

Stack Sports

SAFESPORT & CONNECT INTEGRATION

Last Updated: 4/18/2019

THE SAFESPORT PROCESS

The steps below outline the SafeSport workflow in Connect:

- Review what the coach sees after registration
- Learn how the integration with SafeSport automatically approves coaches
- Learn how SafeSport Certificates can be manually uploaded
- Walk through the steps Administrators use to approve coach documents.

CONTENTS

SAFESPORT & CONNECT INTEGRATION	1
THE SAFESPORT PROCESS	1
CONTENTS	1
COACHES: Registration & SafeSport Certification	1
OPTION 1: SafeSport via Email	1
OPTION 2: SafeSport via Member Account	2
BEGIN SAFESPORT TRAINING OR UPLOAD EXISTING CERTIFICATE	2
Haven't completed the Safe Sport training yet?	2
Already completed the Safe Sport training for this season?	4
CLUBS: View Approval Status & Manually Upload Certificates	4
ASSOCIATIONS: View Approval Status & Manually Approve Certificates	4
QUESTIONS?	6

COACHES: Registration & SafeSport Certification

Coaches register through their Town/Club Connect Registration website.

OPTION 1: SafeSport via Email

1. Upon successful registration coaches will first see the SafeSport link in their Confirmation Email.

NOTE: If they are **not confirmed they will not receive this notice** until updated by an admin user.

2. Click the link in the email to be redirected to the SafeSport landing page for the member affiliated with that confirmation email.

OPTION 2: SafeSport via Member Account

1. Log into the coach's member account using the red Member Login button located at the top of the registration landing page

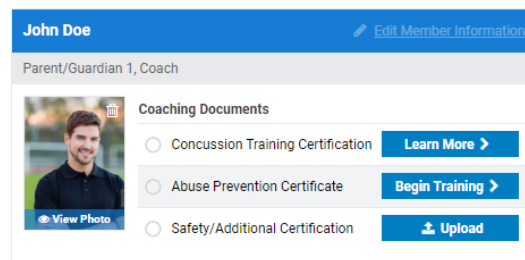
Member Login

or return to member account home if already logged in.

2. Click the "Begin Training" button next to Abuse Prevention Certificate to open the SafeSport landing page.

NOTE: If you're using the older "List" view in the member account, click the blue SafeSport "Life Preserver" icon next to the coach's name to be open the SafeSport landing page for the selected member.

Member Profiles



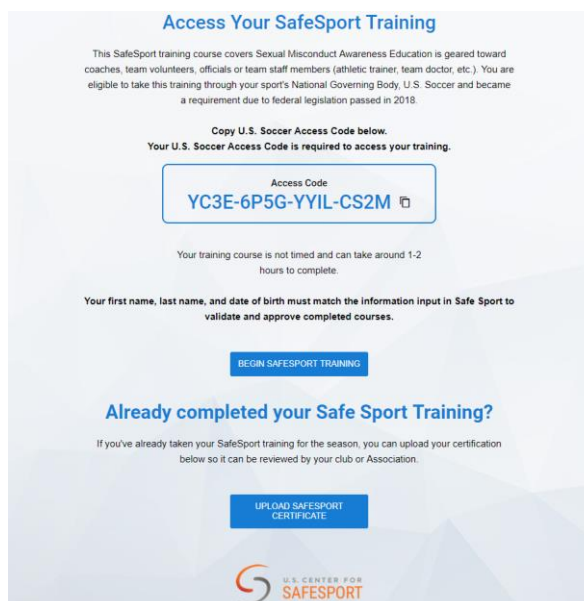
The screenshot shows a member profile for "John Doe" with the role "Parent/Guardian 1, Coach". Under the "Coaching Documents" section, there are three items: "Concussion Training Certification" with a "Learn More" button, "Abuse Prevention Certificate" with a "Begin Training" button, and "Safety/Additional Certification" with an "Upload" button. A "View Photo" button is also visible next to a profile picture.



The screenshot shows a list of member profiles. A red circle highlights a blue icon with a life preserver symbol, which is the SafeSport icon mentioned in the text.

