



Guide to Getting Cleared to Volunteer



General Notes



- This system and process is brand new starting in Fall 2025. All USA Softball accounts established prior to fall 2025 have been deleted.
- Please follow this guide.
- **IF YOU'RE EVER ASKED TO PAY \$ FOR EITHER SafeSport or Background Check, STOP!!!** Refer to the troubleshooting suggestions on the last page of this guide.
- Refer any questions to your league's Registration Director at registrardirectors@egsl.org or kflores@egsl.org



Instruction Guide



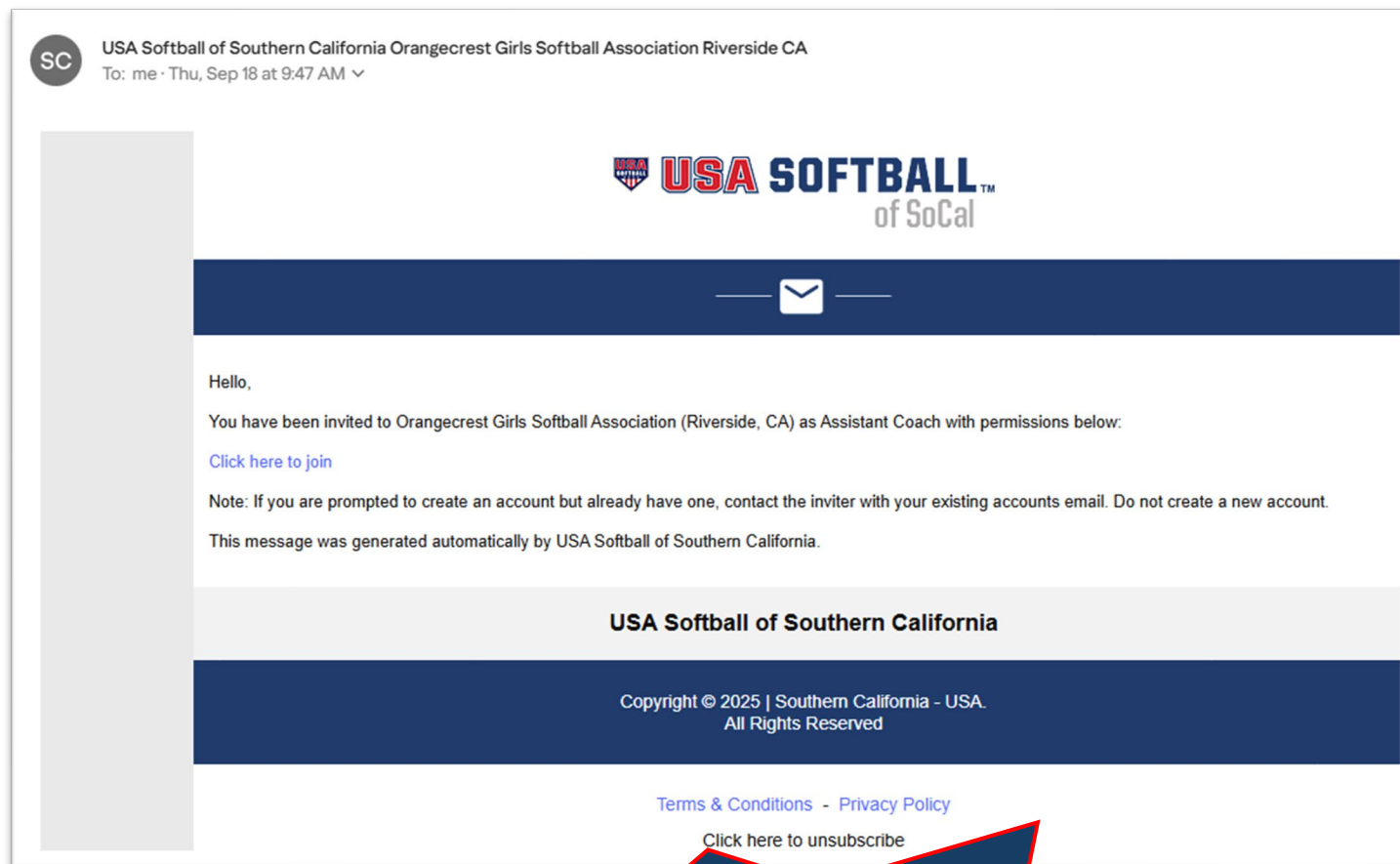
- This guide walks you through the following:
 - Creating a USA Softball Account, or How to Log-In (pages 4 and 5)
 - Complete your SafeSport Training for New or Existing Users (page 4)
 - Upload SafeSport Certificate to the USA Softball Database (pages 7-9)
 - Consent to your Background Check (pages 11-13)
 - Concussion Training and Upload (page 15)



