



FAQ's

How long does it take for my background check to clear?

The background screening process is typically completed in seven (7) business days from the date of submission. Be aware that the turnaround time can vary for a variety of reasons such as an applicant needing to verify their personal data with the NCSI/SSCI or courthouses are experiencing delays either due to heavy volume or other circumstances.

If your screening is delayed, please check your inbox for emails from NCSI/SSCI as they may have reached out to you to verify your personal data.

What do I do if I deleted the email from NCSI/SSCI?

Send an email to support@ncsisafe.com with your information.

What do I do if I deleted the email from SportsEngine for access to my dashboard?

You can login to view your dashboard by [clicking here](#).

Who do I contact if I didn't receive a copy of my report?

You can send an email to support@ncsisafe.com to request it.

What happens if I submit two background searches? Will I receive a refund?

If you submit two background searches, both will be processed, and you will not receive a refund.

What do I do if I completed my background search and SafeSport Training through Player's Health?

You will still go through the process to create your SportsEngine Membership. Once you get to your dashboard with the actions that require attention:

- For the background search, send an email to rmc@illinoisyouthsoccer.org indicating you took the search through Player's Health. IYSA will verify that you did and mark your status as completed.
- If you have completed the core SafeSport Training, click on the requirement to complete it, and select "I have taken the core training". You will then enter your code at the bottom of your SafeSport Certificate, and it will link to the US Center for SafeSport. If you are required to take a Refresher Training, it will indicate that. If not, it will mark your status as completed.

Why am I not showing up on the cleared list?

There are several reasons that you may not show up on your organization's cleared list. If you have not done all that is listed below, then you will not show up on the cleared list:

1. Cleared your background search
2. Completed your SafeSport Training requirement
3. Completed your Concussion Certification