Michigan State Youth Soccer Association

MSYSA RISK MANAGEMENT FAQs
Updated 07/18/2024

Any questions pertaining to Risk Management that are not addressed below should
be directed via email to safesport@michiganyouthsoccer.org.

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<u>General</u>

What are Risk Management Requirements?
There are 3 main Risk Management 'Requirements' (i.e., certifications) that must be fulfilled and maintained by all participating adults (e.g., coaches, managers, board members, administrators, etc.). One is a background check, and this must be renewed annually. Another is the SafeSport Training, which must also be renewed annually. The third Requirement is the CDC Heads Up Concussion Training. This training must be completed once every 3 years. These Risk Management Requirements can be accessed from your GotSport account, and your certification dates are also tracked in GotSport.

I cannot see the Risk Management Requirements in my GotSport account. What do I do?
There are a few reasons why you may not see your Risk Management (RM) Requirements when logged into your GotSport account.
- **Date of Birth is incorrect or missing**. There is a minimum age requirement to complete (and have access to) the RM Requirements. Ensure your date of birth is filled out accurately within your GotSport account (profile) information. If changes are needed but your account information is 'locked' from changes being made, contact your club administrator for assistance.
- **Confirm (with your club administrator) the email address you are using to log into GotSport**. It's possible your club created an account for you in GotSport using an email address that is different than the email address you are using to log in. If there is a discrepancy, your account(s) may need to be fixed (or merged) to give you proper access to the RM Requirements.
- **Confirm (with your club administrator) that your account has been assigned the 'USYS' affiliate tag.** USYS stands for US Youth Soccer. The USYS affiliate tag is required for you to have access to MSYSA's RM Requirements in GotSport. If your club administrator needs to add the USYS affiliate tag, you may need to log out of GotSport, and then log back in, for the changes to go into effect.
- **Confirm (with your club administrator) that your account has the appropriate 'role' added** (e.g., coach, manager, or staff/admin). You may have an existing GotSport account with a parent/guardian 'role' if you are tied to a player. If you *also* act in a volunteer or staff capacity with your local soccer club, your club needs to add an additional 'role' to your existing account, to give you access to view/complete the Risk Management Requirements. You can view your account roles from your Account Dashboard (click on the Roles section under your club). If you don't see the correct coach, manager, or admin role, ask your club administrator to add the appropriate role to your account (with the USYS affiliate tag). If your club administrator adds an additional 'role' to your account, you may need to log out of GotSport, and then log back in, for the changes to go into effect.

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I am active with multiple clubs. Do I need to do the Risk Management Requirements multiple times?
No. Each person should have a single account in GotSport, even if they are active with multiple clubs. Your account can have multiple 'roles' with multiple clubs (i.e., you can be a coach with Club A and a coach with Club B). As long as the same account is used, your completed Risk Management Requirements will apply for your participation with multiple MSYSA affiliated clubs. If you have multiple accounts in GotSport, please contact your club administrator for assistance. Your accounts may need to be merged.

I recently moved to a different club. Do I need to do the Risk Management Requirements again?
No. If your previous RM Requirements are still valid, you do not need to complete them again. Instead, your new club should simply add your existing GotSport account into their club account. As long as the same/existing account is used, your completed Risk Management Requirements will be retained and will apply for your participation with the new club. If you find that you have multiple accounts in GotSport, please contact your club administrator for assistance. Your accounts may need to be merged.

Do minor coaches need to complete the Risk Management Requirements?
No. Minor assistant coaches (who are under the age of 18) should not complete any of the three Risk Management Requirements. The Risk Management Requirements are intended for adults who are at least 18 years old. If your club has minor coaches who need to be rostered and registered, please contact the MSYSA State Office to inquire regarding the Minor Coach RM Card request form. Note: Clubs should first contact the appropriate league representative to confirm if they allow minor coaches to participate.

As a Club Administrator, how do I track Risk Management compliance for my club's coaches and managers?
Club Administrators can follow these steps to track risk management.

Background Checks

How do I complete a background check?
Instructions for completing a background check can be found here.

