

SafeSport Training Additional Details and Frequently Asked Questions (FAQ)

In addition to the details included below, please note:


- Exemptions (for victims/survivors) can be requested directly to the U.S. Center for SafeSport: exemptions@safesport.org.
 - Appropriate accommodations for individuals with limited English proficiency can be requested directly to the U.S. Center for SafeSport: training@safesport.org.
 - Training requirements for Applicable Adults with a cognitive disability can be requested directly from the NWBA: tina@nwba.org.
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Question: How do I Login to Absorb/<https://safesporttrained.org>—the Learning Management System (LMS) of the U.S. Center for SafeSport?

Answer: Please use the instructions included below for appropriate returning user or new user as the process is different.

Note: *Don't select the 'Sign-up' button from the Login screen because that will create a general account that is not associated with the NWBA and therefore SafeSport Training can not be verified for NWBA membership and participation eligibility.*

Returning users: Participants who have previously completed SafeSport Training should use these instructions (i.e., completed Training through the previous LMS--77 Media which used www.athletesafety.org):

1. Go to the SafeSport Trained website: <https://safesporttrained.org>
2. At the top right side of the screen select the Login button.

3. The Login window displays. Enter your Username (which is the email address used to complete previous Trainings) then select the Forgot Password link

Login below to see all your courses.

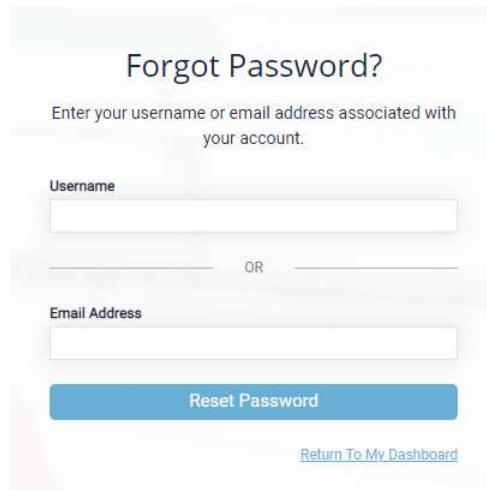
Username

Password

☒ Keep me logged in [Forgot Password?](#)

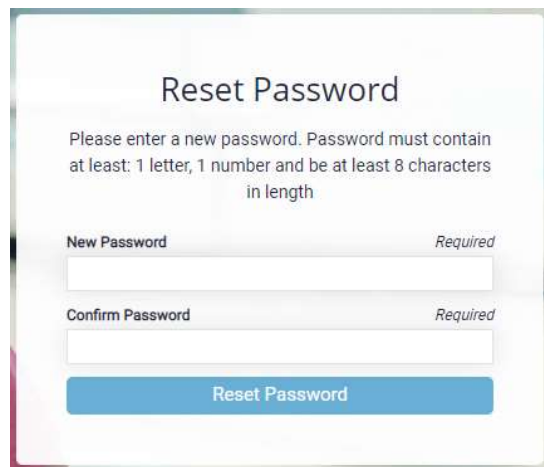
OR

4. The Forgot Password page displays. Enter your Email Address and then select the Reset Password button.



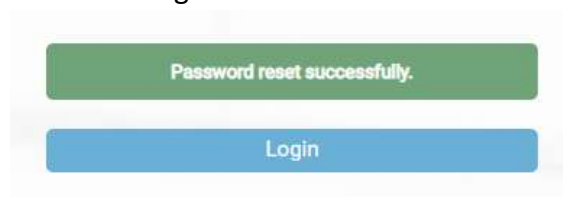
The image shows a 'Forgot Password?' form. At the top, it says 'Forgot Password?'. Below that, it says 'Enter your username or email address associated with your account.' There are two input fields: 'Username' and 'Email Address', separated by an 'OR' label. Below the 'Email Address' field is a blue button labeled 'Reset Password'. At the bottom, there is a link that says 'Return To My Dashboard'.

5. An email will be sent from postmaster@learn.safesport.org to the address entered. Select the link provided in the email to create a new password. Be sure to note the Username listed in the email and use it to login.
6. The Reset Password page displays. Enter a new password, reenter it again to confirm it and then select the Reset Password button.



The image shows a 'Reset Password' form. At the top, it says 'Reset Password'. Below that, it says 'Please enter a new password. Password must contain at least: 1 letter, 1 number and be at least 8 characters in length'. There are two input fields: 'New Password' and 'Confirm Password', both labeled 'Required'. Below the 'Confirm Password' field is a blue button labeled 'Reset Password'.

