



# 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](mailto:registrardirectors@egsl.org) or [kflores@egsl.org](mailto: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](mailto: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.

USA Softball of Southern California Orangecrest Girls Softball Association Riverside CA  
To: me · Thu, Sep 18 at 9:47 AM

**USA SOFTBALL**  
of SoCal

Hello,

You have been invited to Orangecrest Girls Softball Association (Riverside, CA) as Assistant Coach with permissions below:

[Click here to join](#)

Note: If you are prompted to create an account but already have one, contact the inviter with your existing accounts email. Do not create a new account.

This message was generated automatically by USA Softball of Southern California.

**USA Softball of Southern California**

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[Terms & Conditions - Privacy Policy](#)

[Click here to unsubscribe](#)

**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

My Family My Teams My Events

Family Members

	Name	Contact Info	Action
1	Your Name	Your Contact Info	<a href="#">Compliance</a> <a href="#">Join a Team</a> <a href="#">Officials</a> <a href="#">More</a>

Add Your Child

NOTE:  
Do NOT "Add Your Child"



# 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 2<sup>nd</sup> 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 X

[Expand All](#) [Collapse All](#)

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Background Check	Required <span style="font-size: small;">▼</span>
<hr/>	
SafeSport	Required <span style="font-size: small;">^</span>
<hr/>	

  
APPLICATION LINKS

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

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[Upload Certificate](#)

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# 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 “**1<sup>st</sup> 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](mailto:safesport1@usasoftball.com)

Compliance - Your Name X

Expand All Collapse All

Background Check Required

SafeSport Required

**U. S. CENTER FOR SAFESPORT**

APPLICATION LINKS

1st Time with SafeSport Returning Users

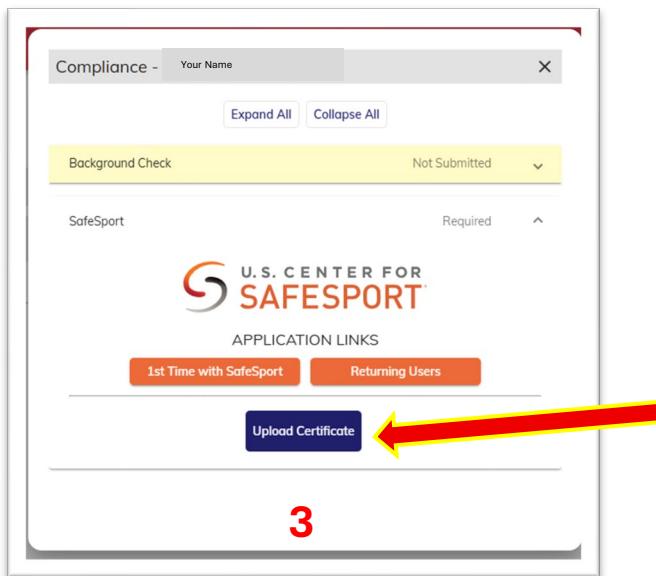
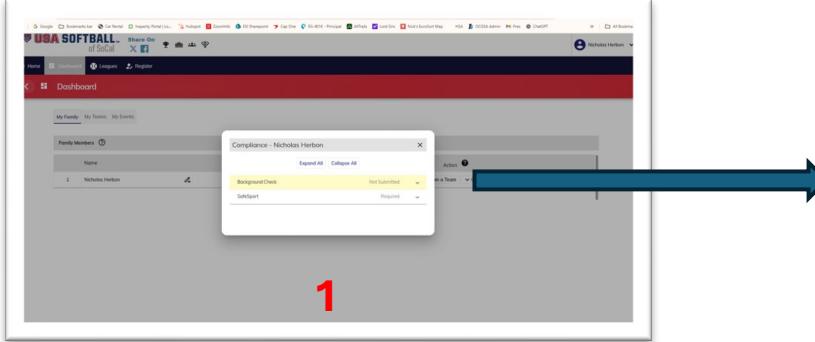
Upload Certificate



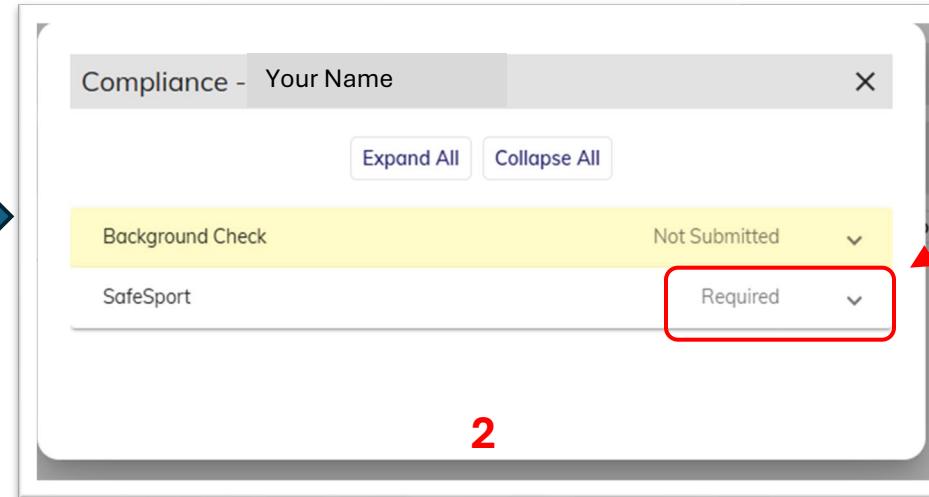
# HOW TO FIND AND DOWNLOAD YOUR SAFESPORT CERTIFICATE