I have a background check through another organization (e.g., school, work, volunteering, another sport, another soccer organization, referee certification, etc.). Do I have to do the MSYSA background check?
MSYSA does not accept background checks from external organizations, including competing soccer organizations. Should you wish to be registered & participate in MSYSA affiliated activities, the MSYSA background check (submitted via GotSport) is required. This includes those individuals who are certified referees. Note: The background check for referees is different than MSYSA's background check. To be a registered and affiliated coach, manager, admin, etc., the MSYSA background check is required.

My background check status shows as 'Error.' What do I do?
There are a few reasons why background check applications may go into Error status. Please contact the MSYSA State Office via email to get the error resolved.

My background check status shows as 'Unpaid.' What do I do?
If you start the background check application process, but do not submit payment (or provide a valid RM voucher code), your application will go into Unpaid status. To fix, go to your Profile Dashboard and click 'Details' next to the Background Check Requirement. Under Report History, find the report with the red Unpaid status, and look for the blue shopping cart icon to the right. Click the shopping cart icon, which will take you to the payment page. From here, you can proceed to Credit Card Checkout (or enter a voucher code if your club has provided you one). Once finished with payment, your background check status should update to Pending.

How long will it take for my background check to get approved?
We recommend for all users to allow a *minimum of 2-3 business days* for the background check to process. In some scenarios (such as possible criminal history, a typo on the background check application, or a person with a common name), additional research or review is required, and this may increase the turnaround time. If several business days have passed since your submission and you have not seen an update to your background check status (and have not received correspondence from MSYSA about your background check), you may contact the MSYSA State Office to check the status.

The GotSport system says I cannot submit a new background check for several days. What do I do?
The GotSport system has settings in place which limit how often a person can submit a background check. This is to help prevent duplicate submissions. If the system indicates you cannot submit a new background check application, this means you likely have a recent background check report on file. If you have a recent background check application with Approved, Pending, or Review status, no additional background check application is needed. If you have background check application with an 'Unpaid' status, please review the previous question & answer (see above). You can view the Background Check 'Report History' on your account for more information on recent background check applications associated with your account.

I am a Canadian resident. What do I need to do for the background check?
MSYSA has a separate process for international background checks, which is done outside of GotSport. Please contact the MSYSA State Office for more information on background checks for Canadian residents.

I recently moved to the US from a different country. What do I need to do for the background check?
MSYSA has a separate process for international background checks, which is done outside of GotSport. Please contact the MSYSA State Office for more information on an international background check.

I do not have a Social Security Number (SSN). What do I need to do for the background check?
The MSYSA background check process involves identity verification using a person's SSN. For individuals who do not have a SSN, please contact the MSYSA State Office for more information on what is needed for the background check.

I have other questions about the background check process. Who should I contact?
For more information about MSYSA's background check process, you may find it helpful to review the Background Screening Policy within MSYSA's Athlete & Participant Safety Program. You can also contact the MSYSA State Office with other questions about the background check process that are not addressed here.

What is a Risk Management card?
A Risk Management (RM) card shows proof that a person has a valid & approved MSYSA background check on file. Note: The RM card does not show proof of completion for SafeSport training or CDC Heads Up training. Each of those RM Requirements have their respective certificates issued upon completion.

How do I access my own Risk Management card?
Your Risk Management card can be downloaded from within your GotSport dashboard once your background check has been approved (usually 2-3 business days). Instructions for accessing your RM card can be found here.

As a Club Administrator, how can I access Risk Management cards for the team officials from my club?
There are two ways for a Club Administrator to print RM cards for users within their club.
- To print the RM card for a single user, first look up their account under the Club Management tab. Click into their account, and go to the Requirements tab. If they have a valid, approved background check, you should see a link labeled 'RM Card' which you can use to download/print a copy.
- For GotSport's instructions on how to print RM cards in bulk as a Club Administrator, click here.

As a Club Administrator, why can't I roster a team official even though their background check is unexpired?
If a person's background check will expire prior to the start of the next seasonal year (e.g., 08/01/2024), the person cannot be added to a team's event roster for an event taking place in that seasonal year until they first renew their background check. For example, if their background check expires July 14, 2024, GotSport recognizes that they will not have an approved background check as of the "start" of the 24/25 season (August 1, 2024). Thus, the person cannot be added to an event roster for an event taking place in the 24/25 season unless/until they renew their background check.