7. After the prompt appears confirming that the password was set successfully, select the Login button.

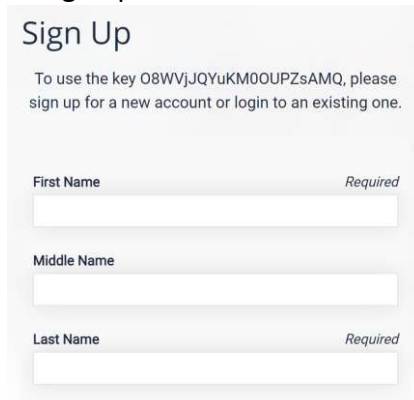


The image shows a confirmation message 'Password reset successfully.' in a green box. Below it is a blue button labeled 'Login'.

8. The Login page displays. Enter the Username (email address) from the email in Step #5 and use the new password to Login.
9. You will then be successfully logged into the website and have access to courses!

New users: Participants who have never completed a Training previously/are new to the SafeSport Training system/ should use these instructions:

1. Go to the NWBA assigned SafeSport Training URL which is provided in the SafeSport Training and Requirements email received within 24 hours after submitting a NWBA Membership Registration
2. From the SafeSport Trained website, enter the required information needed to sign up for a new account.




Sign Up

To use the key O8WVjJQYukM00UPZsAMQ, please sign up for a new account or login to an existing one.

First Name *Required*

Middle Name

Last Name *Required*

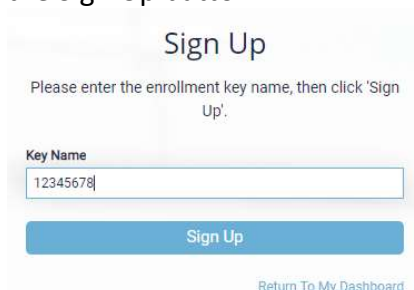
3. Select the Sign Up button.
- 
4. You will then be successfully logged into the website, placed in the correct organization, and have access to courses!

OR

1. Go to the SafeSport Trained website: <https://safesporttrained.org>
2. Select the Enrollment Key section/tile in the bottom middle of the page



5. The Sign Up page displays. Enter the NWBA Enrollment Key Name which is provided in the SafeSport Training and Requirements email received within 24 hours after submitting a NWBA Membership Registration and then select the Sign Up button.



Sign Up

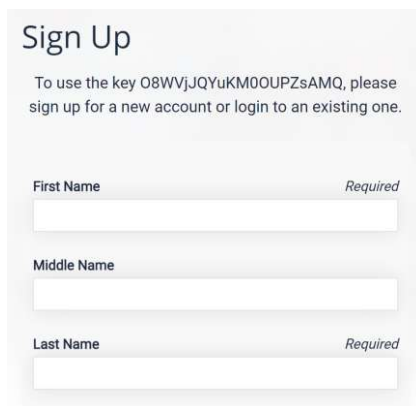
Please enter the enrollment key name, then click 'Sign Up'.

Key Name

Sign Up

[Return To My Dashboard](#)

3. Enter the required information needed to sign up for a new account.

A sign-up form titled "Sign Up". Below the title is a message: "To use the key O8WVjJQYukM00UPZsAMQ, please sign up for a new account or login to an existing one." The form contains three input fields: "First Name" (with a "Required" label), "Middle Name", and "Last Name" (with a "Required" label).

Sign Up

To use the key O8WVjJQYukM00UPZsAMQ, please sign up for a new account or login to an existing one.

First Name *Required*

Middle Name

Last Name *Required*

4. Select the Sign Up button.

A blue button with the text "Sign Up" in white.

5. You will then be successfully logged into the website, placed in the correct organization, and have access to courses!

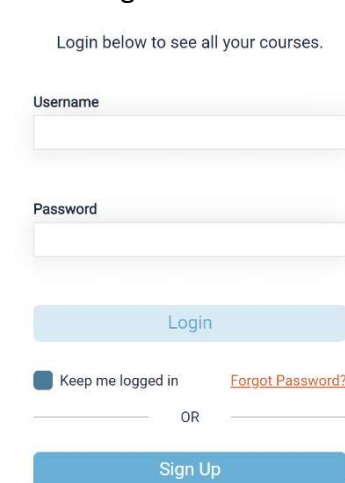
Question: How do I access/complete SafeSport Trainings through Absorb—the new Learning Management System?

Answer: This option is only available for participants who submit a Junior Athlete or Non-Athlete Membership Registration. Junior Athletes and Non-Athletes should use the instructions below to complete SafeSport Training:

1. Go to the SafeSport Trained website: <https://safesporttrained.org>
2. At the top right side of the screen select the Login button.

A blue button with the text "Login" in white.

3. The Login window displays. Enter your Username and Password and then select Login

A login form with the text "Login below to see all your courses." at the top. It contains two input fields: "Username" and "Password". Below these fields is a blue "Login" button. Under the "Login" button is a checkbox labeled "Keep me logged in" and a link "Forgot Password?". At the bottom is a blue "Sign Up" button.

