

ATS-Missing User, Reactivating a Disabled user

After a user has been disabled, for any reason. This could be because they are a temporary user and only need information on a PRN basis, they have been disabled because they left and are coming back to the organization, or they have entered their password incorrectly enough times, being locked out from the system. Follow the steps below to ensure no duplicate users are created. Go to Admin—> Users—> Search all users (active/inactive).

Disabled On Date: This will show one day before, the user was locked out. If they attempted to get in on the 12th, it would show the 11th. Use the reset button to clear the date.

Password: If they were deactivated due to failed password attempts, enter a new password and check the RED Force Password Change box below. If they are a PRN, you can choose if they need to change their password or not. Using the star you can verify their password, alternatively to changing it.

The screenshot shows the 'User' management interface. The 'Information' tab is active, displaying fields for Name (Joe Streckfus), User ID (Joe Streckfus), Password (masked), Disabled On (with a 'Reset' button), Supervisor, Email Addr (joe@kefferdevelopment.com), Text Addr, Title, License #, and a 'Force password change on next login' checkbox. Below this is a 'Reset Login Info' section with three questions and answers. The 'Security' tab is also visible, showing a list of teams and modules with checkboxes. The 'Actions' bar at the bottom includes buttons for Search, Reset, Disable, New, Remove, Save, and Close.

Teams: if they are a password reset, nothing needs to be done. If they were disabled, they will need to have the appropriate teams assigned to them.

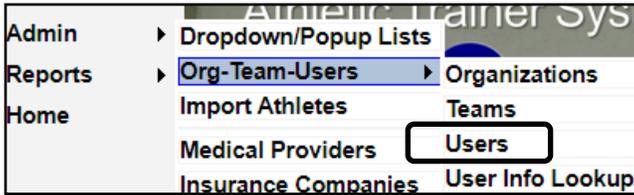
Modules: if they are a password reset, nothing needs to be done. If they were disabled, they will need to have appropriate modules and appropriate access granted. Read/write, read only, or add only, choose depending on the user, and what access they need.

Each user, has the ability to use the Reset Log-In Information questions. This will allow that user to select from the drop down lists, questions to provide answers to. Completing them correctly will allow the user to reset their account after it has been locked. This does NOT/WILL NOT reactive a user who has been disabled by the Administrator. For more info, check out the [Reset](#) doc.

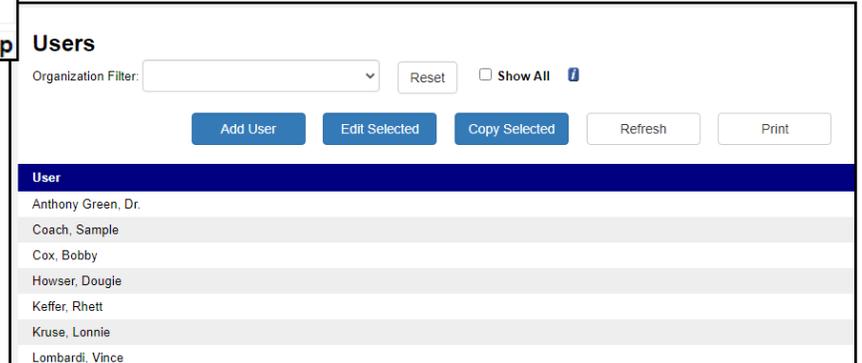
If you are reactivating a user that was disabled, you also may need to reassign Email Groups, if you are using them. If they will be a system administrator they will need that privilege again. Do make sure to go back through all of their settings and verify they are correct. If you need assistance reactivating a user account see the [User](#) help doc, or [Coaches](#) help doc. If using the Staff Portal see [Staff Portal User Account](#) setup.

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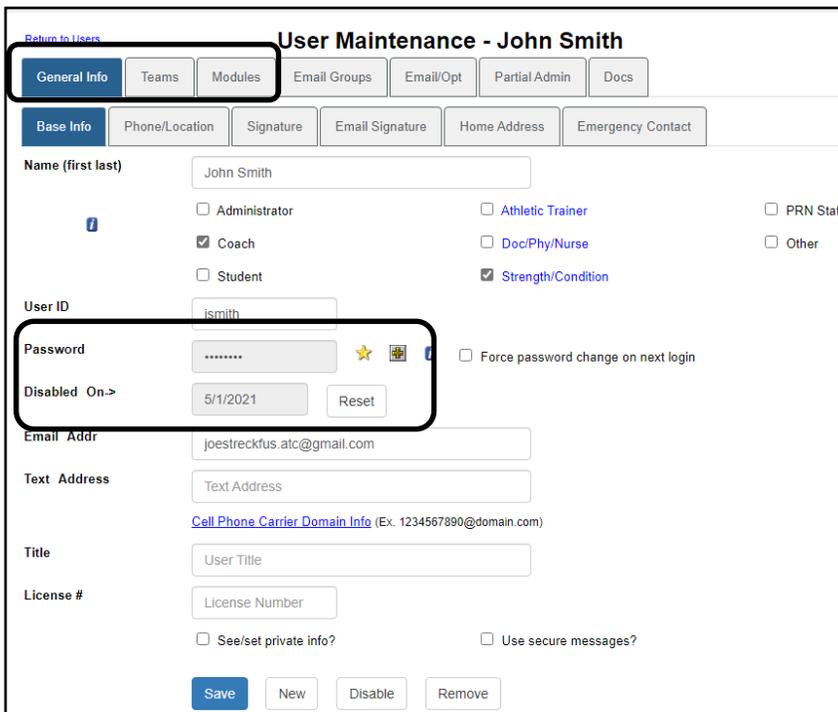
If you are using the Staff portal, follow the directions below to find and reactivate the missing user.



Select the user you need to reactivate, and then click the Edit Selected Button. Click the Show All Box to see any user that is not on your current list



Use the tabs to navigate through the profile for the users general information, resetting password and resetting their disable date. If they have been disabled, and not locked out do make sure to navigate through the Teams and Modules tab to reassign appropriate access.



To reset their login ability, click the reset button. View or change the password for that user.

Make sure to save when you are finished to reactivate the users account.