

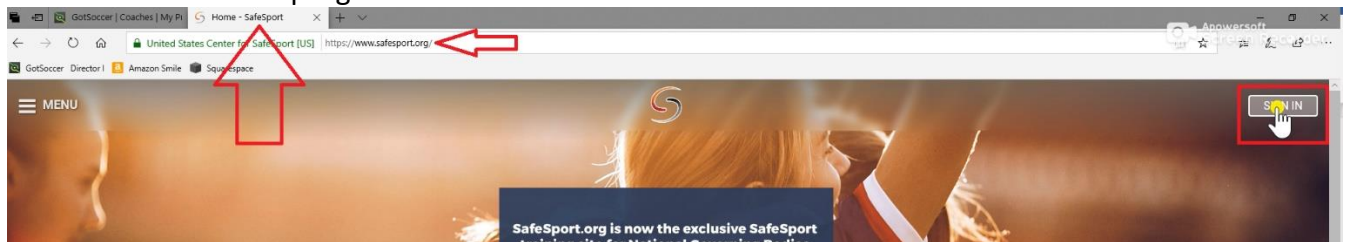
Completing Refresher Course for SafeSport

This is individuals who previously completed the SafeSport course and are only required to take the Refresher course. If you have not taken SafeSport before, please exit this walkthrough and locate our walkthrough and video showing how to complete SafeSport for the first time.

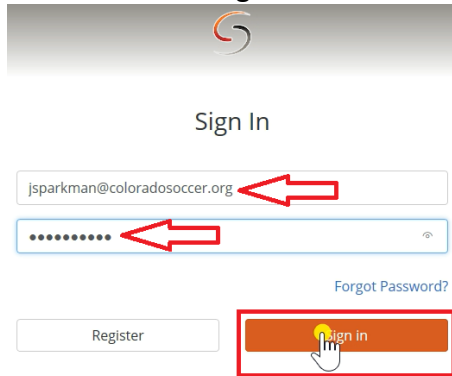
1. Login to your GotSoccer Coach or Manager account that was set up for you by your club.
 - a. Coaches can login [here](#).
 - b. Managers, chaperones, and team parents can login [here](#).
2. Once you are logged into your account, click on MY PROFILE in the black menu bar at the top. Make a note of the exact first name, last name, and email address you use in GotSoccer. Your name and email address will need to be used in SafeSport when creating your account. Using a different name or email address in SafeSport will lead to issues after completing SafeSport.
 - a. This information needs to be exact, so if you have Michael Hernandez-Gonzalez in GotSoccer, it needs to be exactly the same thing in SafeSport. Changing it to Mike or removing the hyphen from Hernandez Gonzalez will lead to issues after completing SafeSport.

The screenshot shows the 'My Profile' page for a coach account. The page is divided into several sections: Club Information (Colorado Soccer (CO)), Coach Contact Information, Basic Information, Photo, Risk Management Data, Contact Information, Account Summary, and Coaches Club Magazine Subscription. Red arrows highlight the 'My Profile' tab in the top navigation bar, the 'Full Legal Name' field (John Lee Doe), and the 'Email Address' field (jsparkman@coloradosoccer.org).

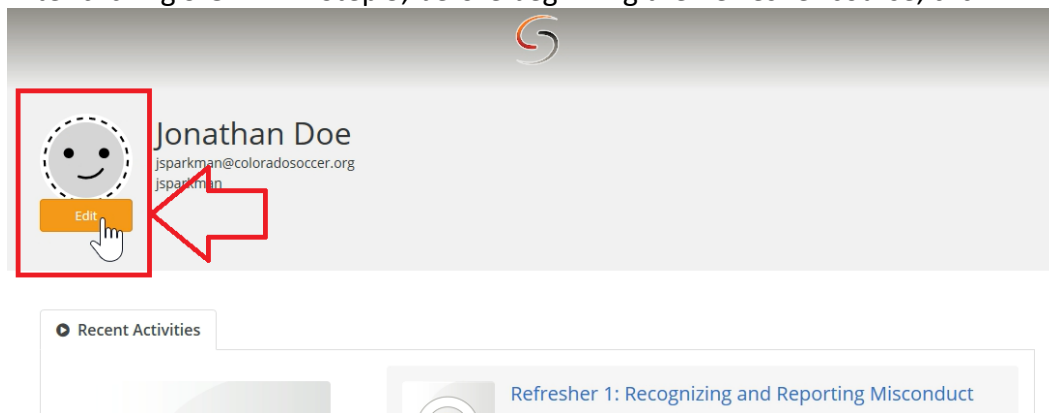
3. After you have made a note of the exact name and email address in your GotSoccer account, open a new tab in your browser and type in WWW.SAFESPORT.ORG.
4. Click SIGN IN in the top-right corner of the screen.



