



# USA SOFTBALL VOLUNTEER REGISTRATION & CLEARANCE PROCESS

This guide is to help you register for your season and complete the needed clearances under the requirements of USA Softball. **Note:** *This will replace the former RegisterUSA process is required for all volunteers regardless of length of time in the league.*

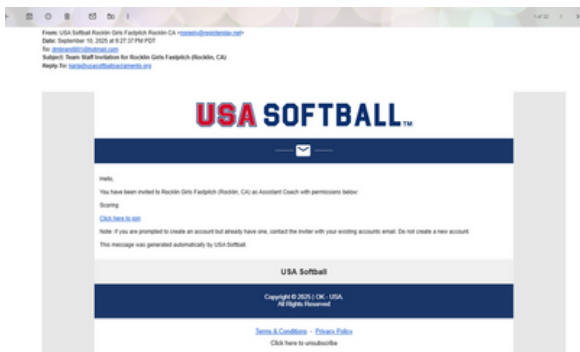
To be cleared for volunteering with your league, all volunteers must:

- Set up a new account (using the link provided by USA Softball) - new users only
- Complete the required background check (through a second email link sent from USA Softball)
- Complete Safesport training and upload certificate to your USA Softball account
- Complete Concussion Protocol Training

More info is provided below to complete all required steps.

## Part One: Register with USA Softball / RegisterPlay

### Step One: Register online using the link provided by USA Softball



You will receive an email from USA Softball titled “Team Staff Invitation for (League)”

Click the link to join.

**Note:** The role assigned does not matter.

### Step Two: Create your online account

Once you click the link, you will be taken to the new USA Softball registration page. Here you will select the option to *Create a New Account*.

When registering:

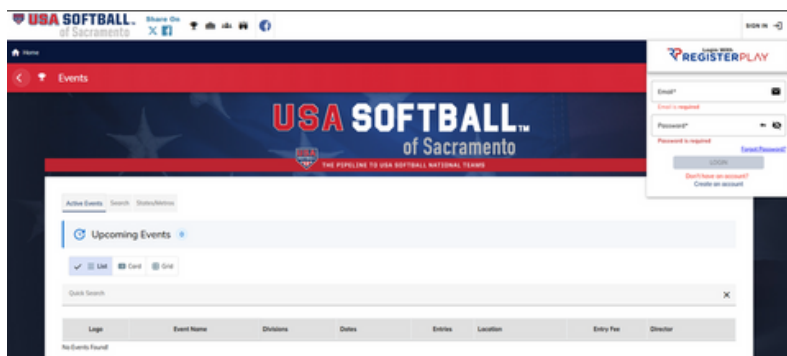
- Use your full, legal name
- Use the email address that the invitation was sent to.

Once you have completed entering your personal information:

- Accept Terms and Conditions (required)
- Opt into communications (optional)

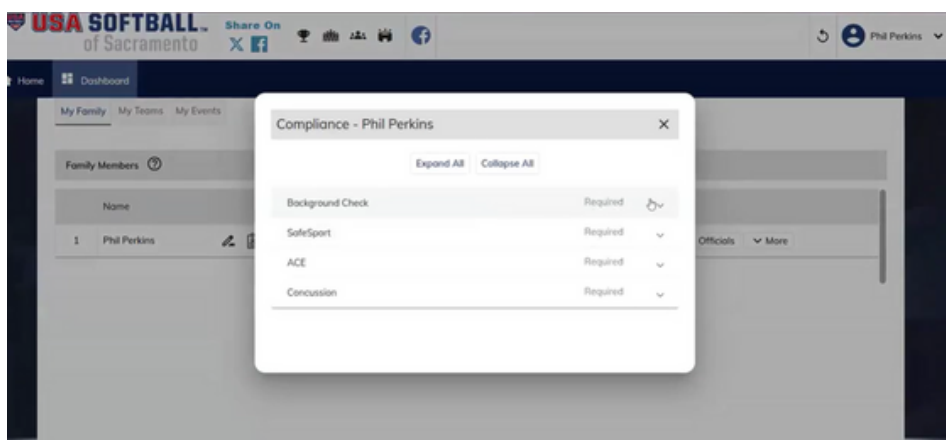
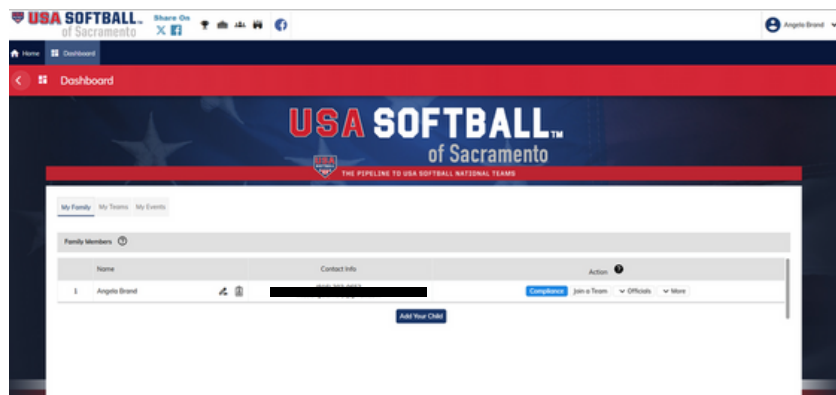
Click “Create An Account”