Creating a USA Softball Account or Logging Into USA Softball



- Each volunteer will receive an “Invitation Email” like this from noreply@registerplay.net.
- Use the “[Click here to join](#)” button to create an account.
- Do NOT share your invitation email with anyone else. It won't work for them!
- **CHECK YOUR SPAM/JUNK FOLDERS FOR THE EMAIL!!!**
- **If you've already created an account** in Fall 2025, go to <https://socal.registerplay.com/pages/home> to login.



**Tip #1 – YOUR ACCOUNT FROM
SPRING 2025 or EARLIER IS GONE!
Everyone needs a new account!**



Creating an Account or Logging Into USA Softball



- Once you've clicked the "Click here to join", simply enter the correct information.
- **SAVE YOUR PASSWORDS!** Your league can't help you with that.
- Once your account is created, or once you've logged back-in, use the Dashboard screen.
- Click on the blue **Compliance** button (continue to next page)

Dashboard | USA Softball

social.registerplay.com/pages/dashboard

USA SOFTBALLTM of SoCal

Dashboard

My Family My Teams My Events

Family Members ?

	Name	Contact Info	Action ?
1	Your Name	Your Contact Info	Compliance Join a Team Officials More

~~Add Your Child~~

NOTE:
Do NOT "Add Your Child"

**Tip #2 – SAVE YOUR
USERNAME AND PASSWORD
SOMEWHERE SAFE!**



USA Softball COMPLIANCE Tab




- Your Compliance Tab will look like this when you first create an account.
- Within 24-48 hours, you will be sent a 2nd email to initial your Background Check process.
 - See page 11
- While you wait, please complete your SafeSport Training **AND** Upload your Certificate
 - See pages 7 - 10

Compliance - Your Name

Expand All Collapse All

Background Check	Required	▼
<hr/>		
SafeSport	Required	▲

 U.S. CENTER FOR
SAFESPORT

APPLICATION LINKS

1st Time with SafeSport Returning Users

Upload Certificate



Completing SafeSport



- Starting from your Compliance Tab...
 - Select “**Returning User**” if you’ve ever completed SafeSport with a USA Softball League.
 - [RETURNING USERS SAFESPORT GUIDE LINK](#)
 - Select “**1st Time with SafeSport**” if this is your first time doing SafeSport with a USA Softball League.
 - [NEW USERS SAFESPORT GUIDE LINK](#)
- Once you have completed your training, continue to Page 8 of this guide.
- Your league does not have access to your SafeSport username or password. For issues with SafeSport, please call them at [303-800-4567](tel:303-800-4567) or via email at safesport1@usasoftball.com

Compliance - Your Name

Expand All Collapse All

Background Check	Required	▼
SafeSport	Required	▲

U.S. CENTER FOR SAFESPORT

APPLICATION LINKS

[1st Time with SafeSport](#) [Returning Users](#)

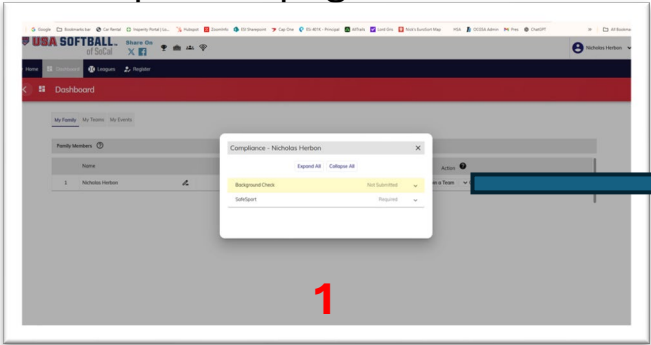
[Upload Certificate](#)



