SafeSport Training FAQs
Players, Coaches, Volunteers, Mangers, and others

2021-22 Season

Safesport Training for Players

- If you are a 2004 birth year or earlier, you will be required to take the SafeSport Core Training or Refresher Course prior to participation for the 2021-22 season

- Players; the training is for those with a 2004, 2003 or earlier birth year. If you have a 2005,2006 or later birth year you are not required to complete the training and will not be able to register.

Link for USA Hockey's Website to registrar safesport training

https://www.usahockey.com/safesporttraining

Safesport Questions - https://www.usahockey.com/trainingfaqs

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1. Do I need to take the SafeSport Training every season?

YES. As of 4/1/20, SafeSport Training and the Refresher Course Training are valid for only one (1) season

2. Can I use the same email address as someone else in my family to complete the SafeSport Training?

No, since an email address can be used to login for training, the same email address cannot be used to register multiple persons for SafeSport Training. You will need to use a separate email address for the training.

3. How do I register for the SafeSport Training?

You will need to access/register for SafeSport Training using the link provided on our site under "Register for SafeSport Training" or "How to Register for SafeSport." Instructions on how to register and access the training courses can be found **here**.

4. What is the access code?

We do not use or have an access code. You will need to register for the training by using the link provided under "Register for SafeSport Training" or under "How to Register for SafeSport."

5. Why can't I just take Refresher Training again?

Please note that there is new and upated content for the Core SafeSport Course. Everyone **must** complete the Core SafeSport course before being eligible to complete the Refresher course.

6. What is I don't receive the email confirmation to start SafeSport Training?

Please contact **help.desk@safesport.org**.

7. What if I am locked out of my account?

Once you have registered you will receive an email from **No-reply@safesport.org** with the subject titled "SafeSport Account Created." Please open the email and click on the "confirm email address." If you do not receive an email, please contact **help.desk@safesport.org**. If you have received the email and confirmed and are still locked out please contact user support at **help.desk@safesport.org** or 720-676-6417.

8. What if the site says my email is already in use?

Please contact user support at **help.desk@safesport.org**.

9. What do I do if I receive a "verification" error when I enter my USA Hockey confirmation number or referee number?

Please be sure to use your **CURRENT** USA Hockey confirmation number. Sometimes when you copy and paste your number there is an added space at the end. If you are a referee, please use your referee number and last name only (be sure confirmation number field is blank). Please make sure there are NO SPACES before or after the confirmation number or referee number.

Players; the training is for those with a 2003, 2002 or earlier birth year. If you have a 2004, 2005 or later birth year you are not required to complete the training and will not be able to register.

10. What if the training won't start or it freezes?

The course videos require Adobe Flash Player when being viewed on desktop and laptop computers. It is possible that your network administrator or ISP is blocking Vimeo videos. If the video does not play then you will want to contact your network administrator or ISP to have them allow Vimeo, or you will need to take the training from another location. If you need additional help, please contact **help.desk@safesport.org**.

11. How come I didn't receive an email after I completed the SafeSport Training?

You will not receive an email notification once you complete the training. Your SafeSport Trained certificate is proof that you have completed the course.

12. How do I obtain a copy of my SafeSport Trained certificate?

Log in on website: https://www.safesport.org/authentication/signin
Click on Menu
Click on SafeSport Trained
Click on the green Certificate button
Save and print certificate

Please note that certificates of completion cannot be downloaded on tablets or mobile devices.

13. How will my program know that I completed SafeSport Training?

Information from the training site is automatically downloaded to the USA Hockey database on a nightly basis. Local program registrars will also be able to check (through the USA Hockey Registry) to see if athletes/coaches/managers/volunteers in their association have completed SafeSport Training and it will be indicated on

team rosters. If you are a referee, SafeSport Training will be indicated on your referee profile, though it can take a few days for this to appear on your profile.

14. What if the SafeSport training is not appearing on my USA Hockey Courses page?

USA Hockey's receive information on a **nightly** basis. If you completed the training last night or today, it will appear in your record tomorrow.   Also, please make sure that information is being uploaded for the current 20-21 season. You can check by logging in here **https://courses.usahockey.com/public/**.

- Go to My Profile
- Click on Settings (wheel icon next to ? towards top right) and make sure Season is 2020-21.
- If yes, go to Step 4 below, if not, click on Update Memberships to enter your 2020-21 USA Hockey Confirmation Number.
- Go to My Profile and hit refresh button (next to Profile Last Updated).
- Go to Coaching or Officiating Information (under My Profile) and you should see SafeSport Verification with a green check mark as verified.

Safesport – Copy of Certificate https://www.usahockey.com/completioncertificate

Certificates of completion from the Team USA site are no longer available. Neither USA Hockey nor the US Center for SafeSport has access to certificates or completion codes from the Team USA site.

If you need a copy of your certificate, you will need a PDF viewer like **Adobe Reader** in order to save and print it. Certificates of completion cannot be downloaded on tablets or mobile devices.

1. Log in on website **https://www.safesport.org/authentication/signin**
2. Click on Menu
3. Click on SafeSport Trained
4. Click on the green Certificate button
5. Save and print certificate