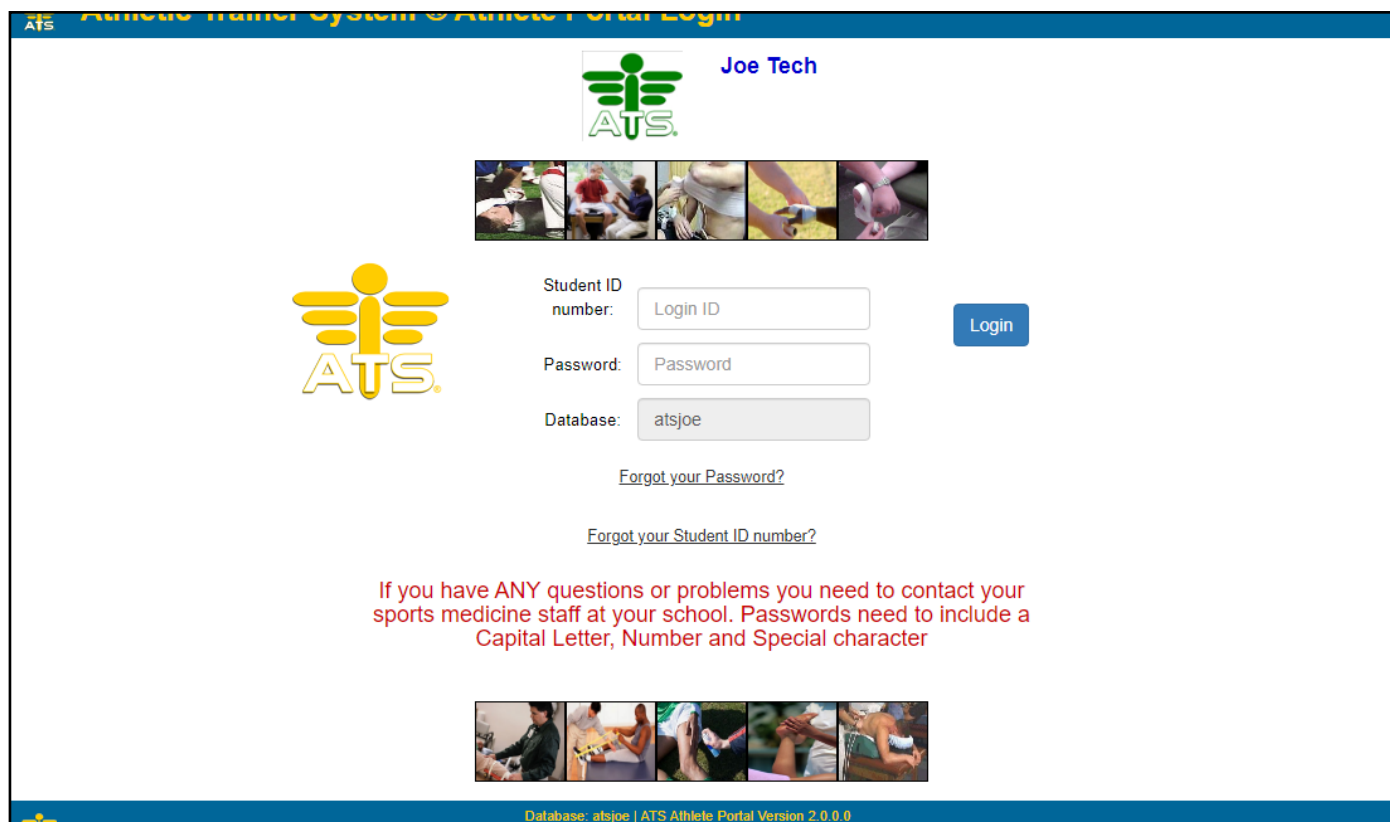# ATS: How to Set up the Athlete Portal

There are multiple ways to set up your Athlete Portal, the set ups vary depending on the types of information you wish to collect and other requirements.   This document will go through the basic steps and areas you need to access to set up your Athlete Portal the way you wish.