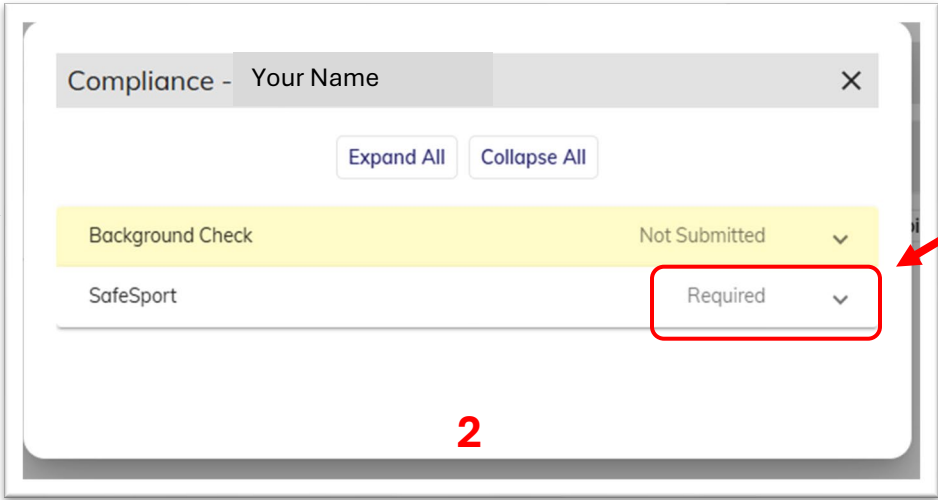
HOW TO FIND AND DOWNLOAD YOUR SAFESPORT CERTIFICATE



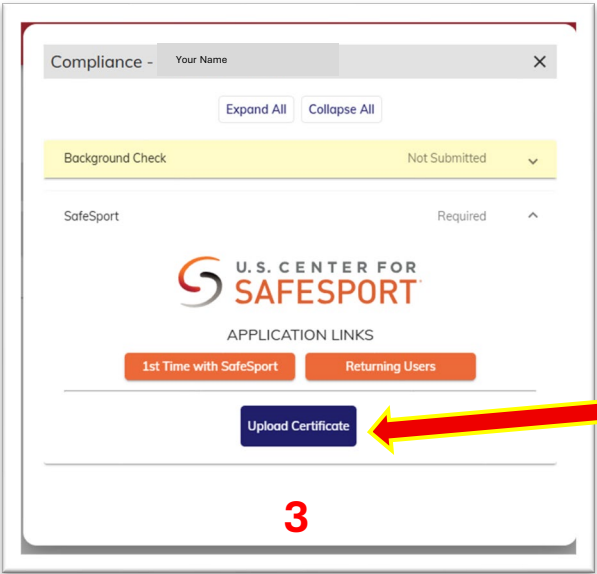
The compliance page will look like this



The box in the middle will look like this.



