Account Reactivation Table of Contents

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The unlock feature is available across all platforms of ATS.

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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 funciotnliaty. If you have questions pertaining to using this or not, please consult your IT Department.

💼 Site Info - Joe Tech	
Primary Modules Security Tab Order Opt(1) Opt(2) Opt(3) Swipe Card Billing Claims/EDI Pre-Login Kiosk Custom Inventor	ory
General Security Force password change? # Days: 365 (30 to 365) Forgot password token good for: 20 minu ✓ Lock user after 3 failed tries? Min Password Length: 8 (8 to 12) ✓ Users strong password? Image: Control of the strong password? ▲ Athletes/Emergency Contacts strong password? Image: Contact strong password? Force logout after: 1:33:00 AM Image: For: 0 min (0=Disabled)	ites (3 to 20) ট
Disable the view password capabilities for all users is in the second sec	Use Recommended Settings
 Enable the ATS Web Portal(s) cookie policy ii View a copy of this policy iii Allow users to use the "Account Reset" function 	Require All Users to Change Their Password
ATS 2-Factor Authentication i 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	
Save Close	

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.

😫 User	
Information Name: Joe Streckfus	Once they are on the users account screen, select the Reset Login Info box.
✓ Administrator ✓ Athletic Trainer ✓ PRN Staff ✓	They will see three areas for security questions. <u>All 3 are required for reactivation.</u>
User ID: Joe Streckfus Password: ***********	
Disabled On-> / / 🔽 Reset 🗳 📩 庄 関	
Supervisor:	Question #1: In what city or town was your first job?
Email Addr: ioe@kefferdevelopment.com	Answer #1: another city Save the information after
Text Addr:	filling in the questions
Title:	Mestion #2: What is the color of your eyes?
Ecense #: Force password change on pext loging	
Use secure messages	Answer #2: purple
Phone/Location Email Signature Home Address Reset Login Info	Our time #2. Will share the same of our first and 2
Outestion #1:	Guestion #3: What was the name of your first pet?
	Answer #3: doggo
Answer #1:	
Question #2:	
Answer #2:	
Question #3:	
4 H0	
Answer #-3:	

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

📅 Athletic Trainer System 🛛 - Desktop Module Login	×			
User name				
JOE STRECKFUS	Liner Jour User ID & Email Address	mail Addr:		
Password Cancel				
Forget Your Password?	Answer your three(3) security quest	tions Enter &	Confirm your new password	
Reset Account Change Key	Question #1:	- At leas	assword must have: st 8 characters - At least 1 lowerd	case letter
Database Private info Beta	Answer #1:	- At leas	st 1 number - At least 1 upper	case letter
ATSjoe	Question #2:	- At leas	st 1 special character	
Server Name Primary Server	Answer #2:			
	Question #3:	Ente	er New Password:	
An Electronic Health Record System Connection & Speed Issues Help Document	Answer #3:	Con	firm New Password:	
Number of active users: 1 Connection open	Note: If needed, please contact your so	chool/organization	Reset Account Cancel	
	ATS Auministratorfor he	lp.		
	The security	questions are d	lependent on the	username
		questions are e		username
	ADD being entered	d as well as the e	email address. Thes	e must be
ATS Desktop Version 11.0.0.9 587 days remaining until your activation ex	pires entered corre	ectly to work		
		eetiy to work.		
Enter your User ID & Email Address				
User ID: joe streckfus Email Addr: joe@kefferdevelopment				
		Reset User Account		
After entering the correct User ID and Email it				
After entering the correct oser ib and Linal, it		Line trackfur	Email Address	velopment.com
will load the specific questions for the user.		User ID: De streckrus	Enal Addr. Joe excited a	copment.com
		Answer your three(3) see	curity questions	Enter & Conf
		Question #1: In what city or town wa	as your first job? ~	New Passwo
		Answer #1:		- At least 8 ch
		Question #2: What is the color of you	ur eyes? 🗸	- At least 1 nu
		Answer #2:		Actedist Tisp
		Question #3: What was the name of	vour first net?	Enter New
		aucator #0. Triat was the fidille of	your mor plut : V	Confirm Ne
		Answer #3:		Coniiim Ne

When you enter the correct answer for the security question, you will

get a check mark beside the answer confirming it is correct.	K
<u> </u>	😚 Reset User Account
	Enter your User ID & Email Address
	User ID: joe streckfus Email Addr: joe@kefferdeve
	Answer your three(3) security questions
	Question #1: In what city or town was your first job?
	Answer #1: another city
Quartice #2: What is the color of your	
This answer does not match your current answer to this question.	-
Answer #2: brown	Entering the incorrect answer will give you an error message
Question #3: What was the name of y	telling you the answer was incorrect.

