Michigan State Youth Soccer Association

MSYSA RISK MANAGEMENT FAQs
Updated 04/13/2022

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

General
- What are Risk Management Requirements?
- Do minor coaches need to complete the Risk Management Requirements?
- Why am I unable to see/access my Risk Management Requirements?
- As a Club Administrator, how do I track Risk Management compliance for my club's coaches and managers?
- Why aren't my Risk Management certifications transferring over from the old system?

Background Checks
- How do I complete a background check?
- I have a background check through another organization. Do I have to do the MSYSA background check?
- How long will it take for my background check to get approved?
- My background check status shows as 'Unpaid.' What do I do?
- The GotSport system says I cannot submit a new background check for several days. What do I do?
- I am a Canadian resident. What do I need to do for the background check?
- I have other questions about the background check process. Who should I contact?
- What is a Risk Management card?
- How do I access my own Risk Management card?
- As a Club Administrator, how can I access Risk Management cards for the team officials from my club?
- As a Club Administrator, why can't I add a coach/manager to a team even though their background check is approved and unexpired?
- What is a Risk Management voucher?

SafeSport Training
- What is the SafeSport Training?
- How do I complete my SafeSport certification?
- Which SafeSport course should I take?
- I've completed the full SafeSport Training series, including Refresher 3. What training do I take next?
- How do I download a copy of my SafeSport certificate?
- I completed my SafeSport course, but my certificate didn't attach to my account. What do I do?
- My SafeSport status shows as 'Review.' What does that mean?
- My SafeSport status shows as 'Denied' What does that mean?
- Do I need to upload all my previous SafeSport certificates?
- The SafeSportTrained.org site is showing a $20 fee to access the SafeSport training. What should I do?
- I'm having trouble on the SafeSportTrained.org website. What should I do?

RETURN TO TOP

CDC Heads Up
- [What is the CDC Heads Up training?](#)
- [How do I complete my CDC Heads Up certification?](#)
- [How do I access the CDC Heads Up Post-Training Quiz?](#)
- [I completed my CDC Heads Up course, but my certificate didn't attach to my account. What do I do?](#)
- [How do I download a copy of my CDC Heads Up certificate?](#)

General

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.

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, which requires a background check approval, 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.

Why am I unable to see/access my Risk Management Requirements?
There are a few ways to troubleshoot why you may not see your Risk Management Requirements on your own account in GotSport.
- First, confirm (with your club administrator) the *email address* you are using to log into GotSport. In past cases, the email address being used to log into GotSport was not the same email address that the club used when creating the person's account.
- One reason you may not see your RM Requirements is because your club did not assign the 'USYS' affiliation tag to your account. Please contact your club administrator to ask if the USYS affiliation was assigned. Once added, log out of GotSport to allow the changes to go into effect, and then log back in.
- Another reason you may not see your RM Requirements is because your club has not given your account the appropriate 'role' (e.g., coach, manager, or staff/admin). For example, your account may currently have a parent/guardian 'role' if you are tied to a player. Yet if you also act in a volunteer or staff capacity with your local soccer club, you should have an additional 'role' on your account to give 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. Once added, log out of GotSport to allow the changes to go into effect, and then log back in.

2

9401 General Drive, Suite 120 - Plymouth, MI 48170
Phone: (734) 459-6220 Fax: (734) 459-6242
Website: www.michiganyouthsoccer.org
Email: stateoffice@michiganyouthsoccer.org

Michigan State Youth Soccer Association

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.

Why aren't my Risk Management certifications transferring over from the old system?
Risk Management certifications completed in the old system ("GotSoccer Legacy") periodically transfer over to the new GotSport system, every few business days. However, the certification information will only transfer successfully if certain conditions are met. For example, RM certifications must be Approved and Unexpired. Also, certain fields of information on your GotSport account must be filled out (i.e., cannot be 'blank'), and must be an *exact match* to the corresponding fields of information on your account in GotSoccer Legacy.

Here are some troubleshooting steps if your RM certifications from the old system have not transferred into your new GotSport account:
1. Compare the account details on your GotSoccer Legacy account with your new account in GotSport. Confirm that your first name, last name, gender, and DOB are completely identical. If your GotSport account is incomplete, or if the information is different, make the necessary changes on your GotSport account. After your account is updated, please allow 2-3 business days for your RM certifications to transfer automatically.
2. Check your RM certifications in the old Legacy system and confirm they have not expired. Expired certifications will not be transferred to the new system. For background checks and SafeSport, certifications completed over 12 months ago are expired. For CDC Heads Up, certifications completed over 3 years ago are expired. If any of your RM certifications are expired, you should renew those certifications from within your new GotSport account.
3. Confirm that your account is at least a few days old. The transfer of RM certifications occurs periodically, every couple of business days, so your account might be too new to have gone through a transfer yet.

