Frequently Asked Questions (FAQs)

Problem/Symptom Question	Problem Solution/Answer
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 more than once.
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 subform, 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, 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 archived records back into my database?	Use the import function. Click on the [Import Data] button, click on the [Select File] button to select your archived file, and 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, or 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	Go to the Equipment Inventory form from the Main Menu, click on the "Equipment ID" field,

item's information in the same screen?	and click on the binoculars in the toolbar at the top of the screen. This will open the Find and Replace subform, 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 subform, 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.
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?	Open the old AT Tracker folder (C:\Program Files\ATTPlus), right click on the ATTPlusData.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….mmddyyyyATTPlusData.mdb). Uninstall your 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\ATTPlus) and copy the ATTPlusData.mdb file again and paste it out on your network drive where everyone using AT Tracker will have access to it.

	Open AT Tracker again; go to [Link Data] and select the ATTPlusData.mdb file that is on your Network and then click [Link]. The copy of AT Tracker on your computer will now point to the data file on your Network. All data that you see, change, delete, and save will be in that Network file. You can set up several more computers similarly…Install AT Tracker and then Link it to the network file.
I have upgraded my computer system to XP and am now having problems with AT Tracker.	You need to get the XP version of AT Tracker. Contact Adaptive Solutions.
How do I show equipment used in a class so that it is listed under a teacher's name?	Enter the teacher in as a student (maybe start the ID number with a "T" so that all teachers will be grouped together at the bottom of the list of students) and then check the equipment out to the teacher. You may want to add the name of the students using the equipment under comments on the teacher's Personal Information form.
I have the network version of AT Tracker. I have it on my office computer and on my laptop. Sometimes I see my new data, sometimes I don't. What is going on?	Disconnecting from the network to work "offline" on a laptop can get to be tricky. Before unplugging from the network, you will need to tell your laptop to [Link] to your C:\ drive for your data and you need to make sure that you [Import] all of the current data from your network drive to your C:\ drive. When you come back to the office and plug back into the network you will need to re-Link to the network drive and [Import] all of the information that you added to your C:\ drive onto the network drive. The only information imported will be new Students and Equipment. Changes to existing Students and Equipment will NOT be imported. You will need to make those changes manually. Additionally, AT Tracker will consecutively re-number and import all Referrals, Assessments, and Tech Supports on the C:\ drive whether they are new or not! Be sure to delete all of the old Assessments, Referrals, and Tech Supports prior to importing the new ones or you will have several double entries. Another hint on Linking, reLinking, and Importing…make sure to check your [System Settings] information. Be sure that your default check box is checked for your agency.

Can I do custom queries and reports?	Yes, although it is not recommended. AT Tracker is simply an MS Access database. You can open the ATTPlusData.mdb file under C:\Program Files\ATTPlus and manipulate the data however you like. I would strongly suggest that you make a copy of the ATTPlusData.mdb file and use that copy for your manipulation, otherwise you could drastically damage the AT Tracker program.
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.
Why does the "This file may not be safe" message appear when I open AT Tracker?	AT Tracker has some associated Macros, you can change the Security level in your MS Access program by going to Tools, then Macro, then Security and adjust the security level to Medium.
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 for all Software. Go to reports, select Equipment Inventory Report from the left hand side of the screen, 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
I have all of my equipment in a different file, how can I convert it and import it into AT Tracker?	AT Tracker is basically a MS Access program. If you go to C:\Program Files\ATTPlus and open the ATTPlusData.mdb file you will see all of the tables associated with the database and if you open each table you will see how each one is set up. To convert your data you will need to setup your data in a similar fashion with the same data types and sizes, change your field names to match those used with AT Tracker, and contact Adaptive Solutions for more information
When I enter something in Personal Information, I get an error message and my information is not saved: MISSING DATA: The following REQUIRED fields are empty: Agency. But, the agency field is not empty!	You Agency ID can NOT be 0 (zero) and make sure that the Selected As Default Agency check box is selected for your Agency.
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 the field that you selected will show up in the "Look In" field, instead of the generic "AT Tracker Plus", then enter the data to search for in the "Find What" field.