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

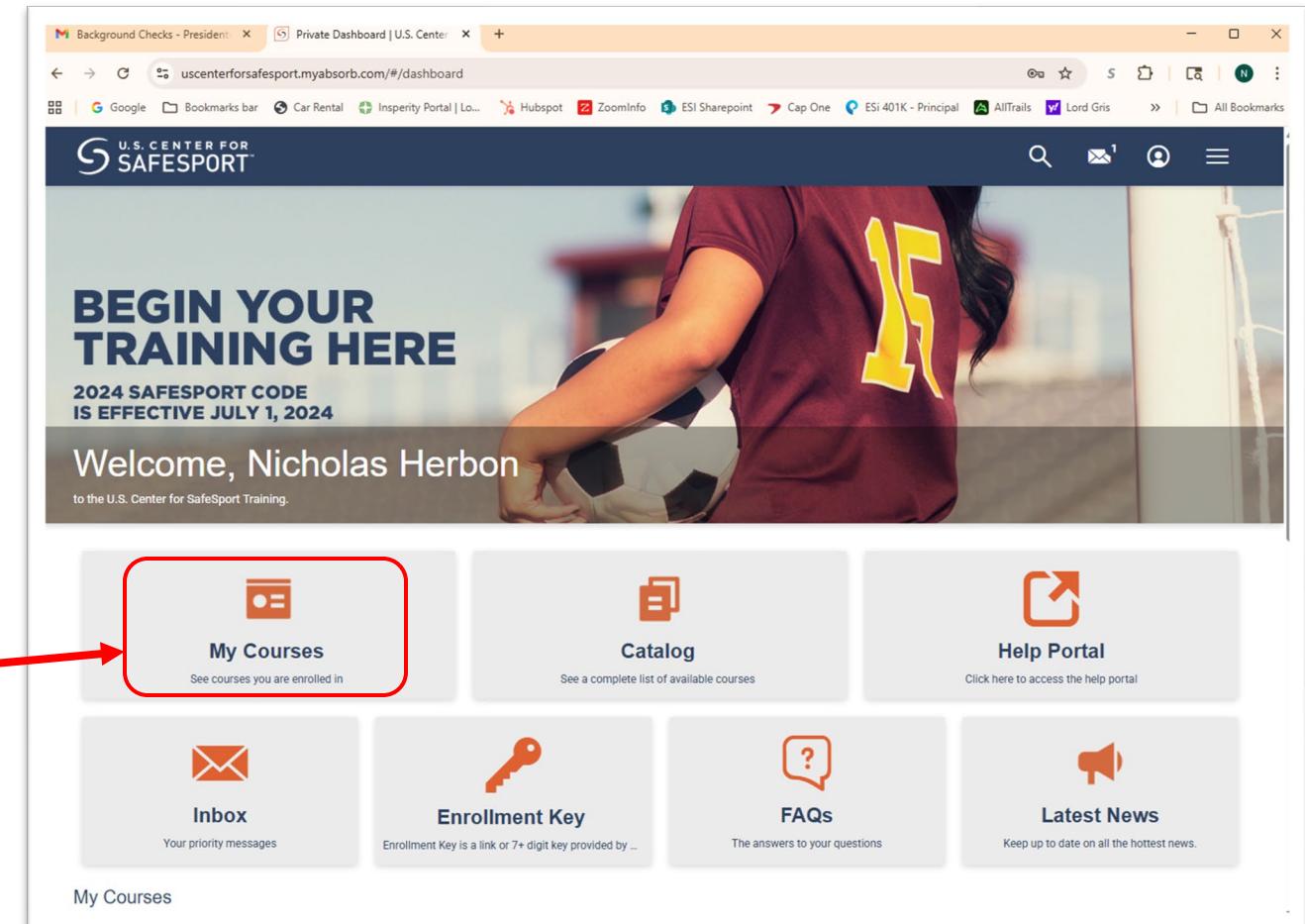
Refer to the next slide for how  
to find and download your  
certificate, then “Upload” your  
certificate by clicking on the  
blue button shown here



# 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



MY COURSES

SafeSport Trained - U.S. Soccer

Completed ✓

Compliance - Lisa Yacoubian

Background Check

Required

NCI

Get Background Check

SafeSport

PendingApproval

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.**

SafeSport Trained - U.S. Soccer Federation Curriculum

Course Content

SAFESPORT TRAINED CORE

90 MINUTES

Completed 1/1 Courses 100%

Certificate

Resources

**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



S USA Softball  
To: me · Thu, Sep 18 at 1:51 PM

**USA SOFTBALL™ of SoCal**

✉

Hello Nicholas,

Your background check process for USA Softball has been initiated. You can follow the link below to complete your background check on NCSI Website

[Complete Background Check Process](#)

If the link above does not work, please copy and paste the following URL into your browser:

<https://ncsi.instascreen.net/is/app/quickapp/welcome/?x=2v195fo3018inmpvqcjttfogb82hv4gf57vHocbdDj6VuQ1P0sOuywAgnHkEFm5fQTWxKR0IT97zXke&y=10771184&z=30>

Once the results are available, you will receive an email with the results and it will be updated in your profile.

