Taking the SafeSport Training for U.S. Figure Skating Members

Note: The SafeSport course is hosted by a third party organization – the U.S. Center for SafeSport – and there are limitations on the support that U.S. Figure Skating can provide for those taking the courses.

We recommend planning a minimum of 90 minutes to take the training, which is divided into three modules. You do NOT need to complete the training in one sitting.

We recommend using Google Chrome for your SafeSport Training. Internet Explorer is known to not render the process/program.

Once you have completed a module, it takes minimum of 2 hours and a maximum of 48 hours to update your membership account.

Please utilize the instructions below if you think you may need help through the process.

1. **To begin, go to the U.S. Figure Skating Members Only website – https://usfsaonline.org – and sign in with your membership number and password.**

2. **Click the red bar at the top stating "Compliance is NOT COMPLETE". This will navigate you to the Compliance tab.**

3. The compliance section will indicate what is complete, in progress or not started.

4. Click Begin button for the SafeSport Online Training.
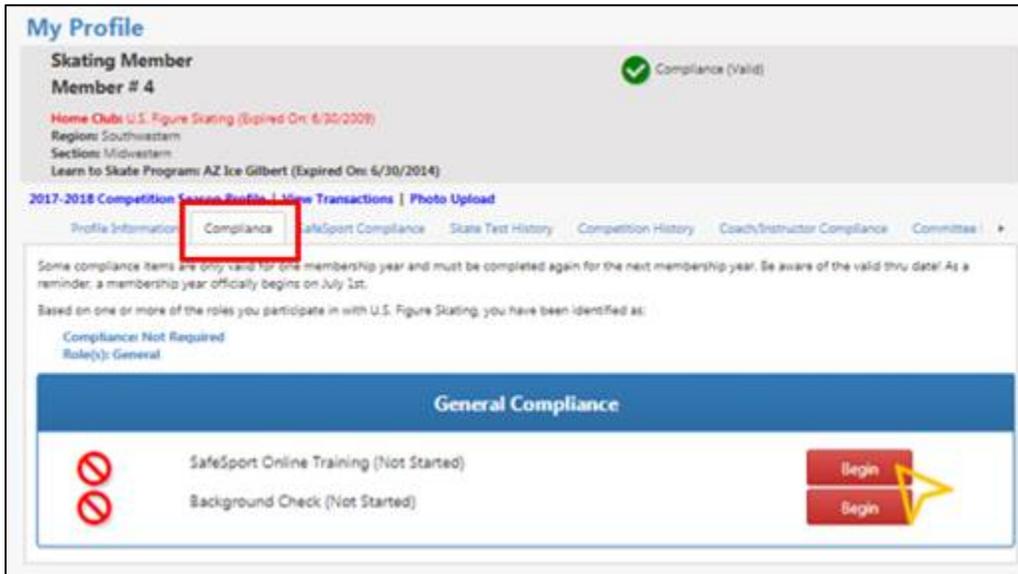
4. SafeSport will open in a new window. Enter your U.S. Figure Skating membership number and click on the green "Continue" button.

5. **On the next screen, verify that the information is correct, then click on the box to certify that you are the person indicated, then click on the green "Save" button to continue:**

☑ I certify that I am the person indicated above. I understand that all of my completion information will be reported to U.S. Figure Skating using this identity, and that failure to use my correct identity may result in my completions not being reported.

6. **Create your password.**
   - The requirement to create a password gives you the ability to complete the training in more than one session.
   - There are no specific criteria for the password aside from the length.
   - Make sure to use something that you will be able to remember, as U.S. Figure Skating cannot look up your password if you forget it.
7. **Once you have entered your password and confirmed it, click on the green "Next" button.**

Password *

Confirm Password *

Cancel   Next >

8. **Select your primary position with U.S. Figure Skating and verify that U.S. Figure Skating is listed under your "Membership(s)".**