## Part Two: Complete Background Check Authorization



Once you have set up your account, log in to access your Dashboard.

From your dashboard- click on the *Compliance* tab (in blue)

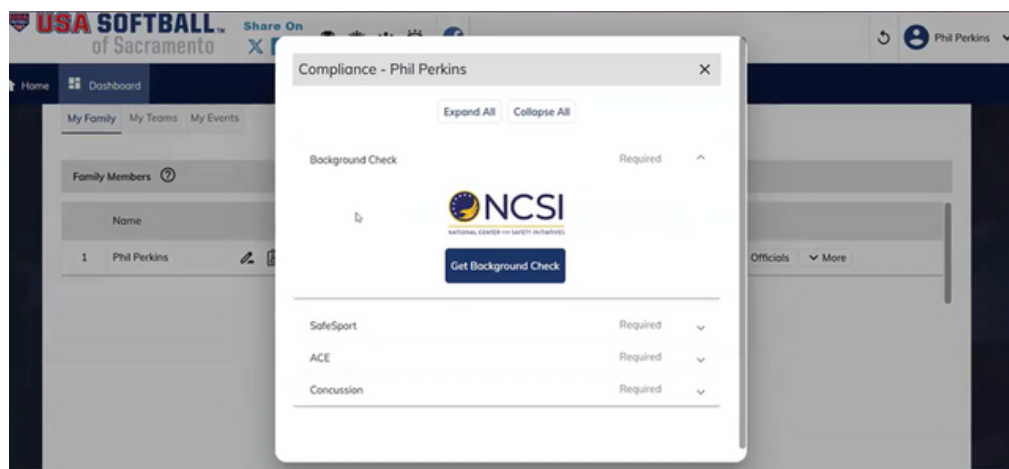


Your compliance tab will note your required registration steps:

- Background Check
- SafeSport
- Concussion

Note: For Spring/Fall, ACE certification is NOT required.

To initiate your background check, expand the Background Check tab and click “*Get Background Check*”



## Part Two: Complete Background Check Authorization

From: USA Softball <support@ncisafe.com>  
Date: September 11, 2025 at 1:50:28 PM PDT  
To: [REDACTED]  
Subject: Background Check Order for [REDACTED]  
Reply-To: support@ncisafe.com

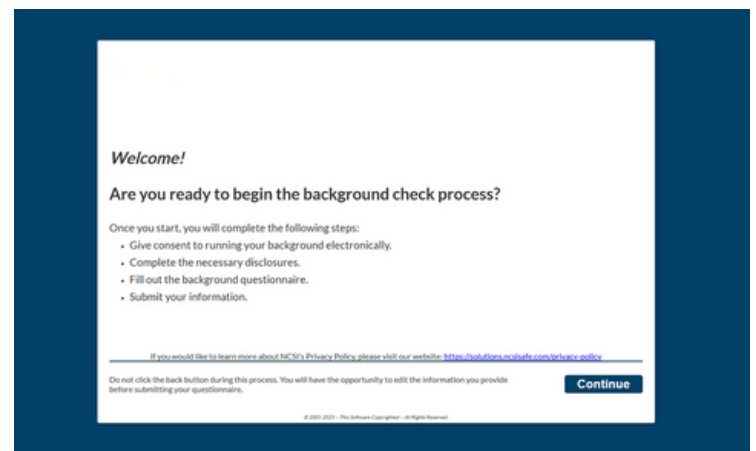


After you register your account in the previous step, you will receive an email from USA Softball titled *Background Check Order*.

Click *Complete Background Check Process* to complete this step.

You will be taken to a new site. Follow the steps to complete your background check.

This step will require you to provide personal information including contact, address, and social security number.



Upon completion, you will receive a confirmation number and you will receive an email confirmation from USA Softball *Confirmation Background Check Screening*.

