



# Frequently

# Asked Questions

Let's troubleshoot some common ATS paperwork issues

**It says I'm not in the database.**

- Make sure you are typing [etown2.atsusers.com](http://etown2.atsusers.com) into the address bar
  - ( the website can sometimes time out and go to a similar looking page)
- Are you using your Etown email to reset your password?
- After resetting your password did you login with your student ID number?

**I can't see the athlete -specific paperwork**

- It is because you are not listed on the athletic roster on ATS ( this does not mean anything about playing status)
- Add yourself to your team
  - Go to the General tab, look under Preferred Name to see current teams.
  - Click Add New Team – Elizabethtown College (organization) – select your athletic team.

**Stil Stuck?**

- Take a screen shot and send it to Dr. Emily Dietz [dietze@etown.edu](mailto:dietze@etown.edu)