To access your Patient/Athlete Portal you will need to open up a browser (Chrome, Edge, Safari work best) and type in the address.
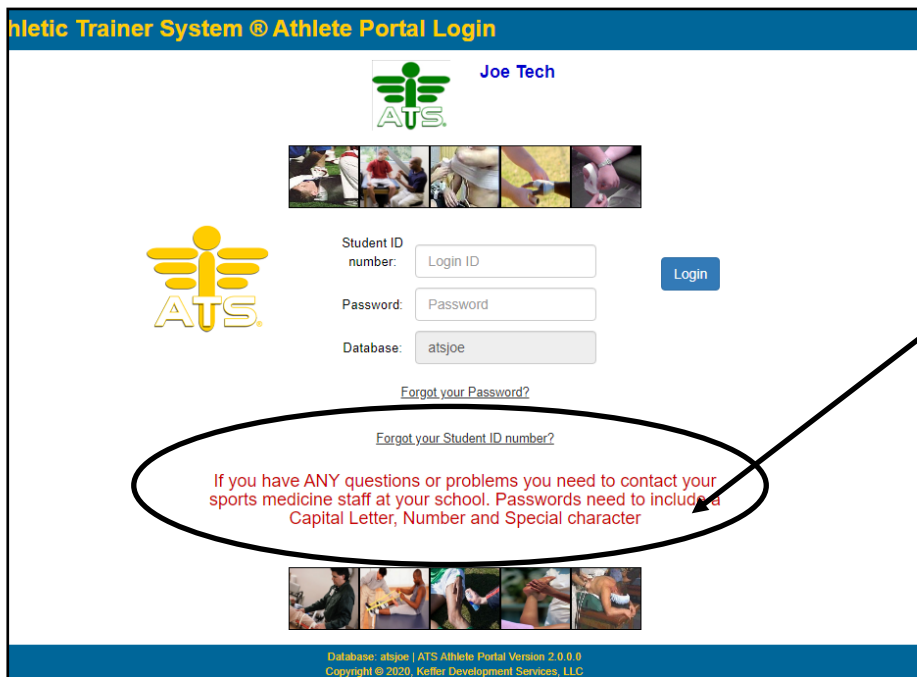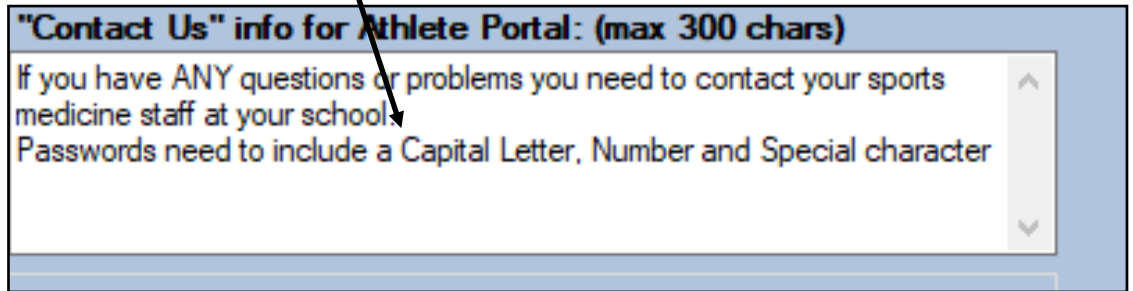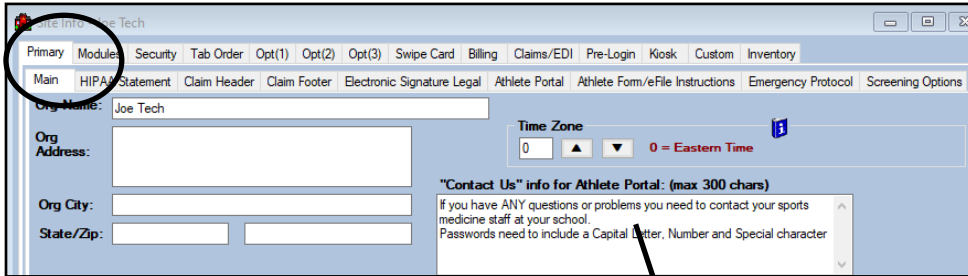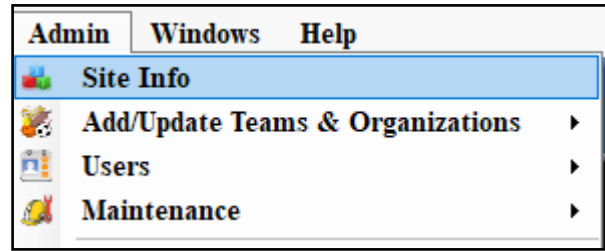
DO NOT use www.   If you did use WWW please make sure you clear your browser history or it will continue to fill in the incorrect database.