BEGIN SAFESPORT TRAINING OR UPLOAD EXISTING CERTIFICATE

1. You will be directed to the SafeSport landing page.
2. **Haven't completed the Safe Sport training yet?**
 - a. If you have not completed the SafeSport Training, select the "BEGIN SAFESPORT TRAINING" button to navigate to the SafeSport training module for the appropriate Association.
 - b. When you select "BEGIN SAFESPORT TRAINING", you will be redirected to SafeSport's website.



The screenshot shows the "Access Your SafeSport Training" page. It includes an "Access Code" field with the value "YC3E-6P5G-YYIL-CS2M". Below the code, it states "Your training course is not timed and can take around 1-2 hours to complete." There are two main buttons: "BEGIN SAFESPORT TRAINING" and "UPLOAD SAFESPORT CERTIFICATE". The page also features the U.S. Center for SafeSport logo at the bottom.

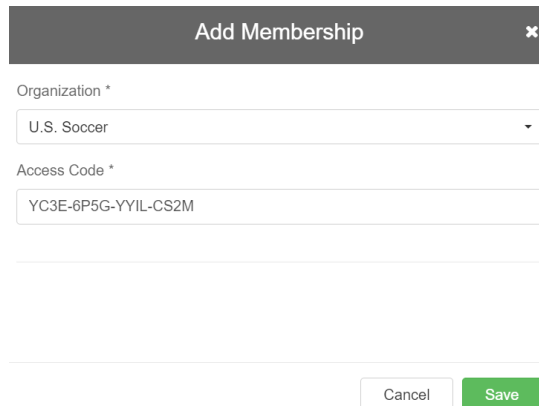
IMPORTANT: This button must be clicked so Connect knows to listen to Safe Sport for when you complete your Safe Sport online training.

Just because you register and complete the Safe Sport training does **NOT** mean you are auto-approved in the system. Clicking this button and following the login

steps below is how your registration in Connect gets tied to your Safe Sport account.

- c. The “U.S. Soccer” organization and the Access Code should automatically populate in the Add Membership box.

NOTE: If it does not, select U.S. Soccer in the Organization dropdown and paste the access code, then click “Save”.



- d. Input your first name, last name, email and create a password.

IMPORTANT: Your first name, last name, date of birth, gender, **AND email** must match the information input in Safe Sport to validate and approve completed courses. If you have already created a SafeSport account, it will notify you that an account already exists and prompt you to log in.

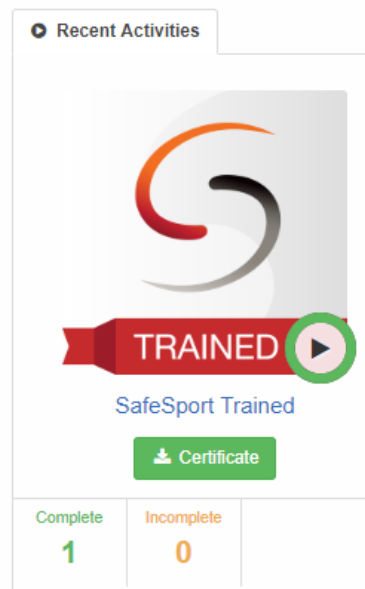
- e. Continue through the steps to certify membership and complete the creation of an account with SafeSport.

After saving the information, **SafeSport ASO will send an email to verify the account**, you can then log back in and begin the training.

- f. When you log back into your account using the



button located at the top of the registration landing page you will find the SafeSport Trained course.



Complete	Incomplete
1	0

- g. Upon successful completion of the SafeSport Certification module on the SafeSport website (using the U.S. Soccer Connect link) coaches will be auto approved in Connect and **do not upload a Certificate of Completion.**

A “green dot” representing the approval status will be displayed in Club & League Connect and Association Connect.

IMPORTANT: The coach must complete the full Safe Sport module to be auto-approved and receive their Safe Sport Certified Master Certificate.

IMPORTANT: You must FIRST click the “Begin Safe Sport Training” button in Connect and THEN complete your Safe Sport online training.

If the course was completed before clicking that button, Safe Sport will not tell

Connect that you have completed the course. Safe Sport ONLY sends the “success” message to Connect at the time the course is completed. There is no “retroactive” communication at this time.

