

Account Reactivation Table of Contents

Click the page number to be taken to the corresponding page

The unlock feature is available across all platforms of ATS.

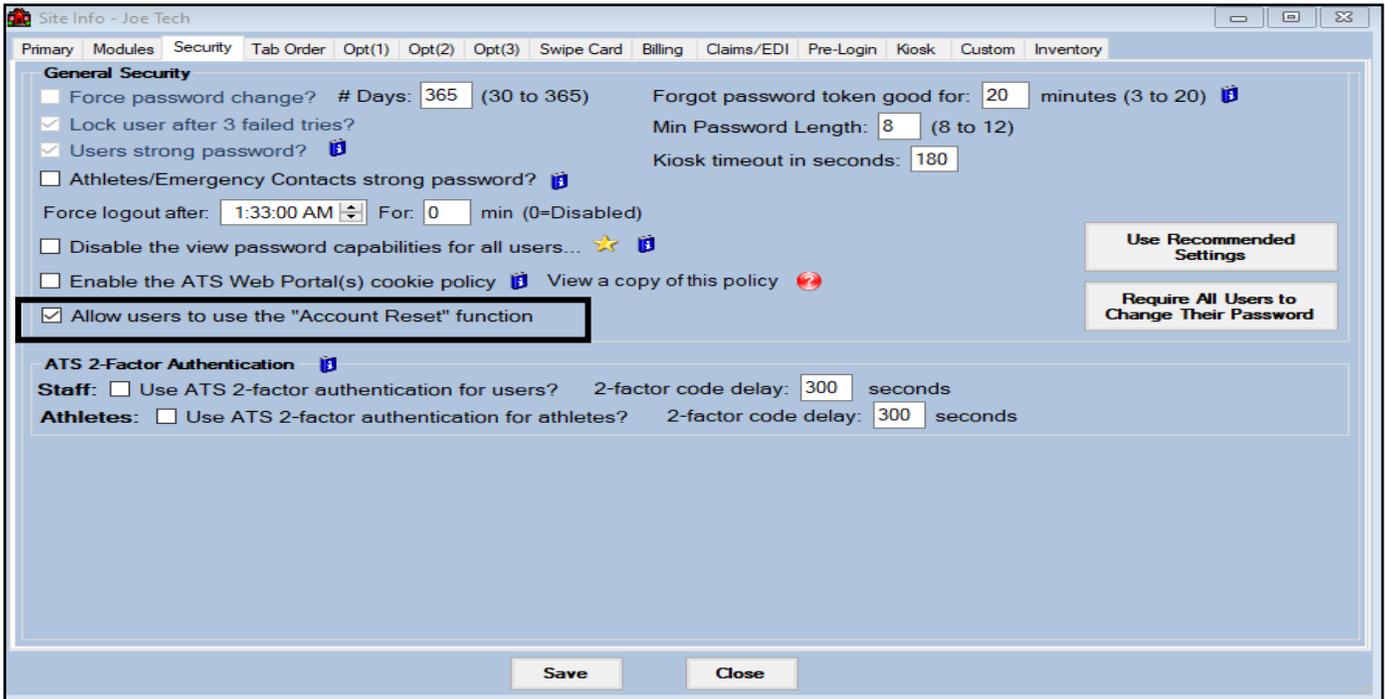
Section	Page
Site Info Configuration	2
Desktop Setup and Use	3-4
Staff Portal Setup and Use	5-7
Staff Phone Setup and Use	8-9

To reactivate the user account after it has been locked, you must first configure the security questions. This list is not editable, it is controlled by Keffer Development.

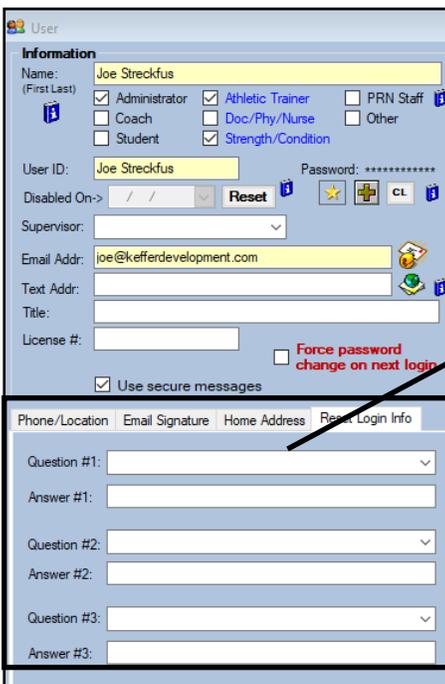
Begin by ensuring the functionality is turned on for your database. This is done in Admin → Site Info → Security.

