



SafeSport Compliance FAQ

General Information

Q. What do I need to do to become SafeSport Compliant?

A. SafeSport Compliance is a two-step process. To become SafeSport Compliant, you must:

1. Successfully complete the SafeSport Training Tutorial presented by the US Center for SafeSport; and
2. Complete and pass a criminal Background Check conducted by a third-party vendor on behalf of USATT.

Q. Where do I obtain the Access Codes necessary to complete the SafeSport Training and Background Check?

A. To obtain the SafeSport Access Code and/or background check link contact tina.ren@usatt.org

SafeSport Training

Q. Where do I begin the process to complete the SafeSport Training?

A.

1. Log onto: <https://safesport.org/authentication/register?token=70ee27b1-f04d-44f6-ace5-840279da3128>;
2. Enter USATT Access Code provided by Headquarters (tina.ren@usatt.org);
3. Create your account with the US Center for SafeSport;
4. At this point, you should receive an email message from the US Center for SafeSport requesting that you confirm your email address (the “Confirmation Email”); and
5. Follow the prompts to complete the training video.

Q. What if I have registered, but do not receive a confirmation email?

A. The confirmation email is sent automatically from the US Center for SafeSport. If you do not immediately receive this confirmation, do the following:

1. Check all email inbox folders – including junk and spam;
2. Attempt to re-register your account – and make sure that all fields are accurately completed; and
3. Contact the US Center for SafeSport’s IT Support Division at: <https://safesport.org/contact>.

Q. Is my SafeSport Training free?

A. Yes, SafeSport Training Tutorials are free when using an authorized Access Code.

Q. Why is my USATT SafeSport Access Code not registering.

A. You will need to complete SafeSport on a laptop or desktop. SafeSport on mobile devices and tablets does not accept the access code.

Background Check

Q. How much does it cost for a USATT Background Check?

A. Current USATT Members may receive one (1) free background check every two years in order to become SafeSport Compliant for participation as a USATT Certified Coach, an Official (Umpire or Referee), a Club Administrator and /or a Tournament Director. Background checks for persons who are not USATT members or Certified USATT Umpires, cost \$30.00.

Q. Why can't I submit my forms for my background check?

A. All required blank fields must be filled to submit your background check.

Q. Why was my background check canceled?

- A. 1. Your background check was not submitted in less than 4 days from starting the process.
2. Blank fields being incorrectly filled in.
3. Confirmation email canceled by user.

Q. What do I do if I need help with a technical issue while filling out my background check forms?

A. You may contact NCSI Support Team:

Email:

<https://solutions.ncsisafe.com/contact-us-today#contact-form-1>

Phone (Atlanta Office)

[\(866\) 996-7412](tel:(866)996-7412)

Phone (Cleveland Office)

[\(866\) 833-7100](tel:(866)833-7100)