

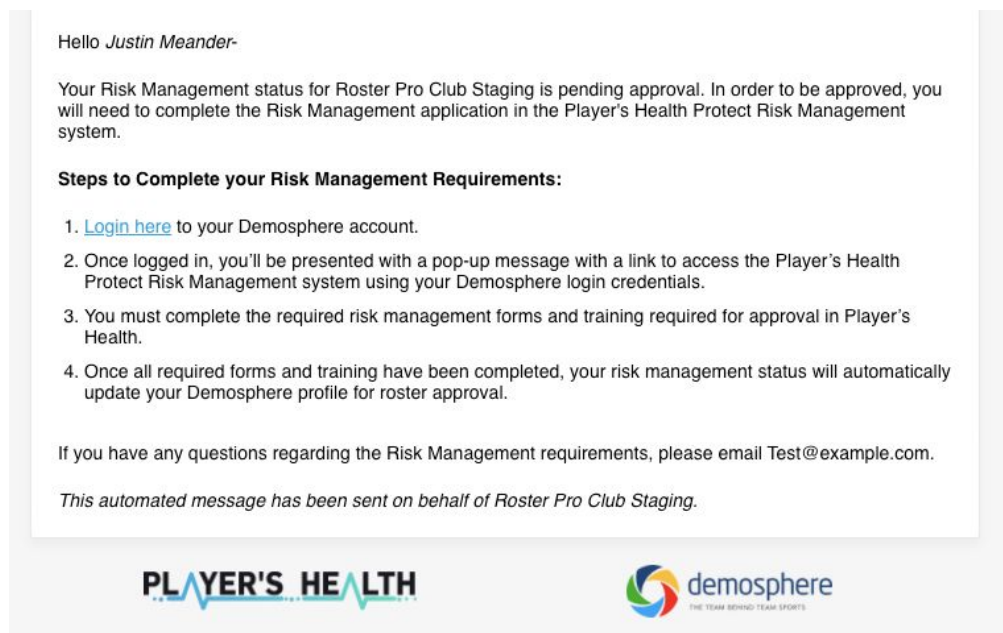
Coach/Staff Workflow

Step One

After an admin initiates the Risk Management process, the person will receive an email with instructions to login to Demosphere to begin the Risk Management and training process.

There are two 'types' of emails users can get depending on whether or not the user has setup their Demosphere account.

- 1) **For users that have a Demosphere account setup:** They will get an email with a direct link to login to Demosphere where they will see a dialog pop-up to connect directly to Player's Health
- 2) **For users that have never setup a Demosphere account:** They will get an email with a link to setup their Demosphere Password first, which, upon setup will log the user into Demosphere where they will see a dialog pop-up to connect directly to Player's Health.