Checking the box, will allow the function to be on. Leaving it black, the administrator will have to manually unlock accounts.

Keffer Development Services makes no determination on whether you utilize this functionality. If you have questions pertaining to using this or not, please consult your IT Department.

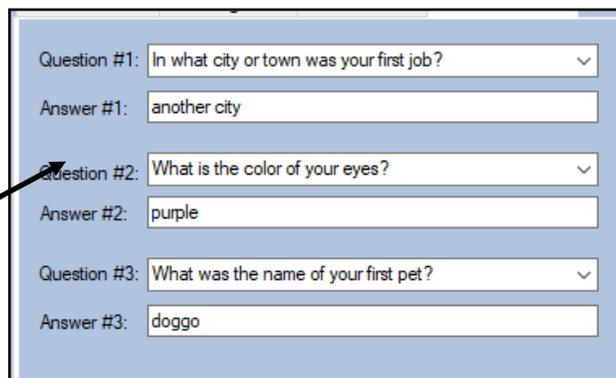


Security questions are controlled via each users profile. After they are created, they will need to go back in and select the question and provide an answer.



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.



Save the information after filling in the questions.

After the account has been disabled/locked. The user will need to select the reset account tab, from the login screen.

The screenshot shows the 'Athletic Trainer System - Desktop Module Login' window. The 'Reset Account' link is highlighted with a red box. An arrow points from this link to the 'Reset User Account' dialog box. The dialog box has three main sections: 'Enter your User ID & Email Address', 'Answer your three(3) security questions', and 'Enter & Confirm your new password'. A note at the bottom of the dialog states: 'Note: If needed, please contact your school/organization ATS administrator for help.'

The security questions are dependent on the username being entered as well as the email address. These must be entered correctly to work.

Enter your User ID & Email Address
User ID: Email Addr:

After entering the correct User ID and Email, it will load the specific questions for the user.

Answer your three(3) security questions
Question #1: In what city or town was your first job?
Answer #1:
Question #2: What is the color of your eyes?
Answer #2:
Question #3: What was the name of your first pet?
Answer #3:

When you enter the correct answer for the security question, you will get a check mark beside the answer confirming it is correct.

Question #1: In what city or town was your first job?
Answer #1: another city ✓

Question #2: What is the color of your eyes?
Answer #2: brown
Question #3: What was the name of your first pet?
OK

This answer does not match your current answer to this question

Entering the incorrect answer will give you an error message telling you the answer was incorrect.

Answer your three(3) security questions

Question #1: In what city or town was your first job?

Answer #1:

Question #2: What is the color of your eyes?

Answer #2:

Question #3: What was the name of your first pet?

Answer #3:

After 3 check marks, you are able to reset your password. Enter the new password in the spaces provided.

Enter & Confirm your new password

New Password must have:

- At least 8 characters
- At least 1 lowercase letter
- At least 1 number
- At least 1 uppercase letter
- At least 1 special character

Enter New Password:

Confirm New Password:

Passwords must match the Strong Password Criteria.

Account is reset.

The user will then have access to the system.

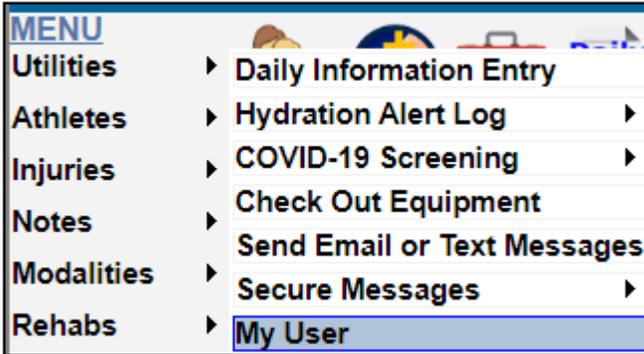
As a note to Administrators. The reset account feature will NOT unlock or reset an individual that has been disabled by you.

Security questions are incomplete or your account has been disabled by your school/organization ATS Administrator. The reset process may not be completed.

Please contact your school/organization ATS Administrator for help.

Staff Portal– Reset Questions:

To access the reset questions, you must go to the My User area, under the Utilities menu item.