3. **Already completed the Safe Sport training for this seasonal year (not using the U.S. Soccer Connect link)?**

- a. If you have completed the training, you can click the “UPLOAD SAFESPORT CERTIFICATE” button to upload your SafeSport master certificate.
- b. If you completed SafeSport Training for a different sport and the certificate is current, you may upload that certificate for review.
- c. Certificates must be manually reviewed and approved by Town/Club or Association administrators.

CLUBS: View Approval Status & Manually Upload Certificates

Clubs can view SafeSport approval statuses to track who has completed their online certifications. Admins can also manually upload a certificate on behalf of coaches.

1. Make sure you are in the current registration year, then click the “Find” button above the folder tree
2. Select the “Coaches” tab
3. The Abuse Prevention column will now appear next to every coach with colored dots
4. To manually upload a certificate on behalf of a coach/volunteer, select the grey dot and upload their certificate. A manually uploaded certificate will need to be manually approved by an Association administrator.

NOTE: See what each color represents in the approval process by clicking the “Color Codes” link above the coach results table.

- **Draft:** Default status when a file is missing or not applicable to the registrant, or this is a new registration.
- **Submitted Pending Approval:** The file or registration has been added and is pending approval.
- **Approved:** The file or registration has been reviewed and approved.
- **Rejected:** The file or registration has been reviewed and rejected.
- **Requires Action:** The file or registration has been reviewed and requires further action before being approved.

Administrators: View Approval Status & Manually Approve Certificates

Associations can view, track, and approve SafeSport Certificates in Association Connect.

1. Make sure you are in the current registration year, then click the “Coaches & Volunteers” tab to see coach data.
2. Filter or search for coaches.

3. View the colored dots within the Abuse Prevention column on the right hand side of the table.

Automatic Safe Sport Approval

The dot will automatically turn green when a coach or adult completes the course through the SafeSport integration.

IMPORTANT: If automatically approved via Safe Sport integration there will be NO certificate PDF uploaded and a file cannot be uploaded by admins or the member since approval is being pulled directly from Safe Sport.

Manually Uploading Safe Sport Certificates

1. If a coach manually uploaded a certificate, a yellow dot will show as Submitted Pending Approval. Just as it is within Club, click the dot to view or delete the manually uploaded certificate.
2. Admins can also upload SafeSport Certificates through the Association system.

To approve a manually uploaded certificate

1. Log into your Town/Club Connect Administrative Website and make sure you are in the current registration year.
2. Click on, "Tools" located in the top right corner.
3. Click on, "Go to Association Connect".



4. Review the adult's Certificate and delete if it is not acceptable or if uploaded to the incorrect training area, save and reupload to correct area.
5. Check the box next to the coach's name to update their Abuse Prevention Certificate status. Click the top box to select all coaches.
6. Click "Status Update" button at the bottom right of the page.
7. Update all statuses for all documents or just the Abuse Prevention Certificate.
8. Upon SafeSport Approval for manually uploaded certificates:
 - a. Clubs and Coaches can still delete any uploaded SafeSport Certificates if needed. However, uploading a new certificate resets the status to pending.

- b. The color-coded dot will automatically update in Club & League Connect and revert back to “draft” or a grey dot signalling that the certificate has not been uploaded.

The screenshot displays the Cal North Connect system interface. On the left is a navigation menu with options like 'Manage Organization', 'Visit Website', 'Email Administrator', 'Settings', 'Team Activation Rules', and 'Quick Reports'. The main area shows a table of coaches with columns for 'Appro', 'Name', 'Bacl', 'BG Cl', 'L', 'F', '\$', and 'Card Ls'. A red circle highlights the 'Status Update' button at the bottom of the table. To the right, a 'Bulk Status Update' modal is open, containing a dropdown menu for 'Status' with options: Draft, Submitted Pending Approval, Action Required, Approved, and Rejected. A red arrow points from the 'Status Update' button to the modal.

QUESTIONS?

Need additional help with Safe Sport approval statuses in the Connect system? Contact the Stack Sports support team at candlconnectsupport@stacksports.com or by calling (866) 892-0777.

Having problems while taking your Safe Sport training courses? Please call their technical support team at (720) 676-6417 or send their team a message by filling out their online [Request Support](#) form.