

US Soccer's Safe Soccer Clearance FAQ's

How do I create a Learning Center Account?

Creating an account is free and easy, please follow this [Link](#) to create one. Make sure that you provide your name, address, and email address.

Do I need a background screening to be 'Safe Soccer Cleared'?

To obtain the complete Safe Soccer Clearance, you must have a clear background screening (or have successfully completed the background screening appeals process) and complete all the tasks in Phase 1 and Phase 2.

How much does a background screening cost?

US Soccer's USOPC background screening costs \$24 and is valid for 2 years.

How can I find out if my coach has been cleared?

The status of a coach or any participant can be found by searching the directory [here](#).

Do I need Safe Soccer Clearance to coach, referee, work at a club, volunteer, etc.?

Yes. As of May 1, 2025, IYSA requires all individuals complete and receive clearance of all three phases of US Soccer's Safe Soccer Clearance program to participate and register with an IYSA member league.

I have already done SafeSport Training; Do I need to do it again?

No. You can import your certificate if you have completed SafeSport Training on another platform or sync it using your email address provided you are using the same email address that you took your SafeSport training. Please see: [Profile is Missing my SafeSport Certificate](#). If you continue to have issues syncing your SafeSport training, please email the [Learning Center](#).

Why can't I launch SafeSport?

Troubleshooting support can be found [here](#).

If someone receives a USSF Safe Soccer Clearance, do we have to let them participate?

No. IYSA member leagues may evaluate participants against their risk management criteria and determine whether they can participate and register with that member league.

My background screening has been flagged; how do I appeal?

If you'd like to request a copy of your report to determine why you were flagged, you may do so by contacting JDP directly or locating the pre-adverse action letter emailed to you by JDP.

- JDP Contact Information for Disputes: disputes@jdp.com
- JDP Customer Service: rapidresponse@jdp.com; 800-300-1821

After rereviewing your pre-adverse action letter, you may appeal this decision by completing the questionnaire [here](#) within 10 days.

If you have any additional information or documents, in addition to completing the questionnaire you may send them to safesoccerclearance@ussoccer.org. The questionnaire must be completed in its entirety with substantive responses to each question or the appeal may be denied.

If you were previously approved through this appeals process and received a flagged result on a subsequent check, you must still submit an appeal request [here](#). Please indicate that you have previously been approved. We will review your new report to confirm that there are no new charges or offenses, and then you will be approved. If there are any new charges or offenses on your most recent background screening report, you will be required to submit the questionnaire again.

US Soccer may be required to report certain background screening findings, namely charges or offenses involving sexual misconduct or child abuse, to the US Center for SafeSport ("the Center"). In these cases, you will be notified about this report and US Soccer's appeals process will be suspended pending the Center's investigation. Once the Center's process has concluded, you may still be required to complete US Soccer's process.

Please note, if you choose to appeal this decision and the appeals committee denies your appeal, you will not receive your Safe Soccer Clearance. If your appeal is upheld, you will continue to be flagged on subsequent background screening reports, but you will not be required to complete the appeals process if there are no new charges or convictions on your report. In this case, you must follow the process outlined to be approved for your Safe Soccer Clearance.