GOTSPORT RISK MANAGEMENT FAQs
Updated 8/13/2021

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

General

Why am I unable to view my Risk Management Requirements?
If you do not see your risk management requirements at all, you likely do not have a USYS affiliation attached to your account. Please reach out to your club administrator to add that affiliation for you.

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 certifications transferring over from the old system?
Here are some general troubleshooting steps if you do not currently see your Risk Management certifications in 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.

4. If you still do not see either your SafeSport or CDC Heads Up certifications on your GotSport account after you have confirmed the above information, please manually upload them to your account for review. If you submitted a recent background check in GotSoccer Legacy (prior to the RM transition), but it does not show on your GotSport account, please send an email to safesport@michiganyouthsoccer.org. Include your name, your role type (coach, manager, and/or staff), and the relevant RM certification information.

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

Background Checks

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

How do I access my Risk Management Card?
Your risk management card will be available to download directly from your GotSport dashboard once your background check has been approved (usually 2-3 business days). Instructions for accessing your risk management card can be found here. At this time, club administrators do not have access to obtain RM cards for their coaches and managers. Each user must obtain their own RM card from within their own GotSport account.

Why can I not add a coach/manager to a team even though their background check is valid?
If the person's background check will expire prior to the start of the 21/22 seasonal year (i.e., 8/1/2021), the person cannot be added to a team's event roster until they first renew their background check. For example, if a person's background check expires July 14, 2021, the system recognizes that the person will not have an approved background check on file for the 21/22 season. Thus, that person cannot be added to an event roster for an event taking place in the 21/22 season (unless/until they renew).

SafeSport

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

How do I download a copy of my SafeSport certificate?
Your SafeSport certificate will be available to download directly from your SafeSport account upon completion. Please see step 9 in the instruction guide here.

I completed my SafeSport course, but my certificate didn't attach to my account, what do I do?
The 'Check Records' button must be used to sync up a SafeSport certification to your account. As a reminder, your SafeSport certificate will only come over using 'Check Records' if your First Name, Last Name, and Email are identical in your GotSport and SafeSport accounts. If the 'Check Records' tool does not work, please manually upload a copy of your SafeSport certificate. Instructions for uploading a SafeSport Certificate can be found here.

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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.

I'm having trouble on the SafeSport.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 SafeSport.org to help with SafeSport account/password lookups, restoring training progress, downloading a copy of SafeSport certificates, or other IT-related questions. The SafeSport Online Training Help Desk can assist with these issues. You may call (720) 676-6417 to reach the Help Desk directly, submit a help request online (https://www.safesport.org/contact), or you can email the Help Desk: help.desk@safesport.org.

CDC Heads Up

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. After Lesson 5 of the training, exit out and you should be redirected to the Heads Up Requirement of your GotSport account. Your status should update to Approved if you finished the training. In a few instances, often when completing the training on a mobile phone/tablet, we have seen that people cannot exit the training, and subsequently the Heads Up certification does not appear in their GotSport account. If experiencing this issue, please take a photo/screenshot of the final completion screen, and upload it using these instructions.

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. Please see step 8 in the instruction guide here.

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