



**USA Hockey**  
**Criminal Background Screening Program**  
Updated 9/16/20  
**Frequently Asked Questions**



**What changes for California?**

- **The login process.** If you had an existing NCSI account, you will have to register as a new participant. Why? Because the old account was under CAHA, and the new account is under USA Hockey.
- **The cost.** USA Hockey averaged the cost of screenings across the nation, and the price per applicant did slightly increase to \$30 per screening. Remember that any applicant with multiple states and/or counties in their background could incur additional cost. International screens are significantly more expensive.
- **Who pays for it?** This has not changed. The applicant pays for the screening. Some organizations reimburse their members for screenings, but CAHA as the state affiliate does not.
- **The screening criteria.** Some screening criteria that would have flagged an applicant before now does not; and vice versa. The screening criteria is now national and is not determined solely by USA Hockey. It is also determined by the USOC and the US Center for SafeSport.
- **The appeal process.** CAHA will no longer be able to hear appeals by applicants as a state affiliate. All appeals are heard through the national USA Hockey process outlined in this document.
- **What if I have been “grandfathered” into CAHA’s screening for years?** You might not be now. This is a new, national screening program and it is not longer managed by the state affiliate.

**NCSI: GENERAL FAQ’s**

**Q: Where do I screen?**

A: The new link for screening is at: <http://www.usahockey.com/backgroundscreen>

**The 8-digit self registration ID number for all USA Hockey affiliates is: 35615801.**

**Q: Can I register using my cell phone?**

A: NCSI’s registration process is best completed using a desktop or laptop. While it may be possible to complete your registration on a cell phone, the experience will be easier on a desktop or laptop.

**Q: Do I need to have an active email address?**

A: Yes. An active email address is required in order to complete your background screening. NCSI’s primary form of communication with you is via email. It is VERY IMPORTANT that you provide an email address and that you check it frequently following your initial application. Please add [ncsisafe.com](mailto:ncsisafe.com) to your accepted email domain list to receive notifications from NCSI.

**Q: I tried to complete my background screening with NCSI and their system “timed out”. What do I need to do?**

A: NCSI’s system is set to time-out after 30 minutes without activity. Please have all information ready in advance to avoid a time out event. In the event of a time out, the information you entered is not stored or transmitted, so you will need to start the process over by logging back into your USA Hockey profile. You will know the process is completed when you receive a confirmation page with your 16-digit registrant ID number.



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**Q: Can a non-citizen of the United States without a social security number complete the background screening requirement?**

A: Yes, individuals with or without a social security number can submit their background check screening using the same submission instructions. However, the processing time may be longer, and the processing fees may differ from a domestic screen due to the need to conduct an international search.

**Q: I had an active screening, do I need to screen again?**

A: For members who were last screened through their Affiliate after April 1, 2019, for the 2019-20 season, their screens will be valid for the 2020-21 season, and will not need to be screened under the new system until prior to the 2021-22 season. If a member's most recent screen is from prior to April 1, 2019, the member will need to screen under the new system in order to participate in the upcoming 2020-21 season.

All new screens submitted through the new NCSI national screening program after April 1, 2020 will be valid for two seasons. For example, a screen submitted and approved on April 15, 2020 will be valid through the end of the 2021-22 season, which is August 31, 2022.

**Q: How much time will it take for my background screening to be completed?**

A: Generally, background checks are completed within 3-5 days. However, delays are possible, so please plan accordingly. If you have an international search component that is needed as part of your screen, please allow at least 2-4 weeks for completion. Also, multiple states and counties in your screen, as well as any adverse events reported, could prolong the results.

**Q: Who must complete the background screening?**

A: All USA Hockey participants - Coaches, Officials, Administrators, Volunteers, etc. over the age of 18 must successfully complete criminal background screening.

**Q: What information is needed to process my background screen?**

A: The background screening application requires the submission of full legal name, address, date of birth and social security number. All of the required fields are marked with an asterisk. The screening cannot be completed if any of the required information is missing. A government issued ID needs to be uploaded when you submit your background screen.

**Q: How do I upload my ID and why is this required?**

A: A government issued ID will be required to be uploaded at the time of registration. You can upload a digital image of your ID (driver's license, passport or non-driver state ID). Please have a jpg, pdf, bmp, gif, tif or png file that is less than 4MB on your computer prior to beginning your registration.

**Q: Is the information supplied to NCSI secure?**

A: NCSI is aligned with industry best practices regarding data security, including high level encryption to protect information submitted online. Internal security measures ensure that your personal information is only viewed as needed to process your screen by qualified personnel who are trained in handling confidential data. NCSI is PCI-compliant and does not share any personal information with third-parties.