Example email from Demosphere

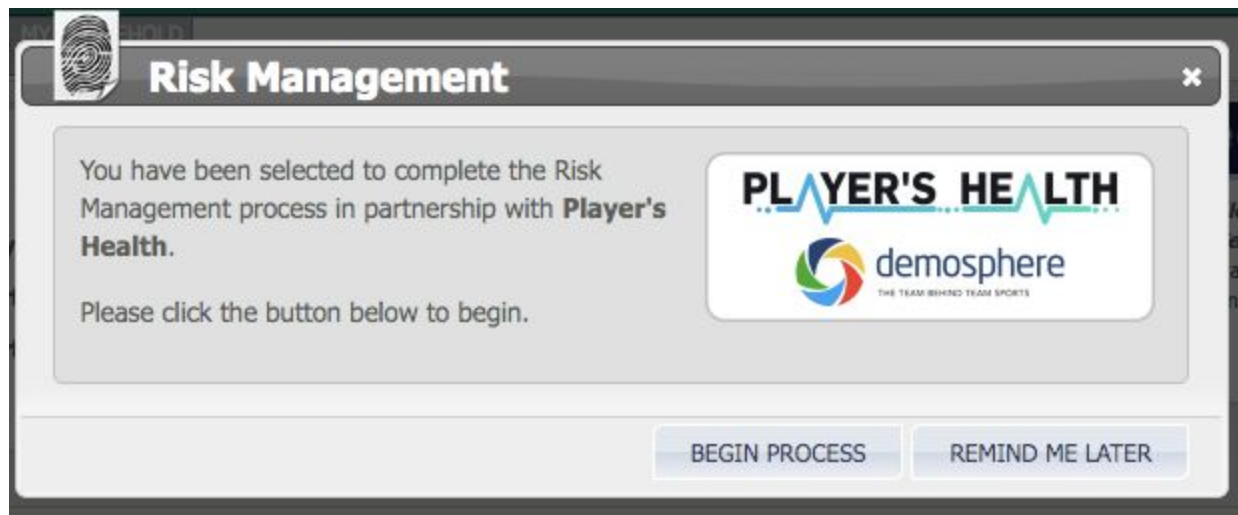
Step Two

Once the staff member logs in to their Demosphere account, they will see a pop-up dialogue letting them know they need to complete the Risk Management process in the Player's Health

system. If they do not want to begin the Risk Management process immediately, they may click “remind me later” and this message will appear each time they login until they have started the process in the Player’s Health system.

In order to keep all Demosphere Risk Records tied to your Player’s Health Records:

All user accounts must be properly setup with the correct email and password in Demosphere first. Failure to take this step will result in a failure to login Player’s Health. The login to Player’s Health is based on the Demosphere email and password



Pop-Up dialog staff will see when logging into Demosphere

Step Three

Clicking on **Begin Process** will automatically direct the user to the Player’s Health system. They must first authorize Player’s Health.

Signed out successfully.

Authorization required

Do you authorize **Players Health** to use your Demosphere account?

Players Health will have access to:

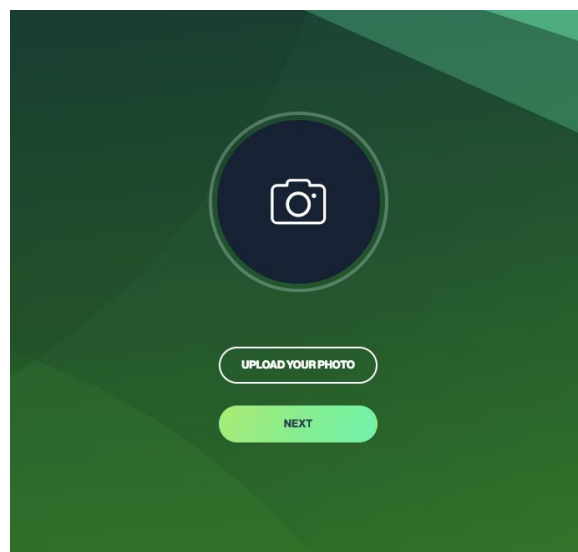
- Your Name and Email
- The Organization you Participate In and Your Role within the Organization

Authorize

Deny

Step Four

The user will then be asked to Upload a Photo in Player's Health. This photo is not shared with Demosphere and is only stored in Player's Health.



The user will then be guided through the required Risk Management steps based on the governing body's workflow. Some examples include a COVID Return to Play Waiver, a completed Safesport training, concussion training and a background check application.

Step Five - Waiver

The user will be prompted to read and sign a waiver inclusive of any/all of the following: health, safety, mandatory reporting, liability, infectious disease, etc. User must read thoroughly and electronically sign at the bottom before continuing.

Depending on your organization, you may have multiple waivers and/or consents to sign to complete this step. They will be prompted in sequence. Once complete, you will be automatically directed to the next step of your safety requirements.

Waivers

BG Checks

Trainings

The Player's Health Protect Promise

Player's Health embraces the notion that sport offers young people an opportunity to experience the full range of human emotions. Sports engagement also brings with it risks of misconduct. Toward the goal of enhancing positive experiences for participants while minimizing any form of threat or injury (physical, emotional, psychological, etc.), all **Player's Health** coaches and staff members have committed to the following commitment to ethical behavior.

As a responsible adult involved in **Player's Health**, I pledge to be accountable for my words and actions, and will align my attitude, behavior, and conduct to the following principles:

Our Commitments:

- The health, growth, wellness, safety, and development of each of player in **Player's Health** is our highest concern.
- All players – regardless of ability, athleticism, or experience – deserve to be known, challenged, and affirmed.
- All players – regardless of ability, athleticism, experience, age, gender, culture, disability, language, race, religious beliefs, sexual identity, or socioeconomic status – have the right to be protected from all forms of misconduct including physical, sexual, emotional, or psychological abuse.
- **Player's Health** will respond immediately to any allegations of misconduct or abuse, using appropriate channels of communication and resources to monitor the safety of our players.

