



Michigan State Youth Soccer Association

SafeSport Training Tips for Clubs and Leagues

During the Training

When registering for an account on Safesport.org:

- A person MUST use the exact same first name, last name, and email address on their SafeSport account as what is used on their GotSoccer account. If a different name (e.g., nickname) or email address is used, the SafeSport Trained completion will not sync up to a person's GotSoccer account.
- During account registration, the user will be asked to "Add Membership." On the "Organization" dropdown, select "U.S. Soccer." When prompted, enter the following Access Code: **YC3E-6P5G-YYIL-CS2M**

If the Safesport.org website does not seem to be working properly, consider the following tips:

- Use a computer (not a mobile phone or iPad)
- Use a different internet browser
 - The U.S. Center for SafeSport says that Chrome, Firefox, and Microsoft Edge internet browsers work best with the training website
 - Even if using one of these 3 preferred browsers, the U.S. Center for SafeSport recommends trying a different browser if experiencing issues, because that usually solves the problem

Many issues on the Safesport.org website can be resolved by logging in from a different internet browser. If that does not help resolve the issue, the SafeSport Online Training Help Desk can assist. The easiest way to get in touch is calling the SafeSport Online Training Help Desk directly: (720) 676-6417. They also accept online help requests here: <https://www.safesport.org/contact>

Contact the SafeSport Online Training Help Desk if experiencing issues on the Safesport.org website:

- Cannot log into SafeSport Account (forgot username or password; did not receive account verification email)
- Training Access (refresher course not available; website says "forbidden access")
- Training Progress (website doesn't show correct training progress or makes the user restart training)

Please keep in mind that MSYSA does not have access on the back-end of SafeSport.org to help with SafeSport account/password lookups, restoring training progress, downloading a copy of SafeSport certificates, or other IT issues. **The best option, if experiencing issues on the Safesport.org website, is to contact the SafeSport Online Training Help Desk: (720) 676-6417**

Updated 08/14/2019



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After the Training

Download/Print a SafeSport Certificate

If a person needs a copy of their SafeSport Trained or Refresher certificate, it can be downloaded/printed from within their account on the www.safesport.org website. It is NOT available for download from their GotSoccer coach or manager account. Once logged into their SafeSport account, on the Learning Dashboard click the green “Certificate” button to download/print.

If a person’s SafeSport certification is not showing as Completed in their GotSoccer account:

- Please allow 24-48 hours for a SafeSport completion to sync up in GotSoccer
- Keep in mind that the first name, last name, and email address on a person’s GotSoccer account and SafeSport account must be IDENTICAL in order for the two systems to sync
- Please note that if a person completed the SafeSport training through another sport (e.g., USA Hockey, USA Gymnastics), that completion will not show in GotSoccer even if the name and email are identical, because it was completed using a different sport’s access code.

Check Records Tool

This tool may be a helpful option if:

- A person’s SafeSport completion is not showing up in GotSoccer after 24-48 hours, but the person used the U.S. Soccer access code and used the same name and email address among GotSoccer & SafeSport
- A person’s SafeSport completion was already marked as Completed by MSYSA on one GotSoccer account, but a different GotSoccer account does not show the SafeSport Certification as completed; both GotSoccer accounts must have identical names and email addresses

To use the Check Records tool: The person should log in to their GotSoccer Coach or Manager account that is missing the SafeSport Certification. On the homepage there is a section called “SafeSport Certification”. Click on the button that says, “Learning Center Courses.” If the SafeSport Certification is not yet stored in GotSoccer, click the “Check Records” button. A completion will get synced up if:

- There is a name & email match found between this account and the SafeSport system; or
- There is a name & email match found among this account and a different GotSoccer account that already has a SafeSport Certification marked as completed (by MSYSA)