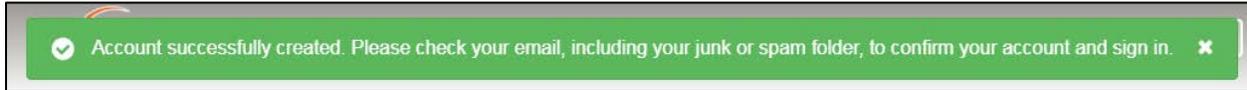Primary Position(s) *

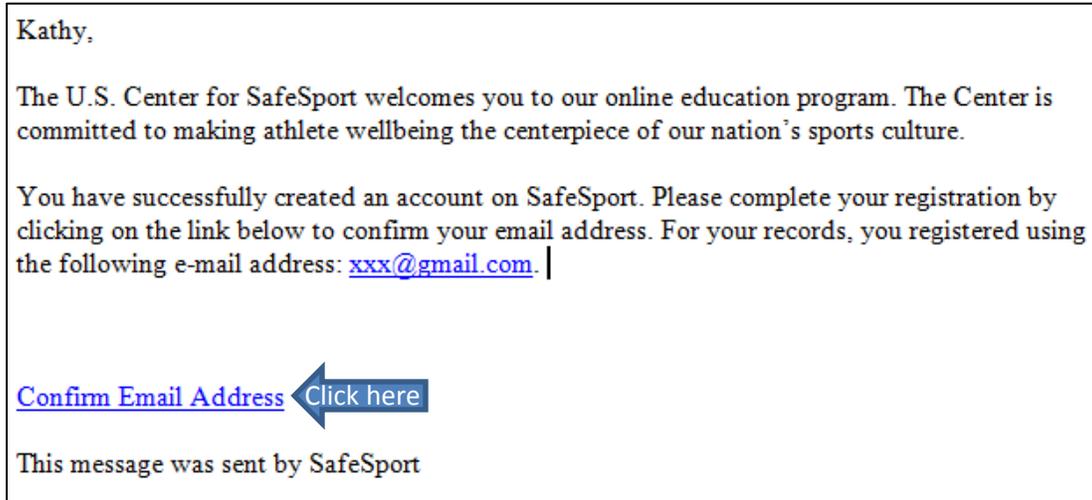☐ Administrator   ☐ Athlete   ☐ Coach   ☑ Official   ☐ Parent   ☐ Volunteer

Membership(s) *   ℹ

✖   **U.S. Figure Skating**
      320546 ✓   US FIGURE SKATING

9. **Click on the green "Save" button, and you should see the following message pop up on your screen:**

> ✓ Account successfully created. Please check your email, including your junk or spam folder, to confirm your account and sign in. ✖

10. **From there, log into the email account that you used to register and look for a message from** no-reply@safesport.org**. Once you locate the email, click on "Confirm Email Address".**

> Kathy,
>
> The U.S. Center for SafeSport welcomes you to our online education program. The Center is committed to making athlete wellbeing the centerpiece of our nation's sports culture.
>
> You have successfully created an account on SafeSport. Please complete your registration by clicking on the link below to confirm your email address. For your records, you registered using the following e-mail address: xxx@gmail.com.
>
> Confirm Email Address ◀ Click here
>
> This message was sent by SafeSport

11. **Once you click on the "Confirm Email Address" link, the "Sign In" page should automatically open on your browser. You MUST sign in at this point to finish authorizing your account – enter the email address you used for your account (this was provided in the confirmation email if you forget it) and the password you created; then click on the orange "Sign In" button.**

Sign In

Email

Password

Forgot Password?

Register   Sign in
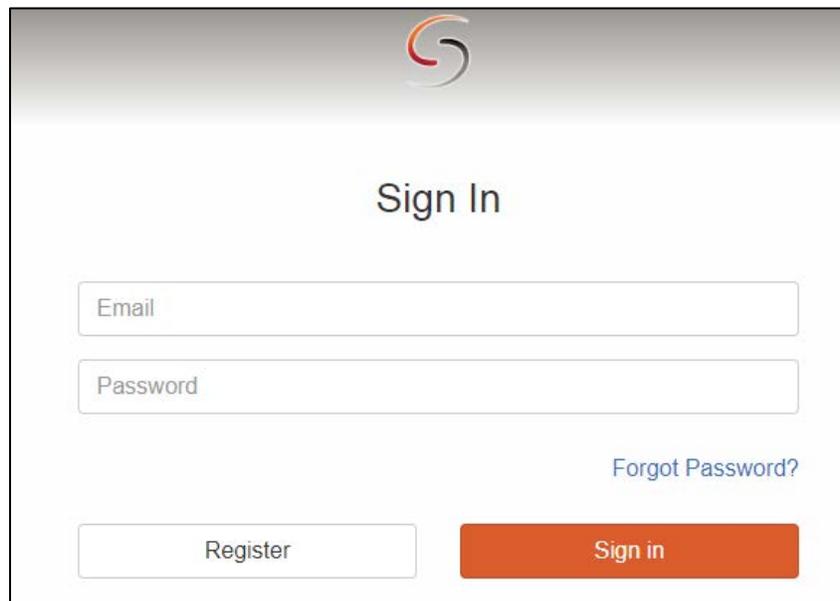
12. **Once logged in you should be taken straight to the training modules. Click on one of the modules icons – (1) Sexual Misconduct Awareness Education, (2) Mandatory Reporting, (3) Emotional and Physical Misconduct – to start a module. Modules can be completed in any order but all three must be completed to meet the SafeSport Training requirement.**


13. **If you do not see the screen above when you first log into the site, you can access the courses from the menus in the upper left corner and the upper right corner of the site.**

Look for the menu icon in the upper left corner or the person icon* in the upper right corne:
*If you uploaded a photo, that will replace the smiley face person icon.