If you do not receive that email you have not completed the consent.

From: USA Softball <support@ncisafe.com>  
Date: September 11, 2025 at 2:59:23 PM PDT  
To: [REDACTED]  
Subject: USA Softball Confirmation for Background Screening  
Reply-To: support@ncisafe.com

September 11, 2025

Hello [REDACTED]

Thank you for filling out our background questionnaire. **Your file number is 10748607.** If you have any questions, please contact NCIS using the information below.

Thank you,

National Center for Safety Initiatives, LLC (NCIS)

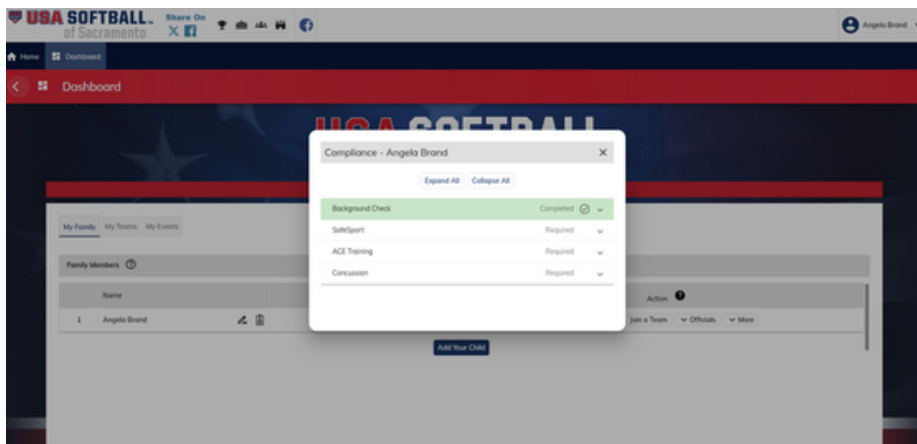
[support@ncisafe.com](mailto:support@ncisafe.com)

866-996-7412

<http://www.ncisafe.com>

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[Thank you](#) [What is this?](#) [Haha, thank!](#)

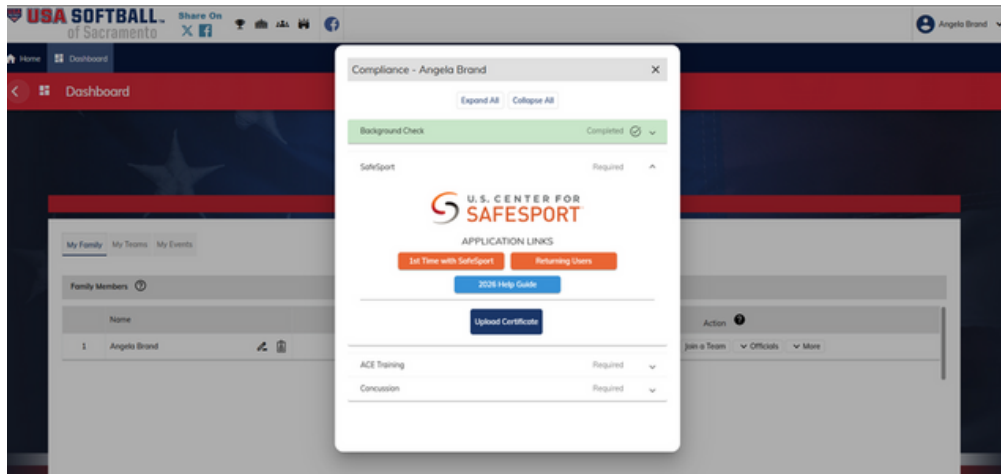


Once your check has been completed, your dashboard status will be updated and shown as *Completed*.

## Part Three: Complete Safesport Training

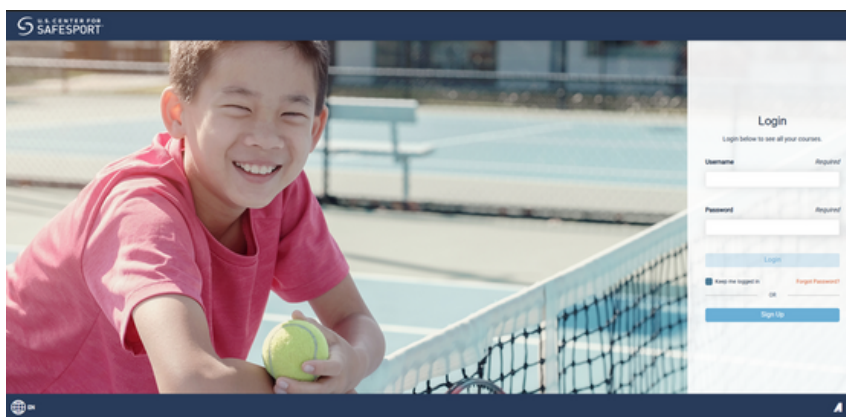


All volunteers are required to complete annual Safesport training. This is required even if you have previously completed this training or have completed for another league or activity (e.g. soccer).



