This doc will provide a generalized overview of some frequently asked questions, related to administrative functions, answers and the help information that is associated.

Question	Answer	Docs/Videos associated
I have a user that disappeared:	Make sure you check the ALL USERS, Active and Inactive, reset their accounts. Chances are, they entered their password incorrectly multiple times.	**Reactivation** Doc **Unlock** Video
How do I add a user:	Begin by going to the admin—> users tab and add a user. Grant permissions to view teams and other functions the user will need. You can add physicians, coaches, athletic trainers, insurance coordinators.	**Athletic Trainers users** Doc **Add AT** Video **Coach Account** Doc **Coach Account** Video
How does ATS handle paperwork from Patients/Athletes:	ATS allows you the ability to create multiple forms for electronic submission, as well as capture electronic signatures. We have a large library of forms for you to copy and edit from.	**Creating Patient/Athlete Forms** Doc **Utility Process** Doc **Utility Process** Video **Linking Forms to Paperwork** Doc **Linking Forms to Paperwork** video **Copy Forms** Doc
I like the idea of electronic paperwork, but still have some documents I need in hard copy.	You have the ability to add the forms to ATS, so your patient/ athletes can download, print and fill out and either attach, or bring back.	**Adding Documents** Doc **Link eFile to Paperwork** Doc
Does ATS let me click and fill out my notes	You have a couple options here, 1). You can make note templates and prefill evaluation pieces and then simply fill it in. Easy way to standardize record keeping. 2). Is to utilize the evaluation tab.	**Note Template** Doc **Injury Evaluation** Doc
How does ATS handle securely signing in	First, everyone is required to have a profile, with a unique username and Strong Password. Secondly, we offer a 2 factor sign in option. ATS does not support single sign in capability.	**2 Factor Authentication** Doc
I want to schedule athletes for appointments, how do I do that?	You need to build your schedule, assign appointment purposes, and post it. You can do that in bulk or one at a time. Athletes need to have a log in set up for the athlete portal, go on and select the appointment time.	**Schedule set up** Doc **Athlete Appt Request** Doc **Schedule Availability** Video
Someone left, what do I need to do to inactivate their account?	Best practices to manage users with ATS is to disable accounts. This preserves historical records, but takes away their access.	**Disable Users** Doc
How do I download the app to my phone?	ATS does not have an app for phones. You are able to utilize the Staff Portal/Phone via downloading an icon to your home screen or a shortcut.	**Short Cut as an APP**
I can't find a patient/athlete in my system.	If you have used all of the search methods under the Athlete Tab, go to Admin—> Search All Athlete Records. This looks through the entire database in multiple ways to find the person.	
I don't want to manually enter everyone, is there a way to import them into ATS?	Yes, you can import from our template, copy and paste info into it. It is available on the Desktop as well as the staff portal.	**Import Athlete information** Doc **Import Athlete Info** Video