

# Frequently Asked Questions (FAQs)

Why doesn't my information get saved when I click on the [Save] button?	Information isn't saved unless the [Save] button becomes inactive (grayed out). Sometimes it may be necessary to hit the button a couple of times.
Why won't the station version of AT Tracker open, after exporting records to the master database and then deleting the data file on the station version?	Records must be individually deleted, one by one, from the station version. You cannot delete the entire data file (ATTSPPlusData.mdb), it is required for the program to operate properly.
Is it necessary to delete the records from the station version after exporting them to the master database?	Yes. AT Tracker will recognize that a student or piece of equipment is already in the master database and will not export it again. It will NOT recognize a change of information for an existing student or piece of equipment. AT Tracker will treat all Referral, Assessment, and Tech Support records as NEW. It will simply re-number them and export them into the main database again. Additionally, the Station version of AT Tracker is limited to only 50 students and 50 pieces of equipment.
How do you search the database for specific information (Equipment ID or Serial Number, Student Name or Teacher Name)?	From any form, click on the field that you want to search, then click on the binoculars (located in the toolbar at the top of the screen). This will open the Find and Replace sub form, in the "Find What" field, type the information that you are looking for and click the [Find Next] button.
When checking out equipment from the Equipment Inventory form, how can I have the "Person" field sort by Name instead of by Personal ID Number?	You can't. But, you could check out equipment through the Personal Information form. Open the Personal Information form from the Main menu, click on the Assigned Equipment tab, and then click on the [Edit] button then the [Assign Equipment] button...the only problem is that the equipment is sorted by id number!
Can we sort "Contacts" and print a report?	You cannot sort by Contact.
How can I print a report that shows the "Contact" selected for Equipment checked out, not the one selected on the Personal Information form?	Use the Equipment Usage report to view the contact name used on the Equipment Check Out form.
Is there a limited number of lines for notes on the Tech Support form?	No
What is the Related Links tab on the Personal Information form, Assessment form, and the Tech Support form?	This is where you can attach a document associated to the student, such as their actual assessment report, samples of their work, or IEP documentation. The associated documentation must be located on the computer's hard drive or network.
How can I get records back into my database that were archived?	Use the import function. Click on the [Import Data] button, click on the [Select File] button to select your archived file, click on the [Import] button. This will import ALL records included in that archive file. You will then need to re-archive the records that you do not need.
How can I print a report of students assigned to Team Members?	Use the following reports: Assessment Report, Assessments – AT Decision Pending, Assessments – Training Required. Use the filters to select the desired AT Team Member

Is there a way to search for an item by ID number and then edit the item's information in the same screen?	Go to the Equipment Inventory form from the Main Menu, click on the "Equipment ID" field, and click on the binoculars in the toolbar at the top of the screen. This will open the Find and Replace sub form, in the "Find What" field type the ID number that you are looking for, click the [Find Next] button. Once you find the record that you are looking for, click the [Edit] button and change the information as needed. Be sure to click the [Save] button to save your changes before you [Exit].
I need to search for a piece of equipment but am not sure what the exact id number is, what can I do?	Go to the Equipment Inventory form from the Main Menu, click on the "Equipment ID" field, and click on the binoculars in the toolbar at the top of the screen. This will open the Find and Replace sub form, in the "Match" drop-down field, select "Start of Field" or "Any Part of Field", in the "Find What" field type in the part of the ID number that you know, and click the [Find Next] button until you find the record that you are looking for.
I cannot get AT Tracker to install, what now?	If the installation does not begin after putting in the CD, double click on your CD drive letter under My Computer. If the installation still does not start, right click on the CD drive letter, select explore and double click on the Setup.exe file.
Where do I enter the student's grade level?	There is no field for grade level. You may enter that information in the Comments field on the Personal Information form.
Is it possible to check out equipment under one student to more than one contact? We often check out items to teachers and also parents.	A different contact name can be entered for each piece of equipment checked out to a student. The Equipment in Use report will only show the contact name from the Personal Information form, however the Equipment Usage report will show you the contact name used on the Equipment Check Out form.
Why do I keep getting an error message when I try to add my school district under administration?	Try editing an existing entry (like one of the entries that came with the program). Click [Edit] and make the necessary changes to the data, but leave the agency ID the same. Ensure that you have the "Selected as Default Agency" box checked at the bottom left corner of the form, before you click on the [Save] button.
Is it possible to print a hard copy of referrals and contact notes entered in AT Tracker?	There is no ready-made report for referrals. However, from the Referrals form, pull up the record you want to print, hit the printer icon button at the top of the screen and a printer menu will appear, click on the "Selected Record" radial button under Print Range and have your Orientation set to "Landscape", not "Portrait". This will give you a print out of the screen.
How do I delete Sites Serviced?	You cannot delete a Site once you have used it, even if you have checked back in all of the equipment – the site information is still used in equipment usage history. However, you can change the Site ID number to begin with "ZZ" to indicate that the site is no longer used and it will be moved to the bottom of the list.
Is there a way to print a report of all students at a particular site?	The only way to print a report to show all students at a particular site is if they have all had an assessment or tech support completed for them. Then you could run a summary report on assessments and/or tech supports with a filter set for the Site.

