



The Athletic Trainer System®

FAQ

I'd like to try **ATS before purchasing. How do I do that?**

Submit a [demo request](#) here. After installation you will have access to a demo database with a good number of athletes and teams already defined. We also do web demos via GoTo meeting. Call or email to discuss the options.

Why do you have an advisory council?

Our staff is knowledgeable about the athletic training process. However, we realize that the medical professionals with the education and day-to-day experience know more specifically what they need from an EMR system. For that reason we do not try to anticipate the needs of these professionals but rely on a representative group to advise us on what would help make their jobs easier.

Is there is an added cost for additional users or computer/workstation installs?

ATS is licensed on a server or site license and by the user range. Costs can be found on our [current pricing page](#). Contact us for more information if needed.

Do we need our own server to use this software?

No. You do not need your own server. Keffer Development hosts all databases in our SSAE -16 certified data center. This means your data will be available anywhere you have internet or cellular access.

Does **ATS have an internet piece, or “portal”, that can be used by athletes and/or parents?**

Yes. The ATS Athlete Portal provides this functionality. Athletes/Parents may also access information from the ATS Athlete Smartphone. More information is available in [our brochure](#).

Can I have multiple teams? multiple sports? multiple schools?

Yes. You may have as many teams, sports and schools as are needed. In addition you are able to give users security based on the teams you define. e.g. restrict users to seeing athletes on specific teams.

Can an athlete belong to more than one team?

Yes. Athletes may belong to as many teams as needed.

How do I know I will receive good support with **ATS?**

Talk with your fellow ATCs. Contact our clients and ask them. We have worked hard to build and maintain a reputation for customer service and support. A map of our clients can be found by [clicking here](#). Click on your desired state(s) to see a list of ATS users in that state.

Call: 1-888-328-2577 email: info@athletictrainersystem.com

Visit: www.athletictrainersystem.com





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Do you have an "App" for phones or tablets?

Our "apps" are browser-based, and do not install on phones/tablets. We do this for a couple of reasons:

1. It's nearly impossible to keep up with all the various phones/tablets on the market now and new ones that come out each year. Each would require its own "app".
2. More importantly; from a security standpoint most "apps" on phones/tablets store PHI info on the device...which your IT folks will tell you is a big issue should the device be lost or stolen.

What is the bottom line for a regular installation of ATS?

For <= 8 users:

- * A one-time purchase of \$995
- * Yearly hosting and support of \$640 annually

For a single hosted user:

- * A one-time purchase of \$695
- * Yearly hosting and support of \$300

More details can be found on our [current pricing](#).

Will ATS interface with Microsoft products like Word and Excel?

Emails for athletes may be initiated from with the ATS system. All reports in the ATS system may be exported to a variety of formats, including MS-Word and MS-Excel. We have automated these exports through the use of the process toolbar on the report viewer.

What could be the Return-On-Investment for a standard ATS Installation?

Given our current pricing we feel the ROI is pretty quickly realized. Using a total cost of \$1,635 and paying one person \$20/hour, saving four hours a week by not having to do paperwork, double-entering information and somehow generating reports, the ROI for our system is approximately fifteen weeks.

How can ATS save us time and money?

There are a number of ways. [View our document](#) here.

How may ATS be accessed from remote locations or by parents/athletes?

Your ATS data may be accessed securely by your local users via the ATS Core, by remote users with internet access using the ATS Core, by remote users running the ATS Core Portal, and by remote users running the ATS Smartphone.

If our data is stored on your server who owns it?

Your data is always owned by your organization. Information security is a high priority in our company. We do not share your data or sell the information to someone. If our relationship ends we will gladly send you a copy of your data upon your request.

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What kind of computer do I have to have to run ATS?

ATS was developed to run on Windows devices running Windows 7, Windows 8.1 or Windows 10.

Does ATS run on a Macintosh?

Yes. Click [here](#) for more details...

Do you accept Credit Cards?

We accept MasterCard, Visa, Discover and American Express

May I see a list of your current clients?

View a [map showing our current clients](#)

Do you have an "athlete check-in" or something like this?

Yes we do. We call it the "ATS Kiosk". More information is available [here](#).

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