ОК

Answer	your three(3) securit	y questions		
Question #1	1: In what city or town was your	first job? 🗸 🗸	-	After 2 should be should be seen to be the second sec
Answer #1:	another city	V		the new password in the spaces provided.
Question #2	2: What is the color of your eyes	s? ~		
Answer #2:	purple			Enter & Confirm your new password
Question #3	3: What was the name of your fi	irst pet? 🗸 🗸	-	New Password must have:
Answer #3:	doggo			- At least 8 characters - At least 1 lowercase letter
				- At least 1 number - At least 1 uppercase letter
				- At least 1 special character
Pass	words must match the	e Strong Password Crite	eria.	
				Enter New Password:
Г	×			Confirm New Password:
		The user will then		
4	Account is reset.	have access to the system.	2	Reset Account Cancel

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



Staff Portal- Reset Questions:

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

MENU		
Utilities	۲	Daily Information Entry
Athletes	۲	Hydration Alert Log
Injuries	►	COVID-19 Screening
Notes		Check Out Equipment
Notes		Send Email or Text Messages
Modalities	•	Secure Messages
Rehabs	۲	My User

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.

General Info	Smartphone Icons	Emergency (Contact	My Photo	My Signatu	re Res	et Login Info		
Question #1	In what city or town w	as your first job)?	~					
Answer #1									
Question #2	What is the color of ye	our eyes?		~					
Answer #2									
Question #3	What was the name of	of your first pet?	?	~					
Answer #3									
Save Login Re	set Info								
		\geq	*					 	
		• Your	Login Reset	questions and	answers were s	successfully s	aved.		×
		My User N	laintenand	ce					
		General Info	Smartphone Icor	ns Emergency Co	My Photo	My Signature	Reset Login Info		
		Question #1	In what city or to	wn was your first job?	~				
		Question #1 Answer #1	In what city or tow	wn was your first job?	~				

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.

T E	ATS St	aff Portal:
	.ogin Reset	Request
E	mail:	Email address *
D	atabase:	atsrhett
PI	lease contact	your school/organization ATS administrator if you do not know all the information above to request your login reset.
	Send Login F	Reset Email Go to Login

If this does not work at your institution please make sure the <u>SMTP information</u> is configured for the site info/ SMTP area in the staff portal.

Logir within	n reset instructions were sent to: joe@kefferdevelopment.com. If you do not receive an email a few minutes, check your spam folder.
– Login Reset	t Request
Email:	joe@kefferdevelopment.com
Database:	atsrhett
Please contac	t your school/organization ATS administrator if you do not know all the information above to request your login reset.
Send Login	Reset Email Go to Login

Joe Streckfus,

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

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

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.

Enter your Us	ser ID	Your email address
User ID	User ID *	joe@kefferdevelopment.com
Answer your	three(3) security questions	Enter & Confirm your new password
Question #1	In what city or town was your first job?	New Password:
Question #1	In what city of town was your first job?	New Password *
Answer #1	Answer #1 *	Confirm New Password:
Question #2	What is the color of your eyes?	
Answer #2	Answer #2 *	
Question #3	What was the name of your first pet?	
Answer #3	Answer #3 *	
late: If parts		Reset Account Cancel
ote: If neede	ed, please contact your school/organization ATS	Rescraccount

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.



e Streckfus,		
reset your ATS	Staff Smartphone login, either click the	link below or copy and paste it into your browser.
ps://www.atsuse	ers.com/ATSSmartPhone/LoginReset_asp	x?db=atsjoe&RT=f6673e8d-1621-440a-9eb5-2873cb&RD=05%2f21%
2021+2%3a51+1	<u>PM</u>	
ease do not reply	y to this email.	
r HIPAA (the H DNFIDENCE, to lividual or group	fealth Insurance Portability and Accounta o be used only making participation plane o of individuals.	ability Act of 1996) Regulations, this Information is to be held in strict s for the student-athletes. Information should not be passed to any other
		Using the link will take you to the reset page.
		Enter the answers and reset your password.
	•	Athletic Trainer System
		Login Reset
- Enter your U	ser ID	Your email address
User ID	User ID *	joe@kefferdevelopment.com
Answer your	three(3) security questions	Enter & Confirm your new password
		New Password:
Question #1	In what city or town was your first job?	New Password *
Answer #1	Answer#1 *	Password must have:
		At least 8 characters
Question #2	What is the color of your eyes?	At least 1 lowercase letter
Answer #2	Answer #2 *	At least 1 uppercase letter
Question #3	What was the name of your first pet?	At least 1 number At least 1 special character
Answer #3	Answer #3 *	Confirm New Password:
		Confirm New Password *
Note: If need Administrato	led, please contact your school/organization ATS r for help.	Reset Account Cancel
		Call 1-888-328-2577