Signature

SUBMIT

Step Six - Background Screening

User will be prompted to complete a background screen if they are new to the association or have a previous background screen that has expired (comparative to their association-specific guidelines).** They will be prompted through a series of forms to read and consent to compliant with a standard background screening process. The application requires submission of full legal name, address, date of birth, and social security number. The background screen cannot be completed without this required information.

Per the FCRA Disclosure enclosed in these electronic forms, a credit check is not conducted, nor a requirement for coaches/volunteers to participate.

**If you are not due for, or required to submit, a background screen you can skip ahead to Step Seven of this guide to address potential training.

The following represents a series of screenshots illustrating the various forms required to complete a background screen.

✓ Waivers

BG Checks

Trainings

02/06

Applicant Legal Information

Are you volunteering or employed in Pennsylvania?*

☐ Yes

☒ No

Have you lived in New York state in the past five years?*

☐ Yes

☐ No

SKIP

SUBMIT

03/06

Electronic Communication Consent and Disclosure

You have been authorized to complete online documents and receive electronic legal notices in connection with your registration with JDP ("JDP"). During this process, you will be asked to "sign" one or more of the online documents with an electronic signature. Please read the following carefully regarding the electronic signature process.

To sign a document electronically, click both the "I Agree" button and the "Continue" button appearing at the bottom of the document. If required, please also fill out your name and last four digits of your social security number. NOTE: Your electronic signature will not be applied to the document until you correctly complete all of these steps.

If you want to make changes in information you provided, click "Back" button on your browser. When you have completed a document that requires your electronic signature, you may use your browser to view, print, or download the document before you sign it.

Once the signature process is completed, your electronic signature will be binding as if you had physically signed the document by hand.

If you believe you are unable to provide your signature in an electronic format, contact the company directly to complete in a paper or non-electronic format. Please note delays and additional fees will apply if the process is completed in a paper/non-electronic format.

In addition, since e-mail is the most expedient method for you and JDP to communicate with each other we are requesting your consent to use email and specifically your e-mail address provided in your application as the primary method for written communications.

If at any point you would like to withdraw your consent for your electronic signature or use of e-mail as the means for written communication, or if you need to update information needed to contact you electronically, please contact JDP at clientservices@jdp.com. Any withdrawal of consent will be effective as of the date it is received. Please note that any withdrawal of consent does NOT apply to electronic signatures or communications that occurred prior to the effective date of withdrawal of your consent. There also may be additional fees for proceeding on a non-electronic basis after your withdrawal of consent.

✓ Waivers

BG Checks

Trainings

04/06

FCRA Acknowledgement

Para información en español, visite www.consumerfinance.gov o escriba a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

A Summary of Your Rights Under the Fair Credit Reporting Act The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under FCRA. **For more information, including information about additional rights, go to www.consumerfinance.gov or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
 - a person has taken adverse action against you because of information in your credit report;
 - you are the victim of identity theft and place a fraud alert in your file;
 - your file contains inaccurate information as a result of fraud;
 - you are on public assistance;
 - you are unemployed but expect to apply for employment within 60 days.

In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.consumerfinance.gov for additional information.

✓ Waivers

BG Checks

Trainings

05/06

Disclosure

DISCLOSURE REGARDING BACKGROUND SCREENING

Player's Health (“Company”) may obtain information about you from a third party consumer reporting agency to be used in part to determine your eligibility to register with **Player's Health** and/or participate in **Player's Health** programming. Thus, you may be the subject of a “consumer report” which may include information about your character, general reputation, personal characteristics, and/or mode of living. These reports may contain information regarding your, criminal history, social security number validation or verification, motor vehicle records (“driving records”), verification of your education, professional credentials or employment history, consumer reporting agency records or other background checks, as well as plea bargains, deferred adjudications, and delinquent conduct committed as a juvenile.

You have the right, upon written request made within a reasonable time, to request whether a consumer report has been run about you and to request a copy of your report. These searches will be conducted by JDP 301 Grant Street Suite 4300; [tel. # 18559403232](tel:18559403232); www.wjdp.com and their agents. The scope of this disclosure is all-encompassing, however, allowing the Company to obtain from any outside organization all manner of consumer reports throughout the course of your registration with **Player's Health** and/or participation in **Player's Health** programming to the extent permitted by law.

