

Online SafeSport Training Technical Questions

The frequently asked questions (FAQs) below are to assist you with accessing your training course. If you have a technical question after you have reviewed the FAQs, please contact the SafeSport Help Desk directly at help.desk@safesport.org. The Help Desk hours are Monday – Friday, 8:00 a.m. – 9:00 p.m. EST, and Saturday and Sunday, 12:00 p.m. – 5:00 p.m. EST.

How do I access SafeSport training?

Training is located on the U.S. Center for SafeSport's website, <https://safesport.org>. Follow instructions on the Online SafeSport Training Access Instructions document.

I don't have an access code. How do I get one? Anyone associated with a club that is a member of the U.S. Curling Association should use the following code: **47KZ-29XX-G9T6-PM1K**.

I took the SafeSport training on the old system. Why is my account not working? The U.S. Center for SafeSport changed hosting sites for the training in 2017. Accounts created on the previous system are no longer active. Please create a new account.

How do I create an account? You can create an account by clicking "Sign In" and then clicking the "Register" button. When registering, if you find your email address already has an account associated with it, click the "Forgot Password" link on the Sign In page to reset your password.

Why aren't the videos playing? Sometimes this may be caused by a slow or intermittent internet connection. In some rare cases, the videos may be blocked by your network administrator. This often happens in corporate, educational, and/or government settings. In order to view videos, you may need to access them from another location. Based on experience with the program, the videos and interactive elements tend to work best when using Chrome.

Do I need a broadband Internet connection? It is recommended that you access this site and online training materials using a broadband Internet connection. If you have a slower connection, all of the content is still accessible but may take a bit longer to load.

Do I need any browser plugins to view materials? If you have an older web browser, videos may require Adobe Flash Player when being viewed on desktop/laptop computers. For all modern desktop browsers as well as mobile devices, no plugin is required to view videos. You will also need a PDF viewer like Adobe Reader in order to view print your certificate of completion. Certificates of completion may not be able to be downloaded on all tablets and mobile devices.

How do I clear my web browser's cache? In some cases, issues you experience can be resolved by clearing your web browser's cache. Since there are many types of web browsers on many devices, this link covers how to clear your cache on most of them, <https://www.wikihow.com/Clear-Your-Browser's-Cache>.

How do I download my certificate of completion? Once you've successfully completed an activity, you can download your certificate at any time by following these steps:

1. Sign into your account using your email address and password. If you do not remember your password, you can click the "Forgot Password" link on the Sign In page to retrieve it.
2. From the menu, click on your name and select "Your Activities."
3. Any activity you have completed will have a "Download Certificate" button.
4. Click this button to begin downloading your certificate. Please note that it may take a moment for the certificate to fully download.

What if I cannot download or print my certificate of completion? If you cannot download or print your certificate, please: 1) submit a request through email to help.desk@safesport.org; and 2) screen shot your certificate for your records and submit your screen shot of your completed training directly to the organization that has requested it.

How do I start my training where I left off? Activities do not have to be completed all at once. Here are the steps to resume where you left off:

1. Sign in using your email address and password.
2. Select "Your Activities" from the main menu.
3. From the list of activities click the training you would like to resume.

I've forgotten my password, what do I do now? If you do not remember your password, click on the "Forgot Password" link on the Sign-In page. You will be prompted to enter the email address associated with your account. Next you will receive an email with instructions on how to reset your password.

What if I have a specific question that is not answered in these FAQs? If you still have a question after you have reviewed the FAQs, please contact the SafeSport Help Desk directly at help.desk@safesport.org. The Help Desk hours are Monday – Friday, 8:00 a.m. – 9:00 p.m. EST, and Saturday and Sunday, 12:00 p.m. – 5:00 p.m. EST. We will do our best to get your questions answered as soon as possible.

Which web browsers and devices are supported?

Supported browsers include:

- Chrome 48+
- Firefox 44+
- Internet Explorer/Edge 11+
- Opera 34+
- Safari 7+

Supported tablets and mobile devices include:

- iOS 8+
- Android 4.4+
- Windows Phone 8.1+