On your USAS dashboard, expand the tab for SafeSport. Follow the instructions as either new or returning user.

### Step One: Login (returning users) / Register with Safesport (new users)



**NEW** users:  
Click **Sign Up**

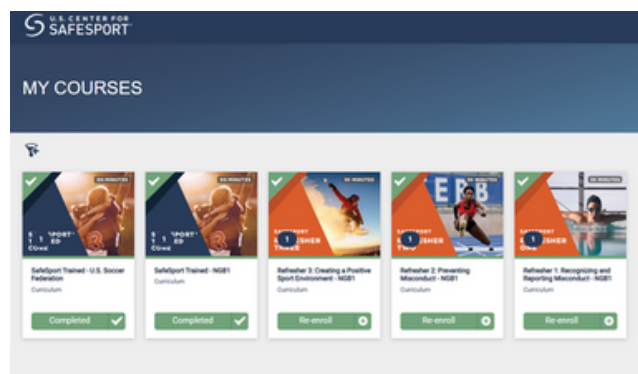
**RETURNING** users: **Login** using  
your credentials from previous  
seasons.

Upon login, you will be taken to  
your ***Dashbaord***.

Here you can access your courses,  
history, and account information.



## Step Two: Access and Complete SafeSport Training Course



If you not sure which module to complete, you can see the list of completed courses under the History tab of your Account Profile.

To access, click **My Courses** on the homepage. There are 4 modules available for volunteers.

### NEW Volunteers:

- All new volunteers start with the first module, *SafeSport Trained - NGB1*

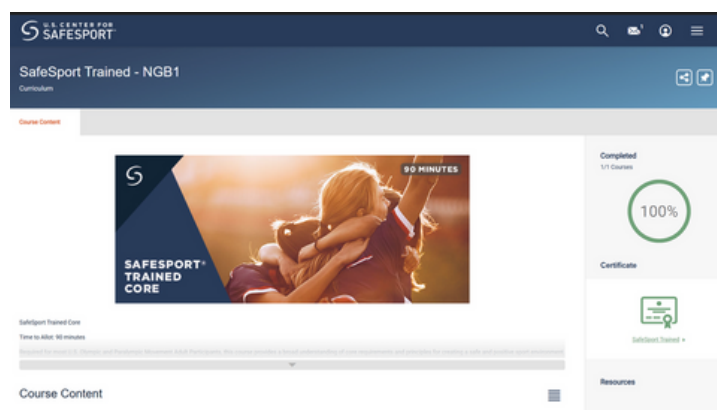
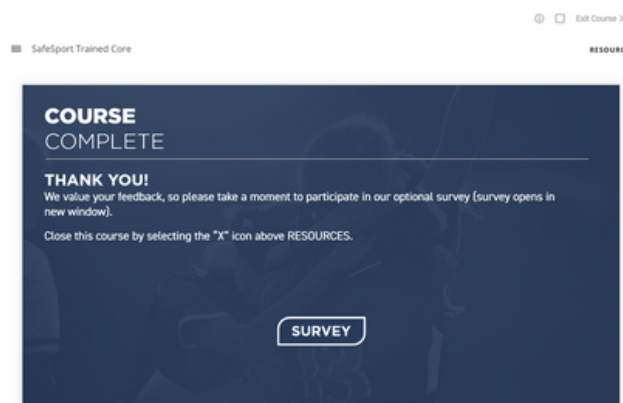
### RETURNING Volunteers:

Returning volunteers take the refreshers courses (in order):

- In your second year complete *Refresher 1: Recognizing and Reporting Misconduct - NGB1*
- In your third year, complete *Refresher 2: Preventing Misconduct - NGB1*
- In your fourth year, complete *Refresher 3: Creating a Positive Sport Environment - NGB1*