If you have your email address in multiple accounts. The unlock feature will not work from the Staff Portal, or the Staff Phone logins. The only way to reset your account, if you have multiple entries is through the Desktop module.

After selecting My User, on the screen select Reset Login Info.

This will allow you to select 3 separate questions from the dropdown list.

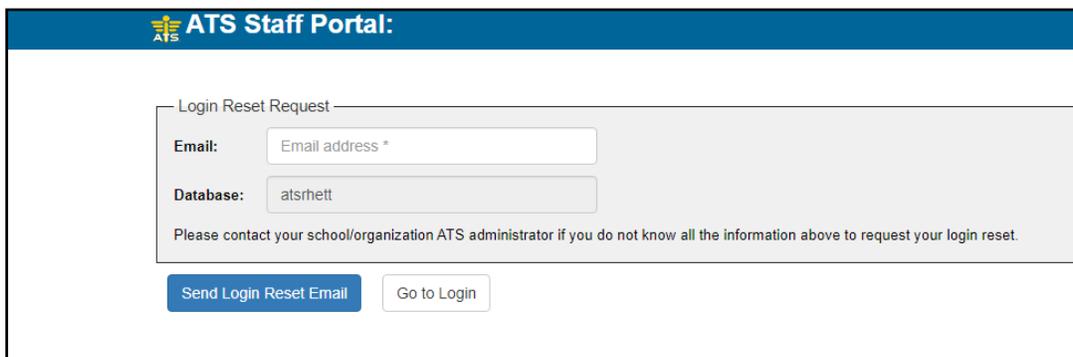
Provide the answer, to each and save.

A screenshot of a web form titled 'Reset Login Info'. The form has a navigation bar with tabs: General Info, Smartphone Icons, Emergency Contact, My Photo, My Signature, and Reset Login Info. The 'Reset Login Info' tab is selected and highlighted. Below the tabs, there are three question-answer pairs. Each question is in a dropdown menu, and the answer is in a text input field. The questions are: 'In what city or town was your first job?', 'What is the color of your eyes?', and 'What was the name of your first pet?'. At the bottom left of the form, there is a blue button labeled 'Save Login Reset Info'.A screenshot of a success message and the 'My User Maintenance' page. The success message is a green banner with a checkmark icon and the text: 'Your Login Reset questions and answers were successfully saved.' Below the banner, the 'My User Maintenance' page is shown. It has the same navigation bar as the previous screenshot, with the 'Reset Login Info' tab selected. The first question and answer are visible: 'Question #1' is 'In what city or town was your first job?' and 'Answer #1' is 'another city'.

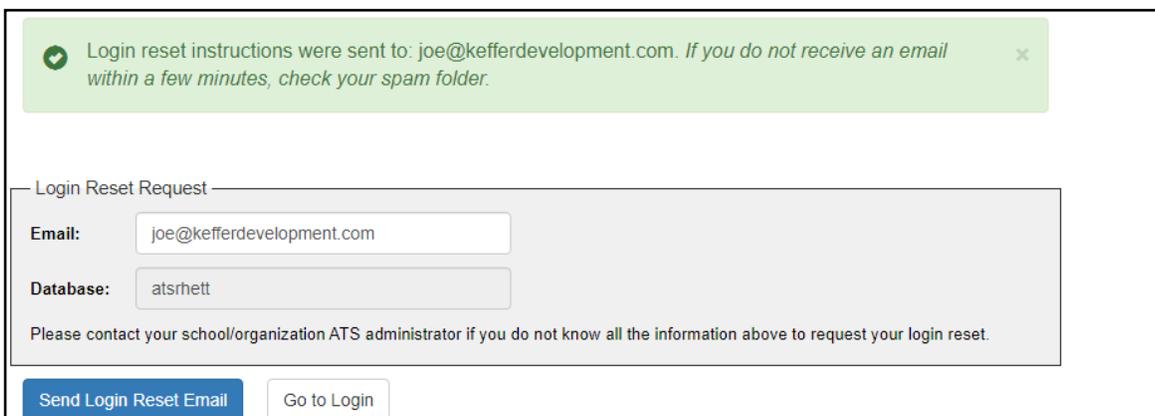
If you have a user locked out of their account, they are able to reset it by using the Reset Your Login button.



The reset link will take you to the page to enter your email address. You will receive a link to that email to then answer your question. This process loads your question.



If this does not work at your institution please make sure the [SMTP information](#) is configured for the site info/SMTP area in the staff portal.



Below is an example of the email the user will receive to reset their account.