Expand the SafeSport Section by clicking on the “Required” down-arrow



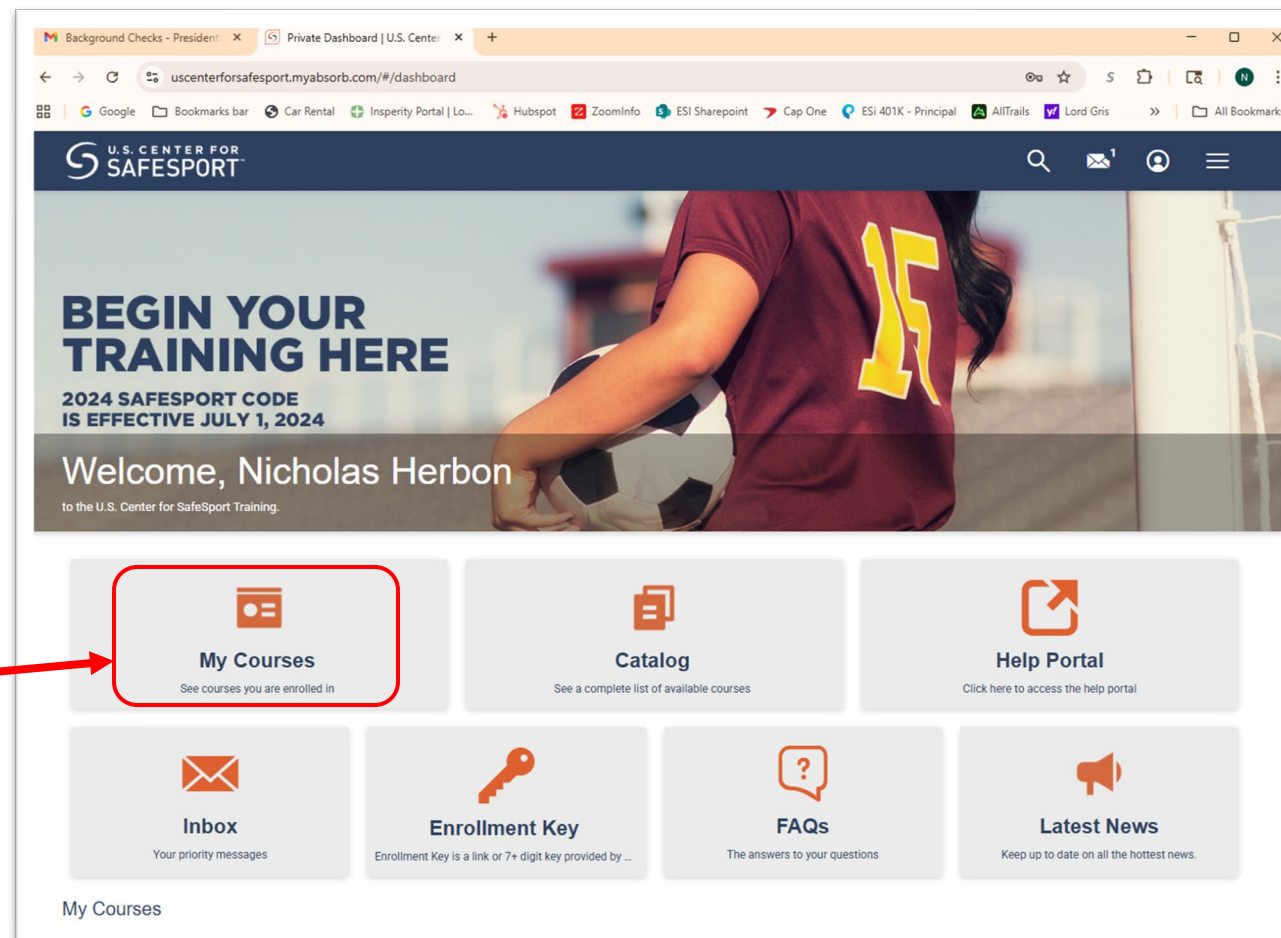
Refer to the next slide for how to find and download your certificate, then “Upload” your certificate by clicking on the blue button shown here



HOW TO FIND AND DOWNLOAD YOUR SAFESPORT CERTIFICATE

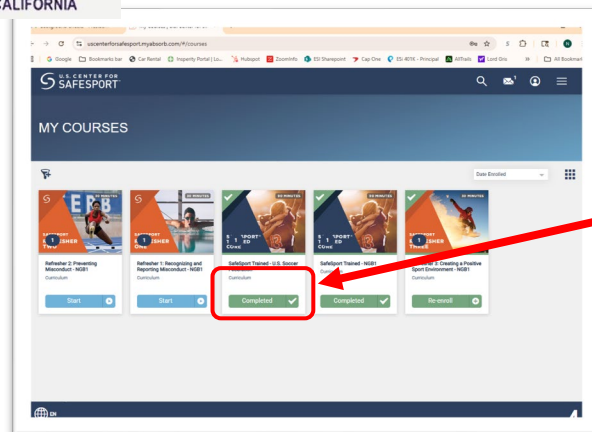


- To upload a certificate to the Compliance Tab on page 8, you need to download your latest certificate.
- Login to SafeSport - <https://uscenterforsafesport.myabsorb.com/#/public-dashboard>
- Click on “My Courses”