What is a Risk Management voucher?
A Risk Management voucher is a voucher 'account' and code set up by MSYSA and a club, which allows a club to pre-pay for background checks for staff and/or volunteers from their club. This allows an individual who is completing the background check application to enter a specific voucher code during the background check application process, so the person does not have to pay for the background check themselves (via credit card). Note: Some clubs utilize RM vouchers, but many do not.

If you are a coach, manager, or other volunteer from a club and you are wondering if your club uses RM vouchers, you should contact a representative from your club to inquire. MSYSA does not supply RM voucher codes to team officials on behalf of clubs.

If you are a club representative and are interested in setting up a RM voucher, or if you have questions about your club's existing RM voucher, please review our RM Voucher Information Sheet and contact the MSYSA State Office.

The Risk Management voucher did not work for my background check. What do I do?
Here are a few common reasons why Risk Management vouchers may not work:
- Typed the wrong code
- The voucher 'account' is empty (has run out of funds and needs to be reloaded by the club)
- The background check application was initiated through your 'role' with a club that is different than the club that actually owns the voucher. This is most common if you are active with multiple clubs. For example, if

you access the background check application through your role with Club A, but the RM voucher you have belongs to Club B, you will not be able to enter Club B's voucher code for a background check application that was initiated through Club A.

If you encounter issues using the RM voucher, please contact your club administrator for assistance.

SafeSport Training

What is the SafeSport Training?
The SafeSport Training is child abuse prevention training, which addresses Sexual Misconduct Awareness and Education, Mandatory Reporting, and Physical and Emotional Misconduct (including bullying, hazing, and harassment). The SafeSport Training is hosted on the SafeSportTrained.org website, which can be accessed through GotSport.

The training series includes 4 courses. As each SafeSport course is taken, a certificate is issued which is valid for 1 year. Once that certification has expired, the next course in the series should be completed in order to maintain certification. The first course is the Core SafeSport training, which takes about 90 minutes. After the initial Core training is completed, three 30-minute 'Refresher' trainings will become available during the three subsequent years (Refreshers 1, 2, and 3). Thus, users should take the Core training for the first year, Refresher 1 for the second year, Refresher 2 for the third year, and Refresher 3 for the fourth year. *Only one Refresher course should be taken each year.* Once a person has completed the full training series (Core training followed by 3 Refresher trainings), the cycle restarts again with the Core training (for the fifth year).

I'm having trouble on the SafeSportTrained.org website (cannot log in, do not have access to the course, cannot download a copy of my SafeSport Certificate, my training progress was lost, etc.). What should I do?
MSYSA does not have access on the back-end of the SafeSportTrained.org website to help with SafeSport account/password lookups, account name changes, restoring training progress or previous course history, giving access to courses, downloading a copy of SafeSport certificates, or other IT-related questions. If needed, please submit a support ticket on the SafeSport Support Hub. When filling out the form, enter "Soccer" for the NGB Organization.

How do I complete my SafeSport certification?
Instructions for completing SafeSport training can be found here.

Which SafeSport course should I take?
The new SafeSportTrained.org website has many options within the Course Catalog. You are welcome to browse and complete any of the offerings made available to you. However, only certain courses meet the criteria for MSYSA's SafeSport Training requirement. The Core SafeSport training is labeled as *SafeSport Trained - U.S. Soccer Federation*. The Refresher trainings are labeled as *Refresher 1: Recognizing and Reporting Misconduct - U.S. Soccer Federation*, *Refresher 2: Preventing Misconduct - U.S. Soccer Federation*, and *Refresher 3: Creating a Positive Sport Environment - U.S. Soccer Federation*.

The SafeSportTrained.org site is showing a $20 fee to access the SafeSport training. What should I do?
If you are logged into your account on SafeSportTrained.org but the site is showing that it will cost you $20 to take the course, or if you do not see the SafeSport Trained course as an available course option to take, this unfortunately means that your account on SafeSportTrained.org was not set up correctly. Since MSYSA does not have access to help with IT-related questions on the SafeSportTrained.org site, there are two potential options to resolve this:

1. Submit a support ticket directly to the U.S. Center for SafeSport, using their SafeSport Support Hub portal. Indicate that you're affiliated with Michigan State Youth Soccer Association as your Organization, and ask them to attach a 'US Soccer' affiliation to your account. Note: This option may not be best if completing your SafeSport Training is time-sensitive. MSYSA cannot guarantee how long it may take to get a response or resolution to your support ticket.
2. Create a new account on SafeSportTrained.org, using a different email. You will need to follow our SafeSport instructions exactly to make sure your account is set up with the proper US Soccer affiliation. This includes accessing the SafeSportTrained.org website through your GotSport account, which should create your account with the necessary US Soccer affiliation.