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**Q: Is USA Hockey and/or NCSI completing a credit check when processing the background check information?**

A: No, USA Hockey and/or NCSI are NOT processing a credit check on anyone going through the background screening process. As a Consumer Reporting Agency (CRA), NCSI is compliant with the Fair Credit Reporting Act (FCRA), but a credit check is not being conducted.

**Q: What if I screen for my job? Why won't you accept it?**

A: NCSI is the only background check accepted by USA Hockey. As an NGB, all USOC organizations were required to go to a unified screening platform. Screenings from another agency cannot be accepted.

**Q: How will I know if there's a problem with my background check or if NCSI needs information from me?**

A: If more information is needed to complete your background screen then NCSI will notify you via email.

**Q: Who do I contact if I have questions about my criminal background screening?**

A: NCSI can be reached via e-mail: [support@ncsisafe.com](mailto:support@ncsisafe.com) or by calling 866-996-7412, select "2" for client services. NCSI's normal business hours are Monday through Friday from 8 a.m. - 5 p.m. EST.

**Q: What can I do if I think my report is incorrect?**

A: You will be provided an opportunity to alert NCSI of any questions or potential errors on your report via email. Or you can contact NCSI at [support@ncsisafe.com](mailto:support@ncsisafe.com) or by calling 866-996-7412, select "2" for client services. NCSI's normal business hours are Monday through Friday from 8 a.m. - 5 p.m. EST.

**Q: What is the cost of the domestic criminal background screening?**

A: The cost of the background screening is \$30.00 flat rate fee. Payment is made on NCSI's website at the end of the background screening process by the registrant if the USA Hockey Affiliate is not covering the cost. MasterCard and Visa are accepted.

**Q: I received an error when processing my credit card payment with NCSI. Why did this happen and what do I need to do?**

A: NCSI is fully compliant with all online transaction regulations and has the highest level of fraud protection available. Verify the billing address for the card and be sure to have all of the information correct before attempting to process again. If you submit your payment information without a correct match, the transaction will fail. Sometimes you may see multiple line items on your bank account. However, you will not be double-billed for NCSI's services.

**Q: What is the cost for an international search?**

A: The cost for an international search is \$75 for Canada and \$150 for any other country.



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**Q: How do I obtain a receipt from my criminal background check screening?**

A: Go to NCSI's website: [www.ncsisafe.com](http://www.ncsisafe.com) and click on "Status Check" in the upper right corner. Look yourself up using the search tools and then select "Invoice Details". You can print your receipt directly from this page.

**Q: How do I check the status of my background screening?**

A: You can check the status of your background screening by going to [www.ncsisafe.com](http://www.ncsisafe.com) and clicking on "Status Check." NCSI does not provide verbal status of background screenings to registrants.

**Q: What information is provided to USA Hockey from my criminal background screening?**

A: USA Hockey can be made aware of the content provided on a background screening report. Limited staff members of USA Hockey designated by the SafeSport program may have access to the screening report.

**Q. What is a Clear/Green Light result?**

A: A "Clear/Green Light" indicates criminal record information relating to USA Hockey's criteria was not sourced or reportable in the process and therefore a "Clear/Green Light" report was issued to USA Hockey.

**Q.: What is a Flagged/Red Light result?**

A: A "Flagged/Red Light" indicates that criminal record information relating to USA Hockey's screening criteria was sourced in the process and therefore a "Flagged/Red Light" report was issued to USA Hockey for review.

**Q: Will I know if my background screening report is Flagged/Red Light?**

A: Yes. If NCSI sources criminal history information relating to USA Hockey's screening criteria, you will be notified via email and provided information for your review.

**Q: Can I appeal a denial to participate decision made by USA Hockey?**

A: USA Hockey will use the report provided by NCSI to determine an individual's eligibility for participation with USA Hockey in accordance with the USA Hockey established policies. Registrants may have the right to appeal if the reported adverse event meets the criteria for appeal. There are two levels of review by USA Hockey for a reported adverse event: (1) An appointed Background Screening Review Committee will determine if the applicant can be passed or needs further consideration; (2) if further consideration is needed, a USA Hockey Appeal committee will be appointed to hear the appeal. The decision of the Appeal committee is final and cannot be challenged further.

**Q: What if I've been cleared by my affiliate for years; can USA Hockey now deny me the opportunity to participate?**

A: Yes. The criteria for participation in a criminal background check is now consistent across the country; therefore, it is possible that applicants who have been cleared in the past could now be deemed ineligible to participate.



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**Q: Can I request a copy of my criminal background screening results?**

A: Yes, go to [www.ncsisafe.com](http://www.ncsisafe.com) and click "Status Check." Once there, fill in the identifying information and select the option to receive your report.

**Q: When does the criminal background screening expire?**

A: A screen completed in the first quarter of the year is valid until 8/31 of the following year. If it is completed during the second through fourth quarters, then it is valid until 8/31 plus two years. Note: This could change at any time prior to the start of a new season.