If you have followed the above steps and your Risk Management certification(s) have still not transferred, here are some additional options:
- **Upload a copy of your SafeSport and/or CDC Heads Up training certificate(s) into GotSport.** Note: this is not an option for background checks. If needed, review the instructions for how to upload a SafeSport Certificate or how to upload a CDC Heads Up Certificate. Once uploaded, the Risk Management Requirement will go into a 'Review' status. A member of MSYSA Staff will review your certificate within 2-3 business days. Verified certifications will be changed to 'Approved' status.
- **Email the MSYSA State Office to request for your previous background check certification to be added into GotSport**. Send the email to safesport@michiganyouthsoccer.org. Include your name, DOB, email address you use to log in to GotSport, and date of your unexpired, approved background check.

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, referee certification, etc.). Do I have to do the MSYSA background check?

MSYSA does not accept background checks from external organizations. Should you wish to participate in MSYSA affiliated activities, the MSYSA background check (submitted via GotSport) is required. This includes those individuals who are certified referees. The background check for referees is different than MSYSA's background check. To be an affiliated coach, manager, admin, etc., the MSYSA background check is required.

How long will it take for my background check to get approved?

MSYSA started using a new provider for background checks in 2021. The turnaround time for background checks may be longer than what some users experienced previously. 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), the turnaround time may be longer. If a few 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.

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.

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. Since MSYSA started using a new provider for background checks in 2021, the cost and process may be different than what many Canadian coaches have done in past years. Please contact the MSYSA State Office for more information on the Canadian background check.

RETURN TO TOP

4

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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. 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 add a coach or manager to a team even though their background check is approved and unexpired?
If a person's background check will expire prior to the start of the next seasonal year (e.g., 08/01/2022), 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, 2022, GotSport recognizes that they will not have an approved background check as of the start of the 22/23 season. Thus, the person cannot be added to an event roster for an event taking place in the 22/23 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 the user 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).

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 Administrator, Board Member, etc., and are interested in setting up a RM voucher for your club, please review our RM Voucher Information Sheet and contact the MSYSA State Office.

SafeSport

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. 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).

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*.

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 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.

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?*).

Do I need to upload all my previous SafeSport certificates?
No, you should only upload your most recent valid certificate. Any certificate that is over a year old is considered expired by MSYSA and should not be uploaded.

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, 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 (see next question for instructions on submitting a support ticket). You should tell them you're affiliated with Michigan State Youth Soccer Association, and ask them to attach a 'US Soccer' affiliation to your account. 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.

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I'm having trouble on the SafeSportTrained.org website (cannot log in, 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, restoring training progress or previous course history, downloading a copy of SafeSport certificates, or other IT-related questions. If needed, you can submit a support ticket on the SafeSport Support Hub. When filling out the form, choose 'Soccer' for NGB / PSO Organization.

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.

How do I access the CDC Heads Up Post-Training Quiz?
The post-training quiz is not required. Once you've completed the final lesson of the online concussion training, click the blue ✖ button a single time (located at the top-right of your screen). Please allow a few seconds for the page to load. You should be redirected to the Heads Up Requirement within your GotSport account. Your status should update to Approved if you finished the training.

In a few recent instances, certain users could not properly exit the training, and subsequently the Heads Up certification did not appear in their GotSport account. This often happened when completing the training on a mobile phone/tablet. If experiencing this issue, please take a photo/screenshot of the final completion screen, and upload it using the instructions below.

I completed my CDC Heads Up course, but my certificate didn't attach to my account, what do I do?
If your certificate doesn't auto-populate after a few moments, you can manually upload your certificate to your GotSport account. Instructions for uploading a CDC Heads Up Certificate can be found here.

How do I download a copy of my CDC Heads Up certificate?
Your CDC Heads Up certificate will be available to download directly from your GotSport dashboard upon completion. Go to your Account Dashboard by clicking the Profile icon in the top-right corner of your screen. Your CDC Heads Up Requirement should now be Fulfilled, and the word "Heads Up" should now be a green, clickable link. Click on the green Heads Up text, which will allow you to save/download a copy of your certificate.