This message was generated automatically by USA Softball of Southern California.

**USA Softball of Southern California**

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- Within ~24-48 hours of receiving the 1<sup>st</sup> email (on page 4) and creating your account, you'll get a 2<sup>nd</sup> email from USA Softball.
  - From: [noreply@registerplay.net](mailto: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:

**Confirmation**

Thank you for completing your online background questionnaire. Your confirmation number is **10867631**. Please keep it handy if you need to contact National Center for Safety Initiatives, LLC (NCSI) with any questions.

If you would like to print a copy of your Authorization or your Confirmation, please click on the appropriate button below. Please direct any inquiries to National Center for Safety Initiatives, LLC (NCSI).

Security Notice: It is strongly recommended that you close all browser windows to ensure that you are completely signed out.

**National Center for Safety Initiatives, LLC (NCSI)**  
P.O. Box 39008  
Cleveland, OH 44139  
Phone: 866-996-7412

**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](mailto: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.

Compliance - Your Name X

Background Check In Review ⏱

SafeSport Completed ✓

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

USA Softball  
To: me · Thu, Sep 18 at 2:32 PM ▾

September 18, 2025

Hello YOUR NAME,

Thank you for filling out our background questionnaire. **Your file number is XXXXX** If you have any questions, please contact NCSI using the information below.

Thank you,

**National Center for Safety Initiatives, LLC (NCSI)**

[support@ncsisafe.com](mailto:support@ncsisafe.com)

866-996-7412

<http://www.ncsisafe.com>

This email is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential, or otherwise protected from disclosure. Dissemination, distribution, or copying of this e-mail or the information herein by anyone other than the intended recipient, or by an employee or agent responsible for delivering the message to the intended recipient, is prohibited. If you have received this e-mail in error, please notify us immediately by replying to the sender.

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!!!**

Compliance - Your Name X

Expand All Collapse All

Background Check	In Review <span style="border: 1px solid #ccc; padding: 2px 5px;">🕒</span>
SafeSport	Completed <span style="border: 1px solid #ccc; padding: 2px 5px;">✓</span> <span style="font-size: small;">▼</span>

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

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

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



# Troubleshooting Guide



Issue	Troubleshooting Suggestion
<b>I already had a USA Softball account</b> 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.
<b>I can't remember the website</b> where I created my USA Softball Account!	<a href="https://socal.registerplay.com/pages/home">https://socal.registerplay.com/pages/home</a> This is the new account that you'll sign into AFTER creating an account (pages 4 and 5)
<b>I can't remember my SafeSport Username and Password!</b>	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 <a href="https://uscenterforsafesport.myabsorb.com/#/public-dashboard">https://uscenterforsafesport.myabsorb.com/#/public-dashboard</a>
<b>The Compliance Tab isn't updating</b> even though I completed a step!	Try to sign out and sign back in.
<b>My background check still shows as "in review".</b>	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.
<b>The NCSI website</b> is asking me for login info that I don't have.	This likely means your Background Check Email link has expired. Email <a href="mailto:support@ncsisafe.com">support@ncsisafe.com</a> 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 \* Escondido CA 92027

Phone 1 \* Preferred

Phone 2 Ext. Preferred

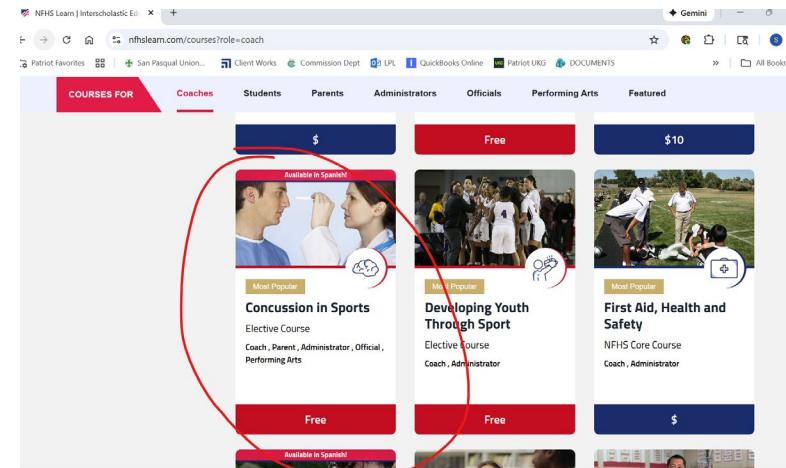
Phone 3 Ext. Preferred

USA # USA Softball #

Concussion

 Select 

Save



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](http://www.egsl.org)
- Click on My Profile
- Select to upload Concussion certificate
- Save

