

NWBA Member SafeSport Training Frequently Asked Questions (FAQ)

Question: How do I look-up a SafeSport Training completion certificate/code(s)?

Answer: Instructions on how to find your SafeSport Training certificate/completion code:

1. Login to Safesport.org: <https://safesport.org/> with the email and password used to create a SafeSport.org account when the Training was completed
2. Click the menu button on the top left of the screen
3. Click “Learning Dashboard”
4. Scroll to the bottom of the page
 - Core Completion Certificate/Code:
 - From the “Curricula” section, click the “SafeSport Trained” link
 - Click the blue certificate button from the top left corner of the screen
 - When the certificate appears, the “completion code” is 32 digits made up of letters and numbers which is displayed at the bottom of the certificate. It is also the title of the document.
 - Download a copy of the certificate
 - If the completion code is needed for verification of SafeSport Training tied to the NWBA Adult Athlete Membership Registration, copy the code from the address bar at the top of the download screen and then paste it into the “yes/no” screen that appears after clicking the SafeSport “Complete Certification” button from the NWBA Membership Registration eligibility/confirmation email OR from clicking the SafeSport Training button within the member’s SportsEngine account/profile
 - Refresher 1 and Refresher 2 Completion Certificates/Codes:
 - From the “Learning Activities” section, click the “Completed” button from the Refresher 1 box.
 - Click the green certificate button on the bottom left side of the screen
 - When the certificate appears, the “completion code” is 32 digits made up of letters and numbers which is displayed at the bottom of the certificate. It is also the title of the document.
 - Download a copy of the certificate
 - If the completion code is needed for verification of SafeSport Training tied to the NWBA Adult Athlete Membership Registration, copy the code from the address bar at the top of the download screen and then paste it into the screen that appears after clicking the SafeSport “Complete Certification” button from the NWBA Membership Registration eligibility/confirmation email OR from clicking the SafeSport Training button within the member’s SportsEngine account/profile
 - Repeat these steps for the Refresher 2 completion certificate/code

Question: How do I add my NWBA membership within my SafeSport.org account so that my completed training(s) can be used for NWBA Membership eligibility and so the completion code will be accepted within the NWBA Membership Registration/SportsEngine system?

Answer: Be sure that “National Wheelchair Basketball Association” (NWBA) is added to the organization memberships in the SafeSport account. This is VERY important because this is how the Training is verified for the (applicable) Junior Athlete and Non-Athlete Membership Registrations AND because the SafeSport.org account must have the NWBA membership included or completion code(s) will not be accepted through the NWBA Membership Registration/SportsEngine system used for the Adult Athlete Membership Registrations.

Instructions:

1. Login to Safesport.org: <https://safesport.org/> with the email and password used to create a SafeSport.org account when the Training was completed
2. Click the menu button on the top left of the screen
3. Click “Update Account”
4. Click “Profile” from the top center of the screen
5. Scroll to the bottom of the page and confirm that NWBA is listed or click “Add Membership”
6. Click “select an organization”
7. Scroll through the list and select National Wheelchair Basketball Association
8. Enter the NWBA Access Code (Contact Tina Cain: tina@nwba.org for the code)
9. Click “Save”
10. Adult Athlete Membership Registrations ONLY: If the completion code was not accepted the first time, try the completion code again (after adding the NWBA membership to the SafeSport.org account) by clicking the SafeSport “Complete Certification” button from the NWBA Membership Registration eligibility/confirmation email OR by clicking on the SafeSport Training button within the member’s SportsEngine account/profile:
https://user.sportngin.com/users/sign_in

Question: I added the NWBA to my organizational memberships within my SafeSport.org account, but my completion code was not accepted—now what do I do?

Answer: Be sure that the completion codes are entered in sequential order of the Trainings: “Core” then “Refresher 1” then “Refresher 2” then “Refresher 3”. The system will only accept them if they are entered in that specific order.

Question: I have completed the Refresher 2 Training and need to take Refresher 3, but that training option is not listed.

Answer: The Refresher 3 Training will be published by the U.S. Center for SafeSport in September 2020. When Refresher 3 is available, those members (who have already submitted their NWBA Membership Registration and need to complete the Refresher 3 Training) will be contacted directly with the updated Training information and instructions.

Question: When I click the SafeSport "Complete Certification" button provided in the NWBA Membership Registration eligibility/confirmation email, it takes me to a SportsEngine Login screen, not a Yes/No screen to enter my "Core" completion code or to access the "Core" Training.

Answer: If using a different computer/IP Address than was used to submit the NWBA Membership Registration, Members may be required to then enter their log-in credentials-email and password to access their SportsEngine account/profile. In that case, use the instructions in the next Q/A to enter the completion code(s)/access the appropriate training needed.

Question: I have already completed the Core Training and Refresher 1 Training--how do I add more than one completion code?

Answer: Add the SafeSport Training completion code(s) to your SportsEngine profile:

Instructions:

1. Use the proper log-in information to access the member's SportsEngine account. https://user.sportngin.com/users/sign_in
2. Click "Household" from the left menu screen.
3. Click the name/profile of the person needed to complete the training.
4. The NWBA Membership will be listed in the section on the right, scroll to the bottom and click "View Details"
5. Click the wording of the current Membership
6. Scroll to "SafeSport Certification" within the Requirements section and then click the appropriate button listed: "Core Training" or "Refresher 1 Training" or "Refresher 2 Training"
7. A "Yes/No" screen will appear
 - a. Click "Yes" to enter the completion code and then click "Continue" or
 - b. Click "No" to go directly to the Training. At the end of the training, be sure to save and/or print the completion certificate and keep it on file
 - i. The Trainings can be paused if needed to complete it in more than one session. To access the training again:
 1. Click the SafeSport "Complete Certification" button provided in the NWBA Membership Registration eligibility/confirmation email OR
 2. Use the appropriate "Core, Refresher 1 or Refresher 2" button from the member's SportsEngine account https://user.sportngin.com/users/sign_in to go back to the training (instructions above).
8. Repeat steps #6 and #7 above to add more than one completion code (if applicable). Please note that the completion codes must be entered in sequential order of the Trainings: "Core" then "Refresher 1" then "Refresher 2" then "Refresher 3". The system will only accept them if they are entered in that specific order.

Question: How long is each required U.S. Center for SafeSport Training?

Answer:

SafeSport Trained Core: Approximately 90 minutes
Refresher 1: Approximately 30 minutes
Refresher 2: Approximately 30 minutes

Refresher 3: Approximately 30 minutes

Question: Can I pause the Training and complete it in more than one session?

Answer: Yes

Instructions: To access the Training(s) again:

1. Click the SafeSport "Complete Certification" button provided in the NWBA Membership Registration eligibility/confirmation email OR
2. Use the proper log-in information to access the member's SportsEngine account. https://user.sportngin.com/users/sign_in
 - a. Click "Household" from the left menu screen.
 - b. Click the name/profile of the person needed to complete the training.
 - c. The NWBA Membership will be listed in the section on the right, scroll to the bottom and click "View Details"
 - d. Click the wording of the current Membership
 - e. Scroll to "SafeSport Certification" within the Requirements section and then click the appropriate button listed: "Core Training" or "Refresher 1 Training" or "Refresher 2 Training"--whichever training has yet to be completed.

SafeSport Help Articles:

<https://help.sportsengine.com/en/articles/1724>

<https://help.sportsengine.com/en/articles/1725>