ATI Frequently Asked Questions (FAQs)

Question: How do I access ATI?

Answer: Go to http://www.ATItesting.com. Log in to the Secure Sign On area if you are a returning user or click on the "create an account" link in this same area if you are a new user. (See attached document for registration assistance if needed.) Account Setup.pdf

Question: What if I forgot my username or password?

Answer: Click the "Forgot username and/or password?" link in the Secure Sign On area of the ATI home page and follow the prompts.

Question: Is anything special required on my computer to use the ATI website?

Answer: Yes, for a complete list of the technical requirements necessary to use the ATI Website, please refer to the ATI Technical Requirements page.

Question: How do I get to the ATI modules and tests?

Answer: Follow the steps listed below when signed into your ATI account.
1.   From the Home page, click on the **MY ATI** tab.
2.   Click on the yellow modules box on the Sigma Theta Tau Modules 2015 tutorial.
3.   Choose the module you wish to work on and click Begin Lesson or Continue Lesson.
4.   When you have completed the module, you will get a screen with the following instructions:

To record your score and receive your CNE credit, you must first pass the test. Follow the directions below:

1.   Close the course using the Close button (top right-hand corner).   ✖ CLOSE
2.   Access the test for this course under the **TEST** tab.
3.   Choose Begin, Continue or Retake for the module test you wish to work on.
4.   Your transcript will reflect course completion and any CNE awarded.

Learn More with [Getting Started with ATI Testing](#).

Your Transcript will reflect course completion and any CE awarded after you have received 80% or higher on the test.

Question: How do I access my transcript?

Answer: Click the My Results tab from your home page. Click Download to download the full transcript.

Q. How do I obtain a completion certificate for a specific module?

Answer: Follow the steps listed below when signed into your ATI account.
1. Click the My Results tab from your home page.
2. Click Print Certificate for individual modules.

Your Module Report will reflect course completion and any CE awarded.

Q: How do I get my final Sigma Theta Tau Nurse Manager certificate?

Answer: Earn a minimum of 70 hours in the Nurse Manager Certificate Program by taking posttests and achieving a minimum score of 80% for at least nine modules. Most modules are 8 hours each, but two are 5 hours each.

The system will automatically send your name to Sigma Theta Tau. The Honor Society will send an electronic version of the certificate directly to the email address listed in your ATI account in approximately 7 to 10 business days.

You can print your certificate once it has been posted to your account.

If you have not received a certificate in 10 days, check your junk folder for an email from STTI. Review your transcript on the "My Results" tab to be sure you have earned the correct number of hours.

If you have earned enough hours but not received a certificate after 10 business days, send an email to stti@atitesting.com. A customer service specialist will assist you in reviewing your transcript to determine if more hours are required or if there is a problem with the certificate generation process.

Question: What do I do if I have technical trouble on the ATI website?

Answer: If you have questions, experience any technical difficulties, or need general assistance, call ATI directly at 1-800-667-7531.

You can also watch orientation videos and download support PDFs by clicking the **HELP** tab from your home page.