

# USA Hockey SafeSport Training FAQ

## **1. Do I need to take the SafeSport Training every season?**

No, SafeSport Training is valid for 2 seasons. Thus if you are taking the training now for the 2014-15 season, you will not need to take the training again until the 2016-17 season and if you took the training during the 2013-14 (prior to April 1, 2014) season you would not need to take it again until the 2015-16 season (at which time a shorter “refresher” course will be available).

## **2. I am a coach and a referee. Do I need to take SafeSport Training twice?**

No, the SafeSport Training is exactly the same for coaches and referees, and so there is no need to take the training twice. When you register for SafeSport training you enter your USA Hockey registration number (or referee number). Once you have completed the training, that data is downloaded into your record in the USA Hockey database, which shows information for you as a referee, coach, or both.

## **3. How do I register for SafeSport Training?**

Instructions on how to register and access the training can be found here [www.usahockey.com/safesporttraining](http://www.usahockey.com/safesporttraining).

## **4. How come I didn't receive an email after I completed the SafeSport Training?**

You will not receive an email notification once you complete the training. Your SafeSport Completion certificate is proof that you have completed the course.

## **5. How do I obtain a copy of my SafeSport Completion certificate?**

- Log in on website <http://training.teamusa.org>
- Click on “Your Courses”
- Click on USA Hockey SafeSport Course
- Click on “download certificate” (underneath the “launch course” button)
- Save and print certificate

If you took the training prior to January 31, 2014 and need a copy of your certificate, please contact Joyce Kulpinski at [joycek@usahockey.org](mailto:joycek@usahockey.org).

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## **6. How will my program know that I completed SafeSport Training?**

You can provide a copy of your SafeSport Completion certificate to clubs or programs. Additionally, registrars for each association will also be able to check (through the USA Hockey Registry) to see if coaches/managers/volunteers in their association have completed SafeSport Training and it will be indicated on team rosters. If you are a referee, SafeSport Training will be indicated on your referee profile, though it can take up to a week for this to appear on your profile.

## **7. Why won't the system accept my USA Hockey username and password?**

The SafeSport Training is provided in conjunction with the U.S. Olympic Committee so you will need to register separately for this training by creating a Team USA account with the USOC. Instructions on how to register and access the training can be found here [www.usahockey.com/safesporttraining](http://www.usahockey.com/safesporttraining).

## **8. What if the training won't start or it freezes?**

The course videos require Adobe Flash Player when being viewed on desktop and laptop computers. Supported browsers for the new site include Chrome 10+, Firefox 4+, Internet Explorer 9+, Opera 11+ and Safari 5+. This site can also be accessed on tablets and mobile devices, and supports iOS 5+ and Android 4.0+ . It is also possible that your network administrator or ISP is blocking Vimeo videos. You can test this by going to <https://vimeo.com/81946924>. If the video does not play then you will want to contact your network administrator or ISP to have them allow Vimeo, or you will need to take the training from another location.