## Step Three: Download Training Certificate

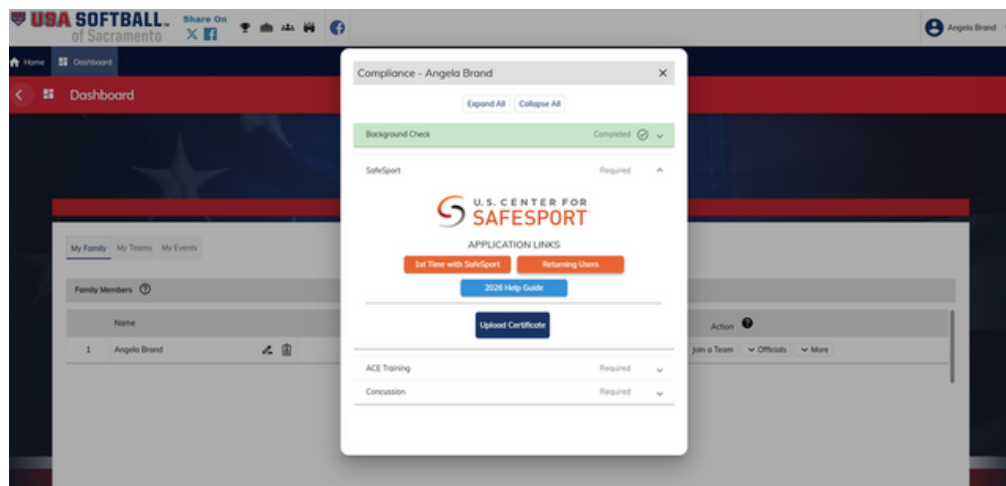
After you have completed your training module, you will need to upload your certificate to USA Softball under the account you created in Part One.



After you exit the course, click on *Certificate* on the right hand side of your screen. Download a copy of the certificate provided.

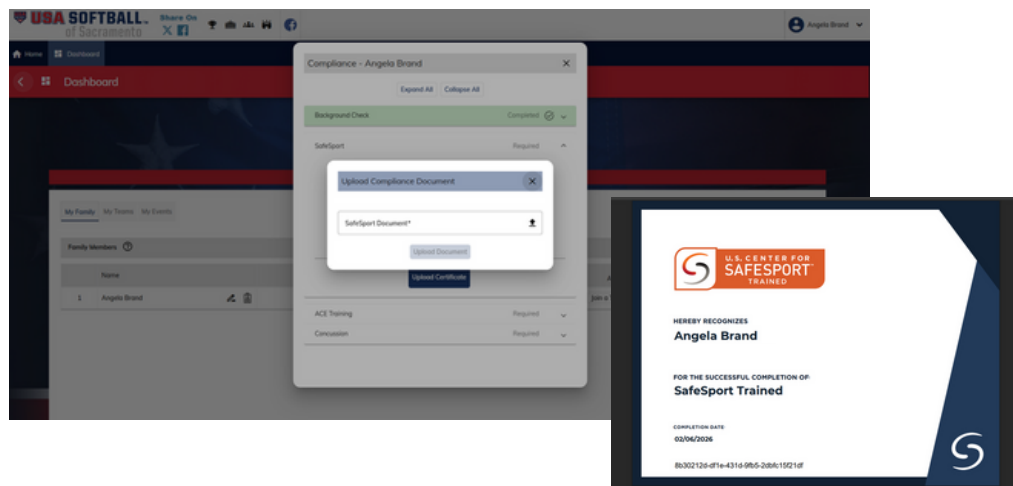
## Step Four: Upload your SafeSport Certificate of Completion to USA Softball

Log back into your USA Softball account and navigate to your Compliance tab.

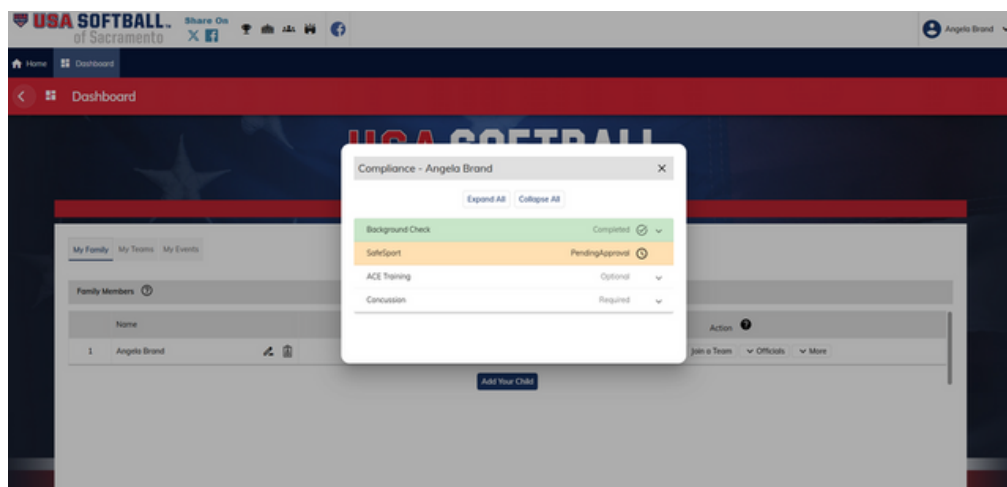


Expand the SafeSport tab and click on *Upload Certificate*.

