



USA Hockey Criminal Background Screening Frequently Asked Questions

General Screening Information

Q: Who is NCSI?

A: NCSI, known as the Gold Standard provider of background screening programs for youth serving organizations, is the authorized provider for USA Hockey's national screening program. NCSI has been a trailblazer in youth protection for nearly two decades and is recognized by the National Council of Youth Sports for its pioneering work. NCSI provides services to the United States Olympic & Paralympic Committee, as well as to more than 60 national governing bodies in sport. NCSI is accredited by the Professional Background Screeners Association and has offices in Cleveland, Ohio and Marietta, Georgia.

Q: Who do I contact if I have questions about my criminal background screening?

A: Please reach out with any questions or concerns you may have. We're happy to assist you. NCSI can be reached via email: support@ncsisafe.com or by calling 866-996-7412. NCSI's normal business hours are Monday through Friday from 8:30 a.m. - 5 p.m. Eastern Time. We will typically respond to you the same day or within one business day.

Q: How much time will it take for my background screening to be completed?

A: Generally, background checks are completed within 3-5 days. However, delays are possible, so please plan accordingly. If you have an international search component that is needed as part of your screen, please allow at least 2-4 weeks for completion.

Q: Who must complete the background screening?

A: All USA Hockey Coaches, Officials and Volunteers over the age of 18 must successfully complete criminal background screening. Individuals who have not completed the criminal background screening do not meet the eligibility requirements to participate with USA Hockey.

Q: What information is needed to process my background screen?

A: The background screening application requires the submission of a full legal name, address, date of birth and social security number. All of the required fields are marked with an asterisk. We are unable to complete the background screening if any of the required information is not provided. USA Hockey requires a government issued ID which needs to be uploaded as you submit your background screen.

Q: How do I upload my ID?

A: A government issued ID will be required to be uploaded at the time of registration. You can upload a digital image of your ID (driver's license, passport or non-driver state ID). **Please have a jpg, pdf, bmp, gif, tif or png file that is less than 4MB on your computer prior to beginning your registration.**

Q. If I am a resident or participating in the State of Pennsylvania, how do I upload my documents?

A: If you identify yourself as living or working in Pennsylvania, you will be instructed to upload your document as you complete your background screening registration. In addition, an email will be sent to you with upload instructions.

Q: Is the information supplied to NCSI secure?

A: NCSI is aligned with industry best practices regarding data security, including high level encryption to protect information submitted online. Internal security measures ensure that your personal information is only viewed as needed to process your screen by qualified personnel who are trained in handling confidential data. NCSI is PCI-compliant and does not share any personal information with third-parties.

Q: Is USA Hockey and/or NCSI completing a credit check when processing the background check information?

A: No, USA Hockey and/or NCSI are NOT processing a credit check on anyone going through the background screening process. As a Consumer Reporting Agency (CRA), NCSI is compliant with the Fair Credit Reporting Act (FCRA), but a credit check is not being conducted.

Q: Will the background screen I've completed previously with NCSI qualify for this season?

A: USA Hockey requires that all members have a valid background screen that has been completed within the previous season. If you have a cleared screen from 2019, you will not need to complete a screen this year. If your screen was prior to the 2019 season you will need to submit another screen. Please note that NCSI is the only background check accepted by USA Hockey, and as a matter of policy, we cannot accept screening results from another agency. Each organization that conducts background screening uses a unique set of criteria and number of years that are being searched, as well as diverse re-screen policies.

Q: How will I know if there's a problem with my background check or if NCSI needs information from me?

A: If more information is needed to complete your background screen then NCSI will notify you via email. These messages are dispatched from the NCSI Verification Team using our server: automation@instascreen.net Your local affiliate name and your screening file number will appear in the subject line of the verification email.

Q: What can I do if I think my report is incorrect?

A: You will be provided an opportunity to alert NCSI of any questions or potential errors on your report. Email will be our primary way of communicating with you, so be sure to provide an accurate email address and check it regularly until your screen is complete. For any questions regarding inaccuracies, please reach out to qc@ncsisafe.com

Registration for Screening

Q: Can I register using my cell phone?

A: NCSI's registration process is best completed using a desktop or laptop. While it may be possible to complete your registration on a cell phone, the experience will be easier on a desktop or laptop.

Q: Do I need to have an active email address?

A: Yes. An active email address is required in order to complete your background screening. NCSI's primary form of communication with you is via email. It is VERY IMPORTANT that you provide an email address and that you check it frequently following your initial application. Please add ncsisafe.com to your accepted email domain list to receive notifications from NCSI.

Q: I tried to complete my background screening with NCSI and their system "timed out". What do I need to do?

A: NCSI's system is set to time-out after 30 minutes without activity. Please have all information ready in advance to avoid a time out event. In the event of a time out, the information you entered is not stored or transmitted, so you will need to start the process over by logging back into your USA Hockey profile. You will know the process is completed when you receive a confirmation page with your 16-digit registrant ID number.

Q: Can a non-citizen of the United States without a social security number complete the background screening requirement?

A: Yes, individuals with or without a social security number can submit their background check screening using the same submission instructions. However, the processing time may be longer, and the processing fees may differ from a domestic screen due to the need to conduct an international search.