Login below to see all your courses.

Username

Password

Login

☐ Keep me logged in [Forgot Password?](#)

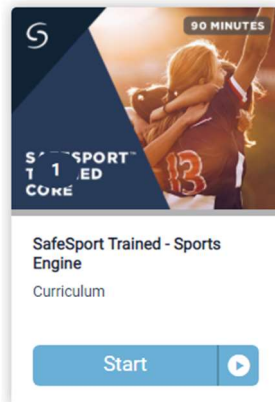
OR

Sign Up

4. Scroll to the My Courses section or Select the My Courses tile



5. Select Start button listed with the appropriate course to complete the appropriate Course.




6. Participants can complete a Course in more than one session. To access the course again, use these same instructions and select the Resume button to complete the Training.

Notes:

- *Selecting Catalog instead of My Courses, will display ALL available courses. Participants are only required to complete ONE (1) Training (SafeSport Trained-Core or a Refresher course) per season (i.e., don't complete all of the courses listed in the Catalog section—use the My Courses section to complete the next Training required in the order listed below)*
- *Courses MUST be completed in sequential order—SafeSport Trained-Core then Refresher 1 then Refresher 2 then Refresher 3 (they cycle repeats beginning with SafeSport Trained-Core again in year 5).*

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

Answer:

1. Go to the SafeSport Trained website: <https://safesporttrained.org>
2. At the top right side of the screen select the Login button.

3. The Login window displays. Enter your Username and Password and then select Login

Login below to see all your courses.

Username

Password

Login

☐ Keep me logged in [Forgot Password?](#)

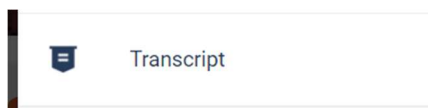
OR

Sign Up

4. Select the Menu button (pancake/three line stack) in the top right side of the screen



5. Select the Transcript button and then Download the appropriate Certificate needed



Certificates				Certificate is expired
Course Title ▾	Valid From ▾	Expires ▾	View	
Refresher 2: Preventing Misconduct	April 23, 2021 6:00 PM	April 23, 2025 6:00 PM	Download	

Question: The email address that I use for my SportsEngine account (NWBA Individual Membership Registration) is different than the email address used for my SafeSport account (to complete previous Trainings)—how do I merge accounts so that I can avoid re-taking the previous Trainings?

Answer: It is helpful if the email address tied to a SportsEngine profile/account is the same as the email address used for SafeSport Training – Absorb account. Profiles for each system—SportsEngine and Absorb can be updated after login.

Edit SportsEngine Profile Settings:

1. Be sure to log in to the account that was used to submit the NWBA Membership Registration: <https://app.sportngin.com/user>
2. Select Settings from the left side menu
3. Select the edit button for the info that needs to be updated
4. Make the appropriate update and then select Save

Edit Absorb Profile Settings:

1. Go to the SafeSport Trained website: <https://safesporttrained.org>
2. At the top right side of the screen select the Login button.



3. The Login window displays. Enter your Username and Password and then select Login

Login below to see all your courses.

Username

Password

Login

☐ Keep me logged in [Forgot Password?](#)

OR

Sign Up

4. Select the Menu button (pancake/three line stack) in the top right side of the screen



5. Select Profile



6. Select Edit Profile make appropriate changes and then scroll to the bottom to select Save



Question: Who do I contact if I have issues with SafeSport Training platform (e.g., the Training won't advance to the next section, or I have issues logging in?)

Answer: For Technical Support, please use the appropriate contacts as follows:

- Junior Athlete and Non-Athlete Individual Membership Registrations: Contact The Center's Technical Support by calling: 720-676-6417 or visiting the U.S. Center for SafeSport website: <https://safesport.atlassian.net/servicedesk/customer/portal/4/group/9/create/40>

- Adult Athlete Individual Membership Registrations: Email: Tina Cain, NWBA Business and Compliance Manager at tina@nwba.org
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Question: How long is each required SafeSport Training?

Answer: SafeSport Trained (AKA 'Core') is approximately 90 minutes and Refresher 1, 2 and 3 are all approximately 30 minutes.

Question: What are the required SafeSport Trainings?

Answer: Participants are required to complete one (1) Training per season. There are four SafeSport Training courses total and they must be completed in sequential order as listed in the table below.

NOTE: The system requires that the 'SafeSport Trained' (AKA 'Core') course is taken every four years regardless of seasons/other courses completed in the sequence.

Year	Course
1 st Year	SafeSport Trained (AKA Core)
2 nd Year	Refresher 1
3 rd Year	Refresher 2
4 th Year	Refresher 3
5 th Year	SafeSport Trained (AKA Core) <i>In Year 5, user restarts the four-year cycle by taking SafeSport Trained (AKA Core).</i>