Upload your certificate.

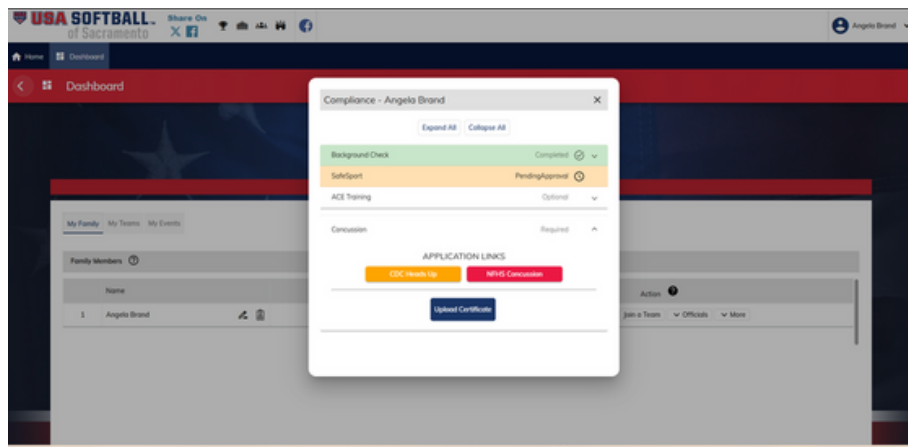


Your status will show as *Pending Approval* - all certificate uploads are reviewed by USA Softball. Upon review and approval, your status will change to *Completed*.





## Part Three: Complete Concussion Protocol Training



Under *Compliance*, expand the Concussion tab. You can choose from two trainings:

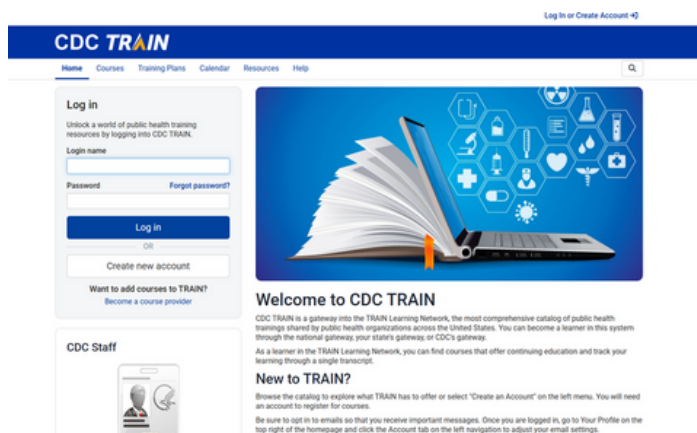
- CDC Heads Up: completion is good for three years
- NFHS Concussion: completion is good for one year

You only need to complete one; *you do not have to complete both.*

### CDC Heads Up Concussion Training

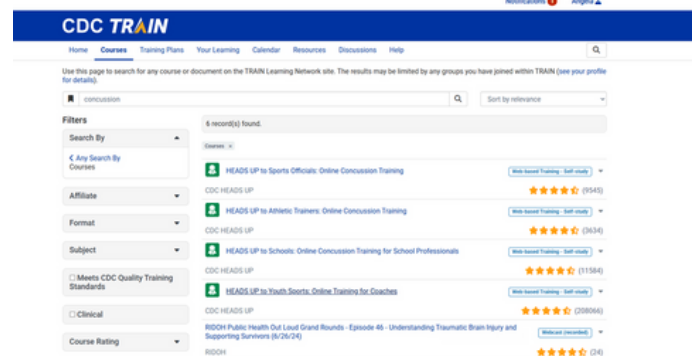
CDC HEADS UP training is good for three years. All new users will need to set up an account.

NOTE: *This training must be completed in one setting.*



To begin, navigate to Create Account. Set up your account.