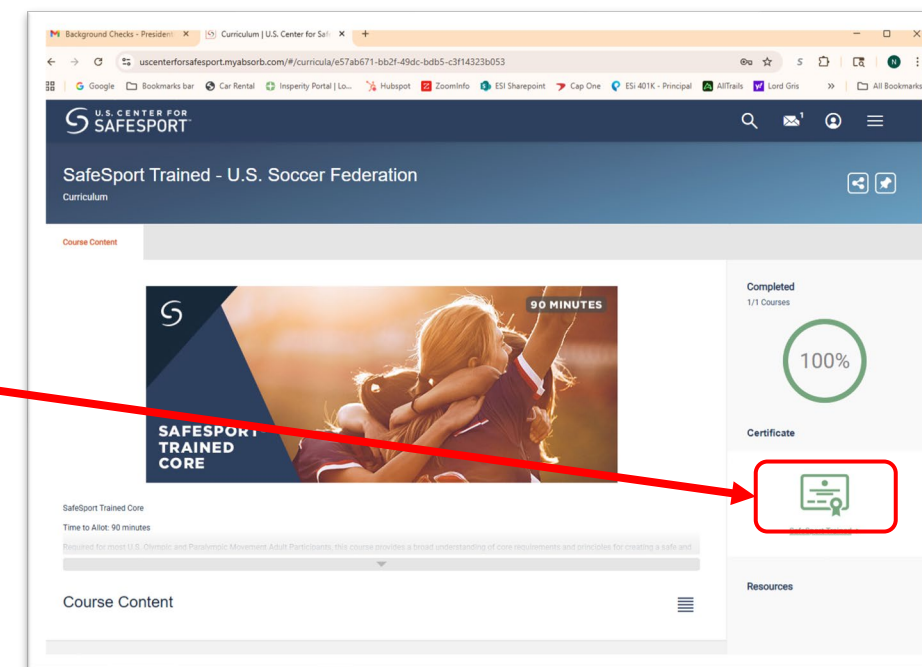




HOW TO FIND AND DOWNLOAD YOUR SAFESPORT CERTIFICATE



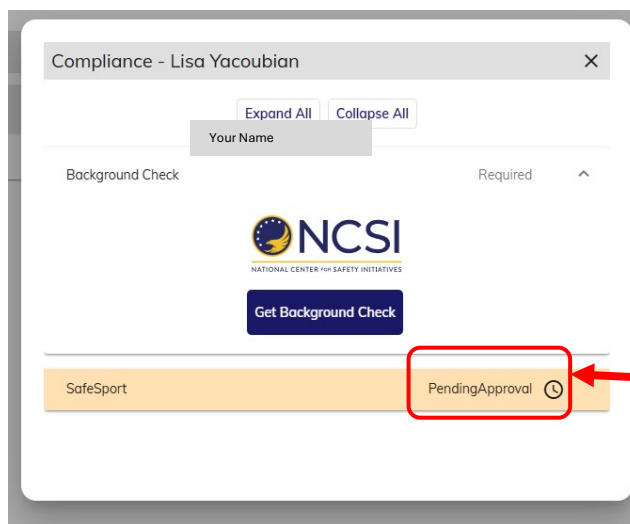
1. Click on the most recent course you Completed