☐ I have read and agree to the Background Screening Disclosure above

Signature

SKIP

SUBMIT

✓ Waivers

BG Checks

Trainings

06/06

Background Screening

In order for your background screening to be processed please complete all required fields below. This information will be encrypted and securely sent to our third party provider JDP, for the screening process to be conducted. Background screenings can take between three to five business days to be completed. An email will be sent to you once the background screening has been completed with final status of your screening indicated.

PLEASE SUBMIT YOUR FULL LEGAL NAME AS IT APPEARS ON YOUR DRIVER'S LICENSE OR PASSPORT

First Name*

Tyrre

Last Name*

Burks

Middle Initial

Address 1*

Address 2

City*

State/Province*

×

Zip*

Step Seven - Safety Training Requirements

Additional safety requirements will be displayed. Training may include, but is not limited to, abuse awareness training, concussion training, state-specific training and consents, etc. The user can click on the training title or image to begin a particular module.

If you begin a training module, but do not finish in one sitting, your progress below the image should reflect this. You can continue at a later time. In order to access the Player's Health platform to continue at a later date, use the following quick steps to resume:


1. log into your State Association's Demosphere site
2. navigate to your Dashboard
3. click the Risk Mgmt tab
4. click the blue "Player's Health" icon

Once each training module has been completed, the clickable image/icon will disappear from a user's PH training dashboard. Leaving you with only the modules remaining.

✓ Waivers

✓ BG Checks

Trainings




Players Health Protect Concussion Training

Start Training

Progress 0%

N/A



Safe Sport Start Training

Progress 0%

N/A

Step Eight-A - SafeSport Training Specifics

When you click to take the SafeSport training, you'll see the following popup. If you are *not* up to date on your Safesport training requirements, please click "Start Training." If you believe you are up to date on your SafeSport training, see below for further guidance on entering your certificate code.



To complete SafeSport training please click the 'Start Training' button

START TRAINING

If your SafeSport training is up to date for this season, please enter the completion code from the bottom of your certificate in the field below along with the date of completion.

Enter completion code

Date



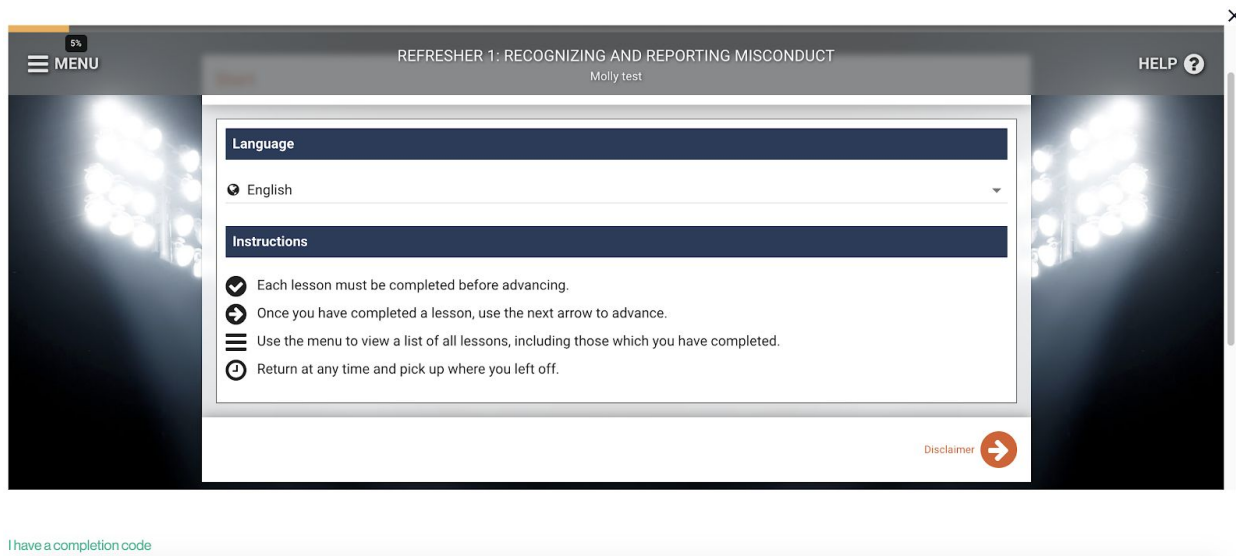
APPLY CODE

If you have already done your training for the current season (training or refresher due annually), simply input your SafeSport Certificate completion code, as referenced in the following screenshot.