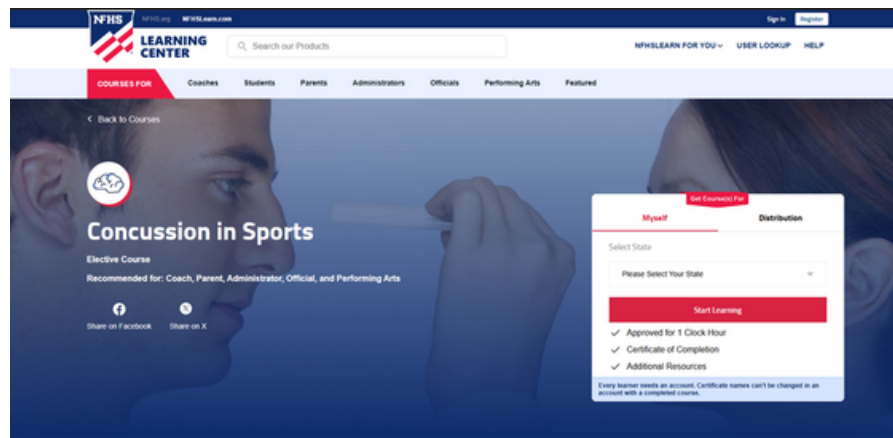
To find the course needed, navigate to *Courses* in the menu bar and search for: *HEADS UP to Youth Sports: Online Training for Coaches*



Upon completion, download the Certificate for your records.

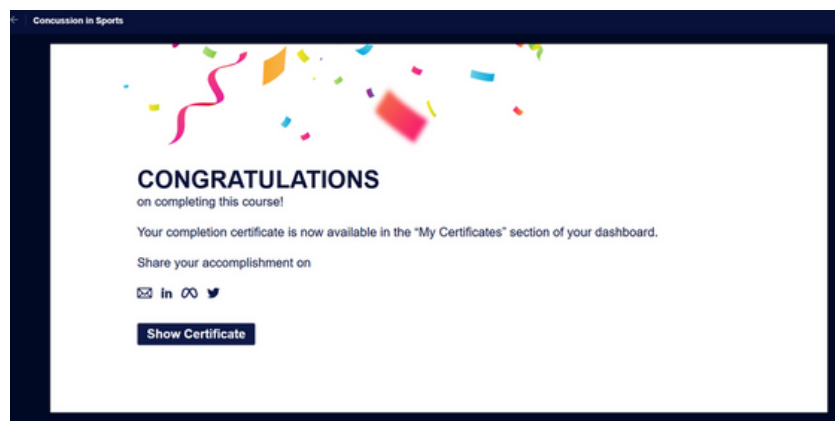
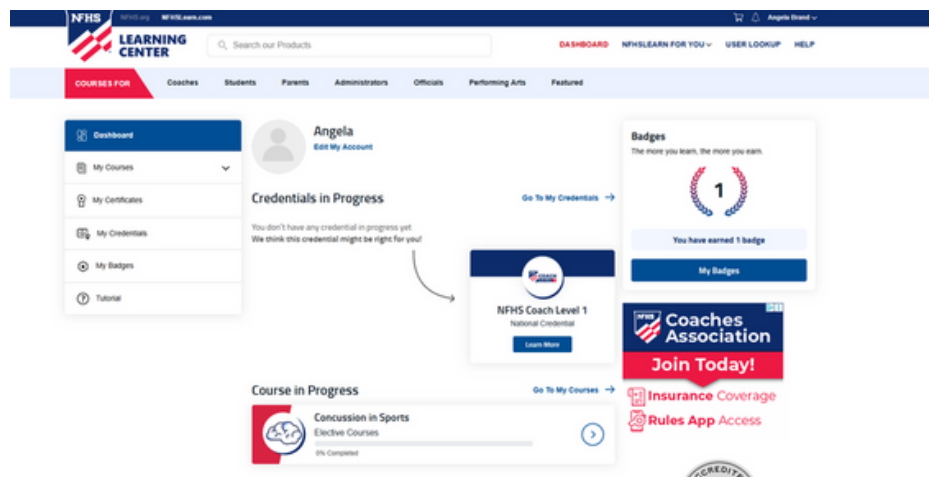
## NFHS Concussion in Sports

NFHS training is good for one year. All new users will need to set up an account.



