

# ATS-Disable a User, Lock the Account

When an AT, coach or someone else with an account departs, you should NOT DELETE their account. Deleting an account will affect any historical data they are attached to. We have provided the ability to disable the account, removing their access and securing your database; while preserving historical records. We do suggest leaving their position checked, AT, Doc, Coach etc., for historical purpose as well.

Go to the Admin—> Users—>Search Users .... Active Only, or Multi-User Update.. Select the user that you need to remove access for. Then select the Disable User button.

The screenshot shows the ATS Admin interface. The 'Users' menu is open, showing options: 'Add a User...', 'Search Users...Active Only', 'Search All Users (Active & Inactive)', and 'Multi User Update'. The 'Disable' button in the 'Actions' bar is highlighted with a red box. The user list on the right includes:

<input checked="" type="checkbox"/>	Coed	Guest Team
<input checked="" type="checkbox"/>	Men	Sent by ATS
-	<input checked="" type="checkbox"/>	Guest Teams
<input checked="" type="checkbox"/>	Guest	demo
<input checked="" type="checkbox"/>	Guest	test
-	<input checked="" type="checkbox"/>	Joe Tech
<input checked="" type="checkbox"/>	Coed	Track
<input checked="" type="checkbox"/>	Men	Baseball
<input checked="" type="checkbox"/>	Men	Football
<input checked="" type="checkbox"/>	Men	Mens Basketball
<input checked="" type="checkbox"/>	Women	Softball
<input checked="" type="checkbox"/>	Women	Womens Basketball
-	<input type="checkbox"/>	Joe U East
<input type="checkbox"/>	Coed	Underwater Basketweaving

ATS

Answering YES to this question will make our recommended changes to disable this user's account. These include:

1. Set the 'Admin' check box to unchecked.
2. Clear all team access.
3. Set all module access to 'None'.
4. Set the 'Disabled On' date to today's date.
5. Clear the 'Reset...' information.

Note: We recommend leaving the 'Athletic Trainer' box checked for history reference.

Do you want to continue?

