', and 'Smartphone search by team?'. Below these are 'Information Privacy Settings' and 'Email/Message Options'. The 'Email/Message Options' section is expanded into a dialog box. This dialog has two parts: 'Part 1' with checkboxes for 'Use auto-email for group notices' and 'Use delayed delivery for secure messages', and 'Part 2' with fields for 'Your staff email address to use for sending' (joe@kefferdevelopment.com), 'SMTP Server', 'Login' (joe@kefferdevelopment.com), and 'Password'. There are also checkboxes for 'Secure SMTP' and a 'Test Email Settings' button. A note at the bottom of the dialog states: 'Note: ATS is not compatible with any 2-factor email system.' Two black arrows point from the dialog box back to the main form's 'Email/Message Options' section.

ATS does not have its own email system, it is built to utilize yours. To ensure this area works correctly get the associated information from you IT department. Please see the help doc, [SMTP Configuration](#) for further details on getting this set up and fully functional.

## Site Info—Security settings:

On the security tab, you are able to customize a few things. We have made several requirements. Be sure to give your password token some time to be processed by both our server as well as yours. The security settings affect all users in the data base, as well as emergency contacts and athletes logging into the system.

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:  (30 to 365) Forged password token good for:  minutes (3 to 20) ⓘ
- Lock user after  (3 to 5) failed tries? Min Password Length:  (8 to 12)
- Users strong password? ⓘ Kiosk timeout in seconds:
- Athletes/Emergency Contacts strong password? Force logout after:  For:  min (0=Disabled)
- Require Athlete/Emergency Contact Password change as of  ⓘ ⓘ
- 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:  seconds

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

## Athlete Using Forgot Password:

Athletes must have their email address information filled out to be able to utilize the forgot password link.

Athlete - Denty, Brian

Name: Brian (First) Denty (Last) (MI)

Phone: Year: Senior

Gender: Male DOB: 02/14/00 CL

Email: ashley@kefferdevelopment.com Age 19

Athletic Trainer System © Athlete Portal Login

Joe Tech

Student ID number: Login ID

Password: Password

Database: atsjoe

**Forgot your Password?**

Forgot your Student ID number?

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  
<http://www.athletictrainersystem.com/>

Forgot your Password?

Please enter your Email Address and Database and click Submit.

Email:

Database: atsjoe

Please contact your medical staff if you do not know all the information above to request a password reset.

Submit Cancel Close

The athlete will be able to get their password reset, or their ID number sent to them so they can log in. As long as they have their email address in their account, AND it is UNIQUE to their profile. **If there are duplicate email addresses, this function will not work. The forgot password function cannot differentiate between accounts with multiple addresses.**

Forgot your Password?

Please enter your Email Address and Database and click Submit.

**More than one record was found matching the email address in this database. Please check spellings or contact your medical staff.**

Email: joe@kefferdevelopment.com

Database: atsjoe

Please contact your medical staff if you do not know all the information above to request a password reset.

Submit Cancel Close

## Staff Forgot Password:

For the staff link to work correctly, their email must be entered in their user profile, correctly. As a note, if an email address is entered in a profile more than 1 time; you will not be able to do a forgot password. The system cannot differentiate which account to reset. This is commonly seen if there is a general admin account, or test profile.

Information

Name: Joe Streckfus  
(First Last)

Administrator  Athletic Trainer  PRN Staff  
 Coach  Doc/Phy/Nurse  Other  
 Student  Strength/Condition

User ID: Joe Streckfus Password: \*\*\*\*\*

Disabled On-> / /

Supervisor: [dropdown]

Email Addr: joe@kefferdevelopment.com

Text Addr: [text box]

Title: [text box]

License #: [text box]

Force password change on next login

Use secure messages

Phone/Location | Email Signature | Home Address | **Reset Login Info**

Question #1: [dropdown]  
Answer #1: [text box]

Question #2: [dropdown]  
Answer #2: [text box]

Question #3: [dropdown]  
Answer #3: [text box]

Once they are on the users account screen, select the Reset Login Info box. They will see three areas for security questions.

**All 3 are required for reactivation.**

Question #1: In what city or town was your first job? [dropdown]  
Answer #1: another city [text box]

Question #2: What is the color of your eyes? [dropdown]  
Answer #2: purple [text box]

Question #3: What was the name of your first pet? [dropdown]  
Answer #3: doggo [text box]

Save the information after filling in the questions.

Security questions are controlled via each users profile. After they are created, they will need to go back in and select the question and provide an answer.

If your staff locks their account with failed password attempts, the forgot password link does not reset their account. It will change their password, but not allow them to reactivate their account.

For further information see the help doc for [Resetting Account Information](#).