This doc provides some commonly asked questions, answers and the docs and videos that are associated with the task/issue.

| Question | Answer | Docs/Videos |
|---|---|---|
| **I got locked out of my account, what do I do** | Hopefully you have filled out the security questions prior to getting locked out. Simply go to the reset account link and answer the questions to reactivate your account. | **Reset your Account** Doc |
| **What is the best way for me to see my injured patient/athletes on one screen?** | Using the Daily Information Screen will save you tons of time, it has different ways to filter your view, so you see the info you want. | **Staff Portal**<br><br>**Desktop Version** |
| **Can I bulk enter treatments?** | Yes, we have the option of bulk rehabs, or modalities? | **Bulk Rehab**<br>**Bulk Modality** |
| **How can I communicate with my patient/athletes in ATS** | You have multiple ways, from sending individual emails, bulk emails, text messages if they have a text address in ATS, or secure messaging them, if it is enabled for your system. | **Communication overview** |
| **Can I attach documents to the patient/athlete profiles?** | Yes, in ATS we call it an eFile. Unless otherwise specified, you have a 1mb file upload size limit. | **Add eFiles** |
| **I want my patients/athletes to book appointments to come in for rehab or treatments. How can I do that?** | If the scheduling is enabled, you simply just need to build appointments. Athletes book from their portal or their phone. | **Scheduling Overview** |
| **I need to check insurance information, paperwork submissions, what is the fastest way to do that?** | There are different ways, from running a report, to utilizing the Quick Multi-Function or Athlete multifunction. | **Quick Multi-Function** |
| **Can I track my limitations in ATS?** | Yes, you can add limitations for a specific injury, or a general limitation that isn't tied to specific injury. If enabled, coaches can see the limitation, and if set up they can get automatic emails, or nightly batch report. | **Desktop Limitations**<br>**Staff Portal**<br>**Staff Phone** |
| **I don't see my teams.** | Check with your ATS administrator, have them ensure that you have permission for the teams. | |
| **Do you have the ability to track concussions in ATS?** | Yes, our concussion evaluation tool is built around the SCAT 5, with BESS, VOMS and other components of concussion exam. Available on all 3 of the ATS platforms. | **Desktop** Doc<br>**Staff Portal** Video<br>**Phone** Video |