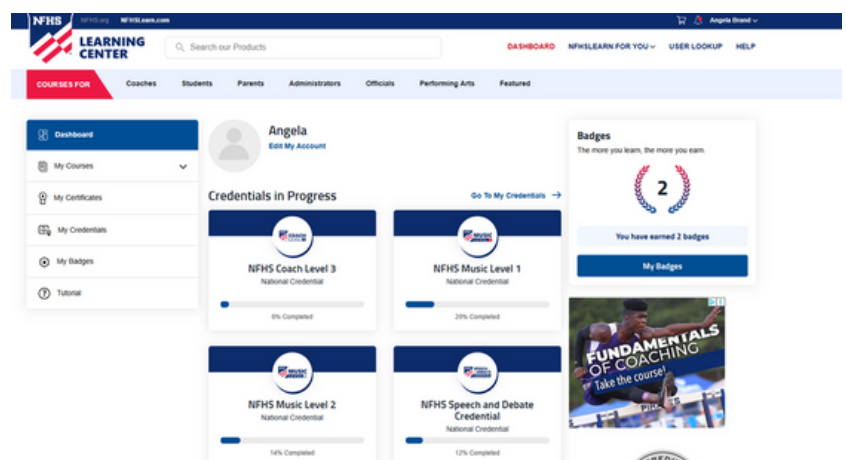
To begin, navigate to *Register*.  
Set up your account.

Once registered, access the *Concussion in Sports* module (located at the bottom of your dashboard).



Upon completion, download the certificate for your records by clicking on *Show Certificate*.

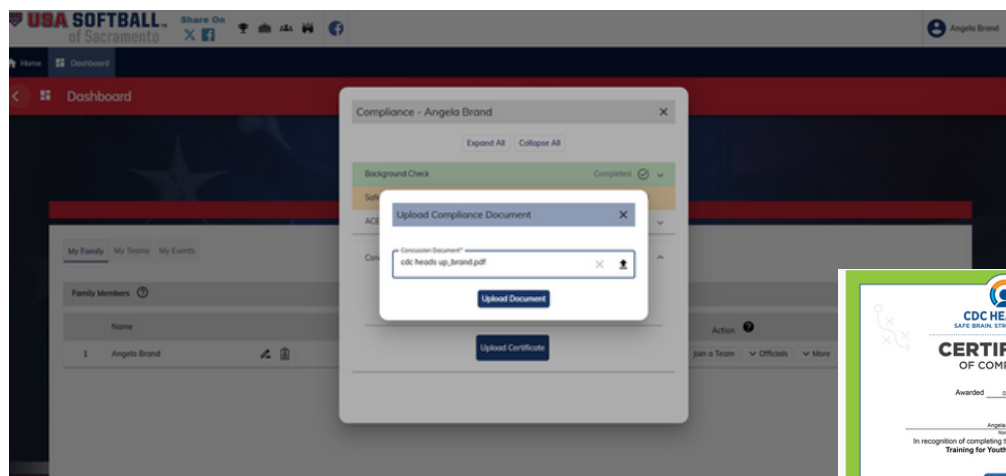
You can also access a copy from the *My Certificates* section of your Dashboard.





## Step Four: Upload your Concussion Training Certificate of Completion to USA Softball

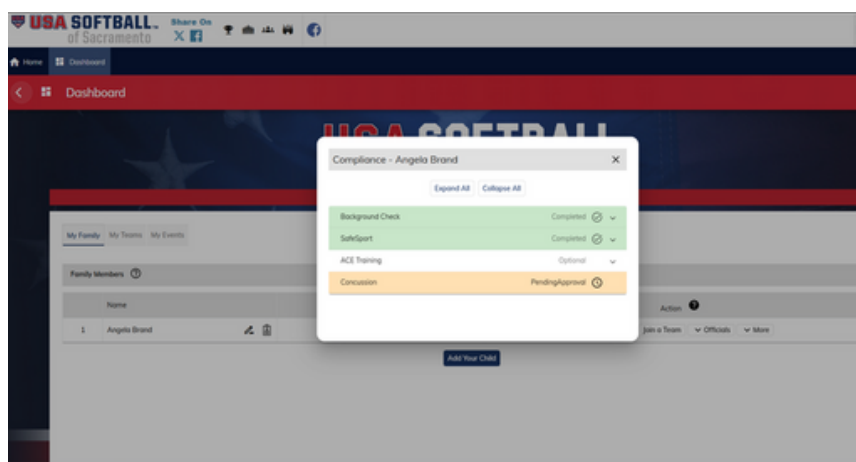
Log back into your USA Softball account and navigate to your Compliance tab.



Expand the Concussion tab and click on Upload Certificate.



Your status will show as *Pending Approval* - all certificate uploads are reviewed by USA Softball. Upon review and approval, your status will change to *Completed*.



## How do you know when you are done and cleared for the year?

Upon completion of all requirements and approval of documentation, your status should appear as *Completed* on all tabs.