Send a SafeSport Certificate to MSYSA via email

If a person’s SafeSport completion is not showing up within their coach and/or manager account in GotSoccer and needs to be marked as Completed by MSYSA, email the SafeSport Trained or Refresher certificate to safesport@michiganyouthsoccer.org. In the email, please include the person’s DOB, club, and email address (if different in GotSoccer than what’s listed on the certificate) so MSYSA can ensure that the completion is being attributed to the right person. *Please only send SafeSport certificates to MSYSA if the SafeSport certification is not already showing as Completed in GotSoccer.*

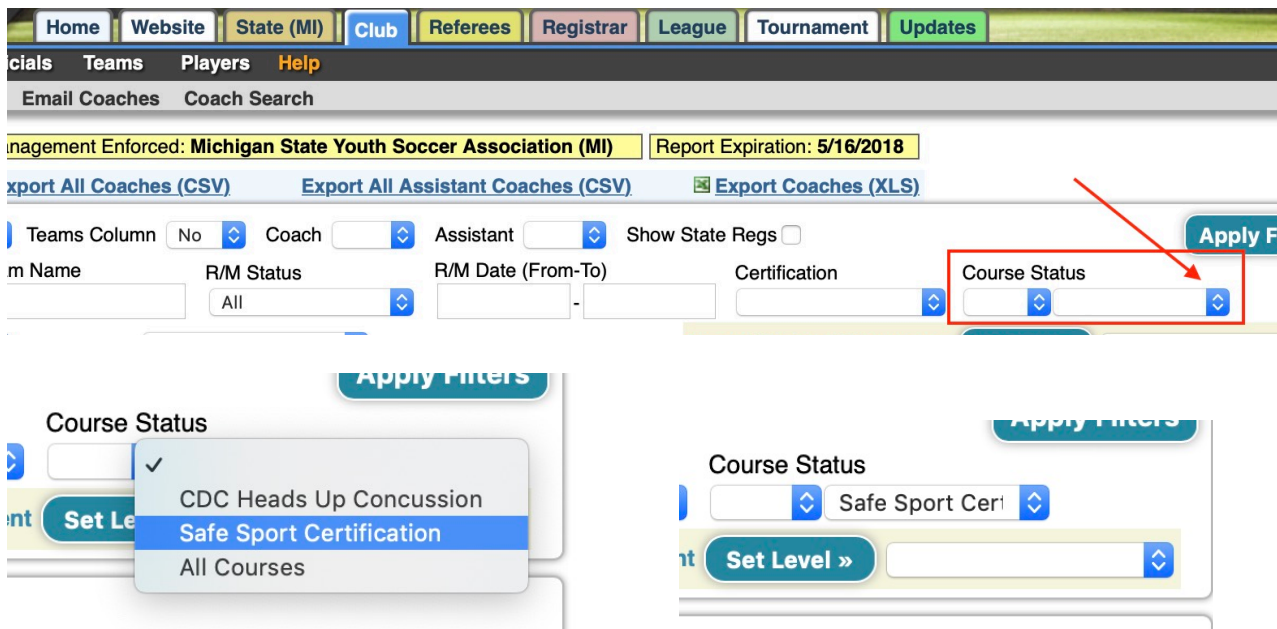
Updated 08/14/2019



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SafeSport Tracking for Clubs

Clubs can run reports in GotSoccer to see which coaches and team officials from the club have completed the SafeSport training. Go to the Club tab, then Coaches tab (or Team Officials, to look for managers). In the Search filters section, look for the “Course Status” section. In the second dropdown menu, find and select “Safe Sport Certification.” Then click “Apply Filters.” This search will add a column to your list of coaches to show whether or not each individual has their SafeSport Certification stored in GotSoccer.



The same tool can be used to look up CDC Heads Up completions that may be stored in GotSoccer. Just select CDC Heads Up Concussion from the second Course Status dropdown menu. Alternatively, if “All Courses” is selected, one column each for CDC Heads Up and SafeSport Certification will be added to the search.

A club can subsequently use export and/or email tools in GotSoccer to contact coaches (or managers) whose SafeSport Certification is not showing as Completed in GotSoccer. Keep in mind, though, that it’s possible that a coach or manager HAS completed the training, but it is simply not showing as Completed in GotSoccer.

Updated 08/14/2019

