

# ATS Profile FAQ

## *1. What if I forget my son's login credentials?*

If you happen to forget or lose your athlete ID and password, please DO NOT create a new profile. You can call the athletic training room at (240) 764-2253 or email Adrienne at [afaircloth@dematha.org](mailto:afaircloth@dematha.org) to recover your son's information.

## *2. What do I do if ATS says my file size is too large?*

The ATS system only allows uploads of file sizes smaller than 1MB. Here are some tips depending on how you are attempting to upload the forms:

Using a cell phone picture - Pictures from a cell phone are usually too large to upload. We recommend downloading a free scanner app such as "Tinyscanner" to automatically resize the photo to an acceptable size.

Using a scanner - If you can adjust the settings, be sure the following are at the appropriate values:

- Resolution: below 300dpi
- Image adjustments: threshold 110 or below
- Do not use text enhancement
- Black and white only, do not use color

If this does not work, you may simply scan and upload one page at a time.

## *3. Which forms does my son need? Where can I find them?*

Every incoming student is required to upload a completed Physical Examination Form and History Form by July 15th. Potential athletes must also submit an Emergency Form and Safe Sports School form. These forms are to be completed and re-submitted each new school year. Physicals are to be dated after June 1st of the associated school year. All forms can be found on the New Student Information page of DeMatha's Admissions website.

## *4. The physical has to be dated after June 1st of school year, but my insurance only allows one physical. What can I do?*

Sports physicals from CVS MinuteClinics, for example, are acceptable and less expensive option. [MedStar Promptcare](#) in Hyattsville (855) 546-0932 offers DeMatha students physicals for \$20..

## *5. I uploaded the forms, but now they don't show in the file anymore. What happened?*

The system has very high security features. After forms have been uploaded, once they have been checked by the athletic trainers, they become medical documents and only those authorized can view them. If you wish to verify that the forms are there, feel free to email Ms. Adrienne Faircloth at [afaircloth@dematha.org](mailto:afaircloth@dematha.org)