

2024 - 25

COMPLIANCE FAQS



The new season for U.S. Figure Skating began on July 1, 2024, and now is a great time to double-check that all of your compliance items are completed.

Compliance items can be accessed and verified by accessing [Members Only](#) and navigating to the Compliance page.

A full list of compliance requirements can be found in the SkateSafe® Handbook in Appendix A chart.

HELPFUL FAQs:

I keep getting an error message when I try to access the SafeSport™ training, what do I do?

- Please log into your account at safesporttrained.org.
- If you need your credentials for log in, please email skatesafe@usfigureskating.org.

My background check isn't processing, now what?

- Please email skatesafe@usfigureskating.org with your full name and member number, we will be able to update your account manually.

What if I completed compliance items for another National Governing Body?

- Please email a copy of your SafeSport™ certificate and a copy of your background check to skatesafe@usfigureskating.org
- Here are the instructions to download that certificate from the [SafeSport website](#).
- You will need to request this report directly from NCSI as they will not share results with anyone other than the person they ran the screen for. You can contact NCSI at support@ncsisafe.com or call (866) 996-7412. Their regular business hours are Monday-Friday, 9 a.m.-5 p.m. EST.