2. Click on the symbol of a certificate as shown here

3. Download the certificate as a PDF

4. Upload that certificate to the BLUE button on page 8 of this guide.



5. Your Compliance Tab will show “Pending Approval” after you’ve successfully uploaded the certificate

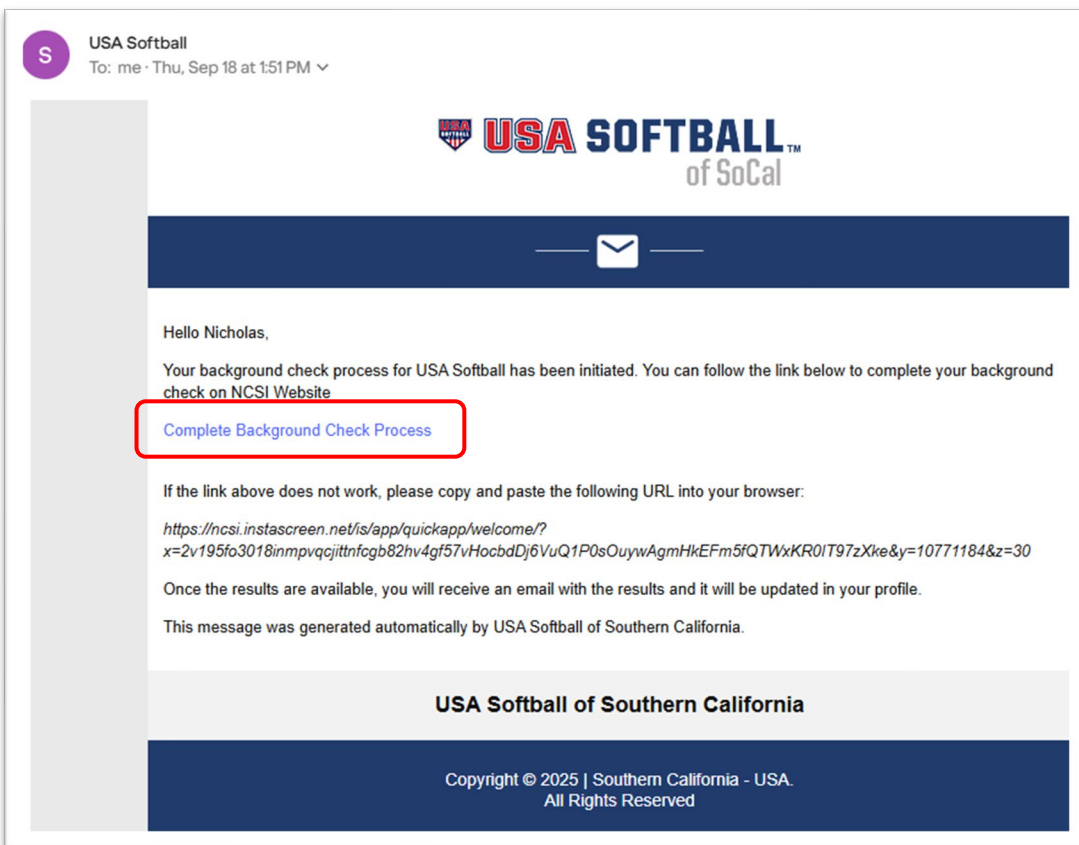
➤ **USA Softball will approve it within a few days.**

If your Compliance Tab doesn't update, sign-out and sign back-in.

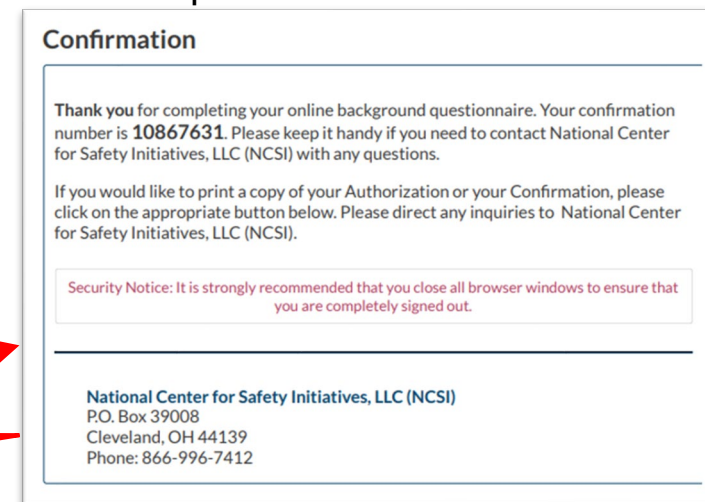
NEXT UP How to complete your BACKGROUND CHECK!