When I try to make changes to a referral and click on the [SAVE] button, I get an error "Data entered into key fields already exist" or "Referral number entered already exists. Enter unique referral number"	The referral, assessment, and tech support numbers are automatically generated by AT Tracker and must be unique. So, when you are making changes to a record, you cannot change the referral, assessment, or tech support number unless the change is unique.
Can I import data from a csv file?	Yes. You should import the csv file into an excel spreadsheet as a delimited file. Then rename the field names to match those in AT Tracker. You can view AT Tracker's raw data by opening the ATTPlusData.mdb file under C:\Program Files\ATTPlus. This can be very hazardous to the health of AT Tracker…so be very careful! Copy the data file and then using MS Access, import your csv file from Excel into Access. If this works…open AT Tracker and Import the new information from your copied data file.
I need to save the info in AT Tracker to a CD or memory stick, but I keep getting an error message.	The only thing that needs to be saved is your data file. Go to C:\Program Files\ATTPlus and copy the ATTPlusData file to your CD or memory stick. This is the file that has all of your information.
How do I do a backup?	Every time you exit AT Tracker it will ask you to do a backup.
I have AT Tracker on one computer and I just got a new one. Can I move the software without losing information? How?	Copy the ATTPlusData.mdb file that is on the old computer under C:\Program Files\ATTPlus and set aside. Install AT Tracker on the new computer and then paste the file from the old computer onto the new computer in the same folder (C:\Program Files\ATTPlus), you will get an error message that says the file already exists, do you want to replace it….answer yes.
If I have already check in a piece of equipment how do I go back and change the date of check in?	Go to Equipment Inventory. Go to the piece of equipment that she had already checked in by scrolling at the bottom to the equipment. When you get it the equipment page chick on "Check In" button at the bottom. You can then change the date to a different date. In the field on the "Equipment check In" window it will automatically put the current date. You can type in the date you want there. That way you can change the date you checked in the equipment.
How do I install the network version of ATT+ on our network.	The network version isn't designed to install on the server. You install AAT+ on the desktop, laptop or workstation. Since the network version has unlimited users you can install ATT+ on as many computer as needed. Here are the steps to install the network version.

	1. Install ATT+ on the desired computer. 2. Open up the ATT+ application. 3. When the prompt comes up for the password type in your password. 4. When the main menu comes up click on "System Settings" under "Administration". 5. Click The "Add" button on the System Settings window and type in the requested information. The chick the box in front of "Click the check box to select as default Agency" The agency ID must be 3 – 10 because the sample data takes up agencies 1 & 2. Then click the Save button. 6. Then click on the "Link Data" button. This will open a window that will ask you to link your data to the shared server. Then click the "Exit" button. 7. When you go back to the main menu you should see your agency name in the top right hand corner of the main menu. You are now ready to start entering your data. Repeat this process on each computer that you install ATT+ on.
I need to be able to print a copy of the equipment inventory for use as a catalog to hand out. However, I do not want all the fields for the printed catalog. Is there a way to import it into Excel because I also am required to add a photo of each item in the catalog?	Open My Computer. Open Program files. Open the ATTPlus folder. Open ATTPlusData (Microsoft Office Access Application) Click on "Open" when the Security Warning window comes up. Open tblEquipment. Then go to File and Export the tblEquipment file to your desktop. You have to save the data in the "Excel" format at the bottom. You can then delete any unwanted columns and add pictures in the Excel format.
This does not work, the message I see is you need to install access 2000, my system has access 2003, you sent me special instructions before for my single version, now I'm trying to install station version with access 2003. Can you tell me what folders	NOTICE **Assistive Technology Tracker Plus & Equipment Tracker Installation Error Message** "The application you are installing requires MS Access 2000. Set up can not continue."

to copy or what to do to install this version?	This error may occur whether MS Access is already installed or not. Instructions on how to install Microsoft Access 2000: **** following these instructions will not overwrite any previously installed versions of MS Access.** • With your Tracker installation CD inserted in the CD/DVD drive, Open My Computer, right click on the CD/DVD drive and select Open. • Open the Runtime folder and run SETUP.exe. • Select “Repair Microsoft Access 2000 Runtime”. • Select “Reinstall Access Runtime” and [Finish]. • After the “Microsoft Access 2000 Runtime setup completed successfully”, remove the Tracker installation CD and restart your computer. • Once the restart is complete, insert the Tracker installation CD again and follow the standard installation instructions. If further assistance is needed please contact Adaptive Solutions. **sherry@adaptive-sol.com**