I've completed the full SafeSport Training series, including Refresher 3. What training do I take next?
Once a person has completed the full training series (Core training followed by 3 Refresher trainings), the cycle restarts again with the Core training. On your account on SafeSportTrained.org, go to My Courses. You should see an option to 'Re-enroll' in the Core training course. Click Re-enroll, and then click Start. The Core Training course page should open for you. Scroll down to the bottom of the page, and click Enroll again. Next, click the Start button. The page should refresh once more. To begin the course, scroll down and click the Start button one more time, which should open the training.

How do I download a copy of my SafeSport certificate?
Once you have completed the SafeSport training, your certificate will be available to view from within your account on SafeSportTrained.org. From the menu on that site, navigate to the 'Transcript' area of your account. For more detailed instructions, please review Step 9 in the instruction guide here. Note: SafeSport Certificates are not generated or stored within a person's GotSport account.

I completed my SafeSport course, but my certificate didn't attach to my GotSport account. What do I do?
You must use the 'Check Records' button in GotSport to sync up a SafeSport certification to your GotSport account. However, your SafeSport certificate will only sync using 'Check Records' if your First Name, Last Name, and Email are identical in your GotSport and SafeSport accounts. Try clicking 'Check Records' a few times. If the 'Check Records' tool is not working for you, please manually upload a copy of your SafeSport certificate into GotSport. Instructions for uploading a SafeSport Certificate can be found here. Note: You should only upload your most recent valid certificate. Any certificate that is over 1 year old is considered expired by MSYSA and should not be uploaded.

My SafeSport status shows as 'Review.' What does that mean?
If you upload your SafeSport certificate to your GotSport account, your status for the SafeSport Requirement will initially be in 'Review.' A member of MSYSA Staff will review your certificate within a few business days. Verified certifications will be changed to 'Approved' status. Since uploaded documents are manually reviewed, please allow 2-3 business days for your SafeSport Requirement status to update.

My SafeSport status shows as 'Denied.' What does that mean?
If you upload your SafeSport certificate to your GotSport account, the certificate will be reviewed by MSYSA Staff within a few business days. If MSYSA Staff cannot verify your certification using the document uploaded, it will be marked as 'Denied.' You may try uploading a different SafeSport certificate to be reviewed by MSYSA Staff, or you can contact the MSYSA State Office via email (safesport@michiganyouthsoccer.org) for additional help. If needed, please review other SafeSport-related questions within this FAQs resource (e.g., *Which SafeSport course should I take?* or *How do I download a copy of my SafeSport certificate?*).

CDC Heads Up

What is the CDC Heads Up training?
The CDC Heads Up training is an online concussion training program offered by the CDC. Once the CDC Heads Up course is completed, a certificate is issued which is valid for 3 years.

How do I complete my CDC Heads Up certification?
Instructions for completing CDC Heads Up training can be found here.

My CDC Heads Up status shows as 'Pending.' What does that mean?
'Pending' status usually means you have finished taking the CDC Heads Up course but you have not completed the post-training quiz. You must complete the quiz with at least eight (8) questions correct in order for your status to change to 'Approved.' If your status is 'Pending', you can access the quiz by clicking the green "Heads Up" text/link.

How do I download a copy of my CDC Heads Up certificate?
Once your CDC Heads Up status shows as 'Approved' in GotSport, click the green "Heads Up" text/link. A copy of your CDC Heads Up certificate should download onto your computer/device. For additional information, you may find it helpful to review Step 9 of our CDC Heads Up Instructions.

I completed my CDC Heads Up course on a different site. How can I add this certification into GotSport?
If you have completed the CDC Heads Up course on a different website (for example, directly on cdc.gov), you can manually upload your certificate to your GotSport account. Instructions for uploading a CDC Heads Up Certificate can be found here.