Yes No

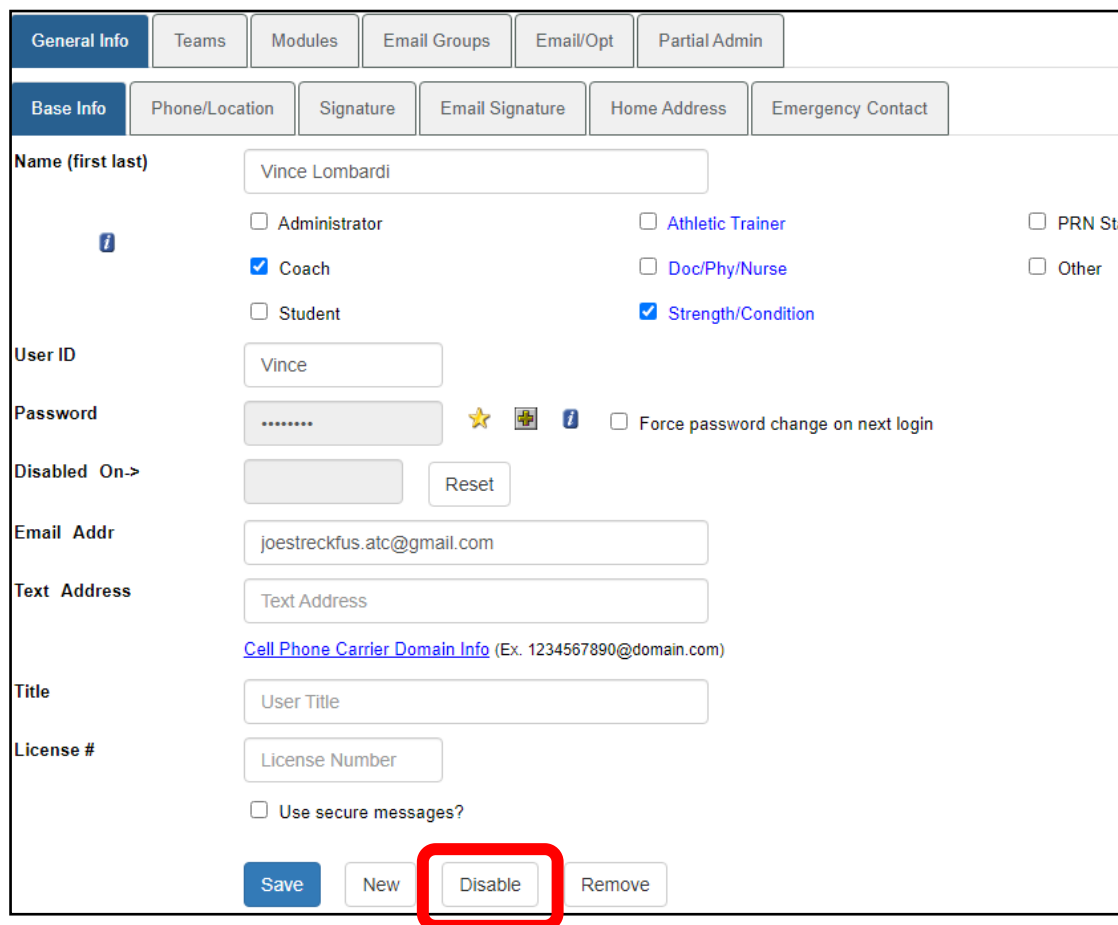
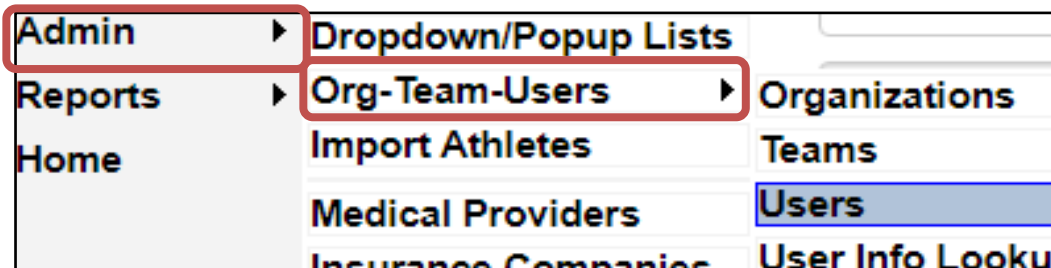
Disabling an account, will remove their active status by filling in the Disable on date, it also will reset their password to an encrypted password generated by ATS. Also, it will remove their team access as well as the modules.

Disabling the account, will also remove their reset questions and answers, so they are not able to reset their account/password.

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## Disable a user from the Staff Portal:

To disable a user in the staff portal, you will need to select the Admin Tab—> Org-Team-Users—> Users. After selecting the user to disable, use the *disable* button at the bottom of the profile.



The screenshot shows a user profile page for Vince Lombardi. The page has several tabs at the top: General Info, Teams, Modules, Email Groups, Email/Opt, and Partial Admin. Below these are Base Info, Phone/Location, Signature, Email Signature, Home Address, and Emergency Contact. The profile information includes:

- Name (first last): Vince Lombardi
- Roles:  Administrator,  Coach,  Student,  Athletic Trainer,  Doc/Phy/Nurse,  Strength/Condition,  PRN Sta,  Other
- User ID: Vince
- Password: [Redacted] with icons for star, plus, and info, and a checkbox for "Force password change on next login".
- Disabled On->: [Redacted] with a "Reset" button.
- Email Addr: joestreckfus.atc@gmail.com
- Text Address: Text Address
- Title: User Title
- License #: License Number
- Use secure messages?

At the bottom, there are four buttons: Save, New, Disable (highlighted with a red box), and Remove.

When you select Disable, it will remove the users permissions the exact same way that doing it in the ATS Desktop does. After selecting disable, make sure to Save the user profile.

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## Temporary Users:

Temporary Users pose a intriguing situation with accounts and access. Being able to allow access to your system for PRN usage, as well as maintain security.

**Option 1, for PRN/temporary user:** unselect all **teams** from the user. Without teams they will not have access to information. You will have to reassign if they work again. Change the password as well.

**Option 2, for PRN/temporary user:** Give **none** access to **modules**. Without Modules, they will not have access to information. You will have to reassign if they work again. Change the password as well.

Should you need to reactive the user, you can easily reassign their team or module access and a new password. This would then allow that user to get back in when needed to the information they need on that day.