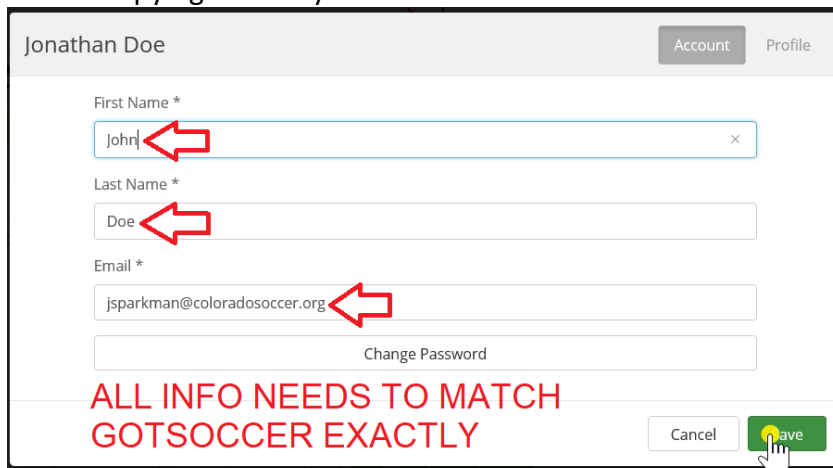
5. Type in your existing account login information and click SIGN IN.
 - a. If you don't remember your email or password, click FORGOT PASSWORD below the Sign In button. If you don't remember the email address you use when setting up the account, type in the email think you used and click CONTINUE. The system will alert you with a message in a red box in the top-right corner saying "Unfortunately, we are unable to find an account with that email address. Please try again." Keep testing your email addresses until you find one that works. In none work, you may not have created an account and taken SafeSport previously. You will need to create a new account and take the test from the beginning. Please locate our other walkthrough and video that shows SafeSport instructions for first time users.



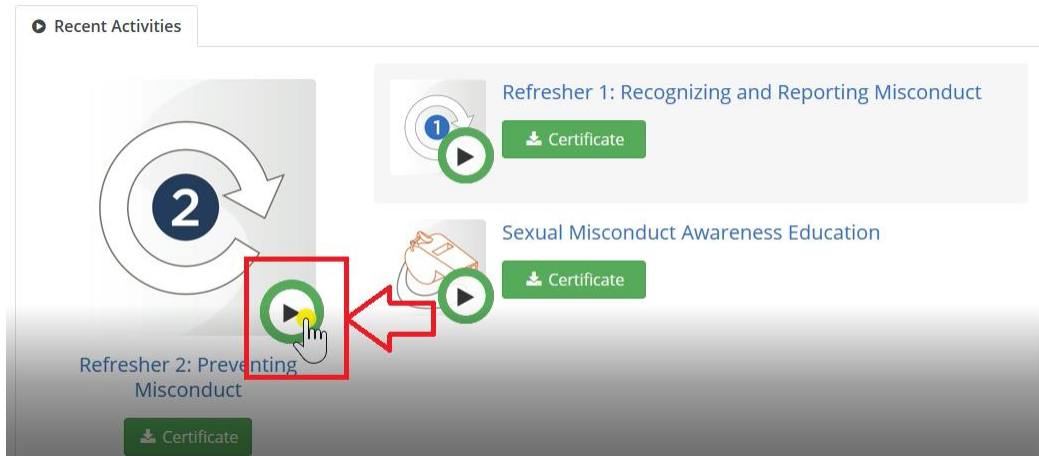
6. After clicking SIGN IN in Step 5, before beginning the Refresher course, click EDIT at the top of the page.



7. Ensure your first name, last name, and email address are identical to the name and email address you have on file in GotSoccer that you made a note of earlier in Step 2.
 - a. If you need to reference it, you can access the GotSoccer tab in your browser and view the information in your GotSoccer account.
 - b. Failure to have them match exactly will result in issues in your completion status automatically copying over to your GotSoccer account.



8. Click SAVE after you have verified that everything in SafeSport matches what is on file in GotSoccer.
 - a. If you have changed your email address, please keep in mind this is your new email address to login to SafeSport. The system may prompt you to login to SafeSport using your new email address.
9. After clicking SAVE in Step 8, click PLAY under the Refresher course at the top of the Recent Activities tab.



10. There is only one module that makes up the SafeSport Refresher course. When the Refresher course is completed (takes about 30 minutes), it should update on your GotSoccer account.

FREQUENTLY ASKED QUESTIONS

- HOW MANY MODULES ARE THERE?
 - o There is only the one Refresher module. After you have completed the Refresher course, it should update on your GotSoccer account.
- HOW LONG WILL THIS TAKE?
 - o It will take about 30 minutes to complete the Refresher course.
- HOW AND WHEN WILL THIS SHOW ON MY GOTSOCCKER ACCOUNT?
 - o As long as your name and email address in SafeSport match exactly what's on file in GotSoccer, your completed status of SafeSport will copy over to your GotSoccer account within 12 hours after completing the Refresher course in SafeSport.
- WHAT DO I DO IF THE STATUS DOES NOT SHOW ON MY GOTSOCCKER ACCOUNT?
 - o If you go to Home under your GotSoccer account and click on LEARNING CENTER COURSES, there is an orange Check Records button in the blue SafeSport box. As long as the name and email address match exactly, the completed status will copy over to GotSoccer instant and the page will refresh showing Completed.
- WHAT IF CHECK RECORDS DIDN'T WORK?
 - o If the SafeSport does not show as completed in your GotSoccer account after click CHECK RECORDS, email the certificate that says "Refresher," with your name and email address to riskmanagement@coloradosoccer.org. A member of the CSA staff will use the certificate to update your GotSoccer account and let you know where the disconnect may have been between GotSoccer and SafeSport.
- WHEN WILL I NEED TO TAKE THIS AGAIN?
 - o Your completed SafeSport status will stay on file for the rest of the calendar year. In early January of each year, the status of each coach and manager account will be reset to Not Completed and all individuals will need to retake the course, no matter when they last took the course.
- WILL I HAVE TO RETAKE THE ENTIRE COURSE?

- No. The Refresher course is all that needs to be taken from here on out for SafeSport completion. The only time the initial three-module course needs to be taken is for first-time users. This video can be followed exactly for any future Refresher courses.
- After completing all three modules, you are set for the rest of the calendar year. When your status is reset to not Completed in early January of the following year, you will only need to take the 30 minute Refresher course. There is another walkthrough and video on our website walking users through how to take the Refresher course.