 Enter XXX2.atsusers.com (**the XXX = your database name**). When the page loads you should see your School/Organization name and logo at the top and your database name should already be loaded into the database box.

We recommend creating a fake/test athlete to sign into the Patient/Athlete Portal with to test your settings, set up and to see what your student athletes will be seeing.

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The first steps of the Athlete Portal set up are done in the Site Info area. To access Site info select Admin—> Site Info. Once in the Site Info area we will start on the Primary tab, main sub tab.

Admin	Windows	Help	
Site Info			
Add/Update Teams & Organizations			▸
Users			▸
Maintenance			▸

"Contact Us" info for Athlete Portal: (max 300 chars)

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

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

Database: atsjoe | ATS Athlete Portal Version 2.0.0.0
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Place a message here for your athletes to see. It can be contact information, or anything you feel necessary. There is a 300 character limit. This message becomes visible on their login page.

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The next area in Site Info is the Primary tab —> Athlete Portal Sub tab. This tab allows you to make selections about some of the information that you wish to collect, set areas as required and some appointment request settings. If you want to turn on a function/setting in this area place a check mark in the corresponding box. If there are areas you are not going to use remove the check mark and that will disable that specific function or area.

*Be sure to Save your selections. If you are logged into the athlete portal prior to a change being made you will have to log out and then back in to see the changes.

Patient/Athlete portal settings. This allows you to control the content that they can see and input from the portal. This area is configurable for you organization.

Specific functionality of the portal. Allow form access on the phone, allow to pick multiple teams, allow them to see records you mark, disable the ability to delete insurance records, or disallow the portal registration, only allow them to log in once they have an account created by staff.

Appointment instructions, and times the appointments can be blocked to and from. For more information see the help doc, Scheduling Overview

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Including instructions here, you are able to list specific instructions for the patient/athletes to view on the portal for, the Forms Area, eFile tab, as well as the insurance tab. These come with stock information included, but can be customized to fit your needs.

This area is for any instructions you wish to be visible on the forms and eFiles tabs of the Athlete

Insurance card images, will display on the insurance tab in the patient/athlete portal. This will allow you to include any specific instructions, reminders or any other messages they are submitting copies of their insurance cards.

