



# 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.

### Still Stuck?

- Take a screen shot and send it to Alyssa Stirling- [Stirling@etown.edu](mailto:Stirling@etown.edu)

If you created a profile with another username, please contact us at [Athletictraining@etown.edu](mailto:Athletictraining@etown.edu) so we can change your username to your student ID. If you forget your password or username, please contact us.

### **DO NOT CREATE A NEW PROFILE**

Duplicate profiles cause a lot of headaches in the system.