



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 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 Mark Eppley eppleymark@etown.edu

If you created a profile with another username, please contact us at 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.