ATS FAQs 24-25

I cannot log in.

- o Ensure that http:// or https:// is not preceding the tucson2.atsusers.com in the URL.
- o Double check that their Database is filled in. Should say, "atstucson"
- o First time logging in to create account:
  - ▪ tucson2.atsusers.com   Username and password will both be the word, "new"
- o Returning student (has account)
  - ▪ tucson2.atsusers.com Username is same as last year which should be your matric #. Password will be same from last year.
- o Started new account/or started updating account for 24-25 already and need to return to it
  - ▪ tucson2.atsusers.com Username should be their matric number. Password should be matric number and/or matric number #initials. If it was not, school may have to search for it.
- o If athlete is transferring from another TUSD high school, you will have to contact your site athletic trainer to assist in finding the athlete and activating them for your school. **This is red flag for filling out transfer forms!
- o Final option is school may have to search to see if the account was archived. Search **All athletes** for the student (student may have placed wrong graduation year and file was archived). If archived, you will have to change graduation date to make it active. Save changes.
- o If none of these options worked, the athlete may not have saved their information and may need to start over in ATS.

How do I know what forms I need to fill out?

- o Click on 'Forms' tab at top of page
- o Click on the drop down menu for Form Name. Choose form. There are four.
- o Click 'New' button just below Form Name on the left side. Form should appear. Click 'Save' at the bottom of the page when you complete form.
- o Should complete **four forms** that all end with the year 2024. Save all four forms as they are completed.

Activities staff can confirm which forms are completed by finding the athlete in ATS, clicking on e files/Docs/Dates, then clicking on Paperwork tab. Completed forms will be marked as submitted with a date in the column to the right.