Completing your Background Check



- Within ~24-48 hours of receiving the 1st email (on page 4) and creating your account, you'll get a 2nd email from USA Softball.
 - From: noreply@registerplay.net
 - Subject: Background Check Order for "First and Last"
- Click "[Complete Background Check Process](#)" and follow the instructions.
- It will take you through a series of questions and compliance forms. Continue until you're done.... It seems repetitive. You should see this screen when you're done:



**TIP #3 – SCREENSHOT
THIS SCREEN AS PROOF
OF COMPLETION!**

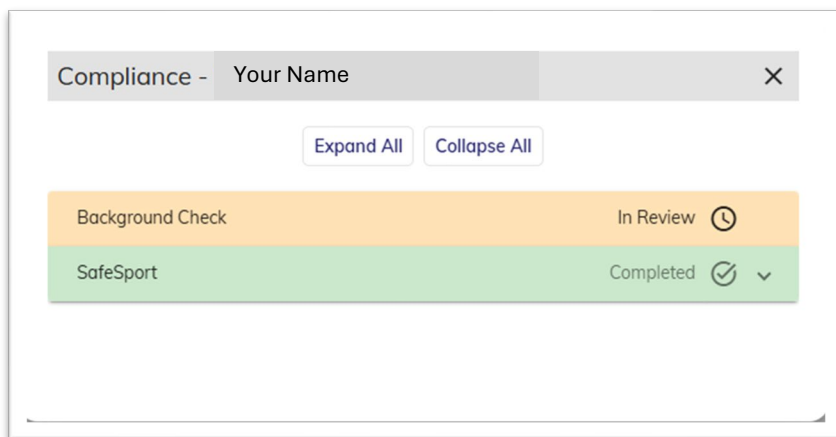


Completing your Background Check

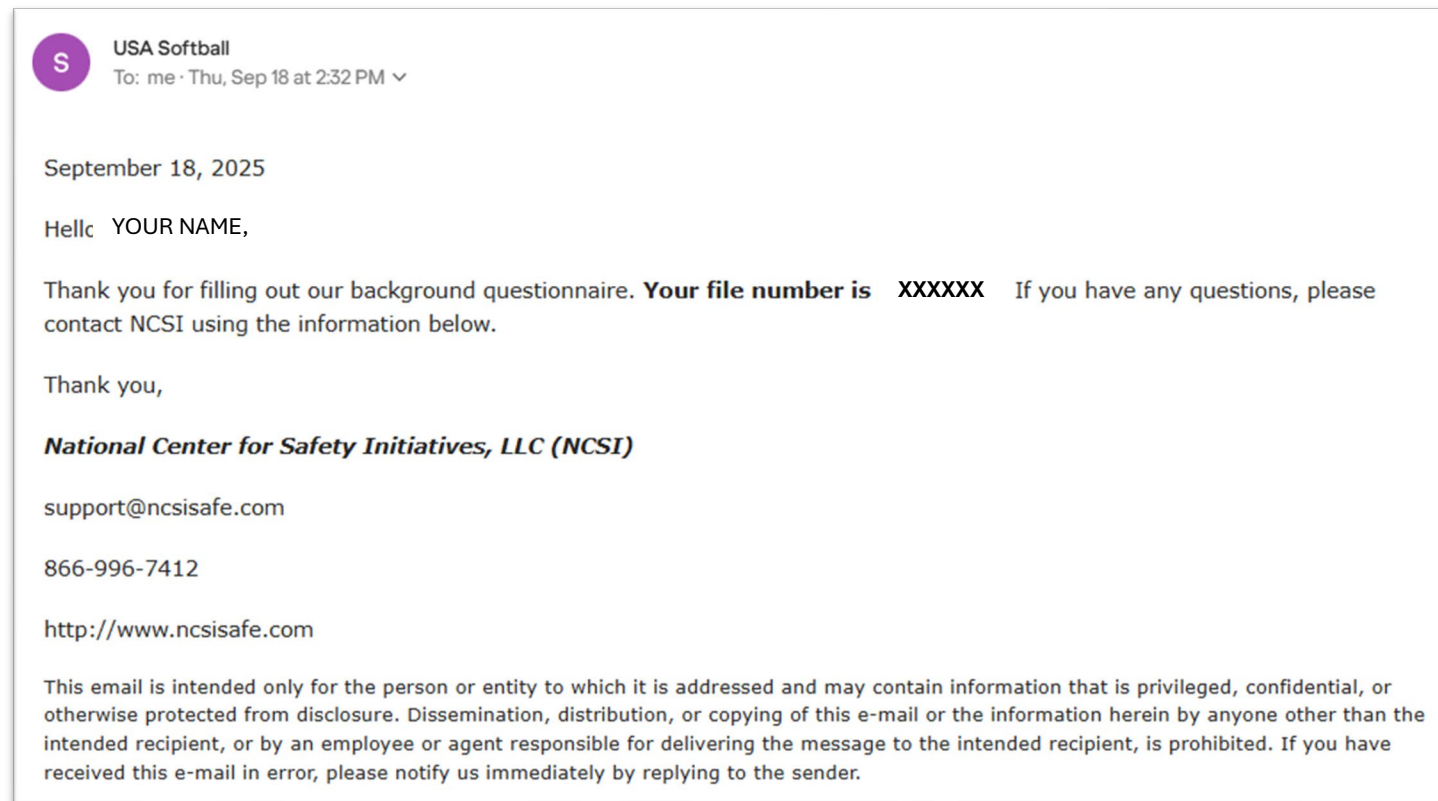


HOW DO I KNOW IF I'M DONE?

- Shortly after consenting to the background check, you'll get this email.
 - From: support@ncsisafe.com
- Also, if you login to the following website, you can check your Compliance section on your Dashboard. It should look like this.



<https://socal.registerplay.com/pages/events>



Tip #4 – Bookmark the [Home | USA Softball](#) website so you can login and show proof of your cleared status if asked.



Congrats!



If your Compliance Dashboard on the following site looks like the image below, you've done your job. Thank you!!!

The screenshot shows a web interface for a compliance dashboard. At the top, there is a header bar with the text 'Compliance - Your Name' and a close button (X). Below the header, there are two buttons: 'Expand All' and 'Collapse All'. The main content area displays two rows of information:

Background Check	In Review	🕒
SafeSport	Completed	✅

NOTE:
It can take 7-10 days for the background check process to be completed once "In Review"

If your Compliance Tab doesn't update, sign-out and sign back-in.

<https://socal.registerplay.com/pages/events>



Troubleshooting Guide



Issue	Troubleshooting Suggestion
I already had a USA Softball account from last year. I don't want to create a new one.	That doesn't matter. 100% of previous accounts (from before Fall 2025) are gone! Go ahead and create a new account and save your username and password somewhere safe.