Q: My background screening certification has expired. What do I do?

A: The process to re-certify your background screening is the same as when you originally applied. USA Hockey recommends that you begin the re-screening 4-6 weeks prior to your background screening expiration date.

Costs and Payment

Q: What is the cost of the domestic criminal background screening?

A: The cost of the background screening is \$30.00 flat rate fee. Payment is made on NCSI's website at the end of the background screening process by the registrant if the USA Hockey Affiliate is not covering the cost. MasterCard and Visa are accepted.

Q: I received an error when processing my credit card payment with NCSI. Why did this happen and what do I need to do?

A: NCSI is fully compliant with all online transaction regulations and has the highest level of fraud protection available. Transactions are processed using PayPal services. This protection requires certain data to match in order for the transaction to process correctly. Please verify the billing address for the card and be sure to have all of the information correct before attempting to process again. If you submit your payment information without a correct match, the transaction will attempt to go through and fail. Sometimes you may see multiple line items on your bank account. However, you will not be double-billed for NCSI's services.

Q: Is an international search required?

A: An international search is required for U.S. citizens who have lived outside of the United States for six consecutive months in any one country, during the past seven years.

Q: What is the cost for an international search?

A: The cost for an international search is \$75 for Canada, and \$150 for any other country.

Q: How do I obtain a receipt for my criminal background check screening?

A: Go to NCSI's website: www.solutions@ncsisafe.com and click on "Status Check" in the upper right corner. Look yourself up using the search tools and then select "Invoice Details". You can print your receipt directly from this page.

Status and Results

Q: How do I check the status of my background screening?

A: You can check the status of your background screening by going to www.solutions@ncsisafe.com and clicking on “Status Check.” NCSI does not provide verbal status of background screenings to registrants.

Q: Why is my background screening taking longer than another registrant that submitted a background screen at the same time?

A: NCSI performs one or more county court searches and federal district court searches as part of the background screening. These involve getting information directly from the courts in question. Some courts may return information to NCSI the same day, while others can take longer. Once NCSI has information back from the courts, it is processed right away. Other delays may result when NCSI requests additional information from you. You can check your status online by visiting ncsisafe.com/status. In addition, check your email regularly for communication from NCSI regarding your background screening.

Q: How will I be notified if NCSI needs additional information or payment from me?

A: NCSI will send a notice to you via email with relevant instructions if we need to search internationally. This notice will come to you in the days following your initial application if your group or affiliate is not paying for your background screen. It is very important that you check your email and respond promptly to this request, since your background screening will be on hold until you respond.

Q: What information is provided to USA Hockey from my criminal background screening?

A: USA Hockey can be made aware of the content provided on a background screening report. Limited staff members of USA Hockey designated by the safe sport department may have access to the screening report.

Q. What is a Clear/Green Light result?

A: A “Clear/Green Light” indicates criminal record information relating to USA Hockey’s criteria was not sourced or reportable in the process and therefore a “Clear/Green Light” report was issued to USA Hockey.

Q.: What is a Flagged/Red Light result?

A: A “Flagged/Red Light” indicates that criminal record information relating to USA Hockey’s screening criteria was sourced in the process and therefore a “Flagged/Red Light” report was issued to USA Hockey for review.

Q: Will I know if my background screening report is Flagged/Red Light?

A: Yes. If NCSI sources criminal history information relating to USA Hockey’s screening criteria, you will be notified and provided information for your review. Pursuant to the Fair Credit Reporting Act, you will be provided an opportunity to alert NCSI of any questions or potential errors on your report. Email will be our primary way of communicating with you, so be sure to provide an accurate email address and check it regularly until your screen is complete. Please be sure to respond immediately if NCSI contacts you for additional information.

Q: Can I appeal participation decisions made by USA Hockey?

A: USA Hockey will use the report provided by NCSI to determine an individual's eligibility for participation with USA Hockey in accordance with the USA Hockey established policies. Registrants have the right to appeal to a USA Hockey's Review Panel, pursuant to the procedures outlined in USA Hockey's Criminal Background Screening Policy.

Q: Can I request a copy of my criminal background screening results?

A: Yes, simply go to www.solutions@ncsisafe.com and click "Applicant Submission and Status Check." Once there, select 'check status of your background screen' and fill in the identifying information. The option to receive your report will be available.

Q: When does the criminal background screening expire?

A: A screen completed in the first quarter of the year is valid until 8/31 of the following year. If it is completed during the second through fourth quarters, then it is valid until 8/31 plus two years. Notice Regarding Annual Re-screening: One of the features provided by our background check program is an annual recheck. For the period that your background check authorization is valid, this recheck will automatically occur on or about the anniversary date of your background check submission date. This recheck keeps our program current and up to date without the need for you to re-register with NCSI every year. If you choose to leave USA Hockey during this period and you want to stop the recheck, you must notify USA Hockey's Member Services Department in writing that you have resigned your membership with USA Hockey. We will discontinue the annual recheck within 30 days following receipt of your notice of resignation. It is possible, depending on your scheduled annual recheck and your date of resignation, that the recheck may occur following your notice of resignation.