Joe Streckfus,

To reset your ATS Staff Portal login, either click the link below or copy and paste it into your browser.

<https://www.atsusers.com/ATSCorePortalStaging/LoginReset.aspx?db=atsrhett&RT=aced7aaa-f84c-4f3e-b6ab-e0dcf4&RD=04%2f01%2f2021+4%3a52+PM>

Please do not reply to this email.

Per HIPAA (the Health Insurance Portability and Accountability Act of 1996) Regulations, this Information is to be held in strict CONFIDENCE, to be used only making participation plans for the student-athletes. Information should not be passed to any other individual or group of individuals.

Insert the correct information below. Enter a new password, and click the Reset Account button.

ATS Staff Portal:

Login Reset

Enter your User ID

User ID

Your email address

Answer your three(3) security questions

Question #1

Answer #1

Question #2

Answer #2

Question #3

Answer #3

Enter & Confirm your new password

New Password:

Confirm New Password:

Note: If needed, please contact your school/organization ATS Administrator for help.

Version 1.0.0.0
Copyright © 2021, Keffer Development Services, LLC

Staff Phone Reset:

To set up the reset questions Via the Staff Phone log in. Log in to your account and use the menu to find MY INFO. Once you do that, scroll to the bottom and select reset login info.

My User Maintenance

- Menu
- Logout
- Athlete
- Limitation
- Notes
- Add Rehab
- Modality
- Injury
- Concussions
- Scheduling
- Referrals
- Med Services
- Add Strength
- Hydration Alert Log
- COVID-19 Screening
- General**

Provider Info

- My Info

Choose your reset questions, and assign the answers. This will then allow you to reset from any module.

- General Information
- My Emergency Contact
- My Photo
- Smartphone Icons
- Reset Login Info**

Question #1
In what city or town was your first job?

Answer #1

Login Reset Request

Email:

Database:

Send Login Reset Email

Login Reset Request

Email:

Database:

Send Login Reset Email

Go to Login

Call 1-888-328-2577
Version 1.0.0.0, Copyright © 2021
Keffer Development Services, LLC

Athletic Trainer System Smartphone Login

User ID:

Password:

[Reset your Login](#)

Database:

Login

Number of active users: 2

538 days remaining until your activation expires

Call 1-888-328-2577
Version 1.0.0.0, Copyright © 2021
Keffer Development Services, LLC

Joe Streckfus,

To reset your ATS Staff Smartphone login, either click the link below or copy and paste it into your browser.

<https://www.atsusers.com/ATSSmartPhone/LoginReset.aspx?db=atsjoe&RT=f6673e8d-1621-440a-9eb5-2873cb&RD=05%2f21%2f2021+2%3a51+PM>

Please do not reply to this email.

Per HIPAA (the Health Insurance Portability and Accountability Act of 1996) Regulations, this Information is to be held in strict CONFIDENCE, to be used only making participation plans for the student-athletes. Information should not be passed to any other individual or group of individuals.

Using the link will take you to the reset page.
Enter the answers and reset your password.



Athletic
Trainer System
Smartphone
Login

Login Reset

<p>Enter your User ID</p> <p>User ID <input type="text" value="User ID *"/></p>	<p>Your email address</p> <p><input type="text" value="joe@kefferdevelopment.com"/></p>
<p>Answer your three(3) security questions</p> <p>Question #1 <input type="text" value="In what city or town was your first job?"/></p> <p>Answer #1 <input type="text" value="Answer #1 *"/></p> <p>Question #2 <input type="text" value="What is the color of your eyes?"/></p> <p>Answer #2 <input type="text" value="Answer #2 *"/></p> <p>Question #3 <input type="text" value="What was the name of your first pet?"/></p> <p>Answer #3 <input type="text" value="Answer #3 *"/></p>	<p>Enter & Confirm your new password</p> <p>New Password:</p> <p><input type="text" value="New Password *"/></p> <p>Password must have:</p> <ul style="list-style-type: none"><input type="text" value="At least 8 characters"/><input type="text" value="At least 1 lowercase letter"/><input type="text" value="At least 1 uppercase letter"/><input type="text" value="At least 1 number"/><input type="text" value="At least 1 special character"/> <p>Confirm New Password:</p> <p><input type="text" value="Confirm New Password *"/></p>

Note: If needed, please contact your school/organization ATS Administrator for help.

Call 1-888-328-2577
Version 1.0.0.0, Copyright © 2021