I can't remember the website where I created my USA Softball Account!	https://socal.registerplay.com/pages/home This is the new account that you'll sign into AFTER creating an account (pages 4 and 5)
I can't remember my SafeSport Username and Password!	Your username is probably the email address that your league has. If the "Forgot Password" feature is not working for you, please call SafeSport at 303-800-4567 The website to login to SafeSport is https://uscenterforsafesport.myabsorb.com/#/public-dashboard
The Compliance Tab isn't updating even though I completed a step!	Try to sign out and sign back in.
My background check still shows as "in review" .	Background checks can take as long as 7-10 business days to clear, although most happen much quicker. Your league's compliance administrator will reach out to you if your background check is taking longer than expected.
The NCSI website is asking me for login info that I don't have.	This likely means your Background Check Email link has expired. Email support@ncsisafe.com with your full legal name, tell them you're with USA Softball and include the name of your league. Ask them to resend the email you see on page 11 of this guide. Click on the new link when they send it.

Concussion Training

All EGSL head coaches and assistant coaches are required to go through a concussion training. The following is a link to the free course.

- <https://nfhslearn.com/courses/concussion-in-sports-2>

First Name *

Last Name *

Street Address *


City, State, Zip *

Phone 1 * Preferred ▼

Phone 2 Ext. Preferred ▼

Phone 3 Ext. Preferred ▼

USA # USA Softball #

Concussion
T 

At the end of the course, a certificate of completion will be generated. Upload the certificate to your EGSL account by:

- Sign into EGSL website by clicking Sign In on top left hand of the homepage. www.egsl.org
- Click on My Profile
- Select to upload Concussion certificate
- Save