14. **From either menu, you can access the courses by selecting "Learning Dashboard" (shown in step 12) or "Your Activities". You can also use the "SafeSport Trained" section to track your progress.**
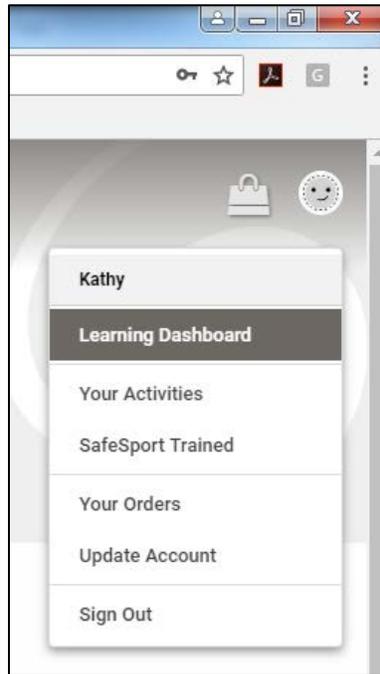
15. **Be sure you complete all three modules. You were know you are done when your Learning Dashboard shows 3 Complete and 0 Incomplete, and SafeSport Trained shows as 1 Complete and 0 Available. Completed sections will also have a green icon that says "Certificate", which allows you to save or print proof of your completion:**
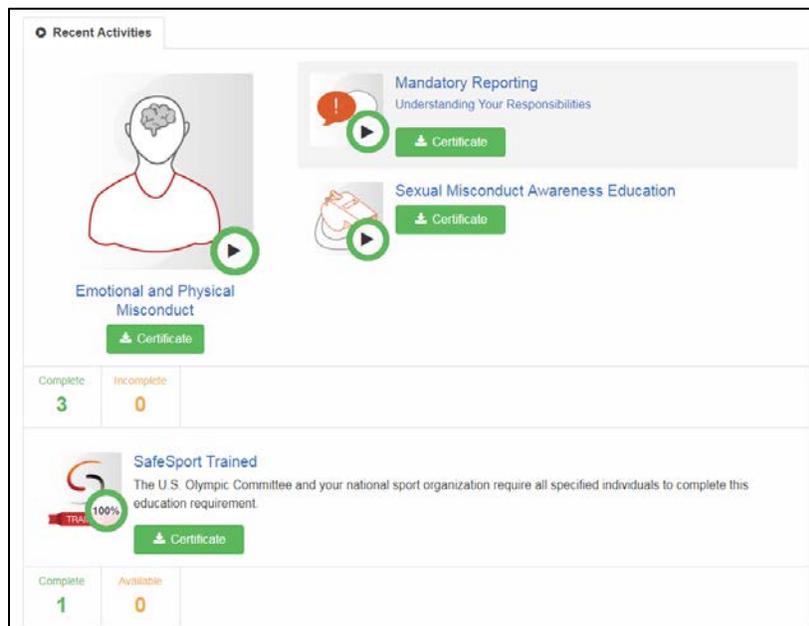
On the Activities page, you will also see the links to print certificates for the individual modules as well as a gray box next to each completed module showing the date it was completed:

Finally, the SafeSport Trained page will allow you to print a certificate for the overall training and show when that was completed:

Troubleshooting

Q: I clicked on the "Begin" icon, but it didn't take me anywhere. What should I do?
A: Make sure you have Pop Ups enabled on your web browser. If you're not sure how to do this, utilize a search engine and search for "How do I enable pop ups on [name of browser]". Be sure you know which browser you're trying to use – Google Chrome, Microsoft Edge, Internet Explorer, Firefox, etc.

If you have multiple browsers available on your device, you can also try utilizing a different browser to see if that solves the problem.

If you continue to have issues, you will need to contact the Online Training Help Desk at the U.S. Center for SafeSport at (720) 676-6417.

Q: I forgot my password for the training site. What should I do?
A: Go to www.safesport.org and click on the "Forgot Password?" link to reset your password. (The passwords our housed by the U.S. Center for SafeSport, not U.S. Figure Skating, so U.S. Figure Skating cannot look up your password for you.)

Q: I completed one of the modules yesterday. I'd like to complete a second module now, but when I click on the link, it asks me to register again, and then it tells me my email address is already in use. What should I do?
A: Log out of the Members Only site and go directly to www.safesport.org to sign in with the email address and password you used for the training.

Q: I tried to log into my account and I got a message that they can't find an account with my email address. What should I do?
A: Make sure you are using the correct email address. (If you still have the confirmation email, that includes the email address you used to set up your account – see step 10.) If you are sure you are using the correct email but it still isn't working, you will need to contact the Online Training Help Desk at the U.S. Center for SafeSport at (720) 676-6417.

Q: I completed all three modules, but they're not showing up in my member record on the U.S. Figure Skating Members Only site.
A: Results take at least 2 hours and can take up to 48 hours to show up in your membership account. If it has been longer than 48 hours, please email productsupport@usfigureskating.org. Be sure to provide your full name and membership number in your email.

For additional FAQs from the U.S. Center for SafeSport, please visit:
https://www.safesport.org/help/index