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The next area in Site Info that needs to be addressed is in the Modules Tab. The left side of this screen is where you control which functions of the athlete portal you want turned on.
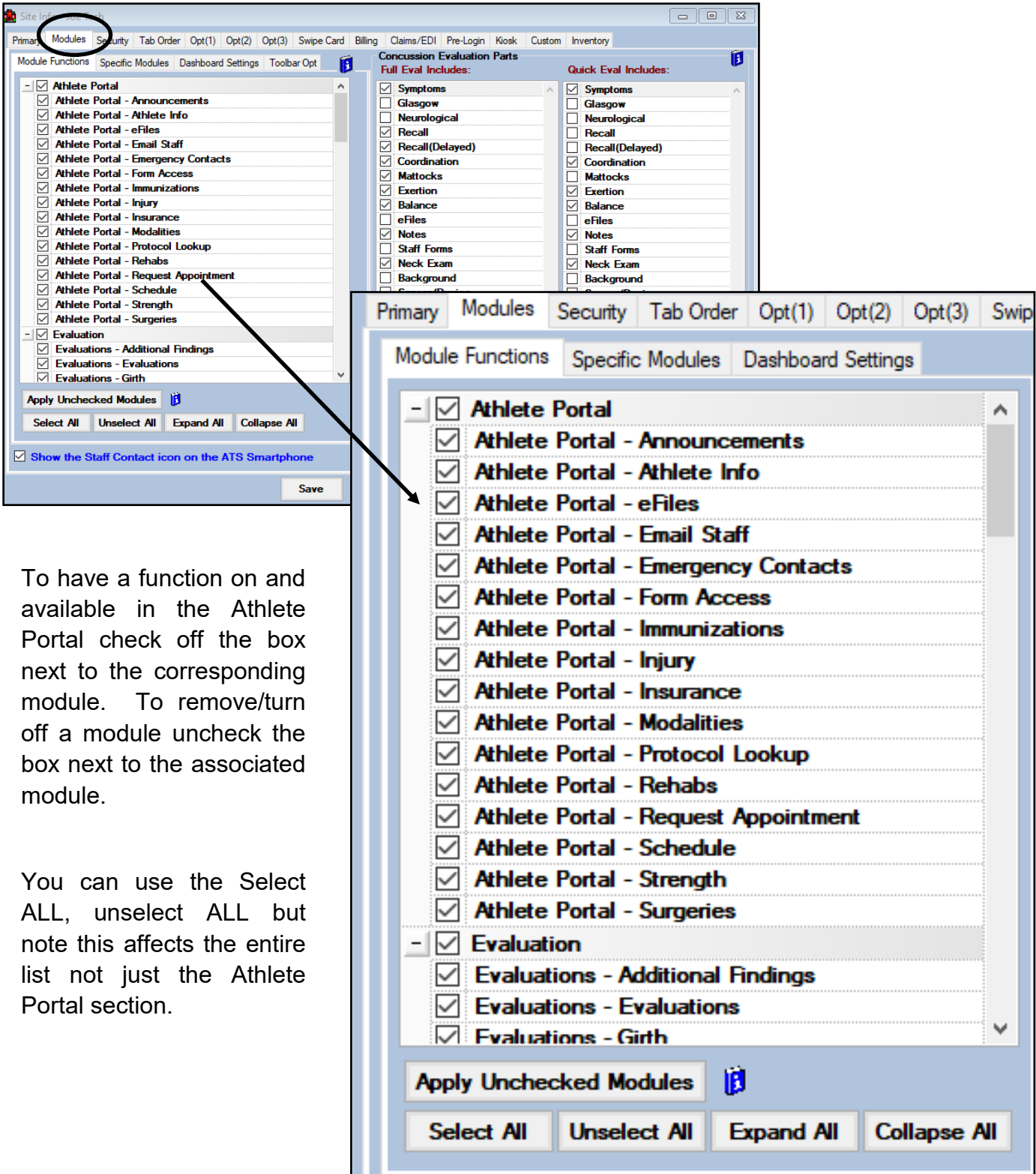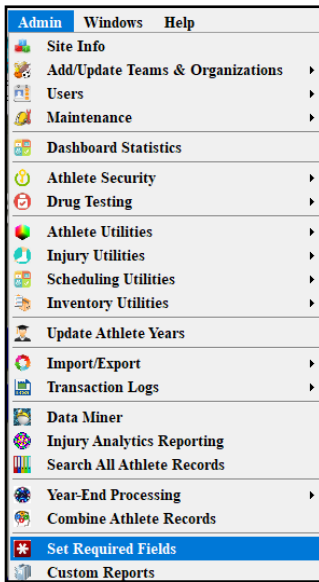

To have a function on and available in the Athlete Portal check off the box next to the corresponding module.   To remove/turn off a module uncheck the box next to the associated module.

You can use the Select ALL, unselect ALL but note this affects the entire list not just the Athlete Portal section.

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The last area in the Desktop Program you should visit when setting up your Athlete Portal is the Setting Required Fields area. Admin—> Setting Required Fields.

This area allows you to mark specific areas of information to be required, meaning they will be unable to save the entry they are working on until all the required information has been filled in. To make information required on the Patient/Athlete Portal you want to mark the box in the Athlete Column for that particular piece of information. You can also make areas required for Staff but that does not apply to the Athlete Portal. Areas you can make information required in: Injury documentation, Person demographics, Emergency Contact info and insurance information. For more on setting required fields, please view the Setting Required Fields.

This is just an overview of the areas you need to visit to get your Athlete Portal set up. For more information on the Athlete Portal, its functions and capabilities please see the following documents and videos:

Athlete Portal Overview— help doc

Athlete Form Creation— Help doc & video & Overview

Tracking paperwork and forms—   Linking eFiles, linking athlete forms

Loading Files to the Athlete Portal for athlete to see/download click here

Setting up Electronic Signatures for Athlete click here

Creating custom fields click here

How athletes access the Athlete Portal for the first time (If they are not already in your ATS database) - the new/new process