Step Eight-B - Accessing the US Center for SafeSport

If you still need to complete your training for this year, hit “Start Training.” A new browser window will open that takes you directly to the US Center for SafeSport website. You will be prompted with the following screen to begin new or refresher training.



As long as you haven't been logged out/timed out of Player's Health, which happens automatically, then it will report that you have completed SafeSport back to Player's Health and your SafeSport box will go away. There is nothing in SafeSport that prompts you to know this has been done – you should see the box disappear in Player's Health. **NOTE: please allow 24 hours for SafeSport completion to display in Player's Health.**

Step Nine - Concussion & Additional Training Specifics

Depending on the additional training requirements of your association, you may also be prompted with the following:

- Concussion certification - there are two ways concussion training may be presented to you; any organization offers only one of the following methods
 - Player's Health concussion training: you will be prompted with a short training video as you are logged in
 - External concussion training: you will be prompted to complete concussion training on an external website, after which you need to log into Player's Health and upload your certificate of completion (see screenshot below for reference)
- State-specific training requirements
 - Example: Lindsey's Law (specific to the state of Ohio)



Upload Certificate

Abuse Prevention Training

Date of Issue



Select File

UPLOAD CERTIFICATE

Once the user has completed all required steps within the Player's Health system, and the background screen has fully processed, the Demosphere system will be automatically updated. The user's status in Demosphere will change from "Not Approved" to "Approved."

The status is visible to Admins within the Risk Management report view and workflow rules can be established to determine if a team staff member is approved for official rosters and/or pass/ID printing.

Frequently Asked Questions

1. *Why don't I have a Risk Mgmt tab when I log into Demosphere?*

You must log into the State Association Demosphere website in order to access your risk requirements. They will not be accessible through a club's Demosphere site

2. *When I get to the Risk Mgmt tab, it says I do not have any tasks to complete. What now?*

You are not assigned risk requirements until the State invites you to do so. If you have not been initiated and have not received the invitation email then you do not yet have safety assigned. Connect with your club admin to see if you are properly registered and/or when you should expect to be invited to begin safety.

3. *Why do I get an error message that my profile isn't found when I log into Player's Health via Demosphere?*

You may not be properly registered or you have not been initiated for safety. Please connect with your club admin to see if you are properly registered and/or when you should expect to begin safety.

4. *I see multiple waivers and more than one background check. Why am I being prompted to complete tasks more than once when I'm in Player's Health?*

If your club is a part of more than one State Association utilizing Player's Health, you are required to be compliant with all safety requirements designated by both associations. This may mean a variety of waivers that vary by state, more than one background screen, as specifications are state-specific, or multiple forms of training. If you feel any training you are prompted is in error, stop and clarify with your club admin or support@playershealth.com before proceeding.

5. *What if I don't have a SafeSport completion code?*

See Step 8A above: if you have not completed SafeSport training for this seasonal year then you will need to Proceed in order to log into the US Center for SafeSport to do so. If you have completed SafeSport training for this season year then you can enter the code from the bottom of your completion certificate (a series of 32 letters and numbers).

6. *I completed my new/refresher training with SafeSport, but it's not showing that I'm 100% complete. Now what?*

If your training did not sync properly, please return to the Player's Health training screen with the SafeSport tile/icon. Click on this SafeSport training icon again so you see the pop up window asking for the completion code from your certificate. Entering the code will update your progress to 100%.

If you still have issues submitting the code you can email a copy to support@playershealth.com and the PH team can assist with updating your profile.

7. *I think I completed everything I'm supposed to, but I only see a white screen. What now?*

If you do not see any further action that needs to be taken on the screen then none needs to be taken. Congratulations, you're safety certified!

Note: your background screen may take 3-5 business days to fully process, so your status will not be marked as Approved in Demosphere until this time.

If you have any trouble logging into Demosphere to access your risk/safety requirements, please contact your club administrator.

If you have any trouble once you are logged into the Player's Health system, please contact support@playershealth.com or call PH Support at 612-345-9683, ext. 2.