User Guide for the ATS Athlete Portal

UTSA Athlete Instructions

Before You Begin

To simplify this process, please collect all necessary information, including student ID numbers, San Antonio address, emergency contacts, insurance cards, and pertinent medical information. Keep this guide handy to help you get through the athlete portal successfully.

Accessing the Athlete Portal

1. Copy this link into your internet browser: utsa2.atsusers.com

   *Note: there is no www or http, etc. It is very important that you copy the link exactly as it appears here. If your session ever times out, you will need to recopy this link and sign in again.

2. Sign in. First time users, use the word "new" as your ID and password.

3. Click the *athlete information* icon

   Athlete Information

4. You will be directed to a screen with 7 tabs the top of the page. You will start on the *General* and progress through until you have completed the requirements under each. Please see below for specific directions regarding each section.

Creating a Profile

A. General Tab

1. Information highlighted in YELLOW indicates a required field.
2. Use your legal name where name is required
3. Local address is where you will be living while attending UTSA. Home address is your permanent address, where you live with your parent/guardian. If you do not know your local address, please enter your home address in the local address field. This information can be updated at a later time.
4. Athlete ID: your banner ID number (@01234567) * *do not use the @ symbol when typing your banner ID number here ** your banner ID number can be found by logging in to your UTSA ASAP account.*
5. Alternate ID: leave blank
6. Password: a unique password, easy for you to remember. **write down your user name and password and keep in a safe place for later.*
7. Year: what year you will be athletically (including redshirt years) not academically.
8. Team/Position/Scholarship status: all fields required even though they are not highlighted.
9. SAVE! Do not forget to push *Save Athlete Information* after completing all required fields.

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B. Insurance

1. Use this section to share your medical insurance information. To create a new entry, click ⊕ *Add.* While not all information is required, please fill in as much information as possible regarding your insurance plan.
2. Payor#: the order in which your company is billed by the doctor's office. If you only have one medical insurance plan, enter *1* to indicate a primary policy. If you had a second policy, that will be listed as *2* to indicate a secondary policy.
3. Company: Select the appropriate insurance company from the drop-down list. If your company is not listed, please click *Add a New Insurance Company* and enter the appropriate information.
4. Policy holder: use the full, legal name for the Policy Holder.
5. You will be required to upload a picture of the front and back of your insurance card. This can be done in a variety of ways, including taking photos with your phone and uploading them to the computer/ATS program.
6. Click *Save* and the *Close.* You can either chose to add another insurance policy, or move on to the next tab.

E. Contacts

1. This section requires you to add **2** emergency contacts.
2. To create a new entry, click ⊕ *Add* and enter the required information. While not all fields are required, please enter as much information as possible.
3. Click on the blue check mark in the window to save, and close the window. You can add as many contacts as you wish, but you must list at least **2**!

F. Forms

1. This section contains the custom UTSA sports medicine forms that are required for clearance to participate in your sport. To access a form, select a *Form Name* from the drop-down menu, and then click *New.*
2. There are **8** forms in this section: ***Health Insurance Status, Acknowledgement, Health and Medical History, and Nutritional Supplement, Concussion Fact Sheet, Release and Indemnification, Release of Medical Information, Student-Athlete Concussion Acknowledgement.***
3. Be sure to SAVE YOUR WORK!!

G. eFiles

1. Use this section to upload any documents regarding previous medical history (doctor notes, diagnostic reports, post-operation reports, etc). These documents can also be brought to your staff athletic trainer in person to be copied or uploaded to your digital file. While these documents may not be required, they are very helpful in evaluating your history, and may expedite your medical clearance process.

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<u>FAQs</u>

How long does it take to complete all required sections of the ATS Athlete Portal?

The entire process should take about 1 hour to complete.

Do I have to complete everything in one sitting, or can I save to resume at another time?

You do not have to complete every section of the portal in one sitting. You must, however, complete an entire section in order to save it.

I made a mistake on one of my submitted forms. Can I go back and edit that form?

No, you cannot. Once a form has been submitted, it cannot be changed. You can, however, submit a new form. Simply go to the *Forms* tab, choose the *form name* you wish to access, and click *New* to fill out a new form.

I don't know my Athlete ID. Where can I find it?

There are three places where you can find your banner ID number:

> 1. Your UTSA student ID card
>
> 2. Your UTSA ASAP account
>
> 3. Your academic advisor

I forgot my password. How can I look it up?

If you cannot remember your password, click on *Forgot your Password?* on the log-in page. Enter the email address, and then enter *atsutsa* as the database.

The system timed out and I am forced to log in again. What is the database?

If the log in page requires you to enter the database, type *atsutsa* in the database field.