Can I perform a search by type of assessment?	You cannot search by assessment type, but you could use the assessment summary report to quickly see the list of all assessments and their type.
I can't seem to do copy/paste – am I missing something?	You can copy/paste using the control keys: CTRL + C will copy highlighted data and CTRL + V will paste the copied data.
Both the Assessments form and the Tech Support form have fields for "Persons to be Trained". What report do I use to show this information?	The Assessments – AT Training Required report will show you the "Persons to be Trained" if the Training check box was checked on the Assessments form. The Tech Support form does not have an associated report that will show "Persons to be Trained"
I just received the network version of AT Tracker. How do I transfer my data from the old version?	<p>Open the old AT Tracker folder (C:\Program Files\ATTS), right click on the ATTSData.mdb file and select copy. Then Paste the file somewhere else (maybe under My Documents, you will also want to rename the file...maybe adding the date to the name.....mmddyyyyATTSData.mdb). Uninstall you current copy of AT Tracker. Install the new Network version. Open AT Tracker using your new Network Password. Click on the [Import Data] button, click on the [Select File] button and select where you saved the old data file. Click on the [Import] button. This will import all of your data. After importing your data, go to [System Settings] under Administration and make sure that the default check box is checked for your Agency Name. You should be able to see all of your data now. Exit out of AT Tracker. Open your AT Tracker folder (C:\Program Files\ATTS) and copy the ATTSData.mdb file again and paste it out on your network drive where everyone using AT Tracker will have access to it.</p> <p>Open AT Tracker again; go to [Link Data] and select the ATTSData.mdb file that is on your Network and then click [Link]</p>
Can AT Tracker be used as a network "user" or do they need administrative rights?	They need administrative rights to be able to add or change any data.
We have inventoried all of our AT items and would like to just print out the software page(s). Is this possible?	Yes, if you assigned an Equipment Category to each item when you entered them. Go to reports, select Equipment Inventory Report from the left hand side of the screen and select Software from the Category drop down list on the right hand side of the screen, click on the [Print Preview] button at the bottom to view the report and then click on the printer icon at the top of the screen to print the report
When trying to find a piece of equipment, I click on the binoculars and get an error 2173 for anything I type in the find box!	You must first click on the field that you want to search. Then click on the binoculars and enter the data to search for.
I want to work on AT Tracker from home but when I unplug from the network I get an error message.	You need to re-link your AT Tracker program to the data file on your C:\ drive.
Where should I keep track of warranty and upgrade information?	Use the comment field on the Equipment Inventory form for warranty and upgrade information.
How do I do a backup?	Every time you exit (using the [EXIT] button from the Main Menu) AT Tracker it will ask you to do a backup.

How do I dispose of equipment?	You could make sure that the equipment is checked-in and then delete it. However, you would lose all information regarding that item including the history of use by your students. I have a few suggestions...1. Put "ZZ" in front of the item ID number - this will put the item at the bottom of your equipment list and keep all disposed items together as ZZ. 2. Create a new equipment category called "Disposed" and place each item to dispose in that new category. 3. Create a Student named "Disposed Equipment" and check out each item to that new student - this will ensure that the disposed item does not show up as available for check out.
How do I handle equipment that is lost, stolen, or broken?	You can handle them the same way as disposed items.
Our OT/PT office is separate from our SLPs and our HI and VI departments. We all want to use AT Tracker. Do we each need to buy a copy of the program?	You can all use the same copy of AT Tracker if there is a central location for data entry or you buy the network version. You can set each department up as a separate agency. You can have up to 5 agencies/departments. This will allow each agency to have their information on students and equipment completely separate from the other departments' information without having to purchase 5 different copies of AT Tracker.
I have AT Tracker on one computer and I just got a new one. Can I move the software without losing information? How?	If you move to another computer or upgrading to a different version of Windows, you can transfer your AT Tracker data. After installing AT Tracker on the computer, you will need to copy the ATTSPlusData file from the old computer under C:\Program Files\ATTPlus and replace that file on the new computer with this copy of the old one.